



# ANNUAL REPORT **2017**





**Aoibhneas**

Women and Children's Refuge, Coolock

*“A journey begins  
with a single step”*

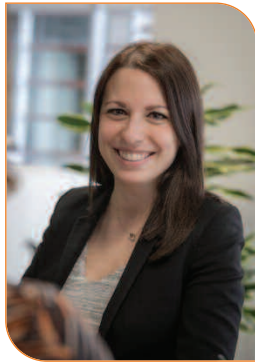
**Maya Angelou**



**Aoibhneas**  
Women and Children's Refuge, Coolock



## A Note from our Chairperson



On behalf of the Board of Aoibhneas, I am pleased to present our Annual Report 2017. Our report sets out to provide background on Aoibhneas' annual activities, our mission, vision for future services, our organisational structure and our 12 month financial report.

Women and children impacted by domestic violence remain marginalised in their access to legal and community supports. In the last 12 months alone, two domestic abuse services closed in Dublin without any concrete plan put in place to address the service gaps to provide support for women and children from the areas affected. In addition to the decrease in support for victims, the homeless crisis remains a prevalent issue in Ireland. Whilst the issue often receives coverage and resourcing, it frequently omits to address the particularities of victims of domestic abuse. Aoibhneas believes that the correlation between domestic abuse and homelessness need to be examined more thoroughly in the upcoming months. A coordinated approach should be developed between state run and state funded agencies to find a more appropriate solution to address the needs of all people affected by the crisis. We strongly believe women and children fleeing domestic abuse are grossly misrepresented within social housing and related supports, as well as within the statistical representation of the causes of homelessness.

Women and children who experience domestic violence exist on the margins and this is evidenced by our continued need to advocate for women and children made homeless or at risk of becoming homeless with county councils. In 2017 the Department of Housing, Planning, Community & Local Government published Rebuilding Ireland: The Policy and Procedural Guidance for Housing Authorities in Relation to Assisting Victims of Domestic Violence with Emergency and Long-term Accommodation Needs. This document fails to clarify the process for assessment and response when examining cases of domestic violence. As a result of this, interpretation and application of the policy varies considerably in each County Council.

Our mission, in Aoibhneas, is to provide emergency accommodation to families affected by domestic abuse but critically, [and more recently] we also look at preventative methods and how we can provide ongoing support to victims. Post refuge accommodation options available to women and children experiencing domestic abuse are extremely limited and a high contributing factor in families having to choose between returning to abusive situations, taking up temporary accommodation with family/friends and/or accessing emergency homeless accommodation. Unfortunately, none of these options are sustainable for victims and their family nor should it be their only choice after accessing support from domestic abuse services.

Since 2014 we have been in discussions with the HSE in relation to the acquisition of a vacant site near our refuge centre. In 2017 the HSE informed us of their intention to allocate the site to us for development of step down accommodation. While we were extremely pleased with this news, as of April 2018 we await the formal transfer of the site, unable to take matters further. Our objective for the upcoming year is to develop step down accommodation that women and children can access after they reach the end of their time in emergency accommodation. Families enter refuge accommodation in crisis and through engagement in our service, access an array of therapeutic, practical and emotional interventions. Their time in our service, while confronting, is transformative and our concern is that many families will leave us to enter homelessness. In these cases, women and children are expected to engage in a new, exposing process which we feel is counterproductive to their recovery and healing. The step-down accommodation we wish to develop would allow women and children to remain in a supported specialist environment where they can remain engaged in therapeutic supports as they work to set and achieve long term goals including access to independent living. We therefore ask for support from the Housing Minister and Department of Housing, Planning, Community & Local Government to assist us in realising our vision to develop longer-term accommodation for women and children.

Marie-Aude Rousseau  
28th April 2018

## Strategic Highlights

Our work in Aoibhneas reflects our core aim to support women and children impacted by domestic abuse through a recovery process. In 2017 we supported **404** families directly through access to refuge, drop in and outreach. We recognise the recovery process looks different for the families we support and our priority last year has been to grow our service to reflect the supports women and children require at times of crisis and recovery. In 2017 we accommodated **134** families in our 10-unit refuge facility, but given high demand for refuge we were not able to accommodate a further **381** families seeking refuge. This reflects the clear need for specialist care and accommodation for families experiencing domestic violence and the limited access to this.

In 2017 we engaged **235** families in a community setting - the last resort for many women who experience domestic abuse is leaving familiar surroundings. At Aoibhneas we provide access to crisis refuge accommodation to support women and children facing this unsavoury reality. Women leave their home with their children to promote both their own and their children's safety, a basic right in the first instance denied. Women and children who experience emotional, physical, sexual, financial and/or digital abuse are victimised by both their experience and what follows in leaving, this may include leaving their home without personal comfort items, homelessness, new school and/or creche placements, isolation from family, friends and community.

Women and children commence a journey that involves facing the reality of their domestic violence experience while confronting systematic barriers and blocks associated with breaking away from a relationship and seeking safety, this includes contact with Gardaí, Courts, Homeless Services, Housing Services, Medical Services to name a few. At Aoibhneas we feel we have a collective responsibility with services and agencies to assist women and children during their crisis by removing obstacles and bringing help, options and supports to them.

With this responsibility in mind, Aoibhneas focused on expanding its community provision in 2017 to;

- Improve our service visibility and reach to meet women and children at earliest opportunity regarding their experience of domestic abuse
- Tailor a programme that supports a model of prevention and early intervention.

We achieved this by:

### Expanding our Outreach Team

We expanded our Outreach Service, bringing our number

of Outreach Workers to 5. In doing this, we fostered an approach of Engagement, Partnership and Collective Action.

### Defined Catchment Areas

Unlike our Refuge and Helpline which takes on a national scope we allocated our Outreach Workers catchment areas. We undertook an analysis in North County, North Inner City and Dublin North pertaining to visibility of domestic violence supports, infrastructure of support and social services and demographics.

The map illustrates our coverage in the North Dublin area.



### Networking

Our Outreach workers visited services to introduce Aoibhneas, our work and issue promotional material to assist in better signposting for service users and professionals. We attended 168 networking events and delivered 42 training sessions with the objective of establishing visibility, building an interagency relationship and formalising a referral pathway

### Establishment of a Court Preparation and Accompaniment Service

It was important we support women with access to dedicated legal and court advice and accompaniment the reason being that the judicial



system can offer important family protection but can be difficult to access and navigate, furthermore outcomes can vary considerably.

Our Court Accompaniment Worker supports women through the court process including application of legal orders in the District, Circuit and High Court. Over a 6-month period we facilitated 131 court accompaniments.

### Participation with Tusla, Child and Family Agency and Key Stakeholders

For 5 years we advocated for an analysis of needs pertaining to domestic violence support services in North County Dublin given its rapid population growth, high birth-rate and young population, high proportion of new communities and lack of service infrastructure.

Our core funder Tusla, Child and Family Agency agreed to take on a needs analysis and set up a working group. We were only too happy to facilitate a partnership approach with Tusla given our concerns over the lack of supports available to victims of domestic violence and our experience albeit limited serving the area. The research concluded after a 6-month period and Tusla have published key outcome recommendations which highlight the need to resource North County Dublin with an infrastructure concerning domestic violence. Aoibhneas sit on Children and Young Person's Services Committee (CYPSC), Fingal and North City North, Northside Community Forum and Child and Family Support Network (CFSN), Fingal to represent specialism and integration concerning the coordinated support to children and families.

### Community Kitchen and Laundry Facilities.

The housing crisis has created unique issues for women and children, one such issue is that families accommodated for long periods in hotel, B&B and hostel accommodation are without access to kitchen and laundry facilities. In 2017 through our post refuge support service we identified this as a very debilitating and



Information Stand, Northside Civic Centre



Lord Mayor Micheál Mac Donncha and Manager Emma Reidy, 16 Days of Action Opposing Violence Against Women Event



Lord Mayor Micheál Mac Donncha Address, 16 Days of Action Opposing Violence Against Women Event

*"I'm amongst one of the lucky ones who got help through Aoibhneas. Today I'm leaving here knowing it's a new beginning to a great life with my kids. I was revived from the bottom and I'm back to the top. Thanks to all the staff for the help and support they gave me and my kids. Continue doing what you are doing."*



Lord Mayor Micheál Mac Donncha and Aoibhneas Team, 16 Days of Action Opposing Violence Against Women Event



Wall Mural, created by Violet Dempsey and Aoibhneas Residents.



Information Stand, Swords Pavilions Shopping Centre

*"I have nothing but the deepest gratitude towards all the Aoibhneas staff. Their work is not easy but they do it with such grace and compassion. I am truly blessed to be here and to have spent a memorable Christmas and New Year. Thank you for sharing with me what a safe and healthy home environment should be like. I will carry you all in my heart."*

disempowering reality for the families we support. We identified families located near refuge and offered them use of our communal facilities. This initiative served as particularly important to families that had to relocate schools/creche upon access to refuge who following a move on from refuge might be in emergency accommodation anywhere in Dublin yet have a need to maintain school/creche routines. We also partnered with Artane Beaumont Resource Centre who offered families linked to our service use of their kitchen facilities.

### Additional Premises

We acquired a rental space to base our Outreach team from and to offer women and children located within the community access to a range of programmes. We opened this service in January 2018 following a renovation of the unit, relocation of the outreach team and a design of programme supports. We now will offer a range of services (Play therapy, Freedom Programme, After Care Programme, Holistic Therapies, Legal and Court Preparation Service and Advice Clinic) from this location to better facilitate women and children to remain in the home and access an early route to specialist support.

Our core objective is to assist families affected by domestic abuse, this is crisis and frontline driven making it difficult to promote our organisation and work. Taking into consideration our limited resources we have used social media (Facebook and Twitter) to sign post and raise awareness. This has proved very successful providing members of the public with access and options pertaining to domestic abuse and the role of specialist agencies. During the 16 Days of Action Opposing Violence Against Women we hosted community events and an open day from refuge. In 2017 our key message was the journey women and children make, the steps involved in anyone's journey being numerous, the power in a step and how statutory and non-statutory services like specialist supports can enable better outcomes.



## Organisational Purpose and Service Overview

### Our Mission

We at Aoibhneas, aim to empower each person to live in freedom and safety from domestic abuse through a healing process that nurtures and enables positive growth and societal change

### Our Values

'One Family One Team'

Dignity  
Respect  
Compassion  
Empathy  
Inclusion  
Trust  
Unity and Partnership  
Co-operational Service Excellence  
Efficiency  
Innovation  
Value for Money  
Embrace and Drive Change  
Pursue Growth and Learning  
Build Open and Honest Relationships with Communication

What started out as a refuge 29 years ago has grown expediently to best meet women and children through each stage of the cycle of domestic abuse. This includes access to not just a choice of service supports but a wraparound delivery that takes a family from crisis to recovery.

### Refuge Accommodation

We have 10 self-contained units for 10 families to access at any one time from our refuge centre. Facilities include communal kitchen, dining area, sitting room, laundry facilities, courtyard and children's play area. Women and children can access refuge accommodation on a 24 hour, 365 days per year basis.

### 24 Hour Helpline

Access to a 24-hour confidential helpline service to women and agencies/ family/ friends ringing on behalf of women looking for information about aspects of their current situation.

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/ or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referral to appropriate services.
- Referral to refuge.

### Drop in Service

This service offers a safe confidential space for women to talk and work through their difficulties with trained staff who will provide:

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/ or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referral to appropriate services.
- Court accompaniment and preparation service.
- Referral to refuge.
- Post Refuge Support.

### Outreach Service

Provision of a community based service that enables women experiencing domestic violence to access the necessary supports required to remain safely in their own homes and to provide post-refuge support to women and children who return home or relocate elsewhere.

This service offers support in the following areas:

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/ or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referrals to appropriate services.

### Court Preparation and Accompaniment Service

Provision of a court preparation and accompaniment service to support in the following areas:

- Advice on legal orders, court process, court application process
- Court Accompaniment- (application/ court hearing) in District, Circuit and High Court
- Court Preparation- assistance formulating, preparing and delivering case.
- Assistance in legal aid application and gathering necessary and applicable documents.
- Information and Referral to Outreach, Refuge, Drop in Service
- Linkage/ Advocacy with Gardaí, Solicitors, Barristers, social workers and legal personnel.
- Post Court Support/Debrief

We offer women and children access to a variety of therapeutic supports to complement our one to one and group work.

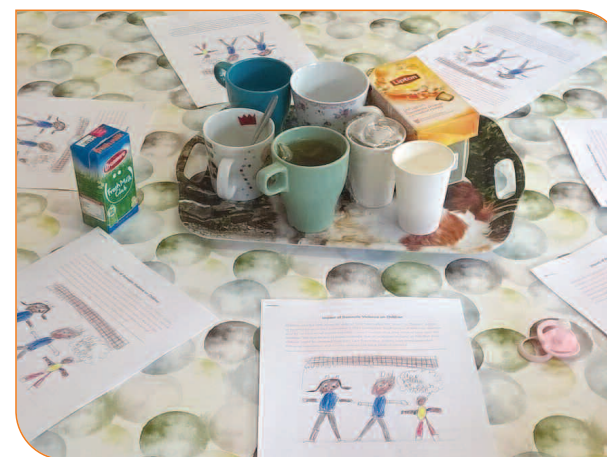
We help women identify and understand the tactics, behaviours and beliefs of abusers, identify the effects and



Summer Party 2017



Summer Party 2017



Parenting Group- Impact of Domestic Violence on Children

impact of domestic abuse on them and their children, assist in recognising potential future abusers, help gain self-esteem and confidence to improve the quality of their lives, avail of peer support regarding their experiences, access multi- disciplinary and specialist support.

For women our activity programme consists of;

- Legal advice clinic
- Freedom programme
- Aftercare programme
- Alternative holistic therapies
- CDETB evening classes- flower arranging, relaxation and cooking
- Mental Health Clinic

We identify that the parent/child relationship requires special consideration and we aim to support mothers understand attachment, identify in their children's experience, how they can support their children in their recovery and connect/ bond with their children.

We do this with access to;

- Infant massage
- CDETB homework (family learning) club
- Weekend activity programme
- Parenting Programme

We have a role in helping children explore and make sense of their experience, the change that experience brings, reassure the abuse directly/indirectly experienced is not their fault, understand what a healthy/ safe relationship looks like, gain confidence, trust in self and others, feel unburdened and cared for and have fun.

For children our activity programme consists of;

- Play therapy
- Midterm, Summer and Christmas programme of events
- Breakfast club/homework club

### Training

At Aoibhneas we recognise the need to work towards social and community change. We provide specialist training to statutory groups, non-statutory groups, family resource centres, women's groups and specialist domestic violence services responding to domestic violence. We have designed a positive relationships programme, which is delivered to Secondary Schools and Youthreach. All training provided by Aoibhneas is tailored to meet the identified needs of those requesting the training.

“Amazing staff, best thing I ever did. Despite the preconceptions about Refuges the place was clean, welcoming, with spacious rooms, everything you need. I am now starting a new chapter with my son.”





Aoibhneas Team Building Event 2017



Aoibhneas Outreach Team- Clean up Day 2017



Aoibhneas Team Building Event 2017

“I want to thank everyone for helping me and believing in me. My keyworker was absolutely amazing from day one and I am so very grateful to have gotten her. She educated me in areas of domestic violence, assertiveness and boundaries. I feel like a stronger person because of this and I really want it known how helpful this and my keyworker was. All the workers have been so lovely, kind and understanding. When I was upset, each of them helped me work through my feelings and thoughts in a respectful way and I am so amazed by their kindness. The refuge has changed my life for the better, thank you to everyone

## Our Organisational Structure

### One Family One Team

#### Board of Management

Members of the Board of Management offer their services on a voluntary basis, they direct the organisation's affairs while meeting the appropriate interests of its stakeholders and comply with all necessary legislation and regulation.

In 2017 our Board of Directors were;

**Directors** Richard Plenty  
Eilish McDonnell  
Cristina Santamaria  
Donal Costello  
Maureen Leahy  
Marie-Aude Gagnon Rousseau  
Melanie Farrell  
Donal Gill

**Secretary** Richard Plenty

**Chair** Marie-Aude Gagnon Rousseau

The Board of Management delegate the manager and staff to work for and on behalf of Aoibhneas in pursuance of the organisation's affairs and principal activity.

The manager is delegated responsibility for the day to day management of Aoibhneas and delegates responsibilities to staff.

**Manager** Emma Reidy

The Management and staff team provide a multidisciplinary range of practical, emotional and therapeutic supports. Our frontline team include Keyworkers, Social Care Workers, Outreach Workers, Weekend and Night Support Workers and an Activity Worker.





# Service Summary

**404 families**

directly supported through access to refuge, drop in and outreach

**134 women** and **239 children** were accommodated through our refuge service

**235 women** and **407 children** accessed our outreach service

**131 Court** Accompaniments

**3935** contacts made by **Outreach team**

**2753 Helpline** calls received

We supported women and children affected by domestic violence from **34 COUNTRY** of origins.



of the **404**

women that accessed refuge, outreach and our drop-in service **97%** disclosed emotional abuse This included:

- Being verbally abused.
- Being undermined, ridiculed, and put down.
- Being harassed, monitored and stalked.
- Being threatened with self-harm, suicide and threats to kill her and /or the children.
- Being told that she is a bad mother, mentally ill, stupid and deserving of the abuse.
- Being prevented from sleeping.
- Being threatened with physical and sexual assault.

**71%**

disclosed physical abuse

This included:

- Being beaten.
- Being bitten.
- Being punched and slapped.
- Being cut/stabbed.
- Being strangled/choked/suffocated.
- Being hit.
- Being kicked.
- Having hair pulled.

**81%**

women who accessed refuge accommodation disclosed physical abuse, **34%** of these women presented to refuge with injuries. These injuries included:

- Pain/ Ache
- Swelling
- Stabbing
- Bruising
- Concussion
- Bleed on the brain
- Broken/ fractured bones/ dislocation
- Graze/cuts/ scratches
- Bite
- Bald patch-head

**56%**

disclosed financial abuse

This included:

- Being denied access to household finances for food, rent, household utilities and clothing.
- Being left in debt.
- Being denied child/ spousal maintenance.
- Being denied access to child benefit.

**6**

The following weapons were reported as being used in physical assaults:

Closed fist  
Fork  
Bottle  
Pole  
Sweeping Brush  
Belt

**20%**

disclosed sexual abuse

This included:

- Being raped and sexually abused.
- Being coerced into sex/ sexual activity.
- Being forced to have sex with other people.
- Being denied the right to use contraception methods.



Aoibhneas provide refuge accommodation to women with children ranging in age from 0-18 years.

0-5-year olds and 6-12 year olds represented our largest cohort at 46% and 42% respectively.

With these age groups in mind we ran breakfast and homework (family learning) clubs to complement the therapeutic one to one and group work. We centred much of our weekend work around the use of activities and games with children, to promote a sense of fun and excitement. We also engaged mothers in one to one and group parenting support to strengthen the bond between mother and child while assisting mothers to meet the emotional and practical support needs of their children.

13-18year olds represented the remaining 12%, with this age group in mind we engaged in one to one work focusing on self-esteem, healthy and unhealthy relationships, safety, sense of self. Youth have access to a

dedicated space which facilitates use of consoles, chill out time, homework/study.

#### Helpline

In 2017 Aoibhneas responded to **2753** calls to its Helpline of these calls received 19% of women identified themselves in crisis and in need of safe accommodation. Given a lack of available units we were not able to accommodate **381** families seeking refuge. As one of the largest providers of refuge accommodation in Ireland, this promotes our need to build capacity with access to additional units.

#### Outreach and Drop in Service

Our Outreach Team provided **3935** contacts to **235** women and **407** children this involved access to one to one support in the form of face to face and telephone link-ins. Through our Court Preparation and Accompaniment service we facilitated **131** accompaniments.

Average length of Refuge Stay **25 nights**

**25% women**

disclosed Gardaí were called to the scene where an incident of abuse prompted their access to refuge.

**10 women**

disclosed they were pregnant upon admission to refuge of these, **3** women presented with injuries following a physical assault.

Aoibhneas recognise the need to work towards social and community change in promoting a preventative response to domestic violence. In 2017 we provided 42 specialist trainings. Aoibhneas recognise the need to raise awareness about domestic abuse and highlight the supports available to women and children experiencing domestic abuse. Aoibhneas also attended 168 networking and awareness raising events to inform members of the community, local services, and agencies of the work we do and how we can support families experiencing domestic violence.

#### Some of the Training and Workshops we delivered in 2017 included:

Crosscare  
GP registrars, Dublin North  
Trinity College Midwifery Students  
An Garda Síochána- Ballymun, Clontarf, Swords, Malahide  
Sparasi  
Migrants Rights Training  
Northside Partnership Programme  
Preparing for Life  
Citizens Information Centre  
St Helena's Resource Centre Women's Group  
Local Early Years Practitioners  
Tallaght Rehabilitation Project  
Carrs Child and Family Services  
Rush Secondary School  
Thornleigh Educate Together  
Institute of Technology, Blanchardstown  
Colaiste Dhulaigh



*"really informative session, very useful and relevant to our practice, very helpful overall".*  
**Student midwife**

*"Having the training take place in the refuge was an eyeopener, gave me some insight into the reality of domestic violence that I can't get in the surgery"*  
**GP Registrar**

**77% of trainees strongly agreed that by participating in our training they;**

- Gained knowledge and/ or skills
- Workshop met expectations
- Materials/ resources referred to were useful
- Participation and interaction was engaging and encouraged
- Facilitators were professional, engaging and friendly

## Client Feedback

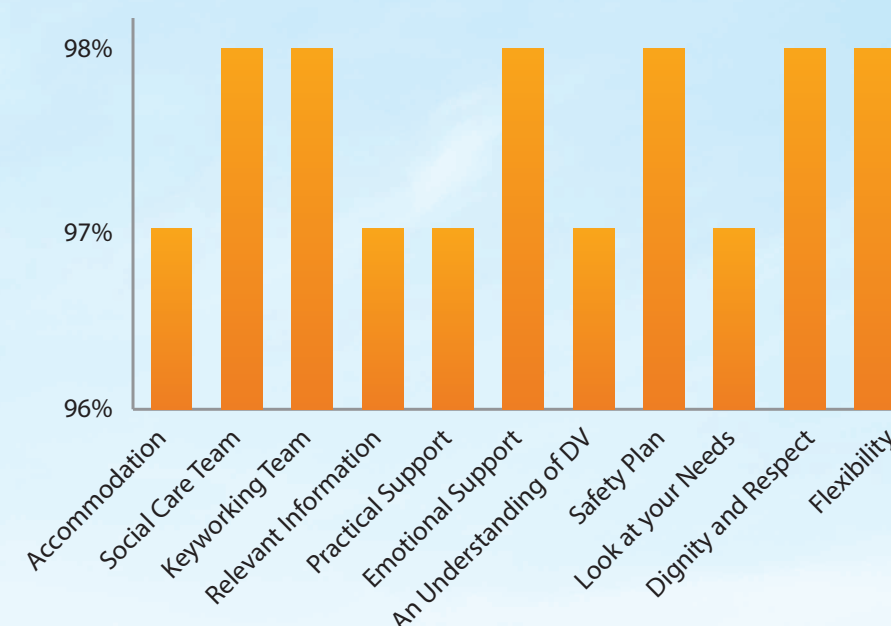
**100%** of clients felt their expectations were met having accessed our service

*"I think there are a lot of women suffering domestic violence but few know about a place like this."*

*"Thank you to all staff for their hard work and providing a good, safe experience."*

*"Excellent support to women in difficult situations. Great emotional and psychological support. Having stayed here and received the support I got stronger and more confident, and didn't feel alone. I got to know my rights and what I can do. Thank you very much."*

### Client Feedback



*"Aoibhneas have changed my life positively and the life of my children. I have learned to know myself better and I have learned to appreciate myself more especially never to settle for less. All I can say is thanks, especially to my Keyworker who has always shown me compassion. Thank you Aoibhneas you have impacted on my life positively."*

*"This is a great place to look at the wrongs and build your self-esteem."*

*"I found the weekend Childcare Support very helpful. Also, the staff were very nice and helpful"*

*"I had an excellent Keyworker who made me feel like I was her number 1 priority and I really appreciate everything"*

We consider feedback we receive crucial to not just maintaining high standards but promoting our accountability and shaping our service delivery to best and most appropriately meet client need.



AOIBHNEAS COMPANY LIMITED BY GUARANTEE  
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)

PROFIT AND LOSS ACCOUNT YEAR ENDED 31 DECEMBER 2017		2017	2016
		€	€
Turnover		1,180,925	1,066,258
Cost of sales		(4,402)	(5,541)
Gross profit		1,176,523	1,060,717
Administrative expenses		(1,251,854)	(1,083,913)
Other operating income		9,800	-
Operating loss		(65,531)	(23,196)
Loss before taxation		(65,531)	(23,196)
Tax on loss		-	-
Loss for the financial year		(65,531)	(23,196)

The company has no other recognised items of income and expenses other than the results for the financial year as set out above.

BALANCE SHEET (CONTINUED) AS AT 31 DECEMBER 2017	2017		2016	
	€	€	€	€
Fixed assets				
Tangible assets	503,837		562,782	
		503,837		562,782
Current assets				
Debtors	11,709		7,567	
Cash at bank and in hand	594,291		602,864	
	606,000		610,431	
Creditors: amounts falling due within one year	(59,527)		(57,372)	
Net current assets		546,473		553,059
Total assets less current liabilities		1,050,310		1,115,841
Net assets		1,050,310		1,115,841
Capital and reserves				
Profit and loss account		1,050,310		1,115,841
Members funds		1,050,310		1,115,841

Eilish McDonnell  
Director

Richard Plenty  
Director

Extract from Independent Auditor's Report to the Members of  
Aoibhneas CLG

Auditors

The auditors, Hayden Brown, have indicated their willingness to continue in office in accordance with the provisions of Section 383(2) of the Companies Act 2014.

Opinion

We have audited the financial statements of "Aoibhneas Limited" Company Limited By Guarantee for the financial year ended 31 December 2017 which comprise the profit and loss account, balance sheet, statement of changes in equity and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2017 and of its loss for the financial year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (Ireland) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that

may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit.

In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited, and financial statements are in agreement with the accounting records.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

Stephen Brown (Senior Statutory Auditor)

For and on behalf of  
Hayden Brown  
Chartered Accountants and Statutory Audit Firm  
Grafton Buildings  
34 Grafton Street  
Dublin 2

29 March 2018

Registered office	Hayden Brown Grafton Buildings Grafton Street Dublin 2	Bankers	Allied Irish Bank 53/54 Main Street, Finglas, Dublin 11
Business address	PO BOX 5504 Coolock Dublin 17	Solicitors	Aidan T Stapleton & Co
Auditor	Hayden Brown Grafton Buildings 34 Grafton Street Dublin 2		





# Thank You

I would like to take this opportunity to thank the Management and Staff of Aoibhneas who provide the dedicated support to women and children who in crisis access our service. I would like to thank my fellow Board Members who volunteer their time and support. I would like to thank our donors who through their generosity allow us provide practical assistance to women and children. I would finally like to thank our funders who recognise and support the services we provide to women and children. In 2017 we received funding from Tusla Child and Family Agency, COSC and CDETB. **Maire-Aude Rousseau**



AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAIS  
DEPARTMENT OF JUSTICE AND EQUALITY

You made it possible.....



Awareness Raising Event, Mothers Union and Aoibhneas



Fundraising Event, Colleen and Aoibhneas



Every staff individually was helpful - all clients treated the same.

Nothing but good about Aoibhneas and all the staff are really kind and nice and try to help you in every way they can so thank you very much to you all.

Everything was great, there was nothing they couldn't do for us. Thank you for everything.

Thanks, very good work and supportive stay. Keep up the good work

The staff are really lovely, I wasn't really expecting the refuge to be so welcoming and clean and really work. Thank you all for everything

Aoibhneas is an amazing service and all staff are allly nice.

The staff are amazing. I can't begin to mention names but I would like to make special mention of my keyworker, she is amazing and I don't know what I would have done without her.

A great place that provides help and support.

It's a tricky thing to deal with women in crisis whose issue is domestic violence and also accommodation. If there can be a way to help transition from the safety of the refuge to a safe half way house it would prevent some women going back to their abusive partners.

Thank you for all!

Really want to say thank you, my keyworkers they really helped me since I came here, the service is wonderful.

Me and my children will miss Aoibhneas very much. We got more support than expected and we love all the staff. The children said that they will miss their Keyworker the most

A really good experience, I didn't know what to expect and was scared and emotional. Staff are amazing. Lifesaver for me

The stay here and the work I completed around domestic violence were very positive and I learned a lot. Tremendous job with my family and I will miss everyone



**Helpline:**  
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