

**Senior Citizens Helpline Company**  
**Company Limited by Guarantee**  
**Report and Financial Statements**  
**for the year ended**  
**31 December 2017**  
**(A company limited by guarantee**  
**and not having a share capital)**

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**SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY  
GUARANTEE**

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**REPORT AND FINANCIAL STATEMENTS 2017**

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## **SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE**

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### **DIRECTORS AND OTHER INFORMATION**

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#### **BOARD OF DIRECTORS**

Thomas Dowling (Chairman)  
Professor Tom Collins  
Pat Cox  
Maura O'Keeffe

#### **SECRETARY AND REGISTERED OFFICE**

Thomas Collins  
Third Age Centre  
Summerhill  
Co. Meath

#### **CHARITY NUMBER**

CHY 16756

Registered Charity Number 20061104

#### **AUDITORS**

Mazars  
Chartered Accountants & Statutory Audit Firm  
Harcourt Centre  
Block 3  
Harcourt Road  
Dublin 2

#### **BANKERS**

Bank of Ireland  
Trim  
Co. Meath

#### **SOLICITORS**

Brady & Company  
High Street  
Trim  
Co. Meath

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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### CHAIRMAN'S STATEMENT

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SeniorLine is a national confidential listening service for older people provided by trained older volunteers. Our lines are open every day from 10am to 10pm, 7 days a week, 365 days a year. During 2017 Senior Help Line rebranded to SeniorLine and launched a new Freephone number 1800 80 45 91, replacing its local number 1850 440 444. Our aim was and is to make the service accessible to all older people nationwide, ensuring that cost however little is not a barrier to contacting our peer to peer listening service and our dedicated team of older volunteers. Our service is also available when other services may be closed. We operate 12hrs a day every day of the year, including bank and public holidays.

The fact that older people are living longer is a cause for celebration. The aim of the Government is to keep older people living independent lives at home for as long as possible should that be their choice. An increasingly documented down side of longevity is the associated loneliness and isolation experienced by some older people at home due to location, illness, personal circumstances, bereavement or income poverty. SeniorLine is an affordable, accessible source of help, company and support for such people every day of the year. SeniorLine is a primary health care service and part of vital community support in an ageing Ireland.

SeniorLine continues to receive over 10,000 calls per annum. Many SeniorLine callers have few people to talk to, and can receive comfort knowing they can phone SeniorLine when they need to. Having an opportunity to discuss a problem or a worry can help a caller to clarify the situation for themselves, often gaining a new and fresh perspective or a new source of support. Loneliness continues to be the largest single issue on the help line – loneliness either expressed or implied. This loneliness can be caused either by geographic or social isolation, bereavement, illness, shyness, family emigration or family difficulties. Other issues affecting callers include worries about health, anxiety around financial matters or family problems, home security, recent bereavement or long-term loss, elder abuse or neglect. Callers are helped by being listened to, feeling valued, and telling us how they are day-to-day. Regular callers may be encouraged to become more engaged in life. All callers are received with attention and empathy.

As well as responding to individual callers, SeniorLine advocates nationally for older people in Ireland, representing their needs, concerns and wishes to media, the general public, the government, change makers and key stakeholder.

#### Highlights of 2017

In 2017 the service was rebranded from Senior Help Line to SeniorLine, this coincided with the launch of a new Freephone number 1800 80 45 91. The name was changed as research indicated that the word 'help' was a disincentive for some callers. Calls rose by 41% in the months after the rebrand. The rebrand was launched by Minister of State Jim Daly TD who described the service as an "inspiring, incredible project", remarking that improved health care has contributed to people living better for longer. He also added that older people can and do continue to contribute. And "an example of this is the contribution of the SeniorLine volunteers".

SeniorLine reached its compliment of 180 older volunteers who now provide the services from our three Dublin based locations (Amiens Street, Leopardstown and Donnybrook Hospital). All 180 volunteers have been Garda vetted, trained, mentored and supported through regular CPD.



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### CHAIRMAN'S STATEMENT

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SeniorLine enrolled on the Invest in Volunteer Quality Mark Scheme. SeniorLine has expanded its Volunteer Manual adding new policies and procedures and introducing new supports and ongoing training and CPD for volunteers. SeniorLine now organises monthly coffee mornings which provide volunteers with an opportunity to come together, share experiences, support each other and participate in training activities. During 2017 SeniorLine organised CPD sessions for volunteers provided by guest speakers from Arthritis Ireland, Age & Opportunity, Crime Victims Helpline, and LGBT Ireland.

SeniorLine was shortlisted for a Community Impact Award, which is organised by the Wheel to celebrate the work of voluntary organisations.

During 2017 SeniorLine worked in partnership with DCU's Counselling & Personal Development Department to provide a Personal Support Service to DCU Students. This service ran as a pilot from February – May. The pilot was evaluated in autumn 2017.

2017 saw a major investment in the management and ongoing support of our volunteers. Improvements in communication with our volunteers, improved quality of interactions with callers and ongoing monitoring/assessment of data from call log sheets places SeniorLine in a strong position to represent the voice and issues of callers, and through them, a wider population of older people. We continue to communicate this information to media, government, key stakeholders and within the sector through press conferences, meetings, and presentations. We continue to build on our relationship with regional radio by issuing regular press releases using direct quotes from callers. Our immediate access to log sheets and caller data such as caller stories and issues have enabled us to represent older people particularly those who are vulnerable in a more accurate and credible way.

On behalf of my fellow Board members I would like to record our grateful thanks to all our volunteers for their long-term commitment to our programme, and to the many SeniorLine supporters and friends who believe in our mission and vision.

Our work would not be possible without the support of our funders. We thank our core funder the HSE, and we gratefully appreciate the support that we have received from Generali Pan Europe, the Ireland Funds and National Lottery. Your investment in our service is helping us to reach lonely isolated and vulnerable older people nationwide.

Finally, we are fortunate to have an excellent CEO, Áine Brady and her management team and staff, who continually demonstrate their enthusiasm, innovation and commitment to improving the lives of older people to participate in meaningful activities such as the SeniorLine and through those activities make a positive difference to the lives of marginalised, frail and isolated older people nationwide.

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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### CHAIRMAN'S STATEMENT

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I would like to thank my fellow Board members for their guidance and expertise as they continue to oversee the governance of the organisation, including the ongoing development of Board roles and responsibilities and support Board sub-committees. I thank you all for your diligence and hard work during the year.

We look forward to 2018, and the challenges and opportunities that it brings. We are entering a new phase in our development and strategic direction under our plan for 2018-2020. We are enthusiastic and confident that we will continue to make a real and lasting difference to the health and wellbeing of older people by supporting them with a professional, quality and empathetic response.



Thomas Dowling  
Chairperson

30 July 2018



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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## DIRECTORS' REPORT

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The directors submit their annual report and the audited financial statements for the year ended 31 December 2017.

### 1. PRINCIPAL ACTIVITY, REVIEW OF THE BUSINESS AND FUTURE ACTIVITIES

SeniorLine is a national confidential listening service (1800 80 45 91) for older people provided by trained older volunteers. SeniorLine is also one of Third Age's national programmes. Third Age was founded in 1988 and is a national voluntary organisation that is dedicated to promoting the value and contribution of older people through its volunteer-led programmes and services. Third Age is a pragmatic 'can do' organisation, with a track record of identifying innovative, yet practical solutions to society's needs. The core ethos of Third Age is connectedness, creativity, challenge and collaboration. Our goal is to support and facilitate older people to remain in the place of their choice for as long as possible. SeniorLine is just one example of the many ways that Third Age responds to the challenges and opportunities while supporting older people.

SeniorLine is confidential, autonomous and non-directive. Volunteers do not offer advice, but through open questions enable callers to explore relevant options. Volunteers can also refer callers to other appropriate services. Log sheets generated after each call reveal important information on the nature and reason for the call. Loneliness, illness, poor mobility, health concerns, financial issues, family problems, living alone, security fears, retirement and bereavement are the main reasons for phoning SeniorLine. Approximately 2-3% of calls each year are attributed to elder abuse or neglect, with financial and psychological abuse being those most commonly presented. A very small number of calls present with suicidal intention. SeniorLine has a strict protocol in the way it responds to elder abuse and suicidal calls, which is designed to support the caller and protect the volunteer. Many of the calls that we receive are a mix of issues; the effects of the economic downturn, new taxes such as property tax and USC, and fears around home security have featured in recent years.

Senior Help Line operates 12 hours a day (10am to 10pm), 365 days a year. We do not close on bank holidays, public holidays or weekends. Our dedicated team, of volunteers are available to listen when other services may be closed.

The mission of SeniorLine is to ensure that every older person in Ireland knows of the service, and will receive a professional, quality and empathetic response, should they call.

#### Objectives

Within our Strategic Plan 2013-2017, six strategic objectives were identified. These were to:

- Develop a quality listening service
- Become a centre of excellence in recruiting, Training and supporting volunteers
- Influence policy at sector and national level by using information available from callers
- Continue to build the brand to a national profile
- Create a sustainable service in terms of management, staffing, funding and premises
- Maximise alliances locally and nationally to improve outcomes for older people, and to enable SeniorLine deliver its mission.

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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## DIRECTORS' REPORT

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### 1. PRINCIPAL ACTIVITY, REVIEW OF THE BUSINESS AND FUTURE ACTIVITIES *(continued)*

#### **Develop a quality listening service**

SeniorLine is open 12 hours a day, seven days a week, 365 days a year. During 2017 SeniorLine completed the centralisation of its model, which involved recruiting, training and supporting 180 volunteers in its Dublin based centres of Amiens Street, Leopardstown and Donnybrook.

Considerable work has been done to develop the core value of the service – empathetic listening. This has been achieved using our Listening model or CUP Model – training our volunteers to Connect with, Understand and empower each caller. To actively encourage each volunteer group to provide feedback at the end of training. Their useful recommendations have been incorporated into successive training curricula.

Centralisation of the service has achieved improved record keeping, rota management and development and implementation of quality control mechanisms. Ongoing audit of log sheets allows us to identify caller issues and any relevant volunteer supports that may be necessary. We have brought about core changes in the delivery of quality listening. Our staff now see our volunteers constantly, enabling the provision of any necessary support. We are also in contact with volunteers through formal meetings, telephone calls, texts, newsletters and more recently monthly coffee mornings.

Our policies and procedures continue to be improved, while our resource manual of services to which our volunteers may sign post callers has been updated and enhanced.

#### **Becoming a centre of excellence in recruiting, training and supporting volunteers**

SeniorLine continues to review, refine and improve its 5-day training module. Ongoing training has led to a constant scrutiny and review of training exercises and modules. All volunteers also receive Continuous Professional Development, which includes external speakers, discussion groups and workshop sessions. This programme was formalised into a Coffee and Conversation morning in central Dublin with an external speaker. These mornings are extremely well attended. They have allowed each new set of trainees to meet the wider group – a social aspect that was very much appreciated.

The relative proximity of our three centres in Dublin has facilitated us in providing greater support to volunteers. Each volunteer and each group of volunteers, is now offered a uniform quality standard of training. Each volunteer is mentored on to SeniorLine, and brought back for a review meeting after three sessions. Our Dublin and Summerhill administrators and management staff are in constant contact with our volunteers through informal meetings, telephone contact, texts and regular newsletters.

During 2017, we resumed work on the Invest in Volunteers Programme. In collaboration with Volunteer Ireland, we have clarified, improved and written up a range of policies and procedures including; Volunteer Roles and Responsibilities, Data Protection, Health and Safety, Discipline & Grievances, Diversity & Equality; Induction, Recruitment and Training; Rota Duty Guidelines, Confidentiality, Call logging; Exit Procedure.



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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## DIRECTORS' REPORT

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### 1. PRINCIPAL ACTIVITY, REVIEW OF THE BUSINESS AND FUTURE ACTIVITIES *(continued)*

#### **Influencing policy at sector and national level by using information available from callers**

SeniorLine is in a strong and unique position to represent the voice and issues of callers, and through them the wider population of older people, because our volunteers hear the issues and concerns of callers daily. We have made huge efforts to improve of communication with volunteers, to improve the quality of interaction with callers, and to improve access to log sheet data. Analysis of information from these sources is communicated to media, government, key stakeholders and within the sector through opportunistic and targeted PR campaigns e.g. regional radio. Our press releases incorporate direct quotes from callers.

SeniorLine issues are represented through Third Age at the National Positive Ageing Strategy Stakeholder Forum. Other member organisations include Active Retirement Ireland, Age & Opportunity, Age action, Age Friendly Ireland, Alone and Irish Senior Citizens Parliament. During 2017 the forum held meetings with – Department of the Taoiseach, Department of Health, Department of Social Protection, Department of Transport, Tourism and Sport, Minister of State for Older People. These meetings highlighted various issues of particular concern to older people and SeniorLine callers including rural crime, disability and access, the need for adequate public transport in rural Ireland.

Third Age represented the voice of SeniorLine callers in our submission on Home Care to the Department of Health.

SeniorLine is on the steering committee of Befriending Network Ireland (BNI), an umbrella group of organisations offering befriending, face to face or by phone. SeniorLine was invited to speak at the BNI national seminar 2017, we took this opportunity to give an overview of the service and its value to our callers. SeniorLine also exhibited at the Irish Gerontological Nurses national conference in Waterford.

SeniorLine is a member of Telephone Helplines Ireland. Third Age is represented on the NGO forum of the Age Alliance.

#### **Continue to build the brand to a national profile**

SeniorLine does not initiate calls, but depends on receiving calls from members of the public who know that the service is available to them. During 2017 Senior Help Line rebranded to SeniorLine and launched its new freephone number 1800 80 45 91. Our strapline was changed to "when listening is helping". We used this event and subsequent press releases highlighting callers' issues to also promote the new freephone number which resulted in a 41% increase in calls to the service in the later stages of 2017.

During 2017 SeniorLine continued to promote the service across print and radio media, national and local. Many of the promotional opportunities created were opportunistic. SeniorLine was profiled on 6:1 news as part of a package that included the HSE and Disability Federation of Ireland. SeniorLine also generated publicity for World Elder Abuse Day 2017 on social media, radio and print.

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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## DIRECTORS' REPORT

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### 1. PRINCIPAL ACTIVITY, REVIEW OF THE BUSINESS AND FUTURE ACTIVITIES *(continued)*

#### **Continue to build the brand to a national profile *(continued)***

SeniorLine literature was included in every delegate pack at the Irish Institute of Community Nurses national conference in May 2017. We view Community Health Nurses as an important channel of information on SeniorLine to older people at home.

Since the rebrand and launch of the freephone number SeniorLine has been featured on Newstalk, on Live Line, the Ray Darcy Show. We have been publicised in the Senior Times, Alone Newsletter, Garda Sargent's Journal An Siochan, SVP magazine, Arthritis Ireland and the HSE national quarterly staff newsletter "Health Matters". SeniorLine has distributed our new literature to 230 Community Information Centres nationwide, over 20 Friendly Call Services, to Crime Victim Service Offices and Community Liaison Garda countrywide.

Senior Help Line has become more active on social media with regular features on caller's stories. Other blogs have looked at ageism, the value of listening, rural isolation, and the value of grandparents.

#### **Strengthening the service regarding: management, staffing, funding and premises**

The process of centralising SeniorLine continues to achieve economies of scale (line rental, Line maintenance, premises, furnishing, administration, postage) in recruitment, training, mentoring and support.

SeniorLine continues to develop and improve written policies and procedures. Our Volunteer Manual has been expanded and improved. The Invest in Volunteer Programme continues to set quality standards for volunteer recruitment, training, management and support. The learning from this process is helping to improve our interactions with the volunteers of all our Third Age programmes.

SeniorLine provides regular CPD for both volunteers and staff. For staff these included workshops and conferences aimed at improving management and operational efficiency, and enhancing the volunteer experience. Topics covered included Data Protection for non-profits, Dispute Resolution, Health and safety – Risk assessment, PHECC Cardiac First Response: AED Defibrillator training, Volunteer Management Training and Recruitment, Befriending and Advocacy, Donor Care, Fundraising and writing successful grant applications, Governance, Funding Diversification, Leadership Challenges, Strategy and Measuring Outcomes.

The manual of governance and volunteer policies are annually reviewed and updated in line with legal and statutory requirements and best practice.

SeniorLine is extremely grateful for the support that we receive from our core funder the Health Service Executive. We would also like to thank the National Lottery, Generali and the Ireland Funds for their investment and interest in the work of our organisation.



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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## DIRECTORS' REPORT

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### 1. PRINCIPAL ACTIVITY, REVIEW OF THE BUSINESS AND FUTURE ACTIVITIES *(continued)*

#### **Strengthening the service regarding: management, staffing, funding and premises *(continued)***

SeniorLine ran a number of small fundraising events and activities in 2017, including our annual Christmas Carol Service on Grafton Street, many thanks to our choir of volunteers and staff, and Grandparent of the Year Awards in conjunction with Specsavers.

A corporate sponsorship campaign was developed which focused on matching potential donors with aspects of the SeniorLine service based on their interests. To ensure the future sustainability of the service we need to focus our efforts on diversifying our resources and achieving economies of scale. The centralisation has managed to reduce costs and create a more efficient and effective service. We are now concentrating on different ways to attract investment and support. This is something that we plan to build on in 2018.

#### **Maximising alliances locally and nationally to improve outcomes for older people, and to enable Senior Help Line to deliver its mission**

SeniorLine recognises the benefits of collaboration and sharing especially when the aim is to improve the outcomes for older people. SeniorLine is represented on the Active Ageing Partnership, Age Platform, Befriending Network Ireland, all of which provide valuable platforms for sharing the views of older people as told to us by our callers.

SeniorLine worked with DCU's Counselling & Personal Development Department to provide a Personal Support Service to DCU students which was modelled on SeniorLine and involved SeniorLine volunteers. The service was piloted from February to May.

SeniorLine was shortlisted for The Wheel Charity Impact Awards. The purpose of the award is to celebrate the work of community, voluntary and charitable organisations, clubs and other non-profit groups that have brought about positive changes across Ireland.

### 2. SUMMARY OF RESULTS

The statement of financial activities for the year ended 31 December 2017 and the statement of financial position as at 31 December 2017 are set out on pages 19 and 20 respectively.

### 3. STRUCTURE, GOVERNANCE AND MANAGEMENT

Senior Citizens Helpline C.L.G. has a voluntary Board of Directors, a Senior Management Team a team of Direct and indirect project staff. The Board of Directors may delegate authority to sub-committees or management to act on behalf of the Board in respect of certain matters but, where the Board does so, it has the mechanisms in place for documenting the delegation and monitoring the exercise of delegated functions.



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### DIRECTORS' REPORT

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#### 3. STRUCTURE, GOVERNANCE AND MANAGEMENT *(continued)*

The role of the Management Team, led by the Chief Executive Officer is to propose strategies to the Board and following challenging Board scrutiny, to execute the agreed strategies to the highest possible standards. The Management Team is made up of individuals with relevant skills, experience and knowledge related to their particular responsibilities.

The Board of Senior Help Line is responsible for:

- The effective, prudent and ethical oversight of the organisation;
- Setting the organisation/business strategy; and
- Ensuring the risk and compliance are properly managed.

Senior Help Line has signed up to the Fundraising Guiding Principles and the Governance Code.

SeniorLine Reserve's Policy recognises restricted and unrestricted funding, and the designation by the Board of unrestricted funding/income. It was agreed by the Board of Directors that SeniorLine should have sufficient funds (reserves) to cover 3 months operational costs, plus redundancies and any other eventualities. Restricted funding is funding identified by the funder/donor for a specific purpose, unrestricted income is not restricted and therefore not designated for a specific purpose, the Board of Directors can decide if this is to be designated. The income and expenditure of SeniorLine is compared with budget projections and monitored by the Finance Committee and the Board. A quarterly Board report identifies expenditure, attainment of strategic targets and objectives as agreed with funders, status of income/funding receivable i.e. received, delayed, secured etc. Financial projections are also prepared projecting four years ahead and highlighting expected costs, income secured (grant application, fundraising etc. and potential risks such as unsecured income, or funding that is subject to annual review i.e. where SeniorLine does not have a multi-annual contract or Service Level Agreement. SeniorLine has specific agreement with its funders these are detailed in either a Service Level Agreement or letter of Commitment. When income is received for a particular aspect or activity of the service the funds must be spend on that aspect or activity. Funders and donors receive detailed income and expenditure reports as designated in letters of commitment and service level agreements and are reported to our funders monthly, quarterly, bi-annually and annually as specified in the individual contracts. Details of receipts and payments for 2017 are included in the schedules of this document.

#### 4. RISKS AND UNCERTAINTIES

Our greatest risk or uncertainty is that of loss of income and/or funding. SeniorLine has taken a proactive approach to the mitigation of this risk. The centralisation of the model has played a key role in improving the quality and standard of the responses that that we provide and has achieved substantial savings across many of our direct programme/service delivery costs. We have developed a strategic approach to fundraising which includes targeted grant applications, fundraising campaigns and events, corporate and philanthropic sponsorships, all with a focus on diversifying our funding streams. We were fortunate in 2017 to receive funding and support from Generali, National Lottery and the Ireland Funds for volunteer and service development.

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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### DIRECTORS' REPORT

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#### 4. RISKS AND UNCERTAINTIES *(continued)*

Our volunteers are the backbone of our service. We greatly value their contribution for without this and their tireless dedication to the service, there would be no SeniorLine. Our enrolment in the Invest in Volunteer Award has placed a firm focus on striving to be the best that we can be in relation to our volunteers. We have introduced new resources, supports, mentoring and monitoring systems. We have invested in updating our policies and protocols. These actions have made a positive impact on our volunteers and created a good working relationship, good working environment and ultimately are supporting our volunteers to provide a quality and consistent response to our caller's needs.

The organisations direct programme staff and core support workers are extremely important to the delivery of the service, for its continued quality and consistency and for its future development and sustainability. SeniorLine provides opportunities for Continuous Professional Development to ensure that all staff are sufficiently supported to allow them to manage and deliver the service, the volunteers and to respond to emerging needs and address emerging issues and concerns. By supporting these key individuals, we are ensuring the long-term sustainability of the service and the organisation, which in turn will facilitate the delivery of a quality and relevant response to the needs of our callers.

Failure to comply with legislation, regulations or to meet our responsibilities are other identified risks. SeniorLine has updated its policies, procedures and protocols, and adopted internal control systems aimed at ensuring compliance with legislation and policies such as health and safety, data protection, company, taxation, volunteer management etc. These controls also aim to ensure efficient and effective use of the Companies resources, and maintain integrity of financial information. As legislation and policy change regularly Senior Line carries out periodic reviews of existing policy and procedures to keep up to date with these changes.

#### 5. DIRECTORS

The current directors are set out on page 2. All directors served for the entire financial year. As stated in the articles of association, directors are required to retire by rotation.

#### 6. POST BALANCE SHEET EVENTS

SeniorLine has recruited a further 31 volunteers who are ready to take up duty on Senior Help Line in each of our three Dublin based centres (Amiens Street, Leopardstown and Donnybrook).

Plans are underway to introduce a Volunteer Supervision Programme. This will involve meeting with small groups of volunteers to discuss calls and callers, to provide any necessary support, and offer training inputs as required.



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### DIRECTORS' REPORT

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#### 6. POST BALANCE SHEET EVENTS *(continued)*

The Volunteer Manual has been expanded and updated and has been distributed to all our current volunteers.

SeniorLine now provides monthly Coffee & Conversation mornings for all volunteers which include CPD on specialist subjects pertaining to their roles within the service. We have found that these sessions are especially beneficial for newly trained volunteers as they provide them with an opportunity to meet with existing volunteers. This has created a very effective support structure as the new volunteers are provided with opportunities to share and learn from existing volunteers who have vast knowledge and experience working on the service which they are happy to share with their new volunteer counterparts.

In efforts to achieve economies of scale and operate for effectively and efficiently both Third Age and SeniorLine have a focus on sharing resources and developing cross programme partnerships where appropriate. In 2017 SeniorLine delivered communications training to Third Age's AgeWell Companions. The AgeWell programme is Third Age's newest response to the emerging needs of older people.

It integrates a human service model with innovative technology to address both social and health problems of older people. The programme employs older adults as peer companions (AgeWells) who carry out home visits to clients (older people) and mobile screening to monitor wellness, identify healthcare and social service needs, and trigger referrals to established services if required. SeniorLine has also agreed to continue to provide training to AgeWell Companions every six weeks as part of their programme of Continuous Professional Development on relevant topics.

#### 7. GOING CONCERN

The directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

#### 8. ACCOUNTING RECORDS

The measures that the directors have taken to secure compliance with the requirements of Section 281 to 285 of the Companies Act 2014 with regard to the keeping of accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office at Third Age Centre, Summerhill, Co. Meath.



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### DIRECTORS' REPORT

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#### 9. STATEMENT ON RELEVANT AUDIT INFORMATION

In the case of each of the persons who are directors at the time this report is approved in accordance with section 332 of the Companies Act 2014:

- (a) so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and
- (b) each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

#### 10. AUDITORS

Mazars, Chartered Accountants and Statutory Audit Firm, continue in office in accordance with Section 383(2) of the Companies Act 2014.

On behalf of the Board



Thomas Dowling



Thomas Collins

30 July 2018

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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### DIRECTORS' RESPONSIBILITIES STATEMENT

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The directors are responsible for preparing the directors' report and the financial statements in accordance with applicable Irish law and regulations.

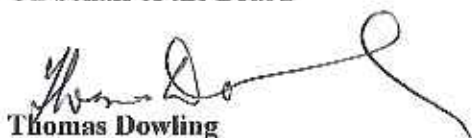
Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council, and promulgated by the Institute of Chartered Accountants in Ireland. Under company law, the directors must not approve the financial statements unless they are satisfied they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end and of the profit or loss of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reason for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities and financial position of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the Board



Thomas Dowling



Thomas Collins

30 July 2018

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE**

**Report on the audit of the financial statements**

***Opinion***

We have audited the financial statements of Senior Citizens Helpline Company Company Limited by Guarantee ('the company') for the year ended 31 December 2017, which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 1. 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 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 properly prepared in accordance with the requirements of the Companies Act 2014.

***Basis for opinion***

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***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.



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE**

***Other information***

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

***Opinions on other matters prescribed by the Companies Act 2014***

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the directors' report is consistent with the financial statements; and
- in our opinion, the directors' report has been prepared in accordance with the Companies Act 2014.

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 the 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 any 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.

***Respective responsibilities***

***Responsibilities of directors for the financial statements***

As explained more fully in the directors' responsibilities statement set on page 15, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE**

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

***Auditor's responsibilities for the audit of the financial statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at: [http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description of auditors responsibilities for audit.pdf](http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf). This description forms part of our auditor's report.

**The purpose of our audit work and to whom we owe our responsibilities**

Our report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



**Mairéad Divilly**  
for and on behalf of Mazars  
Chartered Accountants & Statutory Audit Firm  
Harcourt Centre  
Block 3  
Harcourt Road  
Dublin 2

**30 July 2018**



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**SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY  
GUARANTEE**

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**STATEMENT OF FINANCIAL ACTIVITIES**

|   | Notes | Unrestricted<br>Funds<br>€ | Year ended<br>31 December<br>2017<br>€ | Year ended<br>31 December<br>2016<br>€ |
|---|-------|----------------------------|--|--|
| <b>Income from:</b>                       |       |                            |  |  |
| Charitable activities                     | 4     | 271,914                    | 271,914                                | 646,508                                |
| <b>Expenditure on</b>                     |       |                            |  |  |
| Charitable activities                     | 5     | <498,907>                  | <498,907>                              | <486,834>                              |
| <b>Net movement in funds</b>              | 7     | <226,993>                  | <226,993>                              | 159,674                                |
| <b>Fund balances at beginning of year</b> |       | <u>732,370</u>             | <u>732,370</u>                         | <u>572,696</u>                         |
| <b>Fund balances at end of year</b>       |       | <u>505,377</u>             | <u>505,377</u>                         | <u>732,370</u>                         |

All income and expenditure for the year and the preceding year is in respect of unrestricted activities.

# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

## STATEMENT OF FINANCIAL POSITION

|  | Notes | 31 December<br>2017<br>€ | 31 December<br>2016<br>€ |
|--|-------|--------------------------|--------------------------|
| <b>FIXED ASSETS</b>                          |       |                          |                          |
| Tangible assets                              | 9     | <u>12,999</u>            | <u>16,792</u>            |
| <b>CURRENT ASSETS</b>                        |       |                          |                          |
| Debtors                                      | 10    | 105,758                  | 129,269                  |
| Cash and cash equivalents                    |       | <u>444,279</u>           | <u>648,532</u>           |
|  |       | 550,037                  | 777,801                  |
| <b>CREDITORS</b>                             |       |                          |                          |
| Amounts falling due within one year          | 11    | < <u>57,659</u> >        | < <u>62,223</u> >        |
| <b>NET CURRENT ASSETS</b>                    |       | <u>492,378</u>           | <u>715,578</u>           |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | <u>505,377</u>           | <u>732,370</u>           |
| <b>FUNDS</b>                                 |       |                          |                          |
| Unrestricted funds                           |       | <u>505,377</u>           | <u>732,370</u>           |

On behalf of the Board

  
Thomas Dowling

  
Thomas Collins

30 July 2018



# **SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE**

## **STATEMENT OF CASH FLOWS**

|   | 31 December<br>2017<br>€ | 31 December<br>2016<br>€ |
|---|--------------------------|--------------------------|
| <b>Cash flows from operating activities</b>                   |                          |                          |
| Net movement in funds   | <226,993>                | 159,674                  |
| Depreciation  | 5,287                    | 281                      |
| Movement in debtors   | 23,511                   | <104,726>                |
| Movement in creditors   | <4,564>                  | <69,925>                 |
| <b>Cash outflow from operating activities</b>                 | <202,759>                | <14,696>                 |
| <b>Cash flows from investing activities</b>                   |                          |                          |
| Purchase of tangible assets                                   | <1,494>                  | <2,281>                  |
| <b>Cash outflow from investing activities</b>                 | <1,494>                  | <2,281>                  |
| <b>Movement in cash and cash equivalents in the year</b>      | <204,253>                | <16,977>                 |
| <b>Cash and cash equivalents at the beginning of the year</b> | <u>648,532</u>           | <u>665,509</u>           |
| <b>Cash and cash equivalents at the end of the year</b>       | <u>444,279</u>           | <u>648,532</u>           |

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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### NOTES TO THE FINANCIAL STATEMENTS

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#### 1. ACCOUNTING POLICIES

The significant accounting policies adopted by the company are as follows:

##### *a) General Information*

Senior Citizens Helpline Company Company Limited by Guarantee is constituted under Irish company law as a company limited by guarantee and is a registered charity

##### *b) Statement of Compliance*

These financial statements comprising the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and the related notes constitute the financial statements of Senior Citizen Helpline Limited for the financial year ended 31 December 2017.

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention modified to include certain items at fair value. The financial reporting framework that has been applied in their preparation is the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland and the Statement of Recommended Practice (Charities SORP (FRS102)) as published by the Charity Commission for England and Wales which is recognised by the UK Accounting Standards Board (ASB) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland. The directors consider that the adoption of the SORP requirements is the most appropriate accounting to properly reflect and disclose the activities of the organisation.

##### *c) Currency*

The financial statements have been presented in Euro (€), which is also the functional currency of the company. In instances where amounts have been rounded to the nearest thousand Euro, this is indicated by the symbol €'000.

##### *d) Income*

Income is recognised in the Statement of Financial Activities ("SOFA") when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income comprises grants, donations, and income from fundraising activities. For donations and legacies, entitlement is the date of receipt.

Monies received in respect of expenditure that must take place in a future accounting period is accounted for as deferred income and recognised as a liability up until the accounting period allowed by the condition to expend the income.



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# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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## NOTES TO THE FINANCIAL STATEMENTS

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### 1. ACCOUNTING POLICIES *(continued)*

#### *d) Income (continued)*

Income is analysed as Restricted or Unrestricted. Restricted funds represent income recognised in the financial statements, which is subject to specific conditions imposed by the donors or grant making institutions. Unrestricted funds represent amounts which are expendable at the discretion of the company, in furtherance of the objectives of the charity. Such funds may be held in order to finance working capital or capital investment.

#### *e) Expenditure*

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

#### *f) Employee Benefits*

The company provides a range of benefits to employees, including paid holiday arrangements.

##### *Short term benefits*

Short term benefits, including holiday pay and other similar non-monetary benefits are recognised as an expense in the period in which the service is received.

#### *g) Tangible Fixed Assets*

Tangible fixed assets are stated at cost, net of depreciation and any provision for impairment. Depreciation is provided on all tangible fixed assets, including leased assets, on each asset on a straight line basis over its expected useful life from the date of acquisition, as follows:

|                  |         |
|------------------|---------|
| Computer system  | 5 years |
| Office equipment | 5 years |

#### *h) Taxation*

As a registered charity, Senior Citizens Helpline Company Company Limited by Guarantee has been granted charitable exemption by the revenue commissioner under reference CHY16756.

### 2. JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The directors consider the accounting estimates and assumptions below to be its critical accounting estimates and judgements:

# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

## NOTES TO THE FINANCIAL STATEMENTS

### 2. JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY *(continued)*

#### *Going Concern*

The directors have prepared budgets and cash flows for a period of at least twelve months from the date of the approval of the financial statements which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern. On this basis, the directors consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

### 3. STATUS OF THE COMPANY

The company is limited by guarantee and has no share capital. The members have each undertaken to contribute to the assets of the company in the event of it being wound up whilst they are members, or within one year after they cease to be members, for the payment of such debts and liabilities contracted before they ceased to be members and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding €1.

| 4. INCOME FROM CHARITABLE ACTIVITIES          | 2017<br>€      | 2016<br>€      |
|---|----------------|----------------|
| Health Service Executive                      | 167,983        | 167,986        |
| Third Age Foundation                          | 94,846         | 123,284        |
| Ireland Funds                                 | 4,000          | -              |
| Health Service Executive Lottery              | 2,000          | -              |
| Generali Pan Europe                           | 2,000          | 3,095          |
| Other income                                  | 1,032          | 1,021          |
| Deposit interest receivable                   | 53             | 113            |
| Community Foundation Grant                    | -              | 4,250          |
| Department of Social Protection               | -              | 42,191         |
| The Atlantic Philanthropies (Strategic grant) | -              | 304,568        |
|   | <u>271,914</u> | <u>646,508</u> |

### 5. EXPENDITURE ON CHARITABLE ACTIVITIES

|                 | Staff<br>Costs<br>€ | Operating<br>Expenses<br>€ | 2017<br>€      | 2016<br>€      |
|-----------------|---------------------|----------------------------|----------------|----------------|
| Senior Helpline | <u>363,070</u>      | <u>135,837</u>             | <u>498,907</u> | <u>486,834</u> |



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### NOTES TO THE FINANCIAL STATEMENTS

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|                                   |                |                |
|-----------------------------------|----------------|----------------|
| <b>6. STAFF NUMBERS AND COSTS</b> | <b>2017</b>    | <b>2016</b>    |
|                                   | <b>€</b>       | <b>€</b>       |
| Wages and salaries                | 342,057        | 342,056        |
| Social welfare costs              | <u>21,013</u>  | <u>20,906</u>  |
|                                   | <u>363,070</u> | <u>362,962</u> |

The average monthly number of persons employed by the company during the year was 8 (2016: 8). Directors of the company are non-remunerated pro-bono directors, and are not employees of Senior Help Line.

The number of employees whose emoluments for the year fall within the followings bands are as follows:

|                   |             |             |
|-------------------|-------------|-------------|
|                   | <b>2017</b> | <b>2016</b> |
|                   | <b>No.</b>  | <b>No.</b>  |
| €60,000 - €69,999 | 3           | 3           |
| €70,000 - €99,999 | 1           | 1           |

Emoluments include salaries and all employee benefits.

The CEO's annual salary is €70,000. This is paid by the company and is apportioned accordingly between Third Age Foundation CLG and Senior Citizens Helpline Company CLG, as it relates to her role as CEO for both companies.

|   |              |             |
|---|--------------|-------------|
| <b>7. NET MOVEMENT IN FUNDS</b>                 | <b>2017</b>  | <b>2016</b> |
|   | <b>€</b>     | <b>€</b>    |
| Net movement in funds is stated after charging: |              |             |
| Depreciation of tangible assets                 | <u>5,287</u> | <u>281</u>  |

#### 8. TAXATION

As a registered charity, Senior Citizens Helpline Company Company Limited by Guarantee has been granted charitable exemption by the Revenue Commissioner under reference CHY16756.

# SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

## NOTES TO THE FINANCIAL STATEMENTS

### 9. TANGIBLE ASSETS

|                        | Office<br>Equipment<br>€ | Computer<br>Equipment<br>€ | Total<br>€     |
|------------------------|--------------------------|----------------------------|----------------|
| <b>Cost</b>            |                          |                            |                |
| At 31 December 2016    | 38,030                   | 140,008                    | 178,038        |
| Additions              | <u>1,494</u>             | <u>-</u>                   | <u>1,494</u>   |
| At 31 December 2017    | <u>39,524</u>            | <u>140,008</u>             | <u>179,532</u> |
| <b>Depreciation</b>    |                          |                            |                |
| At 31 December 2016    | 21,238                   | 140,008                    | 161,246        |
| Charge for the year    | <u>5,287</u>             | <u>-</u>                   | <u>5,287</u>   |
| At 31 December 2017    | <u>26,525</u>            | <u>140,008</u>             | <u>166,533</u> |
| <b>Net Book Values</b> |                          |                            |                |
| At 31 December 2016    | <u>16,792</u>            | <u>-</u>                   | <u>16,792</u>  |
| At 31 December 2017    | <u>12,999</u>            | <u>-</u>                   | <u>12,999</u>  |

### 10. DEBTORS

|  | 2017<br>€      | 2016<br>€      |
|--|----------------|----------------|
| Amounts due from Health Service Executive  | 10,912         | 32,271         |
| Amounts due from related parties (Note 12) | 94,846         | 94,847         |
| Prepayments                                | <u>-</u>       | <u>2,151</u>   |
|  | <u>105,758</u> | <u>129,269</u> |

### 11. CREDITORS

|  | 2017<br>€     | 2016<br>€      |
|--|---------------|----------------|
| Amounts falling due within one year    |               |                |
| Trade creditors and accruals           | 1,820         | 6,329          |
| Payc/prsi                              | 9,253         | 9,308          |
| Amounts due to related party (Note 12) | <u>46,586</u> | <u>46,586</u>  |
|  | <u>57,659</u> | <u>132,148</u> |



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## SENIOR CITIZENS HELPLINE COMPANY COMPANY LIMITED BY GUARANTEE

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### NOTES TO THE FINANCIAL STATEMENTS

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#### 12. RELATED PARTY TRANSACTIONS

Third Age Foundation Company Limited by Guarantee, a company limited by guarantee and a registered charity is regarded as a related party due to a commonality of directors and both companies having a common cross company purpose and objective.

At the balance sheet date an amount of €46,586 (2016: €46,586) is due by the company to Third Age Foundation Company Limited by Guarantee in relation to funding provided to the company for the building project costs.

During the year an amount of €94,846 (2016: €94,847) was receivable by the company from Third Age Foundation Company Limited by Guarantee in respect of reimbursement of payroll and associated costs undertaken by the company for the core support staff costs. At the year end date a total of €94,846 of this amount was due from Third Age Foundation Company Limited by Guarantee (2016: €94,847).

#### *Key management personnel compensation*

Those charged with the authority and responsibility for planning, directing and controlling the activities of the company are considered to be key management personnel. Total remuneration in respect of these individuals is €259,008 (2016: €258,000).

#### 13. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the board of directors on 30 July 2018.