



# third age

Responding to the Opportunities  
and Challenges of Ageing in Ireland

## ANNUAL REPORT 2023

seniorline

fáilte isteach

agewell

local & regional  
initiatives



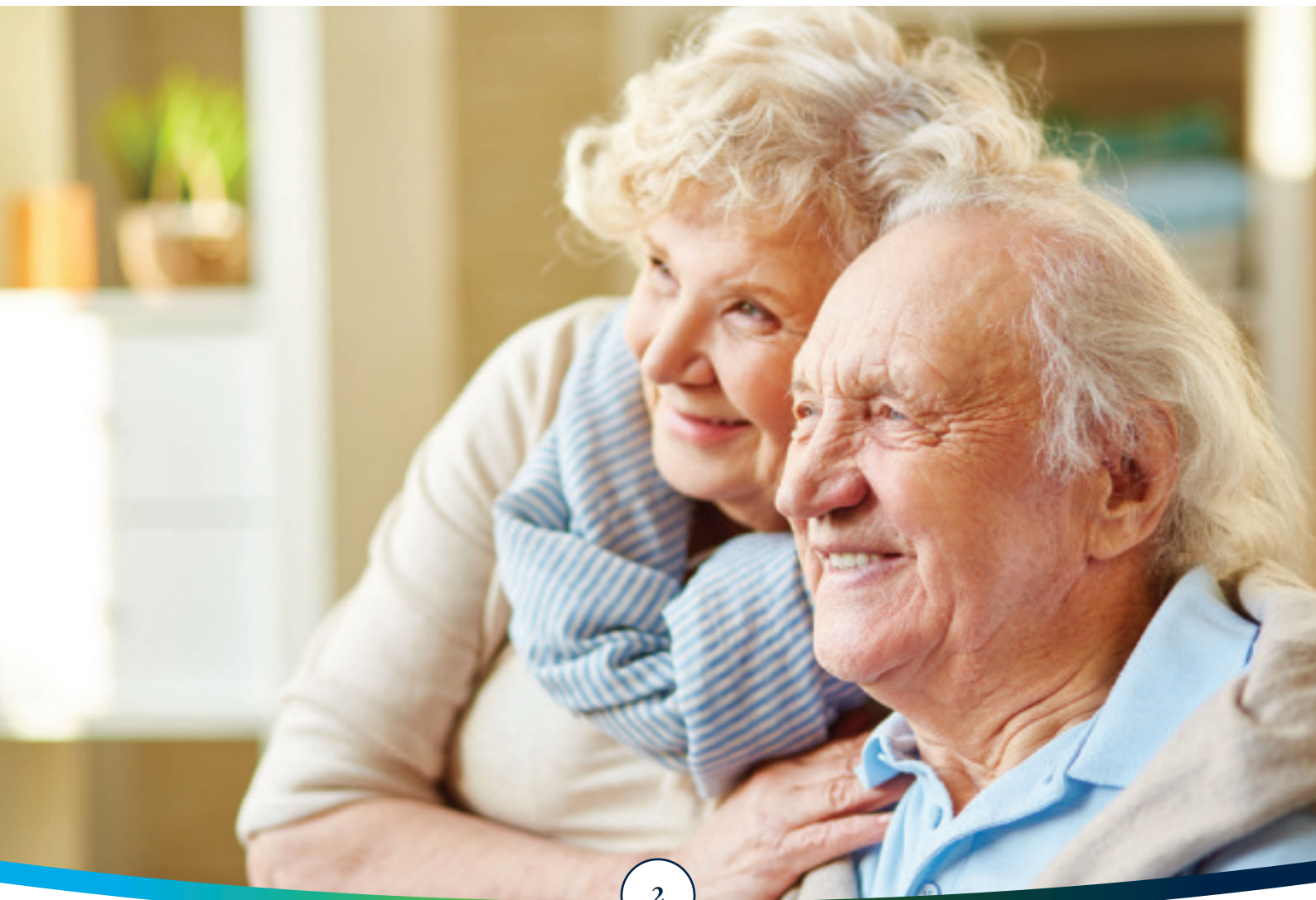
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Michael D. Higgins, President of Ireland, is Patron of Third Age

Third Age is a registered charity 16647  
Charity Number 20060459  
Company Number 414509

Third Age Foundation CLG and Senior Citizens Helpline Company CLG are two separate companies.  
This report covers the activities of both.



## CHAIRMAN'S REPORT

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2023 is a year of anniversaries for Third Age.

The organisation began 35 years ago as an active retirement association for local people in a small prefab in Summerhill, Co. Meath.

Today, over three decades later, Third Age manages a range of national programmes that impact and improve the quality of life for thousands of people throughout Ireland.

The principles of the organisation as originally formalised underlined a robust and positive approach to growing older. These principles were designed to help protect and foster the rights of older people, to give them a voice, to encourage them to remain active and interested in life-long learning and community service. There was also the intention to dispel ageing myths and stereotypes, and to promote physical and social well-being. These principles remain vibrant, constant, and in evidence throughout the work of Third Age and continue to inform our vision and mission.

SeniorLine, Ireland's national telephone service for older people is in its 25th year of operation. The programme began quietly in Summerhill with a handful of local volunteers and now operates every day of the year from 10am to 10pm, managed by 106 trained volunteers. The service received 23,000 calls in the last year.

Fáilte Isteach and AgeWell are more recent initiatives. Fáilte Isteach began in 2006 to offer free conversational classes to migrants. In the years since, global inequality and ethnic wars have increased inward migration, and today Ireland has a significant population of new communities. Many of these do not speak English as their first language, confirming the vital need for the Fáilte Isteach programme as a leader in migrant integration, support and welcome.

Another Third Age programme, AgeWell was established in 2018 founded on a model of older people helping their peers. During 2023, AgeWell has increased its Companion numbers and continues to develop in Co. Meath. An independent review of this programme by TCD (2022) has verified its potential to re-imagine care in the community by creating support networks for older people to make the most of their health potential and to escalate any timely referrals to formal health and social care services.

Third Age continues to enable Summerhill Social Service Centre to provide activities and services every day of the working week, plus holidays, tours and outings, making a positive difference in the lives of members and friends.

In 2023, Third Age was a prime mover in the launch of The Alliance of Age Sector NGOs second report '**Telling It Like It Is: Combatting Ageism**'. This Alliance represents the collective thinking of seven leading age-sector NGOs.

On the operational front, funding and finance remain an ever-present concern, and our work takes place within a competitive and a challenging funding climate. However, as an organisation we remain committed to providing a high-quality service to all our clients as timely and as effectively as possible.

I remain extremely grateful to our committed funders whose support in 2023 allowed us to continue with our programmes. A sincere thanks to my board and finance committee for their work throughout the year. Finally, thank you as always to our dedicated CEO, her loyal staff, and most importantly, to all our volunteers who make it all possible.



**ANTHONY (JACK) NOLAN**  
CHAIRPERSON

## CEO'S REPORT

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Volunteers contributed an estimated €1 billion worth of their time to Irish charities last year, according to a report on the social and economic impact of registered charities in Ireland, published by the Charities Sector and Amárach Research.

Just under 648,000 people stated they worked voluntarily for a charity, the equivalent to almost one in five of the total adult population. The numbers have more than doubled in recent years influenced – it has been suggested – by the societal impact of Covid-19. Therefore, while the average numbers of hours volunteered by individuals has declined slightly, the overall impact has increased given the substantial growth in total numbers. The most likely age group to volunteer is the over 55s.

With over 3,000 trained older volunteers, delivering our national and regional programmes Third Age can personally testify to the generosity and commitment of Irish people, particularly older people who have some spare hours and a lifetime of experience to share.

Our AgeWell Companions visit people at home in Co. Meath, spend time with them, and regularly monitor their health so that any changes in physical, mental or social wellbeing can be identified, and referred to the HSE or other services for immediate action.

Our Fáilte Isteach volunteers teach conversational English in communities and Reception & Integration Centres to migrants, those seeking asylum and International Protection Applicants throughout Ireland. Many Fáilte Isteach volunteers have undergone trauma training in order to understand and appreciate the particular sufferings and hardship experienced by those who have arrived from conflict and war-torn areas.

SeniorLine trains volunteers to listen with attention and empathy to older people calling from home, often depressed, lonely, or in crisis and needing an effective and empathetic response.

The Third Age knitting group donated their skills in producing matinee jackets and hats for premature babies in the Special Care Baby Unit, Mullingar Maternity Hospital, crochet blankets for residents in St. Joseph's Community Home, Trim and, most recently, knit tiny Purple Hearts for local individuals and families who have suffered a bereavement.

Collectively each week Third Age's trained older volunteers and Summerhill members offer thousands of hours of support to Ireland's older citizens in need of tuition, care and attention.

A policy priority for Third Age is to constantly challenge ageism and to promote opportunities for lifelong learning, volunteering and civic engagement. There is ample evidence on the positive benefits of volunteering as we age. Volunteering keeps the brain active, which contributes to mental health. Meaningful and productive activities contribute to personal happiness and a positive outlook. According to the National Institute on Ageing, volunteering may also lower the risk of dementia and other health issues.

It is generally acknowledged that if Ireland's volunteers ended their work in local communities, in national organisations, in social activism, and, above all, in caring for frailer peers, the country would grind to a halt. In an ageing Ireland where increasing numbers will need a range of supportive services, the role of the trained volunteers will be even more essential in years to come. Third Age is proud of its track record in this sphere.

Finally, I would like to thank my voluntary Board of Directors and Finance Sub-Committee who give me such wise support.



**ÁINE BRADY**

CEO

# third age

Responding to the Opportunities  
and Challenges of Ageing in Ireland

Established in 1988 in Summerhill, Co. Meath. An organisational network of projects and programmes for older people to support and reinforce their autonomy.

## MISSION

To value older people's contribution to society and to help them meet their personal and community needs through participating and volunteering in our programmes.

## POLICY PRIORITIES

- Equip older people nationally and locally to maintain their independence and voice within family, community and society.
- Support people to live as long as possible in the place of their choice.
- Promote opportunities for lifelong learning, volunteering and civic engagement.
- Challenge ageism and racism.
- Collaborate with organisations with whom we share objectives.
- Provide support, services and activities to older people in Summerhill and catchment area.

## THIRD AGE MEMBERSHIP ON OTHER BODIES

Age Friendly Alliance Meath

Alliance of Age Sector Organisations

Aontas

Charities Institute Ireland

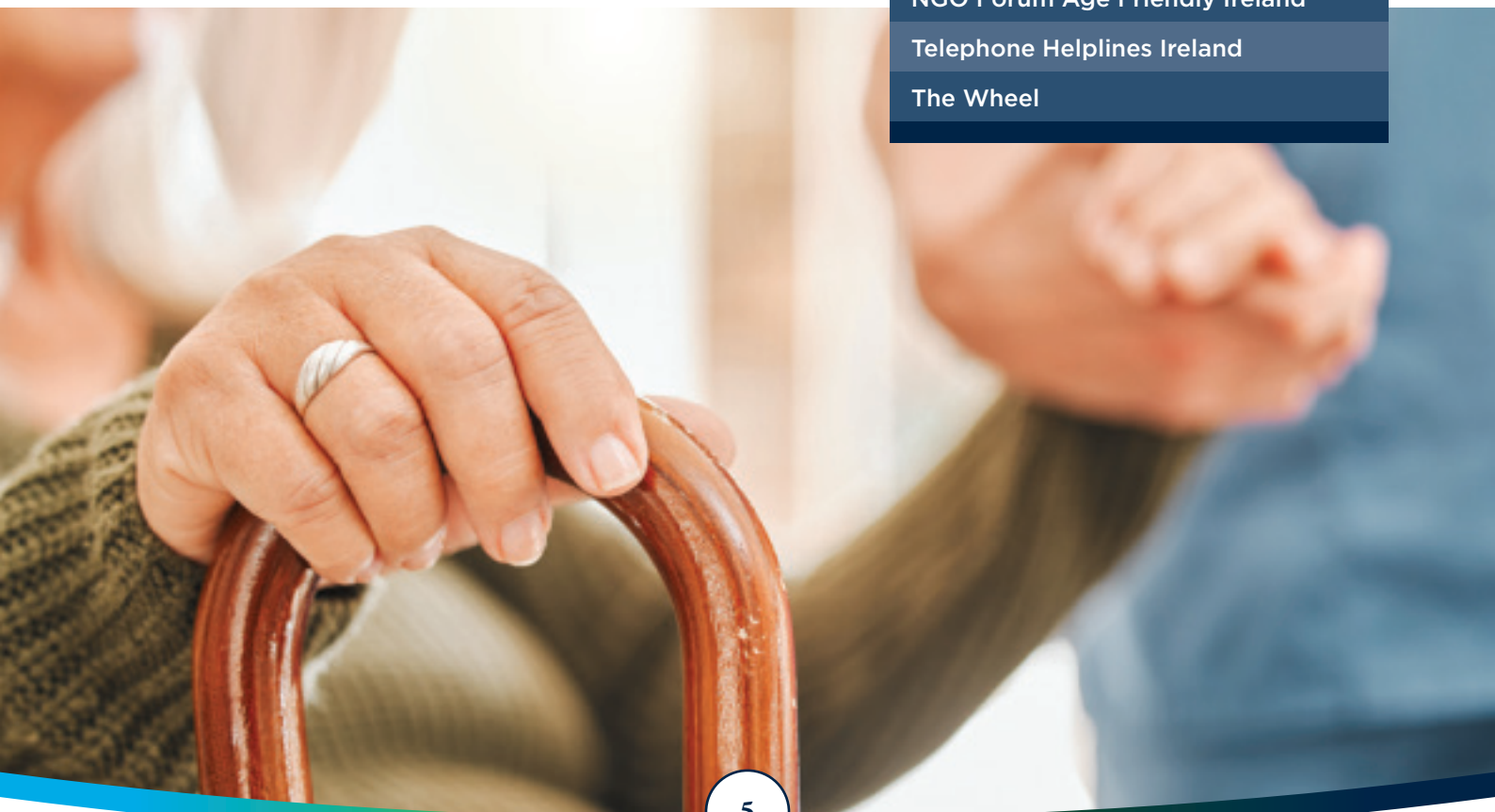
HIQA Advisory Groups

HSE Stronger Together Mental Health  
Promotion Plan

NGO Forum Age Friendly Ireland

Telephone Helplines Ireland

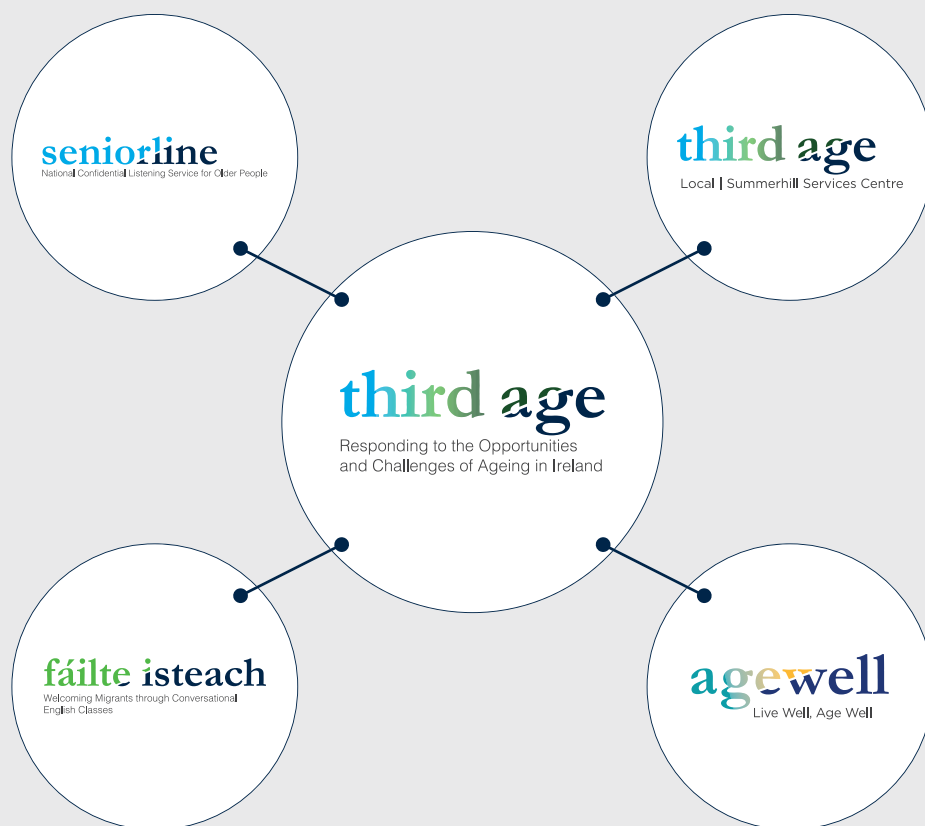
The Wheel





## REGIONAL &amp; NATIONAL PROGRAMMES

SUPPORTING PEOPLE TO LIVE WELL AND AGE BETTER



## third age

2023 AT A GLANCE

**3,200 volunteers**  
across all programmes

**8,760 listening hours**  
on SeniorLine

**19,132 visits**  
to clients by AgeWell  
Companions since inception

**285 classes weekly**  
for Fáilte Isteach migrants  
and International Protection  
Applicants

**23,000 callers**  
to SeniorLine

**2,850 Fáilte Isteach  
tutors**  
supported by 218 co-ordinators

**120+ members**  
of Third Age Summerhill  
Centre

## WORKING WITH OTHERS

TO BUILD AN IRELAND WHERE THE THIRD AGE IN LIFE IS VALUED &amp; CELEBRATED

**COMMUNITY  
EMPLOYMENT  
PROGRAMME**



An Roinn Ionann, Comhionannas,  
Mheánaic, Léighleas agus Aged Age  
Department of Children, Equality,  
Disability, Integration and Youth



Dublin Bus  
Community Spirit  
Initiative



Energy for  
generations



Comhairle Contae Lú  
Louth County Council



THANK YOU TO THE ORGANISATIONS ABOVE  
FOR THEIR SUPPORT IN 2023

# seniorline

National Confidential Listening Service for Older People

**SeniorLine** is Ireland's national confidential telephone service for older people offering a listening ear, guidance and support. Established 25 years ago, **SeniorLine** celebrated a quarter century in April 2023 at the Over 50s Show at the RDS and with a lunch for all volunteers at the end of the year. This service - provided by c100 trained older volunteers - is open every day of the year 10am-10pm.

**SeniorLine** is recognised by the HSE as a primary health care service helping to support older people to live independent lives at home for as long as possible by offering a free, skilled and accessible phone service. This is particularly important to callers who live alone.

Externally **SeniorLine** advocates for callers raising their concerns with Government, HSE, community organisations and other stakeholders.

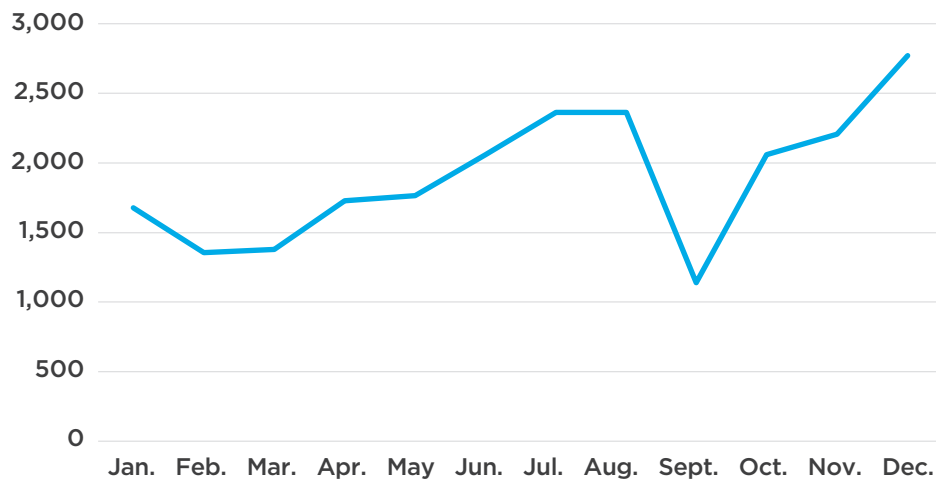
**FREEPHONE**  
**1800 80 45 91**  
Open 10am-10pm Daily



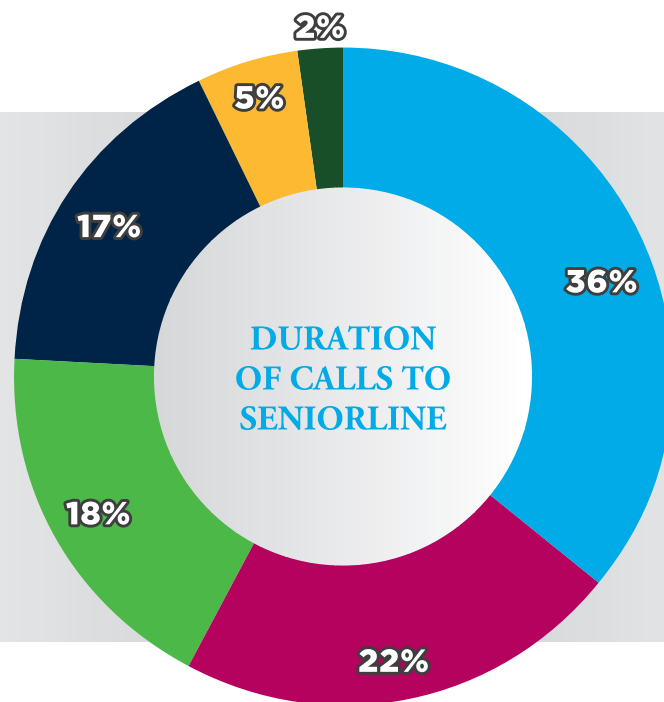
SeniorLine's 25<sup>th</sup> Birthday Stand at the RDS

**SeniorLine** received almost 23,000 calls in 2023.

### CALL TO SENIORLINE DURING 2023



Call volumes increased steadily in the last three months of the year, ending in 5% more calls in quarter four 2023 over 2022.



0-10  
minutes

11-15  
minutes

16-20  
minutes

21-30  
minutes

31-40  
minutes

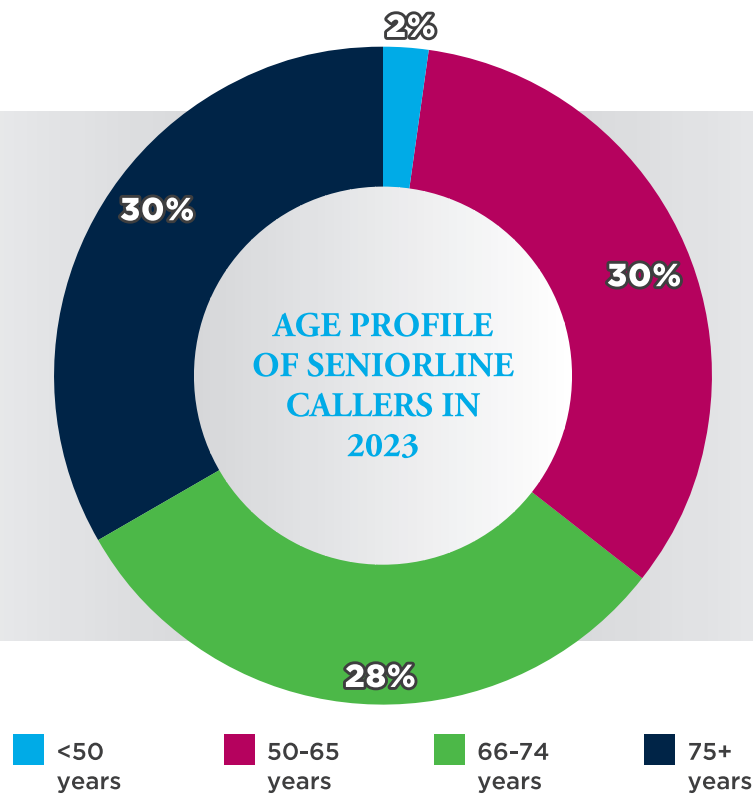
41-60  
minutes

## WHO ARE OUR CALLERS?

In 2023, 87% of our callers were female, 13% male, one percent more males than in 2022. The percentage of widows increased to 32% in 2023, 23% of callers were married as opposed to 29% in 2022. 35% of callers were single, 10% separated or divorced.

Looking at marital status by gender - 65% of male callers were single, and 23% widowed. In contrast, 20% of female callers were single, 33% widowed, 26% married, 11% separated or divorced.





On average male callers are younger than female callers, one in three callers was aged either between 50 and 65 or over 75 while the majority of callers (38%) were aged between 66 and 74 years. Two percent of callers were under 50.



Staff and Volunteers at SeniorLine's 25<sup>th</sup> Birthday Stand at the RDS

## WHY DO PEOPLE CALL?

54% of **SeniorLine** callers contact us because they are lonely. They can be physically or geographically isolated, they may have no family or friends nearby, or living, they may live alone, are housebound, or have little or no social contact. More male than female callers reported loneliness in 2023.

Health problems and questions account for over a quarter of our calls, an increase of six percent on 2022. Calls reporting mental health and family problems accounted 12% of all calls with stress and worry named in a further two percent. Overall in 2023, we are hearing from higher numbers of callers reporting depression, low mood, anxiety and stress. Four percent of all calls were linked to bereavement, a three percent increase over 2022.

Callers also looked for support and advice with financial issues, social protection entitlements and community support. There was an increase in calls for help with housing and homelessness and difficulty in coping with the cost of living. We also received calls reporting abuse, neglect, addiction to drugs and/or alcohol, and suicide ideation. Callers looked for information about homecare, care and repair services.

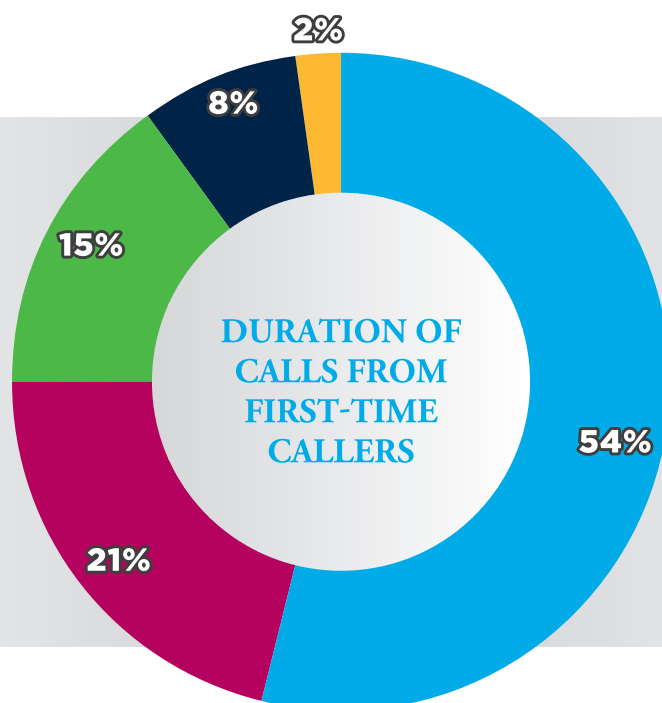
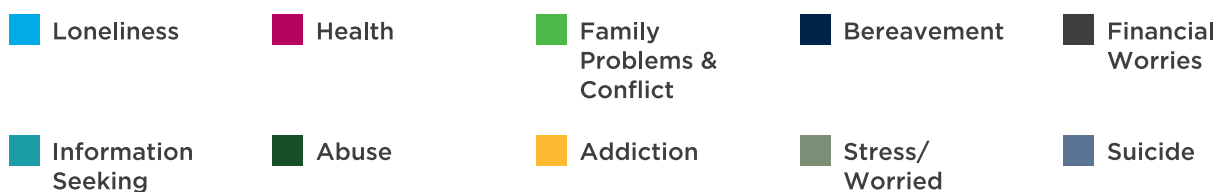
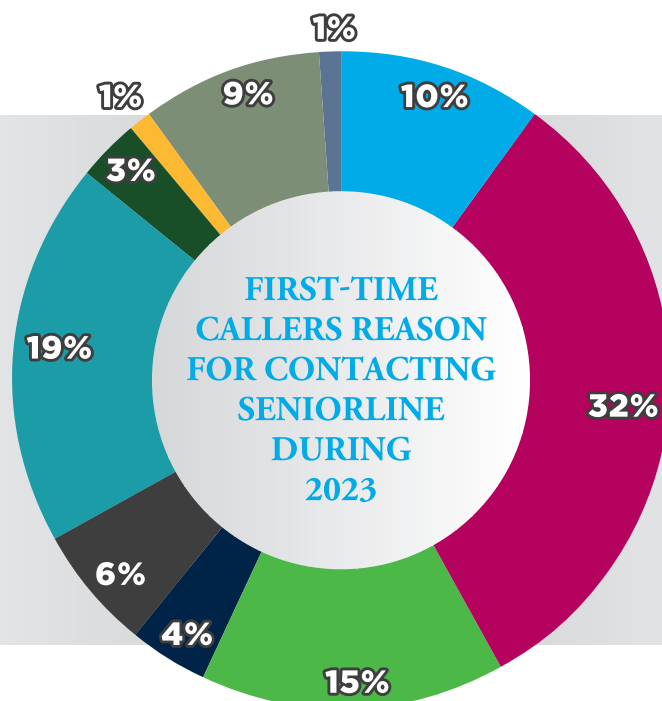
## REGULAR CALLERS

Many older people call regularly or daily for ongoing support. They may be isolated, lonely, in distress, fearful, anxious; they may be going through harrowing and difficult situations, with no one in whom to confide. They build up a trust with our volunteers who support many callers through crisis situations. A slightly higher proportion of first time callers in 2023 were separated or divorced compared to our general caller population.



*Training Session with Clann National Residents Advisory Group*





54% of first-time callers were on the line for 1-10 minutes. 21% of calls lasted between 11 to 15 minutes, 15% between 16 and 20 minutes, eight percent between 21 and 30 minutes, and two percent up to 40 minutes.



Some first time callers are reluctant initially to stay on the line and may phone back. Others may be looking for information or referral. Half of first time callers were aged 66-74.

## MALE V FEMALE CALLERS

Male callers are more likely to contact to report financial problems, addiction, loneliness, or for general information. 23% of calls were related to health, with 10% of calls from men having a mental health component.

14% of calls from females were due to family conflict/family problems, with women four times more likely to look for support with bereavement. More females than males expressed stress or worry during the call.

81% of male and 64% female callers live in rural Ireland, a change from the 50:50 urban/rural split prior to 2023.

## OPERATIONAL MATTERS

The **SeniorLine** model has remained a Working from Home (WFH) service in 2023 with extra technical support provided as necessary. Continuous Professional Development for volunteers continued throughout the year via courses, in-service training days, speakers, newsletters, one-to-one and staff support. Our Dublin office provides a useful space for staff meetings and volunteer recruitment/training events.



SeniorLine Training Session in 2023



Donnybrook SeniorLine Meeting

# fáilte isteach

Welcoming Migrants through Conversational English Classes

**Fáilte Isteach** is a community project involving predominantly older volunteers welcoming migrants and refugees through conversational English classes. The project combines practical and emotional support for migrants and International Protection Applicants. This is particularly helpful for those who have escaped frightening and traumatic circumstances in their own countries.

In 2023, **Fáilte Isteach** experienced increased demand due to the crisis continuing to unfold within Ukraine, and larger numbers arriving to Ireland under international protection protocols. Due to the flexible and adaptable nature of the project, we were able to offer a rapid response from volunteers and local teams throughout the country. We had a 2023 target of launching 10 new in-person locations, and increasing training and support for our existing classes. We far exceeded this target, with 93 new classes opening during the year, bringing the total number to 285 active classes by the end of 2023.

In 2023, **Fáilte Isteach** won the **Meath Age Friendly County Award** and was shortlisted for the **Age Friendly National Community Award**.



*Fáilte Isteach Class in Progress*



During the year, **Fáilte Isteach** collaborated with a wide range of bodies fostering and developing the rights and welfare of migrants, refugees and those seeking asylum in Ireland. These included Area Partnerships, Church Organisations, Community Centres, Community Networks, County Councils, County Development Partnerships, Cultural Centres, Education & Training Boards, (ETBs), educational establishments, Family Resource Centres, Housing organisations, Integration & Justice Bodies, Leader Partnerships, Libraries, Local Development Companies, Local Partnerships, Migrant Reception Centres, Neighbourhood Projects and New Communities.

In 2023, **Fáilte Isteach** supported 21,375 learners nationwide. Some students attend for prolonged periods of time, others for shorter stretches. The informal, drop-in approach works well for those in unpredictable situations allowing them to attend when they can. Our participants originate from 109 different countries, with 60% of learners coming from Ukraine, and 35% of learners noted as international protection applicants.

The work of **Fáilte Isteach** is made possible through the work of our 2,830 volunteer tutors who show great commitment in supporting the learners who attend. The Irish volunteering community (coupled with our strong relationships with local community groups and organisations) have ensured a rapid and effective response to the language requirements this year. Such organisations include Turas Nua, County Family Resource Centres, Partnerships, and Management Teams in Temporary Accommodation Centres.

## fáilte isteach 2023 IN NUMBERS

**21,278**  
learners

**2,830**  
volunteer tutors

**285**  
classes

working in  
**26 counties**

**109**  
different student nationalities

**93**  
new classes in 2023

*Fáilte Isteach Language Class for International Protection Applicants in Citywest*



During the year, a number of media outlets including Ireland am on Virgin Media One, RTE news and the Irish Times covered our work.

In 2023, **Fáilte Isteach** refocused on our training supports and teaching resources. Over the past number of years, we have explored online training for volunteers, and in 2023, our knowledge in this area proved invaluable in supporting new volunteer training. This approach allowed groups to open quickly where the need was greatest. From January-December 2023, we trained and supported 690 new volunteers online through 15 induction training sessions, and a further 410 volunteers through in-person training sessions. These volunteers joined both established and new groups to enable and support higher learner numbers.

We delivered four regional in-person refresher-training sessions in Galway, Limerick, Clare and Wicklow during April and May. These sessions were attended by 90 volunteers and focused on practical activities for conversational English. We delivered 13 additional in-person refresher training sessions for individual locations, again focused on practical resources for supporting learners. We also increased supports in cultural competency and anti-racism supports, part of our informational session provision for volunteers on understanding the International Protection process and refugee rights. From August - October 2023, we ran eight training sessions with an attendance of 688 volunteer tutors to help them navigate and support learners who have experienced trauma. We complemented this training with courses for tutors in self-care. Topics were covered in collaboration with AKIDwA, (Migrant Women's Network), the Irish Refugee Council and trauma experts.

We delivered 19,000 **Fáilte Isteach** resource books and 2,500 notebooks to new and established groups, and provided updated tutoring materials in print format, plus a new resource pack featuring flashcards, visual grammar books, conversation starters, and language learning games.

In 2022 in collaboration with Trinity College Dublin, and arising from a research project sponsored by the Irish Research Council, we produced a new digital resource for tutors. These resources were unique and linked to the language used locally in communities across Ireland - exploring phrases, accents and other relevant supports. In 2023, the result of our work was published in a report 'Technology-Enhanced Language Learning in Community-Based Classes for Adult Migrants' in Teanga, the Journal of the Irish Association of Applied Linguistics.

**Fáilte Isteach** is developing a new conversational resource book in 2023 due for launch and distribution to all volunteers in 2024. Over the past six months, we collaborated with a team of linguistics experts to update our beginner book to ensure the content is reflective of the refugee and migrant experience in Ireland, also due to be launched next year. All new resources created focus on practical themes including health, education, employment and civic engagement, and - aligned with our commitment to eco-friendly best practice - will be printed on recycled paper, using sustainable printing practices and plant-based inks.

In February 2023, in partnership with the International Organisation for Migration (IOM) we launched six classes weekly in the Citywest Transit Hub for International Protection applicants residing in the centre. These comprise nationalities from: Afghanistan, Albania, Algeria, Angola, Botswana, Burundi, Congo, DRC, Ethiopia, Egypt, Georgia, Ghana, Iran, Mauritius, Morocco, Nigeria, Pakistan, Sierra Leone, Somalia, South Sudan, Sudan, Syria and Tunisia. We have a staff member onsite supporting volunteers and managing learner registration. Over the 11 months of 2023, a team of 23 volunteers tutored 900 men. The classes support all learning levels from those with no English to those with advanced skills. Learners were linked in with community-based **Fáilte Isteach** groups across the country as they were transferred from the centre to new accommodation. The feedback from learners and tutors has been overwhelmingly positive and the project will continue in 2024.

# agewell

Live Well, Age Well

In 2023 **AgeWell** continued to support older people throughout Co. Meath who are isolated, lonely, vulnerable, at-risk and in need. Many clients are vulnerable, marginalised, and living on their own. Some are housebound; others have little or no social contact. The programme combines peer-to-peer service with innovative technology to reduce their loneliness and isolation, to address their social and health care problems and improve the quality of their lives.

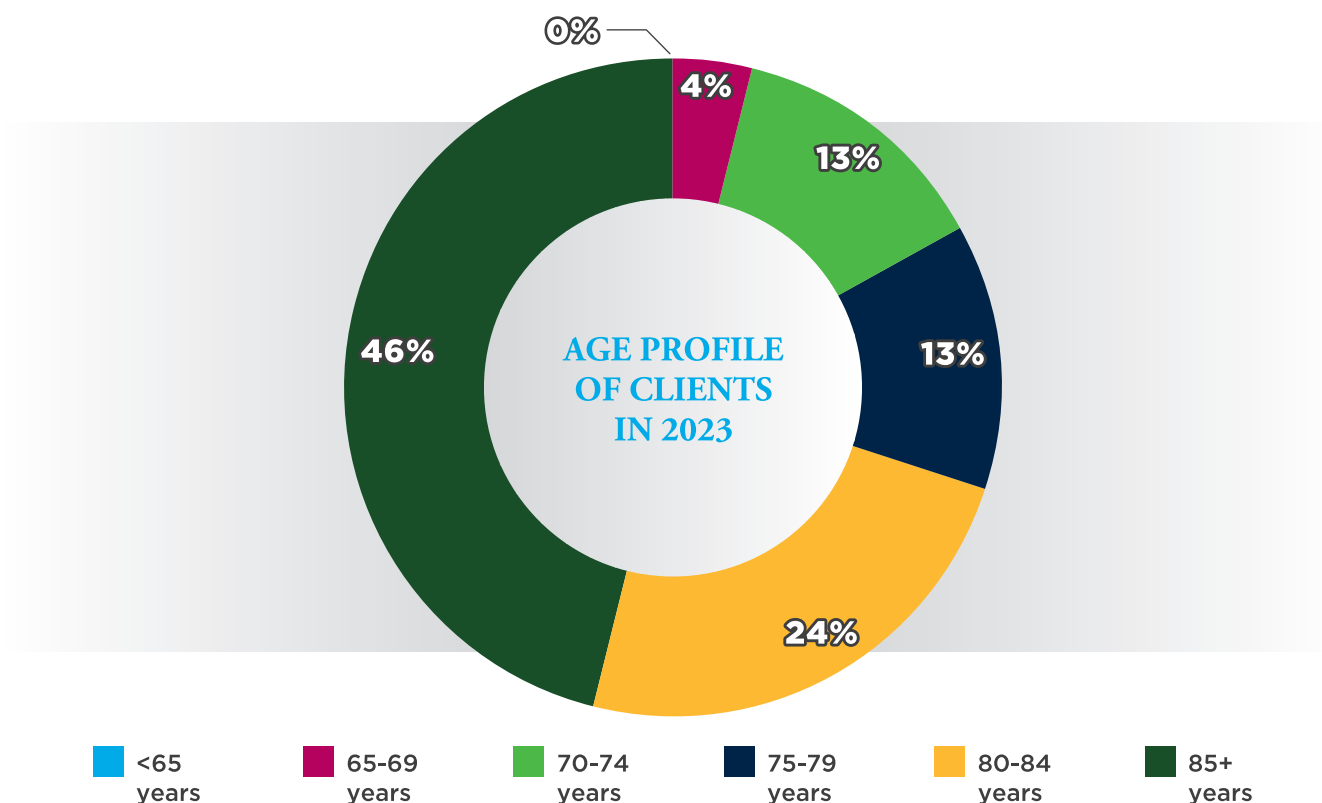
22 trained **AgeWell** Companions currently deliver the service, building trust and friendship with clients through weekly home visits and phone calls. Companions are trained to monitor client health and wellbeing via an **AgeWell** app, which records and reacts to subtle changes in their physical, emotional, and psychological state, and client environment. In this way, **AgeWell** acts as an early warning and detection system on issues before they escalate into something more serious, thus helping to keep older people living for longer at home – the place of their choosing.

**AgeWell** delivers person-centred care, with our programme tailored to the needs of each client. By working in partnership with the HSE, Primary Care Teams, community services and supports, we provide every client access to the right care, in the right place, at the right time.

The programme has supported 512 older people from Co. Meath since inception, with 19,132 home visits, 9,926 Health app screenings, 1,477 client assessments and 92.3% managed referrals to other services. In 2023, **AgeWell** provided direct supports to 132 clients.

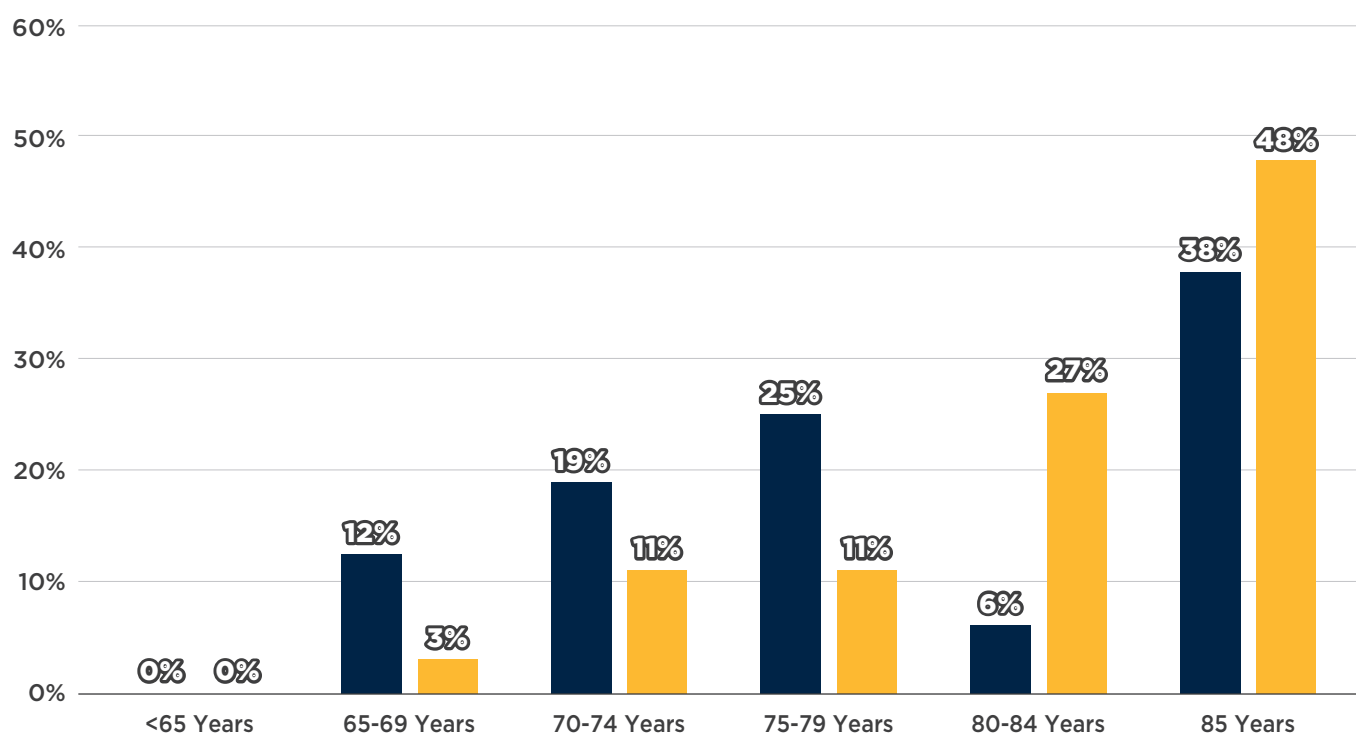


2023 AgeWell Companions



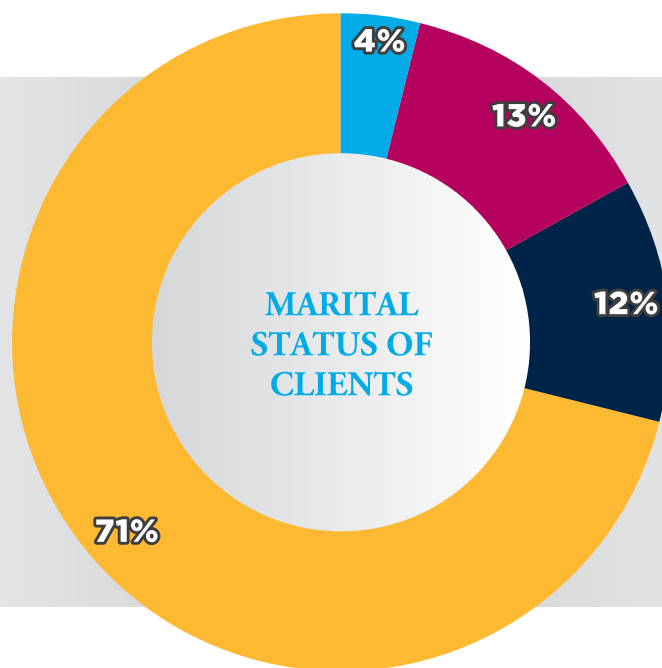
70% of our clients are over 80 years and 46% are over 85. In 2023, we had no clients under age 65, and our oldest client was 98 years old. In 2023, we had 88% female clients vs 12% males. 75% of female clients are aged 80 years and over. 38% of male clients are aged over 85.

### AGE PROFILE OF MALE VS FEMALE CLIENTS 2023



74% of active clients in the programme live alone.

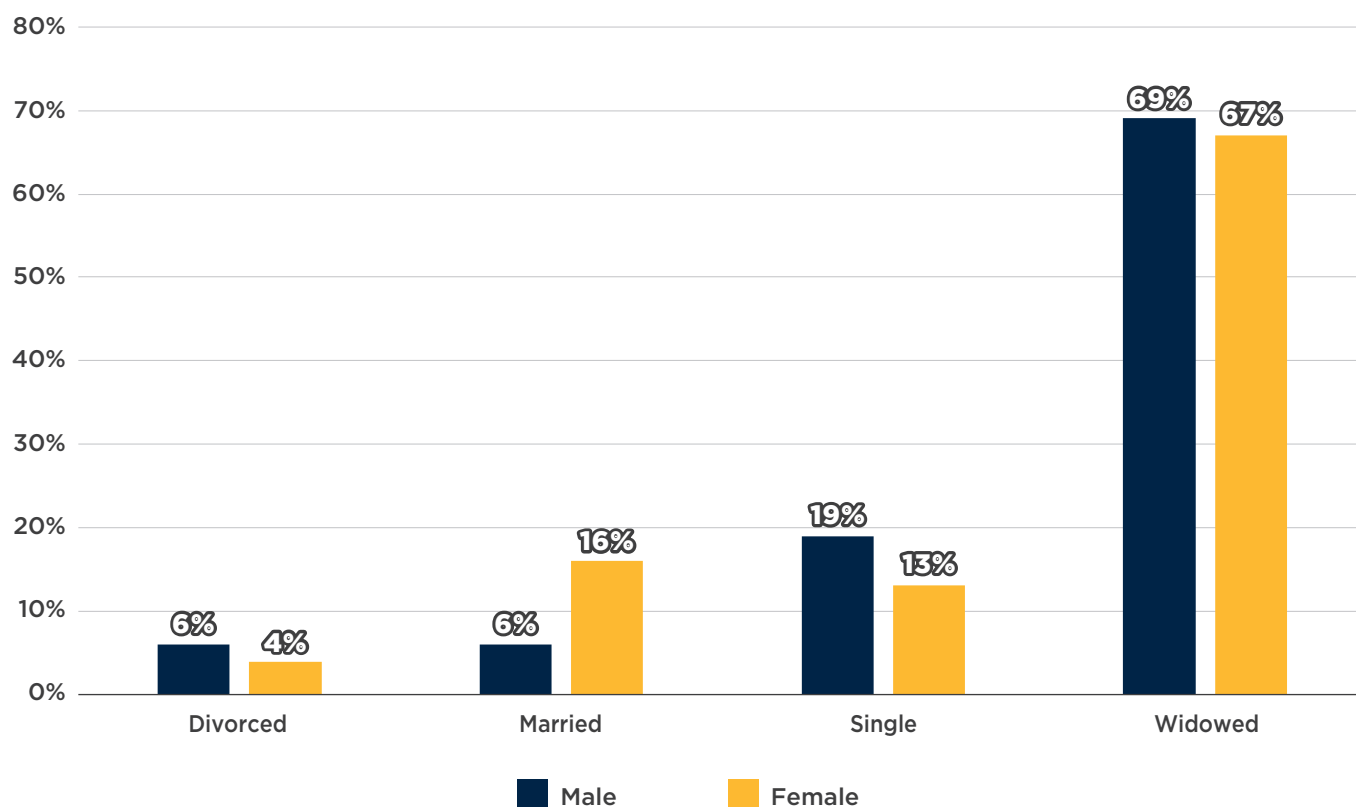




■ Divorced
 ■ Married
 ■ Single
 ■ Widowed

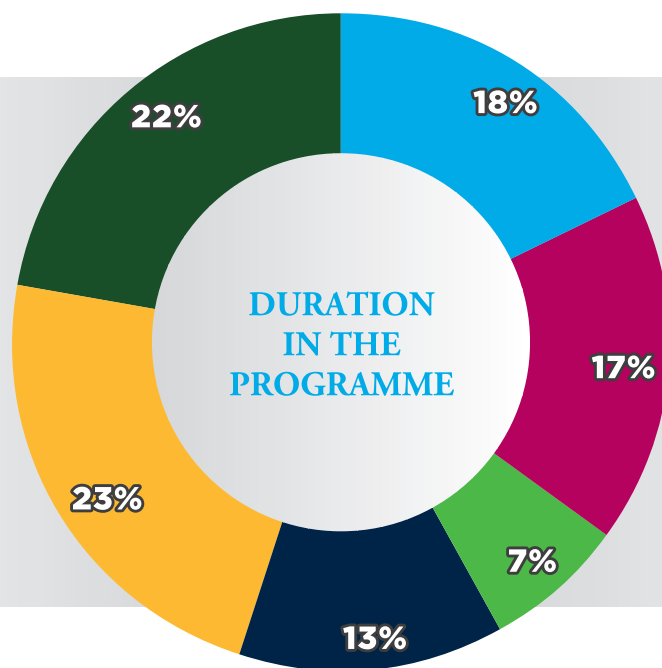
The highest proportion of both male and female clients were widowed, and a higher percentage of males were single compared to their female counterparts.

### MARITAL STATUS OF MALE VS FEMALE CLIENTS 2023



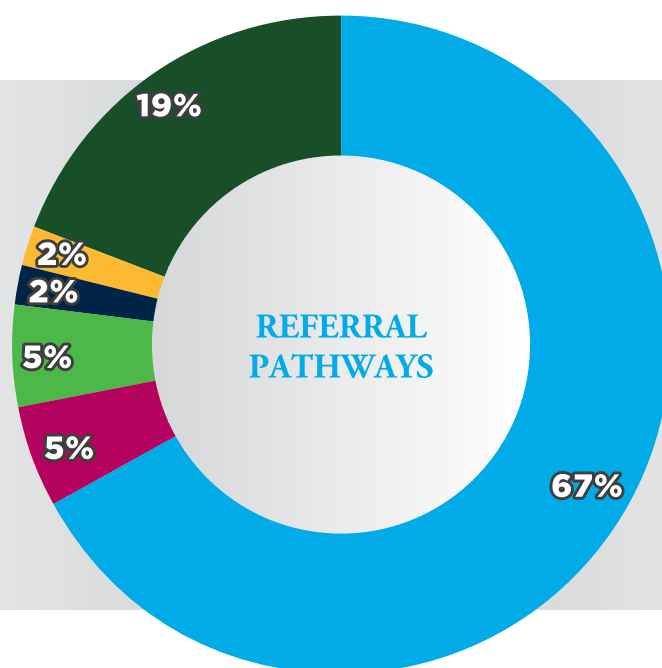
74% of active clients in the programme live alone.

[illegible][illegible][illegible]



5 years    4 years    3 years    2 years    1 year    <1 year

Client referrals come via the healthcare or community support services, from friends and family or through self-referral. In 2023, referrals via healthcare professionals and providers more than doubled at 67%, with more than half of these from Public Health Nurses. 19% of clients were self-referrals.

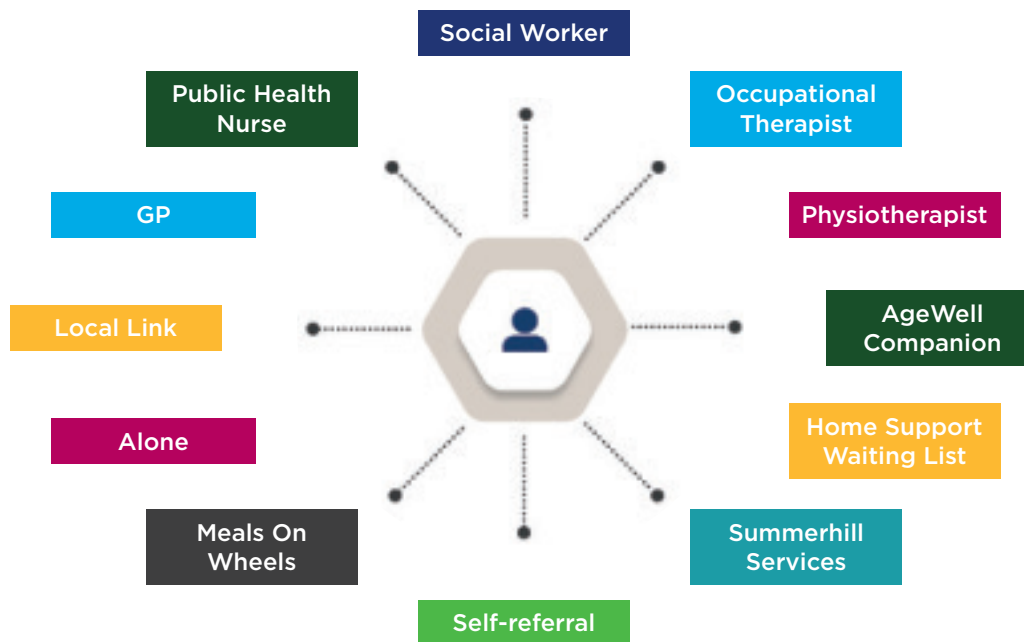


Health Care Providers    AgeWell Companion    Family    Community Services    Seniors Alert Scheme    Self-Referral

74% of active clients in the programme live alone.



## CLIENT REFERRALS



In 2023, **AgeWell** received a substantial number of requests from healthcare services, professional and community groups outside Co. Meath to expand our service to their clients. This reflects the need for our service against changing demographics, and a healthcare system under increasing pressure, with long waiting lists for essential homecare supports. AgeWell supports the hospital discharge process, and works to provide the best support to older people enabling them to live happy and safe lives in their own homes and communities.

"My Dad receives a visit every Wednesday. He is in great form when I get home - I love Wednesdays too now!"

"I never thought I would be able to accept a stranger into my home now I have a friend, it's like winning the Lotto!"

"I can confide in him and I started to reconnect with the community centre. I am really enjoying it."

"A friend that I know is at the other end of the phone when I need her..."

"We would be lost without our AgeWell..."

"The help with getting services is amazing... AgeWell get things done..."



**AgeWell** Companions continued to receive training, upskilling and support throughout 2023. This included a customised programme on mental health concerns, legal advice on putting one's affairs in order, Dementia training - 'Enhancing and Enabling Well-Being for the Person Living with Dementia', and Age Friendly Ireland presentation on intergenerational solidarity. In 2023 **AgeWell** was invited to sit on the Steering Group for the 'Stronger Together: the HSE Mental Health Promotion Plan', and is represented on the Meath Older People's Council.

# third age

Local | Summerhill Services Centre

## THIRD AGE SUMMERHILL SERVICE CENTRE

Summerhill Service Centre celebrates its 35th anniversary this year, representing many thousands of hours of friendship, support and services for older people in Summerhill and further afield. The Third Age Centre remains as a space and place for local people to engage, learn and maximise their physical emotional and social health. With 120 members and service users who participate in holidays and other activities, the Summerhill Centre continues to offer an important service to older people, members and friends.

As Covid restrictions continued to ease, members returning to the Centre were welcomed by staff to familiar programmes. Members unable to participate in person were supported by phone calls, Christmas, Easter and St. Patrick's Day greetings, Easter eggs, and other thoughtful ways to help them feel included. The Third Age holidays for members and friends continued to be extremely popular, providing a safe, supervised and enjoyable break to many who would otherwise be unable to get away.





# A-Z

## ACTIVITIES & SERVICES 2023



### AUDIOLOGIST

Two clinics per month on Friday mornings.



### BINGO

Tuesday afternoons plus refreshments.



### CHAEROBICS

Part of the weekly physical activity programme each Tuesday morning.



### CHIROPODIST

Monthly clinic.



### COUNSELLING

One-to-one fortnightly service on Thursday mornings.



### DROP IN CENTRE

Members fasting before medical appointment are provided with tea and toast after procedure. Staff also available to members who drop in for some brief companionship.



### HOLIDAYS

Twice yearly with entertainment programme.



### KNITTING & CROCHET GROUP

Wednesday afternoon. Knit matinee coats and hats for premature babies in Special Care Baby Unit Mullingar Hospital, crochet blankets for St. Joseph's Nursing Home, Trim, and create Purple Hearts, tiny hearts presented to recently bereaved families. Knitters also take commissions from the public.



### LIBRARY

Going strong with books donated and borrowed.



### LINE DANCING

Well supported each Wednesday morning.



### MEN'S SHED

Monday afternoon, card playing and conversation.



### MOVEMENT TO MUSIC

Thursday morning, long-established popular activity.



### REFLEXOLOGY & MASSAGE

Fortnightly service always in demand.



### TRIPS, TOURS & OUTINGS

Regular ongoing programme.



### YOGA

Every Monday morning, new programme enthusiastically received.

Over 50 members enjoyed two holidays since last summer. 52 members and friends travelled to Wexford on a five-day mini break in March, and the autumn holiday took place in Westport.

There were numerous day trips throughout the year – to Knock, (transport organised through Local Link), two lunch and shopping trips to Mullingar, an exchange of visits with Ballivor Active Retirement Association, a visit in May to a local garden centre to buy plants, an outing up to Cavan to a Crafts of Ireland demonstration, lunch in Athboy for our Music Group, and lunch in Johnstownbridge, Co. Kildare for 24 members. In October, a group visited the Irish Countrywomen's Association in Co. Louth for cookery demonstration from Ireland AM TV Chef and lunch.



Other occasions were organised to bring members together. These included a post-Christmas lunch, a February coffee morning celebrating St. Bridget's day when handmade St. Bridget Crosses were distributed to each member, a Mass for deceased members and entertainment concert in the Community Centre. An autumn First Aid course organised for members was well attended, as was our Christmas raffle with prizes of 12 hampers. A number of meetings throughout the year discussed members' suggestions and planned for forthcoming events.

**Summerhill's Open Day** was held on July 5, an opportunity to showcase services and to recruit new members. The day offered demonstrations, consultation with reflexologist, audiologist and chiropodist, exhibition stands of our three programmes, plus refreshments. Meath Rose of Tralee Lane Galvin paid a visit, our two oldest members Noeleen Pearle and Tom Holmes planted a laburnum tree in the front garden, and the day was well supported by members, staff, other programme volunteers and friends of Third Age.

Third Age **Summerhill** continues to provide a valuable service in applying for Senior Alert alarms and monitoring their installation. This scheme contributes to feelings of security and safety enjoyed by members and other older people in our catchment area.



*Line Dancing Class at Summerhill*



*Social Afternoon at Summerhill*







# 2023 THIRD AGE IN NUMBERS

Full details of the Audited Accounts and Financial Statements for both Third Age Foundation clg and Senior Citizens Helpline Company clg can be obtained from the Companies Registration Office.

## INCOME

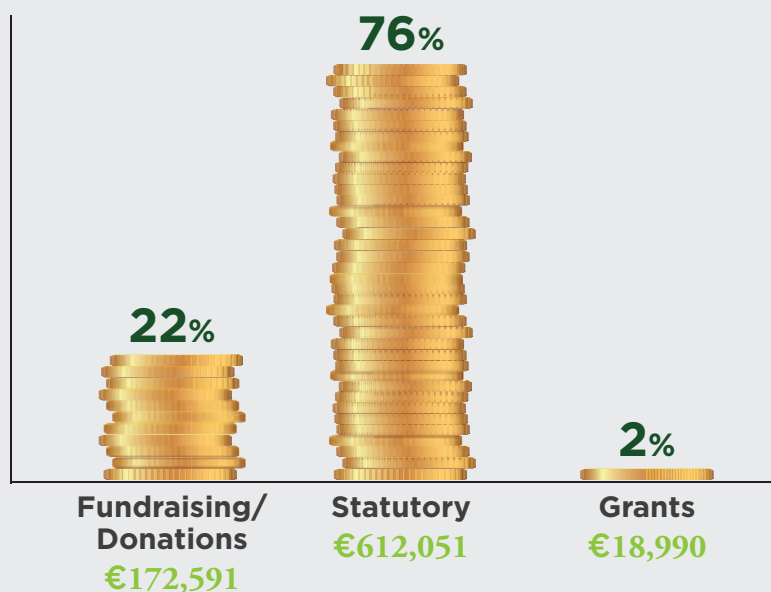
€803,632



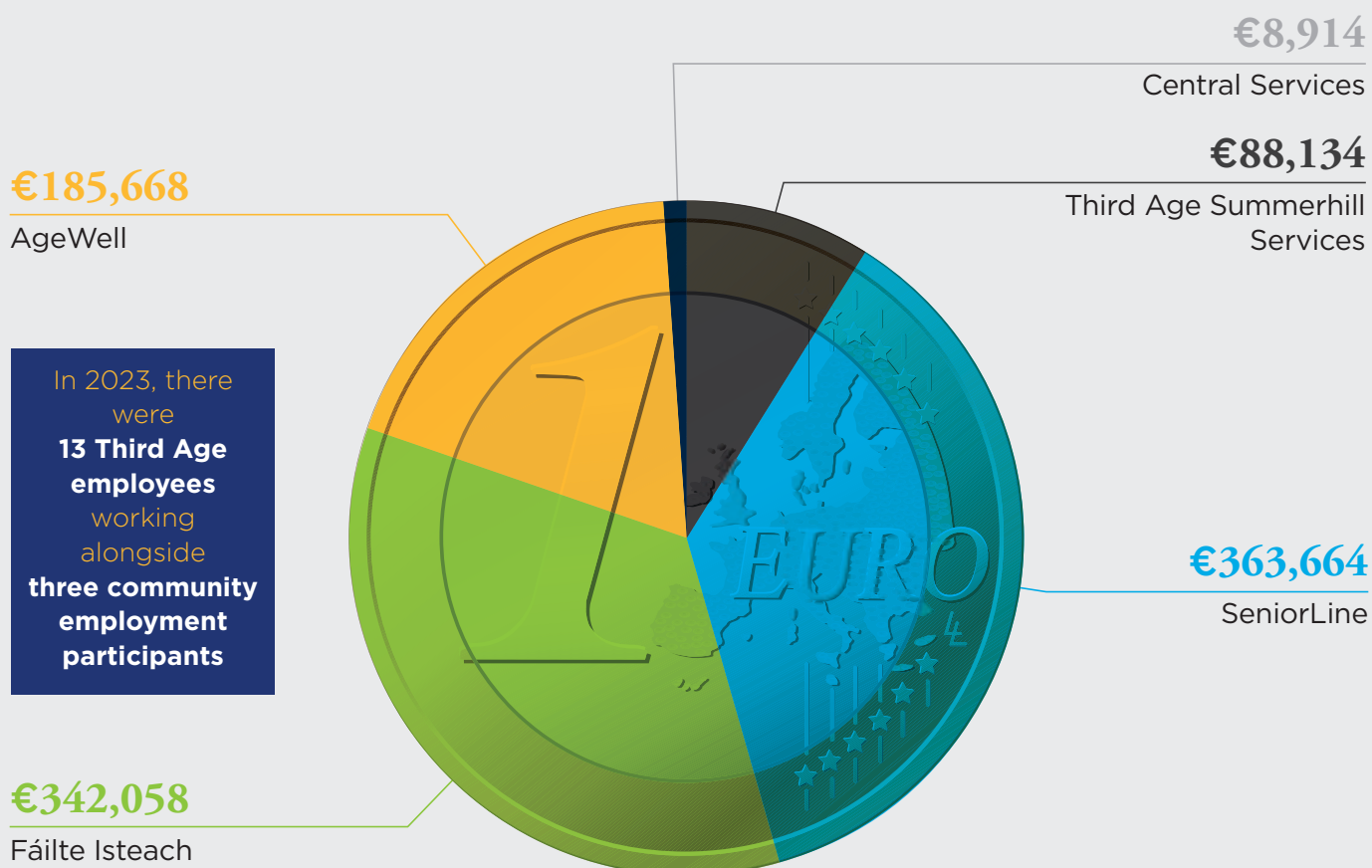
## EXPENDITURE

€988,438

## SOURCES OF INCOME 2023



## PROGRAMME EXPENDITURE 2023





## BOARD

**third age**

Responding to the Opportunities  
and Challenges of Ageing in Ireland

<b>Chairman</b>	Jack Nolan
<b>Company Secretary</b>	Tom Collins
<b>Members</b>	Harry Casey, Tom Dowling, Pat Cox, Maura O'Keeffe, Amanda Phelan

**seniorline**

National Confidential Listening Service for Older People

<b>Chairman</b>	Jack Nolan
<b>Company Secretary</b>	Tom Collins
<b>Members</b>	Harry Casey, Pat Cox, Tom Dowling, Maura O'Keeffe, Amanda Phelan

## STAFF

**third age**

Responding to the Opportunities  
and Challenges of Ageing in Ireland



**Chief Executive Officer**

Áine Brady

<b>Operations &amp; Finance Manager</b>	Alison Branigan
<b>Communications Manager</b>	Anne Dempsey

**fáilte isteach**

Welcoming Migrants through Conversational  
English Classes

<b>Programme Manager</b>	Claire Dalton
<b>Development Officers</b>	Jamie Burke, Louise McCormack

**seniorline**

National Confidential Listening Service for Older People

<b>Programme Manager</b>	Damian Leneghan
<b>National Office Administrator</b>	Ann O'Brien
<b>Dublin Office Administrator</b>	Beryl Carroll

**agewell**

Live Well, Age Well

<b>Lead Care Co-ordinator</b>	Paul O'Rourke
<b>Care Co-ordinator</b>	Ann Marie Slevin

**local & regional  
initiatives**

<b>Administrator Third Age Services</b>	Rosemary Doyle
<b>National Office Administrative Assistant</b>	Maeve Carton
<b>Community Employment Participants</b>	Alan Morris, Julie Caulfield, Terence Doherty

Full details of the Audited Accounts and Financial Statements for both Third Age Foundation clg and Senior Citizens Helpline Company clg can be obtained from the Companies Registration Office.

Third Age Foundation clg is a registered charity 16647  
Charity number 20060459  
Company number 414509

Senior Citizens Helpline clg is a registered charity 16756  
Charity number 20061104  
Company number 414508

# third age

Responding to the Opportunities  
and Challenges of Ageing in Ireland

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seniorline

fáilte isteach

agewell

local & regional  
initiatives