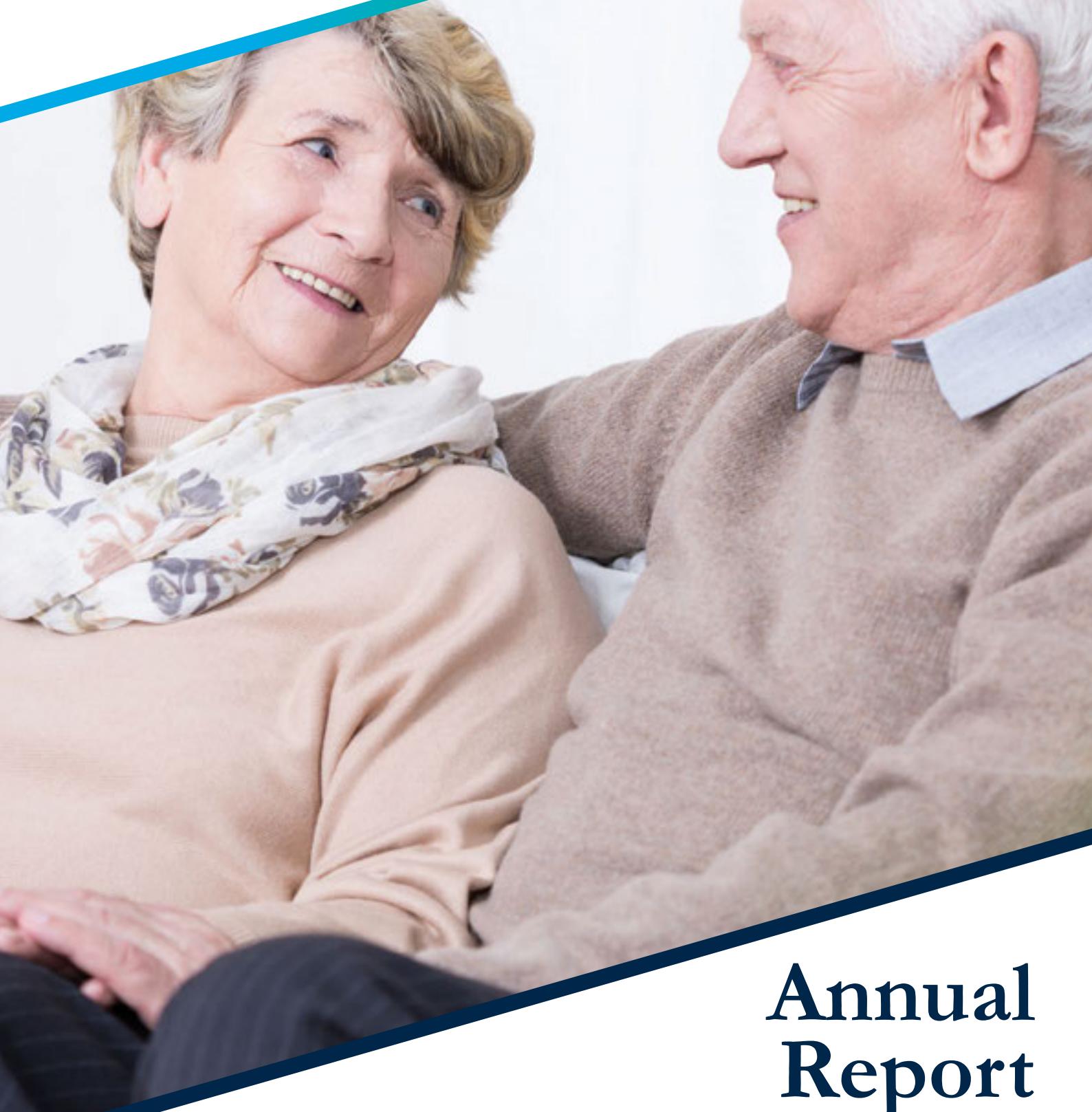


# third age

Responding to the Opportunities  
and Challenges of Ageing in Ireland



## Annual Report 2016

senior help line   fáilte isteach   sage   programme development unit

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

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

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Third Age Foundation CLG and Senior Citizen's Helpline CLG Ltd are two separate companies. This report covers the activities of both. A plan to merge the two companies was initiated during 2016.

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## chairman's address

I am pleased to present to you our annual report for 2016 - another busy and successful year for the organisation. Our work took place in a more buoyant economic climate, but as the number of older people grows, the need for our services is greater than ever.

**Third Age** responded to this challenge by expanding and deepening the reach of our three national programmes, **Failete Isteach**, **Sage** and **Senior Help Line**, benefiting greater numbers and a diversity of older people. A fourth initiative, the **Programme Development Unit**, established as part of our Strategy 2017-2020, leads out as an evidence-based response to the changing needs of the sector. The work of Failete Isteach International was consolidated during the year.

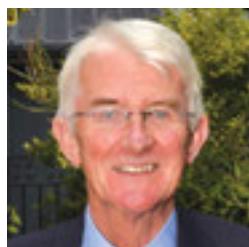
Board member, Mary Culliton retired from the Third Age and Senior Help Line boards. Mary, the former Head of HSE's Consumer Division, was invaluable to us in the establishment of our advocacy service, Sage. We thank her for her expert guidance and contribution. We welcome to the board Patricia Rickard Clarke, former Law Reform Commissioner. Patricia brings a wide-ranging expertise to our board, and serves as Chair of Sage's National Advisory Council.

The Third Age board continued to oversee the overall governance of the organisation, including the ongoing development of board roles and responsibilities, support of board subcommittees, human resource policies and risk assessment. I would like to thank my fellow board members for their diligence and hard work during the year.

On behalf of board members and staff, I would like to record our grateful thanks to all our volunteers for their long-term commitment to our programmes, to Third Age members, and to 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, the Atlantic Philanthropies, the Iris O'Brien Foundation, the Office for the Promotion of Migrant Integration in the Department of Justice, the Ireland Funds, Community Foundation for Ireland, Lottery Funding, the International Charity Bazaar, and a number of corporate funders.

Finally, we are fortunate to have an excellent CEO, Aine 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. Third Age also works to enhance the wellbeing of those who may be marginalised due to language, frailty or isolation.

A handwritten signature in blue ink that reads "Tom Dowling".

**Tom Dowling**  
Chairman

## **third age**

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Third Age is a national voluntary organisation representing all older people and responding positively to the opportunities and challenges of ageing in Ireland.

Co-ordinating a network of innovative projects and programmes, Third Age celebrates the third age in life when people may no longer be in paid employment, but can remain healthy, fulfilled and continue to contribute to society. The longer people are encouraged and supported to remain in this life stage, the better for older people themselves, their families, communities and society as a whole.

Third Age offers choices, and provides opportunities for lifelong learning, volunteering, community development and social inclusion. Third Age is currently redefining itself for an Ireland reaching toward recovery.



# third age strategy 2017-2020



**vision**

An Ireland and a world where the third age in life is valued and celebrated.



**mission**

To value the contribution of older people in society and help meet their personal and community needs through innovative programmes.



**objectives**

- Respond to the opportunities and challenges of ageing in Ireland.
- Support and facilitate older persons to live in the place of their choice for as long as possible.
- Act as advocates wherever ageing poses a challenge.
- Address societal needs through volunteering opportunities.



**programme  
goals**

- Develop our capacity for the design, development, testing and expansion of good practice in areas relevant to the quality of life and well-being of older people.
- Provide direct services with and for older people, which enhance their rights and well-being.
- Continue to engage older people as volunteers in the development and delivery of services of value to themselves and their community.
- Advance the rights and potential of older people as citizens and ensure these are reflected in public policy, and in public and private service provision.

Anne Dempsey, Damian Leneghan,  
Aine Brady with Generali CEO  
Paul Gillett



## four themes inform all third age work

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### connectedness



- Third Age connects with older people - many isolated and vulnerable - through three national programmes. These programmes reflect the importance of community and family engagement and the value of older people in an intergenerational society.
- Third Age connects older people with their place and their sense of place. We know, at first hand, the benefits of supporting older people to remain involved in their communities, either as volunteers providing services, or as recipients of personal and social supports.
- Third Age connects older people with the third active stage of life. We believe that the longer people are supported to remain in this stage, the better for the older people themselves, their families and society as a whole.

### creativity



- Third Age works with the creativity of older people for their personal and community benefit, and is proactive in developing creative and innovative responses to the challenges of ageing.
- Third Age works creatively in recruiting and training older volunteers to deliver our programmes - a peer aspect that benefits service providers and users alike.
- In 2016, Fáilte Isteach received a European Life-Long Learning award for creativity and inclusive practices.

### challenge



- Growing older involves both challenges and opportunities. Older people may be rendered voiceless through lack of services, insufficient support, illness and frailty. We aim to constantly challenge ageism, and present an empowered model of the rights and roles of older people through our programmes and our public voice.
- Work on the ground puts Third Age in a strong position to iterate the views and concerns of our service users. Each of our three national programmes - Failte Isteach, Senior Help Line and Sage have been developed in response to observed needs.

### collaboration



- Third Age welcomes collaboration with statutory and non-governmental organisations and with local communities and individuals, key stakeholders, including industry, universities and research bodies.
- Third Age is part of Active Ageing Partnership, the Age Alliance, Befriending Network Ireland, Telephone Helplines Ireland, and Volunteer Ireland. We also work collaboratively with DCU, UCD, NUIG and Maynooth University.
- Third Age believes that working together and sharing expertise can help to meet the challenges of ageing in Ireland. Internationally, Failte Isteach is partnering with a number of European agencies.
- Developing strategic alliances and partnerships is important for the future of Third Age. Working with others gives a stronger collective voice, increases awareness of the needs of the sector, and of individual older people. A stronger voice evokes a stronger and more sustainable response.

## programme review 2016

During 2016, we continued to work on the clearly stated objectives that would inform our Strategy Plan 2017-2020. This Plan would identify the objectives that would, in turn, form the basis of our Operational Plan, a high-end 'to do' list that sets out clearly who is responsible for what actions and within agreed named time frames.

The Plan will contain a Governance and Organisation section to detail the work needing to be undertaken for compliance within the new Charity Regulation parameters.

Early in 2016, the senior management team began a whole organisation review of our national programmes, communications, funding supports and the external context, as part of the development of the strategic plan 2017-2020.

While we recognised that the need for policies, procedures and protocols may vary between programmes, we identified common areas, so that actions relating to collaboration, reporting, performance review and accountability could be set down.

We took a high-level summary of current work including quantitative aspects, (budget, staff and volunteer numbers, beneficiaries) and qualitative aspects (known impacts). We looked at central support supplied by communications and external relationships. We examined future work targets, assessed our work on quality, effectiveness, value for money and the positive difference made. We also looked at more long-term assessment including strengths/opportunities, and funding mechanisms.



**programmes**

# fáilte isteach

Welcoming Migrants through Conversational English Classes



Established 11 years ago, Failte Isteach is a community-based project involving older volunteers welcoming migrants to Ireland through conversational English classes. Each group is managed by a volunteer co-ordinator. In an analysis of Failte Isteach carried out by Professor Eamon O'Shea, NUIG, an economic value of €1,149,863 was placed on our work.

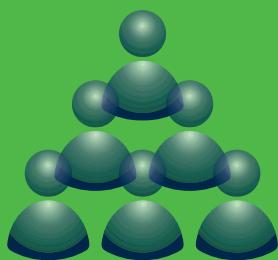
## service impact

Ireland is today a multi-ethnic society with the challenges and opportunities this entails. Third Age's Failte Isteach has been working quietly for over 10 years with migrant populations in Ireland offering free conversational classes in English. 'Migrants and the Irish Economy' published by the Integration Centre in 2012 stated that language courses are 'at the core of provision for migrants seeking to improve their skills in the language of the country to which they have migrated'. The report stressed the importance of measures that would enable both migrants and natives to contribute towards Ireland's economic future. The work of Failte Isteach is integration in action. "We don't over-complicate it. We don't say we are here to break down barriers and promote integration. We are doing these things but without labelling it," says Ariana Ball, Failte Isteach manager.

## growth and development



a community-based project  
involving older volunteers welcoming  
migrants to Ireland through  
conversational English classes



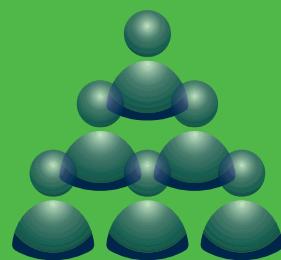
**950**  
volunteers



**100**  
classes



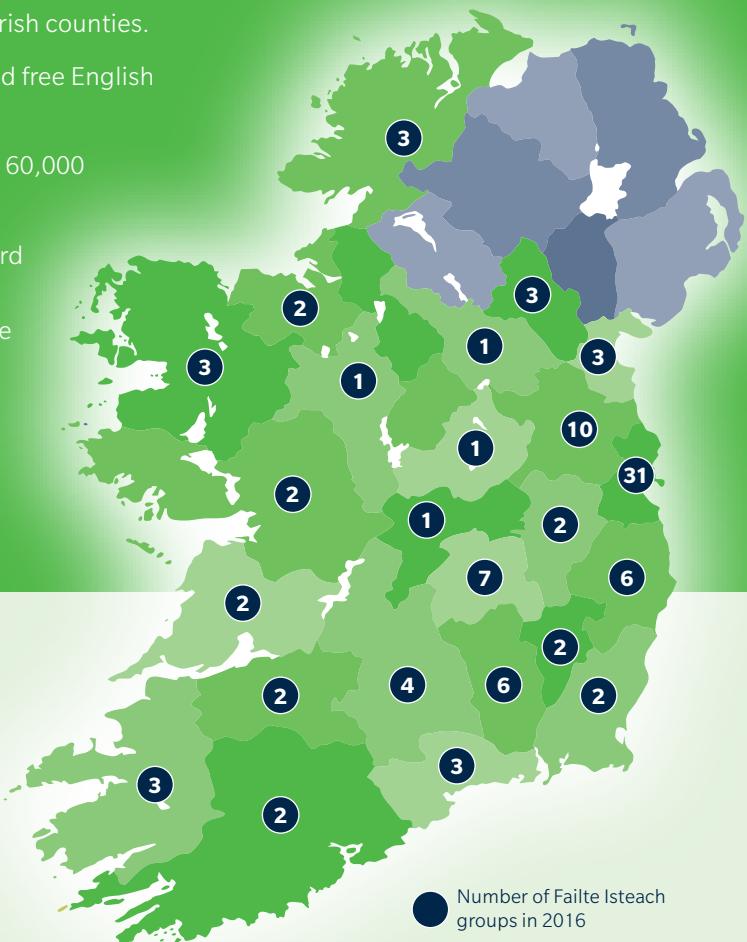
**68,000**  
tuition hours



**3,000**  
participants



- Failte Isteach now has 100 groups weekly operating in 24 Irish counties.
- 3,000 migrant students from 74 different countries received free English language tuition each week during the academic year.
- 950 volunteers contributed to their community, delivering 60,000 hours of free tuition in 2016.
- In October, Failte Isteach received a Lifelong Learning Award from the European Lifelong Learning Platform in Brussels. These celebrate outstanding initiatives in building inclusive societies and making lifelong learning a reality for all.
- In November, Failte Isteach/Third Age was one of eight organisations chosen for funding by the International Charity Bazaar, a voluntary organisation of the Diplomatic Corps in Ireland.



## training and support

- The Failte Isteach team hosted regional seminars in April providing information for coordinators, a chance to share experiences, discuss challenges and consider potential solutions.
- The seminars enhanced the relationship between the growing network of Fáilte Isteach groups, and provided an impetus for future engagement.
- During the year, the Failte Isteach team identified new teaching resources. These include language teaching books, vocabularies, dictionaries, and teacher props for grammar, punctuation and the art of conversation.
- These resources complement the tips and teaching ideas helping to plan and conduct classes.
- In 2016, Failte Isteach began to showcase co-ordinators, volunteers and students online. This section of the website has links to relevant content and additional class materials.

## what our tutors said



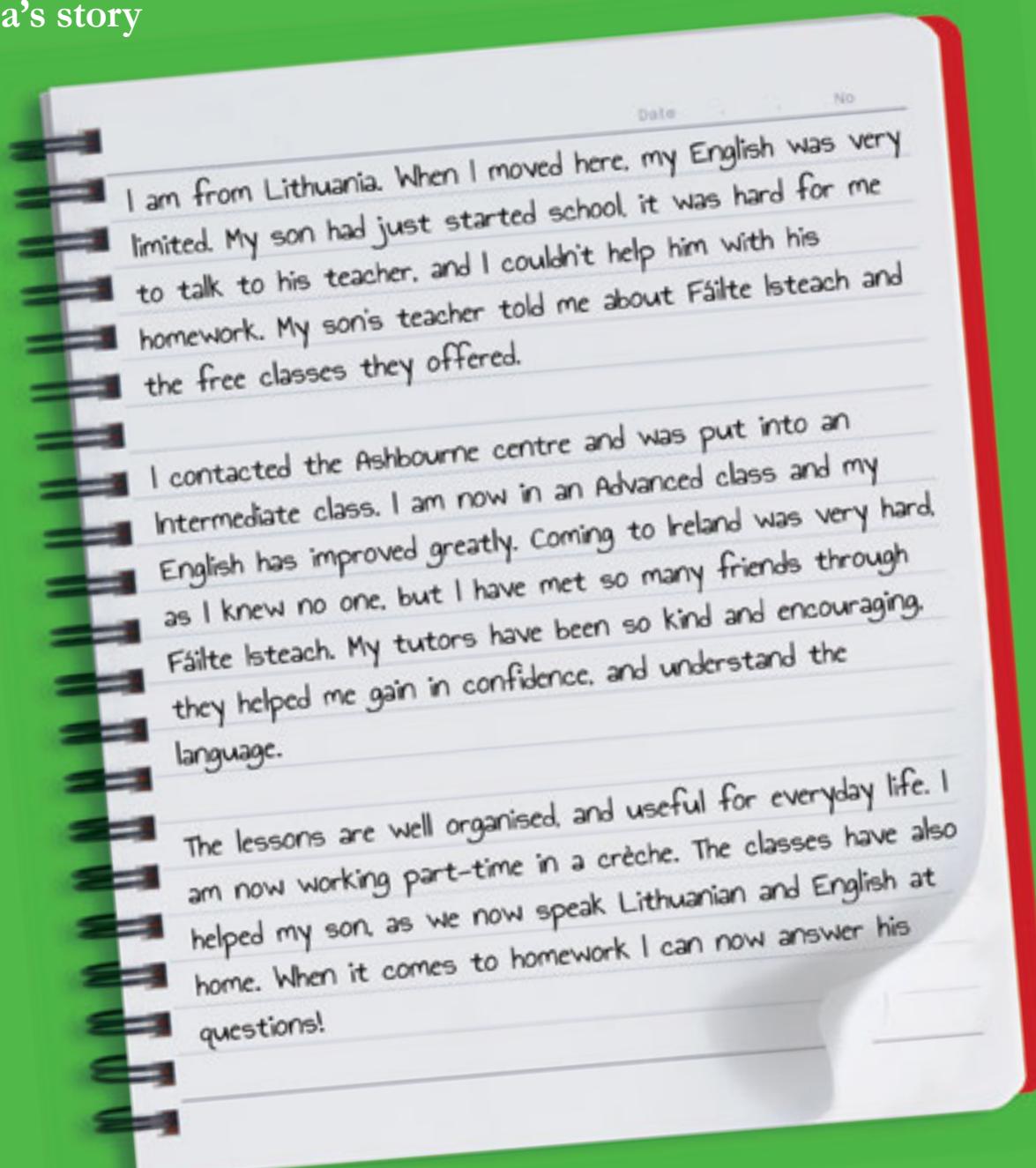
## valuing volunteers

During 2016, Failte Isteach produced a Tutor Ideas Handbook, based on lesson ideas sent in by volunteers. The handbook was shared throughout the service. It recognises the commitment and expertise of volunteers, and values their knowledge and involvement in the project.

## programme recognition

In May, Failte Isteach participated in a day organised by the European Commission Representation in Ireland to discuss migration challenges facing Europe. Failte Isteach was invited to present to MA students in UCD, to Mary Immaculate College MA students Limerick, and to mature students at Athlone IT. The invitations recognised the project as an educational model, its potential to benefit older volunteers and communities alike.

## irena's story



## programmes

### sage

Support & Advocacy Service  
for Older People



Áine Brady, Professor Cillian Twomey, Helen McEntee TD Minister of State,  
Patricia Rickard-Clarke, chair of Sage National Advisory Committee at  
meeting of the Forum for Long-Term Care in Dublin

Sage is a support and advocacy service for older people and vulnerable adults Sage carries out its work through paid staff and volunteers in primary care settings, nursing homes, hospitals and the community.

The right to have your voice heard, and to participate in decisions that affect you, is a fundamental principle in a democratic society. It is about independence and interdependence. It is a principle simply stated as "Nothing about you /without you".

Many people face challenges to their independence due to illness, intellectual, physical or sensory disability, lack of family/community supports or an inability to access relevant public services. Some people communicate differently and with difficulty, and some lose their ability to make and communicate decisions over time.

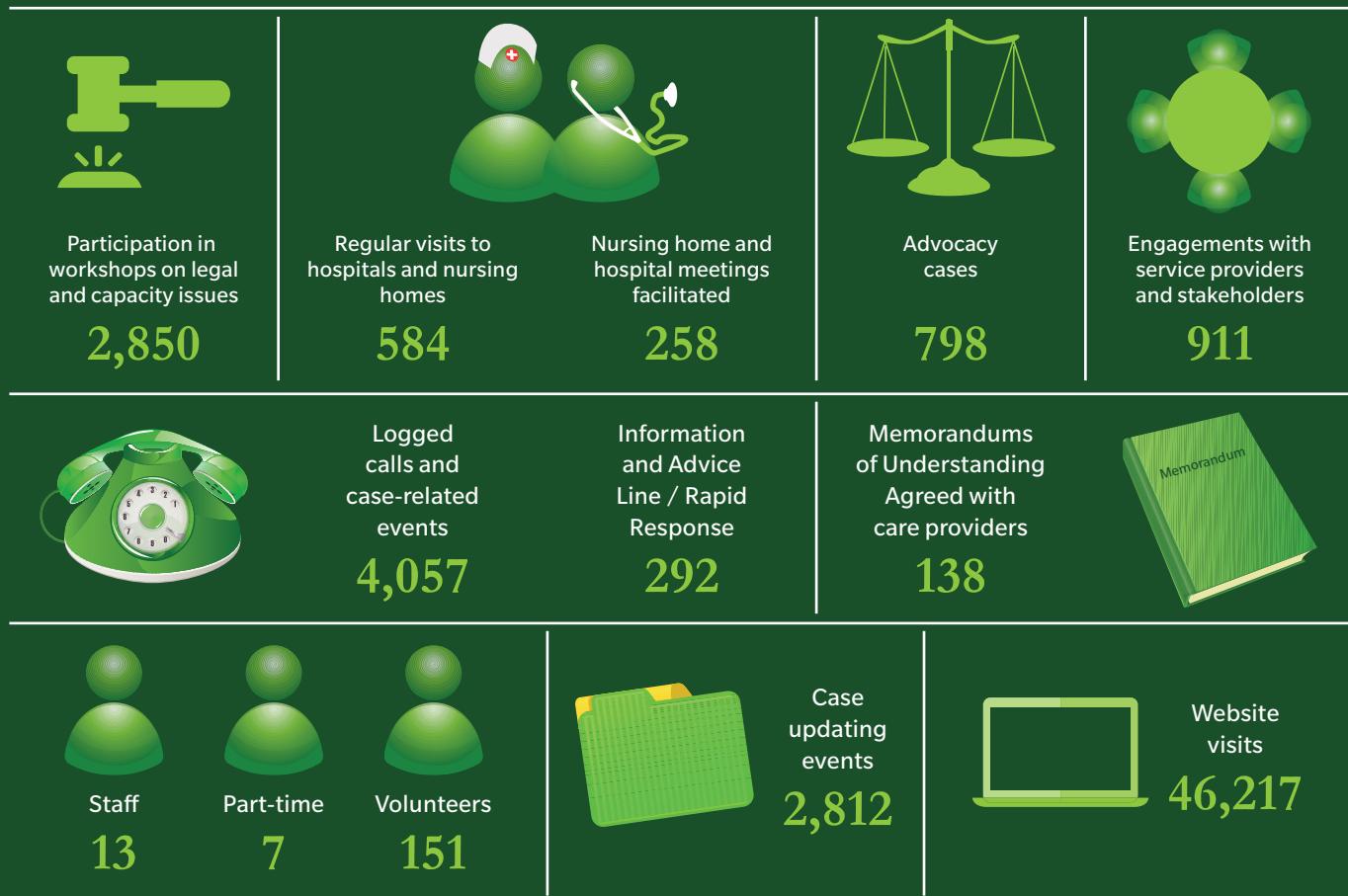
Some are abused and exploited because of their vulnerability. In circumstances where people may be vulnerable, or have to depend on others, there is a need to ensure that their rights, freedoms and dignity are promoted and protected. Through support and advocacy, their will and preference can be heard and acted on, independently of family, service providers or systems interests.

## overview of work in 2016 - sage impact

Estimated number of people who benefited from the work of Sage

**20,000**

sage ➤



## types of work undertaken by sage

- Advocating for adequate Home Care Packages and for a comprehensive and equitable system of home care support and oversight of home care providers.
- Challenging unnecessary restrictions on people's liberties and the use of 'convenience medication'.

- Promoting self-advocacy and professional development through workshops on capacity and decision-making, enduring power of attorney and advance healthcare directives.
- Supporting people to return home from hospital or care centre.
- Assisting people to maintain control of their income, benefits or property.
- Supporting family members in organising care for people with advancing dementia.
- Advocating with and for people with intellectual disabilities who are trying to develop a life with meaningful activities after they leave a congregated setting.
- Observing or facilitating meetings of residents, family members or staff in nursing homes.
- Promoting awareness of Sage's services in communities, General Practices, day centres, nursing homes, hospitals, hospices and hostels.

## sage national advisory committee (NAC) 2016

The development of Sage as a support and advocacy service has been influenced by the scandals in Leas Cross and Aras Attracta in 2014. Sage can be an important source of learning for the HSE by giving a voice to the experience of service users, through collaboration where possible or challenge where necessary. The HSE has shown that it is open to being challenged and that it values changes resulting from advocacy. The HSE is also entitled to argue that it has helped carry the flame for advocacy until other state sectors collaborate in building a proper framework for the development of the advocacy sector.

Developments in legislation such as the Assisted Decision Making (Capacity) Act 2015, the planned establishment of the Decision Support Service, the Disability (Miscellaneous Provisions) Bill 2016, and safeguarding legislation clearly indicate that advocacy is an emergent practice, and will have a legal standing within the next few years. The HSE and The Atlantic Philanthropies have been pioneers of advocacy in Ireland, as has Third Age in providing governance and support.

Sage data for 2016 shows growth in individual casework in community and hospital areas, with these numbers now greater than numbers for nursing homes. Patterns have been identified. Transitionary and financial issues continue to dominate - as many Sage clients face challenges in transitioning between hospital or nursing home back to their own home.

One issue defines the challenging nature of Sage's work - client capacity. Sage is guided by the principles of the Assisted Decision Making (Capacity) Act 2015 and the presumption of capacity unless proven to the contrary. We are seeing too many cases where the 'will and preference' of a vulnerable adult is ignored, and the 'best interests' of the person are determined by family members, (often divided among themselves), and service providers who may be threatened with legal action or media coverage. Significant concerns emerged during 2016 regarding a small number of nursing homes denying residents access to independent advocacy (often at the request of family members). Access to independent advocacy is a HIQA requirement and a basic human right. Sage will pursue this issue vigorously.

Despite these challenges, Sage

- completed 108 Memorandums of Understanding mainly with nursing homes, as noted above,
- provided support and advocacy to people in hospital and community,
- is receiving referrals from other advocacy services,
- is developing a Citizens Advocacy Project in the Southeast for people with intellectual disabilities,
- is seen as the organisation that goes the extra mile for its clients,
- is regarded as a source of support often unavailable elsewhere as evidenced by calls to our 1850 Information & Advice/Rapid Response service.

During 2016 Sage commissioned a paper on advocacy outcomes as part of a baseline evaluation process. This paper, and advice from other experts, resulted in the development of a 'Three Perspectives' approach to assessing outcomes, the perspectives being those of the client, the service provider and the Sage Representative(s) involved.

In mid-2016, the NAC developed a conversation about 'The Sage Model' i.e. core paid staff supported by, and in turn supporting, trained volunteers. During 2017, the model will be developed to ensure that more volunteers are involved in support roles in a wider range of settings, and that volunteers with pre-existing skills are recruited for advocacy and specialist support work.

Sage has a commitment to address systemic as well as individual issues. In this regard, Sage was pleased that the work initiated on the Forum on Long-Term Care for Older People, (in collaboration with Family Carers Ireland, Third Age and Alone) has been recognised. In November, Sage was invited to give evidence to the Oireachtas Committee on the Future of Healthcare. The Report underlines, once again, the need for a continuum of support and care in older age, and for substantial innovation to ensure that older people stay healthy in their homes for as long as possible.

## thomas's story

Date No  
My name is Thomas and I am in my late-sixties. I had been living in a nursing home for over two years following a stroke and a stay in hospital. My physical and mental health had improved but I was diagnosed with alcohol related dementia. The nursing home contacted Sage because I wanted to return to my own home and they were unsure what to do.

Sage worked through my options with me. It was agreed that while I have the capacity and the right to return home, there were real concerns regarding my alcohol problem and signs that my thinking was becoming impaired. Sage organised a meeting between me, the nursing home and the HSE community care providers. The duty of care to keep me safe versus my right to live at home were fully discussed.

Sage advocated for my right, but this involved difficult and challenging conversations with professionals and family as many thought the decision unwise. After months of discussion I moved home and managed very well for a while. However, I then began to drink again and my short-term memory suffered. My family were annoyed with Sage for supporting me to move home, feeling that they too needed support. Sage advocated for increased supports as my care needs became more complex. Sage continues to support me as I consider my long-term care options. I may well decide to move back into a nursing home, but it will be my decision.

programmes

# senior help line

National Confidential Listening Service for Older People



when listening  
is helping

Established in 1998, Senior Help Line is a national confidential listening service for older people provided by trained older volunteers. The line, with LoCall number **1850 440 444**, is open every day of the year from 10am to 10pm. During the year, the service moved towards completion of its three-year centralisation programme which began in 2014. Its aim is to improve quality and achieve sustainability while scaling up in Dublin, closing centres outside Dublin, and maintaining service continuation throughout.

## service impact

The fact that people are living longer is a cause for celebration, but the quality of that longer life cannot be achieved without government and community support. As our Sage report above outlines, the government's aim is to keep older people living independent lives at home for as long as possible. An increasingly documented downside 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. Senior Help Line is an affordable, accessible source of help, company and support for such people every day of the year. Senior Help Line is a primary health care service, part of vital community support in an ageing Ireland.

## growth and development

- Senior Help Line recruited, trained and mentored 53 new volunteers in 2016.
- Centralisation is meeting its objective of improving quality, (through increased contact with, and support of volunteers), and achieving sustainability, (through reducing operating costs).
- Volunteers work in Dublin city centre, Donnybrook and Leopardstown.
- In 2016, Senior Help Line moved into new city centre premises at 83 Amiens Street. Our thanks to Cluid Housing Trust for their support and welcome 2013-2016.
- Volunteers in each regional centre closing during the year were visited, thanked with a celebratory lunch and presented with a Certificate of Achievement award. We have been touched by the commitment displayed by our volunteers right to their last day of service.

## calls and callers

- Senior Help Line received c10,000 calls in 2016.
- Call trends in 2016 continued to reflect the effects of the economic downturn and consequent pressure on families.
- The close down of local facilities and perceived increase in rural crime continued to impact on callers, particularly those living alone in isolated areas.
- A consistent strand of loneliness came through on many calls. This can be due to geographic isolation, social and emotional isolation, bereavement, illness, frailty and poor mobility.
- Regular callers continue to contact for companionship, while new callers phoned with specific problems, and requests for information about other services.
- Regular callers phone through loneliness, frailty, home security issues, health worries and family conflict or alienation. 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, if this seems feasible.
- Newer callers may phone because of a specific difficulty, chronic or temporary. These callers are aided by talking in confidence outside the family - as is often their wish - and being supported to look at their options. Newer callers may also be referred to other relevant services.
- All callers are received with attention and empathy. Callers may be guided to explore options to help their situation. Many callers are supported through times of crisis.
- At the conclusion of each call, callers are asked if the call was useful or helpful. In an audit of log sheets, 82% of callers in 2016 replied in the affirmative.

## what our callers said this year

*'My neighbours are giving me a hard time, the guards know about it, but I can't be on to them all the time. I feel calmer now, thank you.'*

*'I just wanted to phone to say good night.'*

*'I still haven't decided what to do, but it has helped to talk it through with you.'*

*'I was waiting for ten o'clock to ring you. I had a very lonely night.'*

*'I am fearful about the future, thank you for letting me tell you my problem, I don't feel so alone now, and will call again.'*

## service promotion

Senior Help Line developed a number of direct mail campaigns with pharmacies, community centres and libraries, and promoted Senior Help Line at Operation Conversation events during the year, at a number of exhibitions and other public fora.

Senior Help Line organised and delivered a media campaign Christmas & New Year 2016/2017. We concentrated on regional radio, and were successful in achieving a number of radio interviews to promote the service.

Senior Help Line initiated contacts with Community Radio stations throughout the country, and introduced ourselves to their listeners. We established links with Friendly Call/ Good Morning services nationally, asking them to promote Senior Help Line to their older client base.



During the year, Senior Help Line was regularly invited to speak to print and radio media promoting the service and wider issues affecting older people in Ireland. These issues included the importance of reliable public transport for older people, particularly in rural Ireland, realistic home care packages, home security, good neighbourliness and the relevance of local facilities such as banks and post offices.

Senior Help Line represented the voice of callers in materials produced for Third Age's pre-election campaign 2016 'Earn Our Vote', developed in collaboration with other age sector organisations. Senior Help Line is a member of Telephone Helplines Ireland, is represented on Befriending Network Ireland's (BNI) Steering Group, and served on their Data Collection sub-committee.

## valuing our volunteers

- In summer 2016, Senior Help Line embarked on a national listening exercise with volunteers, canvassing their views on every aspect of the service. The results were collated and translated into two volunteer workshops in which we discussed all the issues raised by staff and volunteers. This consultation has led to:
  - > improvements in rota management
  - > a personal welcome to each volunteer on their first day of duty
  - > clearer support protocols after a difficult call
  - > a number of improvements to volunteer booths and environment in all three centres
- Volunteers also made recommendations on promoting the service, signposting callers, and their own CPD.
- Overall, they felt Senior Help Line is an effective service to which they are committed, and is of value to many older people.
- During the year, Senior Help Line continued working on Volunteer Ireland's Investing in Volunteers Award Scheme. This is the national quality standard for good practice in volunteer management in the Republic of Ireland.





Volunteers Mairead Flanagan  
and Tony Doran on duty on the  
Senior Help Line

## senior help line christmas choir

This was the second annual outing for the Senior Help Line choir on Grafton Street. Particular thanks to everyone who came to sing, to shake boxes and to support us. A special thanks to Philip and his dog Millie, to Frank who donned a Santa Claus costume, to Helena who helped with the organisation, and to our honorary conductor Emma.

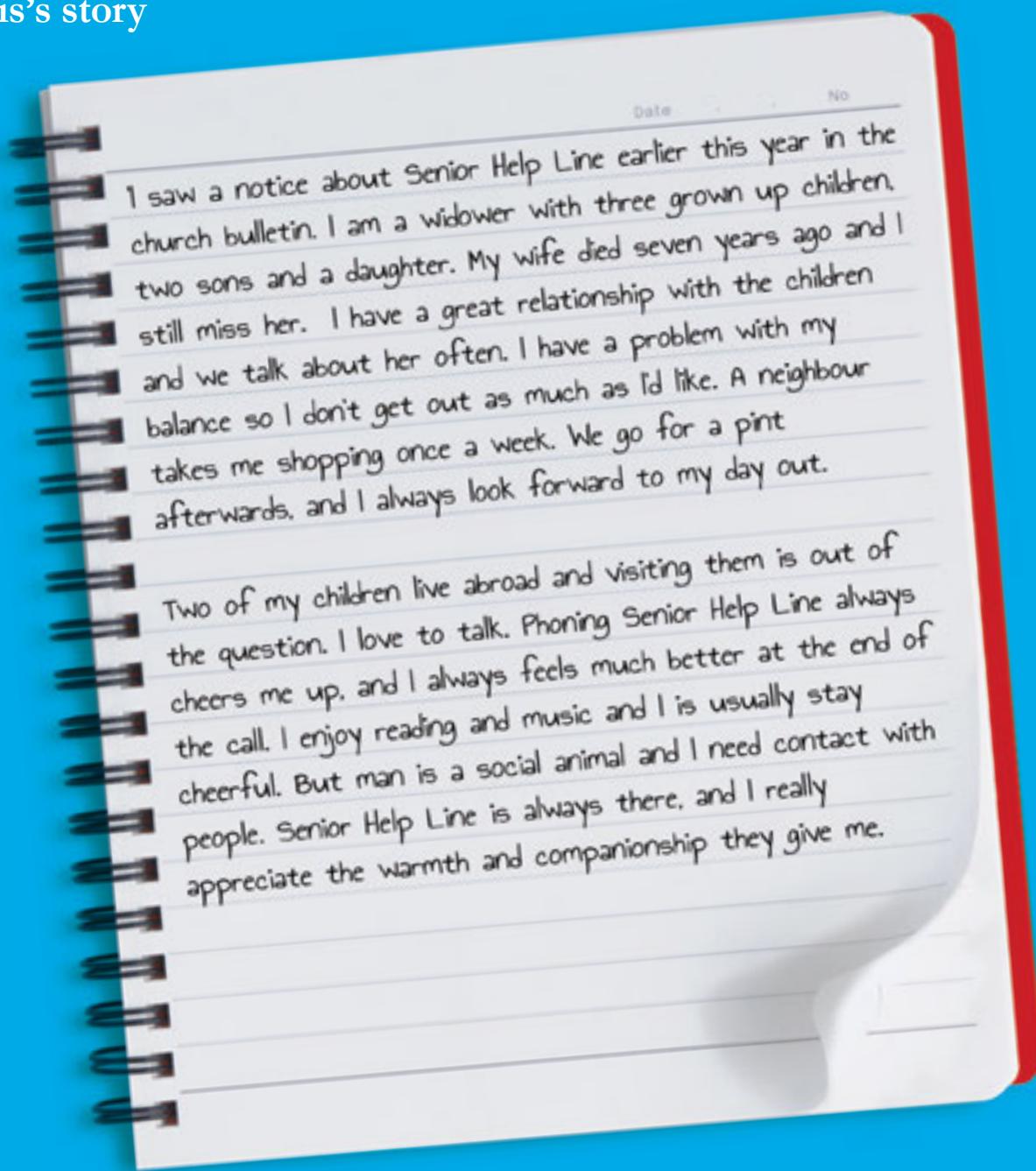


## student development support line

Through Third Age's ongoing relationship with DCU, discussions began in 2016 regarding a possible programme with Senior Help Line. A working group was set up representing Third Age, Senior Help Line, DCU's Counselling & Psychotherapy Service, DCU's Intergenerational Programme and DCU's Age Friendly Co-ordinator. The aim is to provide telephone support for students who may have personal problems arising from loneliness, exams, family or relationship difficulties. This service would complement DCU's current range of counselling, support and student welfare services. Senior Help Line volunteers were invited to register their interest to train for this new programme. A training programme is being jointly developed between DCU and Senior Help Line and will be co-delivered in early 2017. We plan to run the support service as a pilot in 2017 followed by evaluation.



### denis's story



## third age summerhill

Third Age, Summerhill is a programme for local older people hosting a number of activities and services throughout the year. A number of new activities were added in 2016 while well-established activities continued to be popular and well supported.

### A-Z of established activities and services in 2016 includes:

	Advocacy		Counselling		Homeopathy
	Access to Socially Monitored Alarms Scheme		Dance		Library
	Aromatherapy		Drama		Little Jobs Project (community service)
	Beauty Therapy		Drop-in Centre		Outings
	Chiropody		Hairdressing		Socials
	Choir		Health Promotion		Transport Service
	Computer Classes		Holidays		

### new programmes and services

- A weekly yoga class began in 2016.
- A Wednesday knitting group began during the year making blankets, hats and scarves for Summerhill fund-raising events. Some knitters also taught crochet to peers.
- A Walking Group was formed in early summer.
- A weekly bridge class for beginners began in Spring 2016.
- A short course in card making was introduced.

### ongoing programmes

- Fitness expert Frank Fahey provided keep fit classes in winter and spring.
- 'The Way We Were' a mobile exhibition of artefacts hosted by volunteers visited primary schools and nursing homes in Co. Meath. The group also participated in a three day Winterage Festival in October in the Burren, Co. Clare, that included workshops, talks and exhibitions.
- Residents from St Joseph's Hospital, Trim and Beaufort Nursing Home, Navan attended Third Age at periods during the year for music, singsongs, arts, crafts and friendship. Residents enjoy a short drive before returning home.

## events

Third Age, Summerhill took part in '**Making Ireland Click**', on RTE1 in autumn 2016. The series was dedicated to encouraging older people to become more digitally literate, and featured David Puttnam, Ireland's Digital Champion.

Third Age was host to a number of summer garden parties and barbecues, a musical evening, and wine and cheese evening. A two-day art exhibition was well supported. The annual Mass was celebrated and well attended.

An Activator Day demonstrated the use of the Activator Walking Pole, an aid that promotes good walking posture and gait, helps with joint function and improves core strength. A First Aid day course gave advice on self-care, protection from falls, managing minor accidents and ailments, and a one-day fire safety course was also organised for Third Age participants and staff.

Day outings included shopping trips to Newbridge, Meath Street, Dublin 8, Blanchardstown and Navan, and a trip to Lusk Garden Centre. Further afield, there were visits to Kilkenny city, Knock Shrine, Co. Mayo and Carlingford, Co. Louth.

A number of enjoyable holidays took place during the year, including a short break in February to Wexford town, a four-day trip to Sligo, and a visit to Malta for five days in October. Third Age facilitates holidays through managing a savings club into which people pay weekly. The aim is to make holidays accessible to all.

The Third Age choir was invited to participate in a '**Carols by Candlelight**' evening at Lusk Garden Centre, and a Christmas concert was jointly presented by the Third Age choir and Transition Year students in Scoil Dara, Kilcock.

Mary Nally was involved in a number of Ashoka events during the year. These included attending separate conferences in Austria, Belgium, Greece and Turkey to discuss aspects of supporting the integration of refugees in these counties. She also met Paul O'Hara of Change X to discuss the Third Age programme '**The Way We Were**', attended a number of events organised by Social Entrepreneurs Ireland, and presented to HSE, Ardee on the subject of home care. She presented to second and third level students at the regional final of Young Social Innovators in Athlone Co. Westmeath.

## fundraising

Third Age Summerhill organised a number of fundraising events during the year. These included a coffee morning and cake sale, bring and buy sale, annual Christmas raffle, and entertainment provided by the Joe Dolan Band and TR Dallas.

*Summer style in Summerhill*



## programme development unit

As an organisation committed to innovation, Third Age works to develop new approaches to the design, development and delivery of services to the public. Third Age welcomes partnership and collaborations, and currently has a number of exciting new initiatives - regional, national and international - at different stages of development. A new element is the application of modern technology to reduce loneliness and isolation among older people.

### age well

In 2016, Third Age was shortlisted for the Think Tech project funded by Google and the Department of Housing, Planning, Community and Local Government. This project involved employing older people ('Agewells') and the use of an AgeWell 20/20 app, which would facilitate companionship for older people in need of assistance at home, or recently discharged from hospital.

The project organisers encouraged us to persevere and to research funding to develop our project, and we are actively pursuing this for 2017.



**An Roinn Tithíochta, Pleanála,  
Pobail agus Rialtais Áitiúil**  
Department of Housing, Planning,  
Community and Local Government



### digital skills

Third Age has been funded to participate with other agencies in a new Digital Skill Scheme, part of the Government's Getting Citizens Online programme. Third Age is delegated to deliver the scheme in Counties Dublin, Kildare, Louth, Meath, Monaghan, Offaly, Westmeath and Wicklow. This involves sourcing tutors and learners. The free training course is a 10-hour programme over five weeks, two hours per week, 10 participants per course. The programme covers introduction to the Internet, Internet security and safety, email, search engines and websites, online government services, conducting everyday transactions, online voice and video calls and use of apps.

Ruth Loughran, Business Development Executive is co-ordinating this project with support from staff across a number of programmes. We are planning to identify tutors and to have trained 300 learners by March 2017, in the first stage of the project.



## touchstone

Touchstone is an eight-week course for people aged 55 and over, that encourages them to play a bigger part in their own communities through recognising and developing their own skills and knowledge. The project began in 2015 in a partnership between Active Ageing Partnership, Age Friendly Ireland, and the Irish Centre for Social Gerontology NUIG.

During 2016, Third Age organised and delivered a course in Meath to 30 older people, in partnership with Maynooth University. This course was evaluated by Maynooth University, and considered successful. The participants rated it highly, and a number of them have gone on to participate in community activities, or to start up their own projects with societal or civic themes. Touchstone will provide ongoing support.



## failte isteach international

Over the past two years, Failte Isteach has attracted attention from Europe through winning two international prizes. In 2015, the project was visited from Germany by the Berlin Research Institute and the Koerber Foundation, both with a specific interest in ageing demographics and the potentials of ageing.

During 2016, Failte Isteach received funding to set up two pilot projects - in Milan, Italy and Bremen, Germany. The pilots will begin in 2017 and run for nine months. They will then be evaluated, and if successful, the learning will inform their scale up. There has been interest also from a University in Minnesota, USA, which we hope to pursue in 2017.

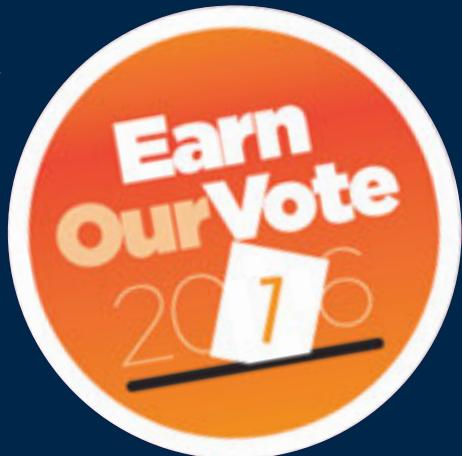
*Liam Carey, Manager, Programme Development Unit, in Milan discussing the development of Failte Isteach in Italy*



## campaigns and events 2016

### earn our vote

Launched in autumn 2015 and developing in 2016, Third Age worked closely with other age sector organisations in a pre-election campaign, ‘**Earn Our Vote**’. This campaign asked older people to use their vote to advance the cause of other older people. We advised politicians that an older person’s vote must be earned through relevant policies. Politicians who supported our policies were asked to sign up to [www.earnourvote.ie](http://www.earnourvote.ie), and many did so.



Earn Our Vote asked for three key commitments:

- Appoint a Minister for Older People to implement the National Positive Ageing Strategy
- Develop proactive policies and services to keep older people living well at home for longer
- Increase the state old age pension

The campaign received publicity on radio and print media regionally, and nationally, and provided information to media and general public on the issues affecting older people. The members of Age Alliance are Active Retirement Ireland, Age Action, Age & Opportunity, Age Friendly Ireland, Alone, Irish Senior Citizens Ireland, and Third Age.

### on celebrating 3<sup>rd</sup> of the 3<sup>rd</sup> with operation conversation day

On March 3, Third Age celebrated 3<sup>rd</sup>/3<sup>rd</sup> at the Mill Shopping Centre, Clondalkin. Operation Conversation is a national Third Age campaign encouraging people of all ages to contact a family member, relative, neighbour or friend by phone or in person.

The Day in Clondalkin featured information stands, choirs, raffle, and face painting. We were supported by RTE’s Mary Kennedy and Micheal O’Muircheartaigh, local active retirement associations and businesses. The hashtag was **#letstalktoday**.



## changing minds about mental health one conversation at a time

A walk with a difference took place in St. Catherine's Park, Lucan Demesne in May, when See Change and Third Age joined forces with the theme: '**Changing minds about mental health, one conversation at a time**'.

See Change is a national organisation working to change minds about mental health problems in Ireland. See Change's Green Ribbon May campaign encourages people to talk about mental health, well-being and resilience. Third Age joined the Walk as part of our Operation Conversation campaign.

During the walk groups talked informally together about their lives. Over lunch, guests listened to a number of presentations on the subject of depression, and on the services needed to support depression sufferers.



## operation conversation dcu

In October, Third Age partnered DCU in an Intergenerational Walk to celebrate UN World Day of Older Persons, and Third Age's Operation Conversation campaign. This was a family fun day with children's games and activities. The UN theme of '**Take a Stand against Ageism**', was addressed by Aine Brady CEO, Helen McEntee, Minister of State, Christine O'Kelly, Age Friendly Co-ordinator DCU, broadcaster Valerie Cox, businessman Paul Loughran, singer/campaigner Frances Black, and Third Age Communications Manager Anne Dempsey.



## grandparent of the year award

Specsavers Grandparent of the Year Award, in cooperation with Third Age was launched in October. Grandchildren of all ages were invited to nominate a grandparent, and the invitation drew entries countrywide. The aim was to recognise the important role that grandparents play in many families. Winning entries secured an iPad Air, with the winning grandparent receiving a €750 Specsavers voucher, trophy and family holiday. The winner was Moya Connolly, aged 94, nominated by her 12-year-old granddaughter, Hannah.

The competition achieved its objective of focusing on the vital role of grandparents and attracted positive publicity in mainstream and social media.





# GRANDPARENT OF THE YEAR



Nominate your grandparent and you could win an iPad Air for yourself, with the winning grandparent receiving a €750 hearcare voucher for Specsavers and a family weekend away.

See [specsavers.ie/hearing/grandparent](http://specsavers.ie/hearing/grandparent) for details

third age

Specsavers<sup>\*</sup>  
Audiologists

## an evening at the helix

In October, Third Age and DCU Age Friendly University hosted an evening in which film producer and digital champion David Puttnam and sports commentator Micheal O'Muircheartaigh were interviewed by Miriam O'Callaghan before an invited audience.

There was reminiscence and discussion as the guests spoke about their past achievements, current projects and future goals.



## gingerbread village

Third Age's Gingerbread Village celebration took place in Dublin in December, and attracted a large entry. 'Log Cabin' by Alda Leite was the prize winning entry in the over 16 category. The attractive structure had a long sloping roof, chocolate logs piled outside for firewood, while a dolly mixture studded path led to the front door. Eight year old Adam Devitt from Enniskerry, Co. Wicklow came first in the under 16 category with his house entitled 'Crumble Hill'. Entries were judged by TV chef Ciara Gorman Fennessy. This was a fun day for all the family with children's games, face painting, Santa's post-box raffle and competitions.



## board

### third age

Chairman	Tom Dowling
Company Secretary	Maura O'Keeffe
Members	Pat Cox, Mary Culliton*, Tom Collins, Patricia Rickard-Clarke**

### senior help line

Chairman	Tom Dowling
Company Secretary	Tom Collins
Members	Pat Cox, Mary Culliton*, Maura O'Keeffe

## staff

### third age



Chief Executive Officer  
Áine Brady

Operations & Finance Manager	Alison Branigan
Communications Manager	Anne Dempsey
Administrative Assistants	Maeve Carton, Monica Ryan
Finance Assistants	Noreen Edwards*, Paul O'Rourke

\* Retired 2016    \*\* Appointed 2016

**sage**

Manager	Mervyn Taylor
Administrator	Aedemar Torpey
Legal & Financial Co-ordinator	Michelle Rooney
Research & Information Co-ordinator/ Data Protection Officer	Helen Fitzgerald
Development Coordinator & Development Worker (North Dublin)	Eileen O'Callaghan
Development & Case Support (Southern Area)	Anne Harris
Development & Case Support (Northern Area)	Tessa Digby
Development Worker/Citizens Advisory Project (South East Area)	Emer Meighan
Development & Case Worker, Regional Co-ordinator (Mid-West)	Fiona White
Case Co-ordinator & Development Worker (South East & Wicklow)	Renee Summers
Development Workers	Michael Cahillane (Cork & Kerry) Maureen Finlay (Meath) Anne Griffin (North West) Caroline Hanley (South East) Sinead Hyland (Laois, Offaly & Westmeath) Brenda Quigley (Support) Trish Martyn (Galway & Mayo) Danielle Monahan (North East) Padraig Ruane (Greater Dublin Area) Bibiane Savin (Dublin South West & Kildare)
Legal Adviser	Mary Condell

**fáilte isteach**

Programme Manager	Ariana Ball
National Development Officers	Natasha McAvinney, Claire Dalton

**senior help line**

Programme Manager	Damian Leneghan
National Office Administrator	Ann O'Brien
Dublin Office Administrator	Beryl Carroll

**programme  
development  
unit**

Manager	Liam Carey
Business Development Executive	Ruth Loughran
Administrative Assistant	Yvonne Keane

**summerhill**

Founder, Head of Services	Mary Nally
Administrative Assistant	Rosemary Doyle
Drivers	Martin Daly, Joe Gould
Little Jobs Project Worker	John Kelly
Housekeeper	Sai Ying Pak
Carer	Rena Murray

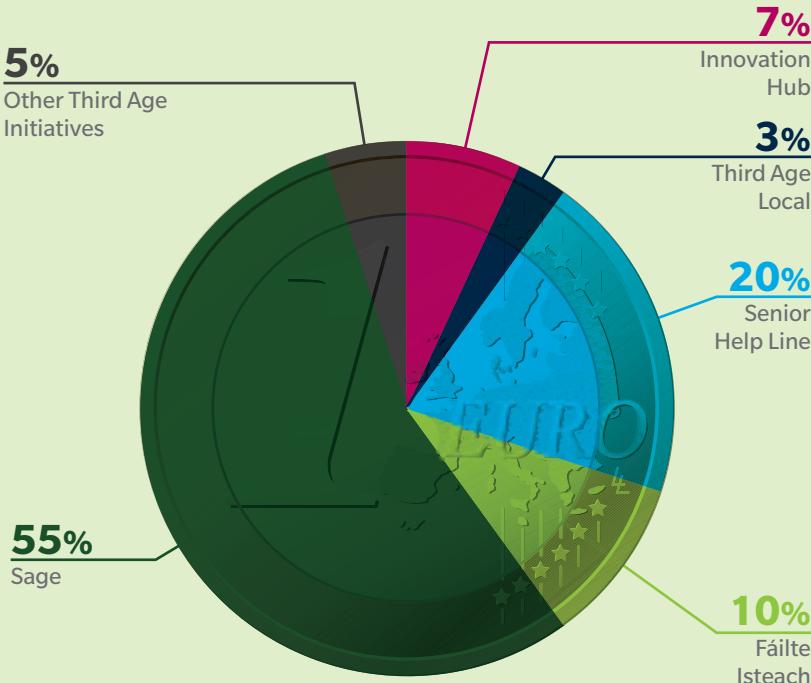
# 2016 Third Age in Numbers

**INCOME**  
€2,486,787

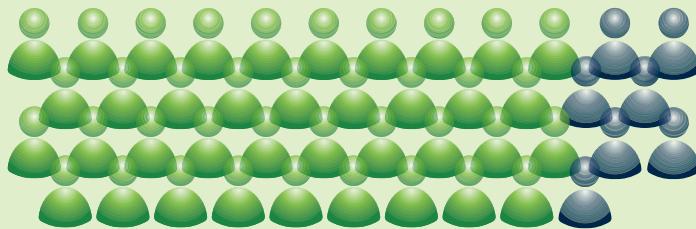


**EXPENDITURE**  
€2,482,341

## PROGRAMME EXPENDITURE 2016



## SOURCES OF INCOME 2016



In 2016, there were 38 Third Age employees working alongside seven community employment participants

Full details of the Audited Accounts and Financial Statements for both Third Age Foundation Ltd. and Senior Citizen's Helpline Ltd. can be obtained from the Companies Registration Office.

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

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

**third age**  
Responding to the Opportunities  
and Challenges of Ageing in Ireland

senior help line    fáilte isteach    sage    programme development unit

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[www.thirdageireland.ie](http://www.thirdageireland.ie)