



Galway Rape Crisis Centre  
Annual Report  
2007



#### OUR VISION

GRCC's vision is of a just and equal society where everyone has the right to live free from sexual violence and abuse.

#### OUR MISSION

GRCC is dedicated to providing a professional, caring and confidential counselling and support service for those in our community affected by sexual abuse and sexual violence. We also work towards ending cultural and societal tolerance of sexual violence through advocacy, awareness raising and education programmes.

*The half-circles in our logo symbolise a listening ear, we are always here to listen and support in a safe environment. They also symbolise the ripples of healing that we hope reach throughout society each time a woman is given the opportunity to break the barrier of silence. We also incorporated the cornflower into our logo which has its basis in Greek mythology. The story goes that one of the centaurs, Chiron, is said to have used the flower to heal wounds, including his own, after battle. It signifies the Centres approach to healing, encouraging survivors to reclaim their lives. Finally, we have chosen blue to reflect our work with survivors, a universal colour which symbolises trust, wisdom and understanding.*

*Ar scáth a chéile a mhaireann na daoine.*



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Galway Rape Crisis Centre Limited is a company limited by guarantee registered in Ireland to the above address.

Board of Management Members (as of 15th July 2008): Chairperson: Noor Poppers (Netherlands), Treasurer: Maire Fitzmaurice, Secretary: Marian Shiels, Regina Cunnane, Stephen Mackey, Breda Lymer, John Daly.

Galway Rape Crisis Centre gratefully acknowledges the support of the following funders for 2007: HSE West; Pobal (Dormant Accounts Funding).



## Introducing GRCC

The Galway Rape Crisis Centre provides a professional counselling and support service for survivors of sexual violence and abuse. Through our lobbying and educational work we also work towards an end to cultural and societal tolerance of sexual violence and abuse.

The Centre was founded in 1984 by a group of women who were concerned about the lack of services for survivors of sexual abuse. Since then it has grown to become the second largest member of the Rape Crisis Network Ireland and currently employs 12 part-time staff, 10 volunteer counsellors as well as numerous fund-raising and support volunteers.

GRCC is an active member of the Rape Crisis Network of Ireland (RCNI) and we abide by the Network's code of ethics and practice. The Network supports and promotes the work of Rape Crisis Centres and provides a national voice for survivors of sexual violence. With other non-governmental organisations, the GRCC is an active member of the Regional Planning Committee working on the Taskforce On Violence Against Women to improve services in this area. Over the past number of years, GRCC has moved from a collective organisation to a more effective Management Committee & Board of Director structure in order to meet criteria of transparency and accountability set by the Revenue Commissioners and the Health Service Executive.



## Chairperson's Message

This is now my second year as Chairperson of the Board and I am delighted once again to invite you to read our Annual Report for 2007. Our main objective has always been to take into account the needs of our clients and integrate them into the Centre's development. As a result, one of our main priorities for the year was to compile a three-year Strategic Plan for 2008-2011 which will ensure the Centre continues to provide services of the highest possible standard for everyone who needs them. I would like to take this opportunity to thank the Strategic Planning Committee, Board members and staff that provided the valuable input required as part of this consultative process. It has resulted in a plan which we can be proud of, and one which we look forward to implementing. Another challenge for the year ahead is to push strongly for the establishment of the Sexual Assault and Treatment Unit and to expand our services to take into account the changing nature of society.

As always, I would like to dedicate this report to our clients for whom we have only the highest admiration.

*Noor Poppers*



## Coordinator's Message

Since 1984, the Centre has successfully established itself as providing a vital and much-needed client-focussed service within the community. During 2007 we placed a strong emphasis on our strategic planning process in order to be in a position to face the challenges provided by an ever-increasing demand for our services as well as changes in the diversity of our service users. Our clients continue to inspire us and it was with this in mind that we conducted a strategic review that culminated in our Strategic Plan 2008-2011. This will assist us in developing the Centre and our services to their full potential and I would like to say a heartfelt thanks to the Strategic Planning Committee for all their hard work.

In line with our new mission statement our counsellors continued to provide professional, caring and confidential counselling and support services for those in our community affected by sexual abuse and sexual violence. In addition, we have just completed our first full year of providing services to male clients and this has had a positive impact on overall service provision.

In the last year, we were also delighted to welcome our newly-trained volunteers to the Centre. These volunteers will now provide additional services such as service cover for Saturdays and the 24-hour emergency help-line. Other events during the year saw the report launch from our Refugee & Asylum Seeker Clinic, which has been providing a service to some of the most vulnerable in our community since 2005. In addition, the Education team was involved in range of out-reach and training programmes across a wide section of the community.

I would also like to recognise the significant input of the Board of Management throughout the year. We are fortunate at GRCC to have the support of Board members Breda Lymer, Stephen Mackey, Liam Bluett, Máire Fitzmaurice, Regina Cunnane, Tom Kenny and Noor Poppers who give of their time voluntarily and have diverse areas of expertise which have re-vitalised the way in which we carry out our work and fulfil role of affecting change in society. We continued to work with key partners such as the the HSE, the RCNI and the Department of Justice as well as a number of important local community partners. All of these groups play a significant role in the work GRCC carries out in many different capacities and I would like to take this opportunity to acknowledge the support of these agencies.

In 2007, GRCC had the great honour of being one of the finalists in the Western Region Proactive Marketing Institute Awards in the 'Marketing for Charities and Non-Profit Organisations' category.

During this last year, the fundraising and finance team of the centre have worked wonders in raising funds without which the Centre simply could not provide the services required by our clients. Our levels of corporate sponsors, donors, supporters, volunteers and friends have continued to increase and their contribution is a significant element of our Centre's success.

However, funding is an on-going issue for GRCC. Financial constraints, as well as uncertainty regarding funding sources from year to year, continue to restrict the Centre's development. Another pressing concern is the lack of space in our current premises. The resulting lack of counselling rooms contributes to the length of our waiting list and also impacts on the well-being of our staff. We urgently require funding for new premises that will take account of current and projected growth. This will be a significant project for the year ahead.

*Tanja Alanko-O'Malley*

# Section One Counselling Services

## 1.1 INTRODUCTION

Through counselling the Centre offers social support to survivors and helps them examine their feelings around the abuse they have experienced as well as how they are coping with their day-to-day lives. Counselling is about sharing with someone. It's about being heard and accepted, about being listened to in a non-judgemental, confidential environment. Survivors often make the first contact with us by means of our telephone help-line which is there to support regular clients, supporters of survivors, people who require information on our services or those who wish to talk about issues relating to sexual violence or sexual abuse. Alternatively, there is a drop-in service which is available to survivors calling to the centre for the first time as well as those who are waiting to be assigned a counsellor.

Counselling can take the form of either 'Crisis Counselling' or the provision of Long-term Counselling'. A 'crisis' is a time when coping mechanisms don't work and the client experiences being overwhelmed. Survivors of sexual abuse and sexual violence often experience crisis at some point in their lives and the Centre provides on-going support for these issues. With long-term counselling, survivors look in detail at how sexual abuse or sexual violence has affected their lives. In either case client and counsellor establish the counselling needs together and they work on this basis to deal with the issues they are facing as they live their lives.

## 1.2 GRCC STATISTICS FOR 2007

In 2007 Galway Rape Crisis Centre had:

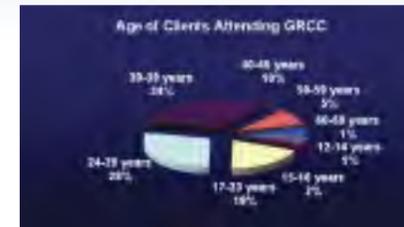
- A total of 1,322 helpline calls
- 256 new clients
- An average of 70.4 ongoing clients at any one time
- 2,331 face-to-face counselling appointments
- 344 male client sessions
- 278 individual and 12 group sessions in the Refugee & Asylum Seeker Clinic
- 27 Legal Clinic appointments
- 179 hours of training provided by the Education Service to a total of 1,019 participants.



This graph shows the nature of sexual offences reported to GRCC by new clients in 2007. The most reported sexual offences were rape at 64% and sexual assault at 19%. These were followed by Child Sexual Abuse at 9%.



This graph illustrates that in most cases the perpetrator is someone known to the survivor. This has been a consistent and significant factor in our statistics over the years.



This graph illustrates the age spread among clients to GRCC in 2007.



The graph shows a breakdown of ages of new clients to GRCC in 2007 at which the reported incidents of sexual violence took place. Although the largest percentages occurred in childhood and young adulthood, overall the data shows a spread across the board and makes it clear that sexual assault can happen to anyone at any age.



This chart shows a breakdown of ethnic origin of new clients to GRCC in 2007. This data shows that GRCC is meeting their commitment to reach survivors of all nationalities and to provide an inclusive service to all those in our community that require it.

## 1.3 COUNSELLING SERVICES UP-DATE

### Telephone Helpline

The telephone is the most important point of contact for our clients when they are seeking the services of GRCC and the 1800 number established last year has allowed our clients to contact us free of charge.

### Advocacy & Service Accompaniment

In addition to face-to-face counselling, many of the Centre's clients request support in the form of accompaniment to services such as doctors, solicitors, the Courts or the Gardaí. Accompaniment or contacting an agency on the client's behalf is provided as a regular part of the Centre's services. We also organise reporting to Gardaí in the Centre's premises and counsellors write Victim Impact Reports on behalf of our clients. This work continued throughout 2007 and was



*Until recently men had no choice but to keep the secret and carry the burden of shame, guilt and low self esteem to the grave.*

enhanced by additional training of accompaniment volunteers which began in November 2006. 16 people took part in the programme which ran over 7 weekends. This will allow the Centre to increase the coverage for the 24-hour service during 2007.

#### **Out-of-Hours Service**

The Out-of-Hours service is a telephone and drop-in service which is currently available for three hours on Saturday mornings and is run by a group of trained volunteer counsellors.

#### **Emergency Call-Out Service**

The immediate aftermath of a rape and/or sexual assault can be a confusing as well as a frightening period of time. It can be helpful to someone in the aftermath of a recent sexual assault or rape to have an advocate who is familiar with procedures at the Garda station and the hospital/forensic examination who also acts as an emotional support at this difficult time. The Centre provides a volunteer based call-out service which operates through a pager that is called by hospital staff and/or Gardai.

#### **Service for Male Clients**

2006 saw the establishment of a counselling service for male clients with the integration of MASC (Male Abuse Survivors Centre) with GRCC. The Centre has just completed its first full year of providing the service. Inclusion of this service has had a very positive impact on overall service provision. The service for male clients provided a total of 344 counselling sessions in 2007.

*“Most men find it extremely difficult to seek help even though the abuse may have happened when they were boys. There has always been a perception amongst male survivors, and it was largely true, that there was a credibility gap in public thinking that males could actually be sexually abused. The fact that the vast majority of instances of abuse happen when survivors are boys tends to be overlooked. Until recently men had no choice but to keep the secret and carry the burden of shame, guilt and low self esteem to the grave. Addictions, depression, self harm and relationship problems are slightly more obvious consequences of the abuse and very often lead to a poor quality of life.”*

Jimmy Haran, Galway Rape Crisis Centre Counsellor

#### **Did you know that:**

- 27% of all males have been sexually abused at some time in their life
- 92% of instances of male sexual abuse occur in or around the home environment yet attract little or no publicity and funding compared to the 8% that occur institutionally
- Most survivors of male sexual abuse have alcohol or substance addictions
- 80% of survivors have had suicidal thoughts and many have made firm plans to commit suicide and 13% have attempted suicide
- 5% of male survivors were abused by a female.

(SAVI study, 2001)

#### **Refugee & Asylum Seekers Clinic**

The Centre has run a very successful Asylum Seeker and Refugee Clinic since 2005 which was initially funded by the Dormant Accounts Fund. Funding the clinic has now reverted back to the remit of GRCC and additional financial resources are required in order to provide this vital service in the future. A detailed Refugee and Asylum Seekers Clinic Report was launched by Deputy Michael D. Higgins on November 5th 2007. The report outlines the future direction for the clinic which includes expanding the service by reaching out to new/marginalised immigrants, providing the service to male asylum seekers and refugees, working in an integrated manner with relevant agencies and professionals and undertaking research into the concept of working in such a specialised area e.g. dealing with victims of systematic sexual abuse and torture from different cultures.

#### **Did you know that:**

- Asylum-seekers have no private facilities to store essential medicines or foodstuffs they or their children may require.
- Asylum seekers in Galway suffer five times the psychiatric illnesses that Irish citizens do. (Piper 2006)
- Asylum seekers are given no idea how long they will have to wait for a final answer and often have to wait for years. Often their children remain back in their country of origin and cannot be reunited with their parents unless they are given refugee status.
- The cost of direct provision is almost three times that of the previous social welfare style system. (Irish Times December 2006)

#### **Annual Christmas Sharing**

Every year, on the last Friday before Christmas, the Centre facilitates an event known as the Annual Christmas Sharing which has become a tradition over the last ten years. This event is an opportunity for clients of the Centre to come together and share thoughts and feelings coming up to this emotionally charged time of the year. Similar events are held in most other Rape Crisis Centres across the country on the same day.

#### **Legal Clinic**

To date, the GRCC has benefited from a qualified Barrister's legal expertise in the form of a Legal Clinic. A regular clinic is held for survivors who are seeking information about the legal process in Ireland and the service was being provided on a voluntary basis by a RCNI consultant. This situation came under review during the year with the need to identify a new person for the role. It was recognised as an opportune time to examine what exactly is required by clients, identify what service is appropriate for the Centre to provide in the future and ensure a smooth transition to service provision by the new legal representative coming on board. It is hoped to have new expertise on board by the beginning of 2008.

### Volunteering Fair

The Community Knowledge Initiative (CKI) at the National University of Ireland Galway seeks to enhance in students a sense of civic responsibility and develop genuine relationships with the community locally and nationally. As part of its remit, the university is involved in promoting the concept of volunteering to its students. A number of student volunteers worked with the Centre in the area of fundraising. This type of volunteering is beneficial to the Centre for two different reasons – it helps the fundraising efforts, but it also raises awareness of the general issues particularly among third level students where it is very relevant.

#### Did you know that:

- Most cases of child sexual abuse are perpetrated by someone the child knows, such as a trusted family member, or a neighbour.
- A person who was abused as a child is more likely to experience some form of sexual violence as an adult, for example rape.
- Sometimes the memories and emotions associated with the abusive experiences can come in the form of flashbacks, when it seems as if the past is happening all over again.
- To help cope with these memories and emotions, survivors may use alcohol, or drugs.
- They may have difficulty in trusting people, have low self-esteem, and feel isolated and alone. Often there is fear of talking about the abuse, as the survivor may feel that they will be judged, and blamed for what happened. This is often instilled by the perpetrator who, explicitly or implicitly blamed the person they abused for the abuse to ensure secrecy.



### CASE STUDY

*(Although representative of a lot of clients, this is not one particular individual's story.)*

Angela contacted GRCC aged 37. She was referred by a counsellor who did not feel qualified to deal with her disclosure of Child Sexual Abuse. Angela had been prescribed anti-depressants by her GP when she talked of suicidal feelings to him, and had been taking these for two years, but they had not made any difference to her quality of life. She was experiencing a lot of nightmares and flashbacks, she was unable to concentrate, and as a result unable to work. She felt extremely isolated. Only her husband knew about her history. She had not told anyone else. The first while in counselling was spent discussing Angela's life at this point in time. She learned some self-support skills that she could use at home when she felt emotional or overwhelmed by memories. With the encouragement of counselling, she also took the risk of starting to ask for help when she needed it. The varied responses she received from the people around her showed her which people were going to stand by her and which were not. This was not always easy learning, but she identified two good friends.

After two months in counselling Angela disclosed details of her abuse for the first time. There had been two perpetrators, one a relative, and the other one a trusted family friend. Although she was not sure of the exact time it started, Angela knew that the abuse had gone on for several years.

Having taken that step, Angela felt a burden had dropped from her shoulders. From then on, she was much better able to visit the memories when she needed to, and to leave them aside when it wasn't a good time.

*She started to get to know herself much better and to identify the effects the abuse had on her life. For example she could now see why she had isolated herself so much for all these years. With both abusers being people she had trusted, and her family being closely involved, it had been impossible for her to trust anyone. She could now begin to make a conscious decision to change this. Her quality of life started to improve.*

After nearly a year in counselling Angela felt she did not want or need to take anti-depressants any longer. She discussed this with her GP who now understands she is attending the Centre. With his help she is now phasing out the anti-depressants while learning new life skills in counselling.



# Section Two Education, Awareness & Lobbying

## SEXUAL ASSAULT TREATMENT UNIT (SATU)

For a number of years, GRCC has been involved in extensive lobbying for the location of a Sexual Assault Treatment Unit in Galway. Research has shown that reporting levels and those availing of counselling increase when dedicated services are available. Galway has been recognised as a priority area for this service and the establishment of this unit will provide more accessible specialised medical care and forensic expertise for victims of rape and sexual assault. It will also provide a cohesive service whereby victims can be interviewed and examined with dignity by a team of available experts. A SATU was approved for Galway in 2006 but the necessary funding had still not been released for its establishment by the end of 2007. GRCC, working with an inter-agency committee, is continuing to play a key role in its speedy establishment as well as providing key support roles when it is operational.

## EDUCATION & AWARENESS TALKS & SEMINARS

GRCC continued with its work in providing education talks to various groups throughout 2007. On request the Centre offers talks and/or workshops on its services, on issues surrounding sexual violence and abuse as well as on prevention work to interested community groups, schools, colleges or professionals. In 2007 the education officers gave 179 hours of training to a total of 1,019 participants across a wide variety of sectors including secondary schools, third-level institutions, youth clubs, SPHE teachers, national seminars and GP trainees. A talk was also given to a sub-committee of Galway City Council that deals with social inclusion.

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## GRCC NEWSLETTER

Having launched our newsletter in 2006, the Centre successfully continued its publication on a quarterly basis throughout 2007. The purpose of the newsletter is to inform and educate the wider community about issues surrounding sexual violence and our services, as well as being a forum for our clients to feel connected to a wider community of survivors. For this purpose, the newsletter includes contributions by clients such as poetry. Issues covered in 2007 included 'Spotlight on Male Survivors', coverage of fundraising events as well as articles on volunteering, counselling and the Refugee and Asylum Seekers clinic.



## MARGINALISED CLIENT GROUPS

In 2007, a team from GRCC has spent time working on how best to target marginalised client groups in the community. These groups represent a significant portion of the population and examples include travellers, the elderly, asylum seekers, refugees, wheelchair users, women involved in prostitution and the homeless to name a few. The main conclusion of the report is the recommendation to introduce a community out-reach programme to promote the work of GRCC, train groups of professionals and other organisations in sexual violence issues and provide outreach counselling services. Depending on whether the appropriate funding can be sourced, this will be a key target of service development for the Centre over the next few years.



## CONFERENCES, LOBBYING & REPRESENTATION

The GRCC is also a member of the Board of RCNI, the national campaigning organisation committed to the elimination of all forms of sexual violence through effecting political, cultural and social change. The Co-ordinator works with RCNI on both the employment sub-committee and the strategic implementation group. The Co-ordinator, along with three other members of the Centre, attended the RCNI AGM in Dundalk. As well as being involved in this national body, the Coordinator is also active on the Regional Planning Committee on Violence against Women. Representation was also made at a number of other conferences including 'Raising the Standards of Sex Crime Investigation' in Manchester, a joint working group/training day on trafficking and prostitution organised by Ruanda and a conference organised by Galway City Council on making the city an inclusive one for all its citizens.

## ROSCOMMON RCC

GRCC is currently working with other NGO's to analyse the services available to women who suffer sexual violence in the Roscommon area. There is currently no Rape Crisis Centre in the county and GRCC is actively working on the establishment of a Centre in the area. Extensive work continued on this project during the year.

## Section Three Organisation & Service Development

### STRATEGIC PLANNING PROCESS

GRCC has successfully established itself as providing a vital and much-needed service within the community. In order to continue providing client-focused services, the Centre has recognised the importance of focused strategic planning so as to be in a position to face the challenges provided by an ever increasing demand for its services as well as changes in the diversity of its service users. As a result the primary focus of the Board, Co-ordinator and Centre staff in relation to organisation and service development during 2007 was the strategic planning process that resulted in the publication of the GRCC Strategic Plan 2008-2011. An extensive consultative process took place over 10 months to ensure the most vital strategic objectives were identified and obtain the valued and expert opinion of all those involved with the Centre. The document will serve as a launching pad for the necessary expansion and changes required for service development over the next three years.

### LAUNCH OF ANNUAL REPORT

Broadcaster and journalist Bernie Ni Fhlatharta officially launched the Centre's 2006 Annual Report in the Radisson Hotel in May. The report highlighted the work undertaken by the Centre in the areas of counselling, education and advocacy both on a regional and national level.

### MARKETING INSTITUTE AWARDS

In December, the Centre had the honour of being one of the finalists in the Western Region Proactive Marketing Institute Awards in the 'Marketing for Charities and Non-Profit Organisations' category. With over 70 companies vying for the title, the annual event, now in its seventh year, is recognised as one of the leading awards in the region.

### PROFESSIONAL TRAINING

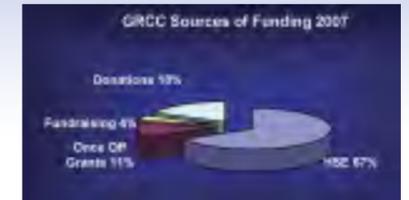
On-going professional training in all areas is something to which GRCC is firmly committed in order to provide the best possible service to its clients. Examples of training programmes undertaken in 2007 include:

- Up-dating of Professional Counselling Skills,
- New volunteer training every third weekend for the first five months,
- Fire Safety Training, and
- Court Accompaniment Training.

## Section Four Fundraising

### INTRODUCTION

GRCC relies heavily on voluntary donations and fundraising to maintain its core service. The Centre is always grateful for the generosity of the local community without which it would not be able to provide this valuable service. Fundraising is a year round activity and the following diagram shows the breakdown of funding sources for GRCC in 2007.



### ANNUAL EVENTS

Each year GRCC runs a series of annual events in order to raise much needed funds for the Centre. 2007 was no exception and we ran a number of very successful core events:

- **Annual Flag Day** – this took place in both the city and county and the proceeds were raised by over 70 volunteers who took to the streets in support of the organisation.
- **Flora Mini Marathon** – another staple in the Centre's annual fundraising calendar, 57 people participated in raising funds for GRCC by running the Mini Marathon in Dublin in June.
- **Churchgate Collection** – collectors at 25 churches covering 70 masses over two days highlighted the generosity and support of the people of Galway.
- **Streets of Galway** – for the first time, the Centre had 15 volunteers take part in this 8K race. The success of this event in fundraising terms means that the Centre is now going to establish it as an annual fundraising event.



### CHARITY OF THE YEAR

GRCC was in the fortunate position of being chosen as one of Boston Scientific's 2006 Charities of the Year. The funds raised were presented to the Centre in March 2007 and it contributed a significant amount to the overall fundraising effort.



### 2007 FUNDRAISING EXPANSION

2007 saw some welcome changes to the fundraising division of the Centre. The fund-raising team was expanded to include a new part-time member that allowed the Centre to increase its fundraising efforts. A wide variety of innovative and community-supported events also ran throughout the year including:

- **Pampering Day at Bellissimo & Mocha Beans.** Held on a Sunday in February, staff gave of their time to provide hair and beauty treatments accompanied by refreshments, all in support of GRCC



Kay Tighe, GRCC, with Emma Conway and Cathy Lydon.



- **Mayoral Ball.** The Centre was one of six chosen charities to benefit from a portion of the proceeds of the annual Mayoral Ball held in the Galway Bay Hotel in April.



Laura Rigney and Kay Tighe, fundraisers for GRCC, receiving a cheque from Gerry Mallon.

- **Comedy Event at Cuba.** Organised in conjunction with Gerry Mallon from Galway's Comedy Club a successful night of fundraising fun was held in Cuba. The event was MC'ed by the ever popular Tommy Tiernan with all proceeds going the Centre.
- **BPW Lunch.** The members and guests of the Business and Professional Women's organisation here in Galway raised funds for the Centre at their annual lunch in May.



Right: Mary Fahey, President BPW Galway, presenting a cheque to Kay Tighe, GRCC.



Far right: Marie Kelly and John Ryan, Ardilaun Hotel, presenting a cheque to Kay Tighe, GRCC



- **Galway Oyster Festival.** Sponsored by the Ardilaun House Hotel, GRCC was one of the charities that benefited from an oyster opening competition held during the Galway Oyster Festival in September.
- **Galway Greyhound Fundraiser.** A successful benefit night was held at the Galway Greyhound Track in November, the proceeds of which went to the Centre.
- **Art Essence.** The design studio Art Essence held a birthday celebration customer evening with a portion of the proceeds from sales and a silent raffle going to GRCC.
- **Christmas Stars.** GRCC was one of the four chosen charities that benefited from the sale of 'Christmas Wish Stars' that were placed on the Christmas tree at City Hall throughout December.

#### ADDITIONAL EVENTS

A large amount of additional events were held around the city and county in aid of the GRCC. These included a musical event organised by the students at GAF, carol singing and an Afternoon Tea Dance held in Tuam. A number of private and corporate donations were also made to the Centre throughout the course of the year.

## Section Five Financial Summary 2006

### GALWAY RAPE CRISIS CENTRE LIMITED

#### AUDITED INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2007

	Continuing operations	
	2007	2006
	€	€
<b>Income</b>		
HSE Grant	312,111	235,310
Once off Grants / Fundraising / Donations	<u>155,732</u>	<u>185,193</u>
<b>Total Income</b>	<b>467,843</b>	<b>420,503</b>
Administrative expenses	<u>(452,087)</u>	<u>(414,829)</u>
<b>Excess Expenditure over Income activities before taxation</b>	<b>15,756</b>	<b>5,674</b>
Tax on profit/(loss) on ordinary activities	-	-
<b>Excess Expenditure over Income activities after taxation</b>	<b>15,756</b>	<b>5,674</b>
<b>Reserve Movement</b>	<b>15,756</b>	<b>5,674</b>
<b>Income &amp; Expenditure Account brought forward</b>	<b><u>414,978</u></b>	<b><u>409,304</u></b>
<b>Income &amp; Expenditure Account carried forward</b>	<b>430,734</b>	<b>414,978</b>

Noor Poppers  
Director

Maire Fitzmaurice  
Director

*This Income & Expenditure forms part of the audited accounts for the year ended 31st December, 2006, as prepared by Duggan & Power, Chartered Accountants & Registered Auditors, Kiltartan House, Forster Street, Galway*



## Section Six

# Service Development for 2007

A number of issues have led to the necessity of developing a comprehensive three-year Strategic Plan in 2007 with implementation to begin in 2008.:

- Increasing societal change in Galway city and its environs means the organisation needs to adapt its services to meet the extra requirements of current and potential clients.
- The addition of extra services available to current and new clients needs to be implemented in a planned manner to ensure there are no unrealistic expectations placed on staff, physical resources and financial requirements.
- Structural changes within the organisation in the last number of years need to be further clarified with roles and responsibilities clearly defined.
- Funding is an on-going issue for the Centre – financial constraints and uncertainty regarding funding from year to year needs to be addressed from a strategic view-point.

With these issues in mind, the following broad strategic objectives are outlined here to address organisational concerns and assist in developing a long-term strategy that will provide GRCC with a clear plan for 2008 – 2011:

### 1. ORGANISATIONAL DEVELOPMENT, STRUCTURES & GOVERNANCE

- Continue to operate clear and transparent corporate governance procedures
- Clearly define the organisational structure and clarify lines of communication
- Identify and fill new role requirements within the organisation.

### 2. CENTRE & SERVICE DEVELOPMENT

- Continue to provide a professional, caring, confidential counselling service for clients
- Assess how current services are provided and make necessary changes as appropriate
- Expand on current services offered to cater for increasing demand and diversity of service users
- Assist in the successful establishment of additional external local and regional services.

### 3. DATA MANAGEMENT, PROCESSES & PROCEDURES

- Ensure compliance with all legal requirements & maintain accurate and compliant data management systems and procedures for key tasks at all times
- Identify relevant client trends and their implications for the effective management of the Centre
- Maintain a work environment which is safe, healthy and supportive of staff and their well-being

- Review the availability of service provision and identify key internal skills currently available to the organisation.

### 4. ADVOCACY, COMMUNICATIONS, NETWORKING & PARTNERSHIPS

- Continue to work with key partners in influencing change, both locally and nationally, amongst various target groups in relation to the issues of sexual violence and abuse
- Strengthen the sector within the region and identify potential key partners and stakeholders that will assist in this aim
- Identify gaps in current service provision to which GRCC can provide a solution
- Develop an integrated internal and external communications policy.

### 5. EDUCATION, TRAINING & AWARENESS-RAISING

- Identify key target groups with whom the Centre will work in relation to education, training and awareness-raising
- Investigate new ways of communicating prevention and awareness messages to target groups
- Identify the most appropriate means of managing the education, training and awareness-raising programmes
- Introduce a system to effectively assess the impact of these programmes.

### 6. FUNDING & FINANCE

- Continue to produce and maintain annual budgets and audited accounts in a timely manner in compliance with legal requirements
- Effectively manage the funding mix
- Maintain mutually beneficial partnerships with current funders
- Identify new and additional sources of statutory funding for the organisation
- Identify additional revenue streams from potential corporate, individual, donor and philanthropic sponsorship programmes.

#### 6.8 FUNDING CURRENT SERVICES

Last, but most definitely not least, we wish to highlight our continued concerns regarding adequate levels of funding for existing service provision. In 2007, 67 percent of the total funding received by GRCC came from statutory sources, namely the HSE (Section 39) and the Regional Planning Committee on Violence Against Women. The rest is fundraised through events such as Churchgate and Flag Day collections. It is clear, therefore, that fundraising forms the majority and most urgent part of the project work currently undertaken at the Centre, in the form of all paid and voluntary staff spending time on a monthly basis in carrying out and participating in fundraising events. Our funding position needs to be made increasingly stable to ensure that we are in a position to carry out our current work and develop successfully in the future.



## How you can help

- Offer your expertise
- Become a Corporate Sponsor
- Have your company organise a fundraising event
- Lead a fundraising event
- Join one of our fundraising groups
- Donate a sum of money or set up a standing order at your bank or building society – call 091 583149 for more information



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