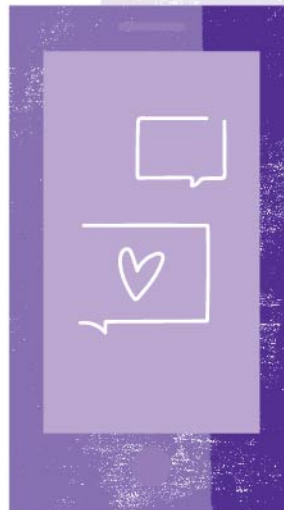
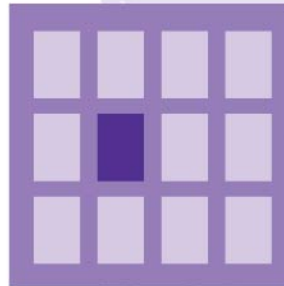
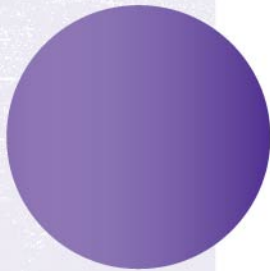


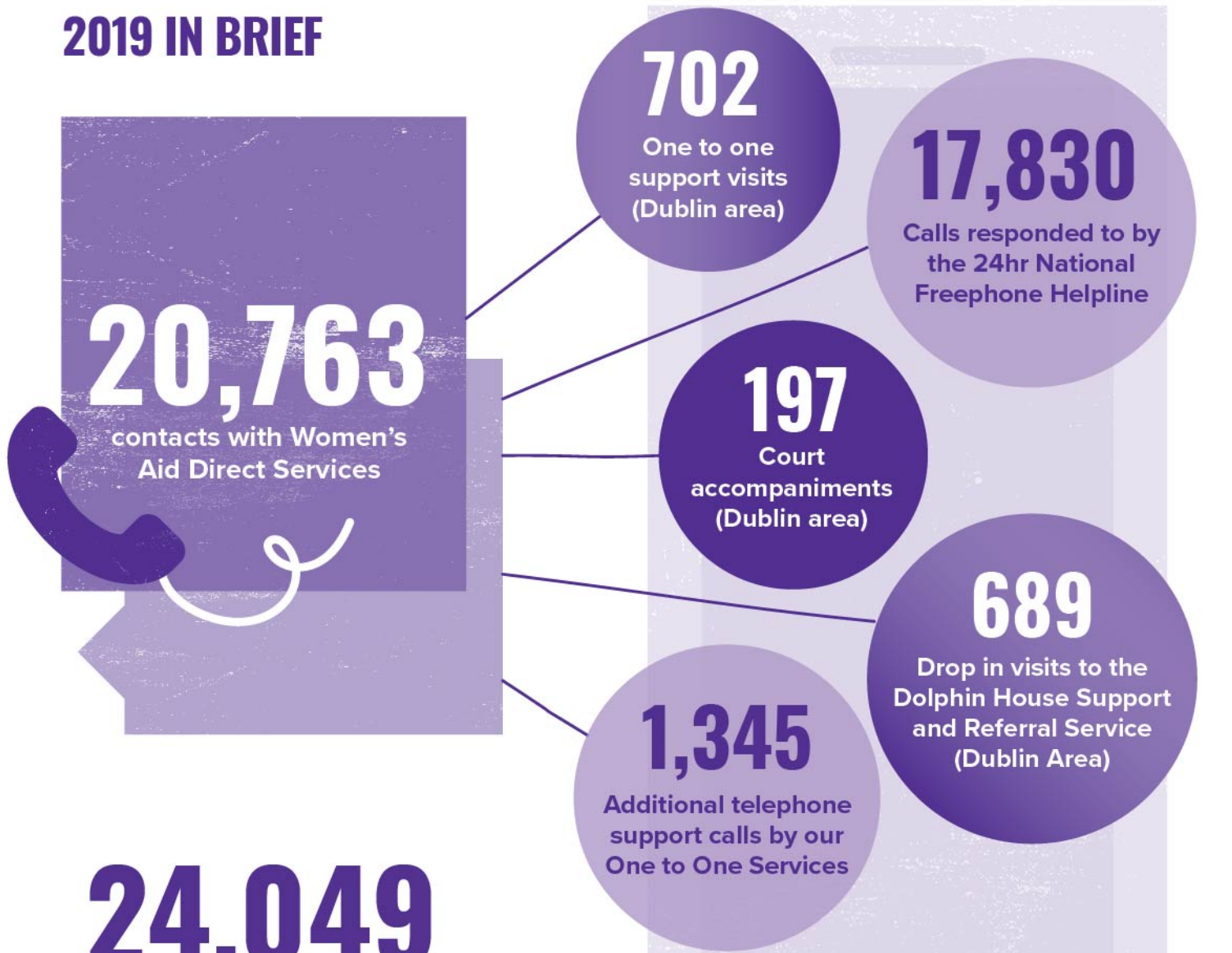
# ANNUAL IMPACT REPORT 2019



**WOMEN'S AID**

Listening. Believing. Supporting.

# 2019 IN BRIEF



**24,049**  
Disclosures of Domestic Abuse against Women and Children

**4,791**  
Disclosures of child abuse

**19,258**  
Disclosures of Domestic Abuse against Women

**256,871**  
visits to WomensAid.ie

**34,609**  
visits to ToolIntoYou.ie

**12,742**  
Emotional

**3,873**  
Physical

**609**  
Sexual

**2,034**  
Financial

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## CHAIRPERSON'S WELCOME

Despite progress over the last number of years, domestic violence<sup>1</sup> remains prevalent across the globe. Women and children around the world live in constant fear throughout their day-to-day lives.

At least 1 in 3, or up to one billion women have been beaten, coerced into sex, or otherwise abused in their lifetimes<sup>2</sup>. 1 in 4 women in Ireland have experienced domestic abuse. I am proud to be a part of Women's Aid as a leading voice on the issue. Women's Aid has been working for over 40 years to protect and support women and children affected by domestic violence and to help them seek justice. The Annual Impact Report 2019 is an important insight into the lived experiences of those they support as well as the work that Women's Aid conducts in order to make Ireland a safer and fairer place for them.

Important laws are being tested in Ireland. As of January 1<sup>st</sup> 2019, coercive control was made a criminal offence. Coercive control is a persistent pattern of controlling, coercive and threatening behaviour including all or some forms of domestic abuse by a current or former partner or spouse. It traps women in relationships and can make it impossible for them to leave. I welcome the introduction of this new law and I hope that those committing such a crime will be brought to justice.



In May 2019, we said goodbye to Margaret Martin as she retired as Director after 17 years with Women's Aid. We will miss her steadfast leadership but wish her many adventures in the future. Thank you Margaret for being a remarkable advocate for and supporter of women and children experiencing violence and abuse. Congratulations and a warm welcome to Sarah Benson who has taken the helm and whom I am delighted to be working alongside.

I wish to thank the Women's Aid staff and volunteers for the excellent work they continue to do and to the volunteers for the generous contribution of their valuable time. I would like to thank the outgoing Chairperson, Ursula Regan for her contribution to Women's Aid over the years and I wish her all the best in her future endeavours. I'd also like to say a special thank you to my fellow board members who I look forward to working with in the year to come.

**Ailbhe Smyth**

Chairperson  
August, 2020

<sup>1</sup> While recognising that the legal term in Ireland is 'domestic violence' we acknowledge that many victims/survivors identify more with the term 'domestic abuse' or 'intimate partner violence'. Women's Aid uses these terms interchangeably in this report to refer to the same set of abusive behaviors perpetrated by current or former intimate partners (including emotional, physical, sexual and financial abuse and coercive control).

<sup>2</sup> Ending Violence against Women, L Heise, M Ellsberg, M Gottemoeller, 1999.



## CEO INTRODUCTION

The Women's Aid Annual Impact Report 2019 serves as a harrowing and poignant reminder of the level of domestic violence against women and children that prevails throughout homes across Ireland. This report provides an insight of the emotional, physical, financial and sexual abuse inflicted upon women and children in Ireland by current and former male partners



In 2019 there were 20,763 contacts<sup>3</sup> made with our direct services during which 19,258 disclosures of domestic violence against women were made and 4,791 disclosures of abuse against children.

Behind these figures are women whose lives have been devastated by abuse. Women disclosed being beaten, strangled, burned, raped and threatened with theirs or their children's lives. Some women spoke about being injured to the point of needing to be hospitalised multiple times and suffering miscarriages. They told us about being denied access to the family income to feed and clothe themselves and their children and being stalked and humiliated online.

As a result of the abuse, women disclosed suffering from exhaustion, loss of identity and suicide ideation. Women also spoke about the poverty they experienced as well as the isolation from family and friends as a result of the abuse. They spoke about having nightmares and the fear they felt within their homes, afraid to speak in case they put themselves or their children at risk.

Our goal at Women's Aid is to make women and children safe from domestic violence by offering support, providing hope to women affected by abuse and working towards justice and social change. During 2019, Women's Aid launched its 'Unheard and Uncounted' report assessing the response of the Irish criminal justice system to domestic violence and the 'ToolIntoYou' campaign to raise awareness of dating abuse. We also ran 37 training events across the country with 944 participants. Our training assists frontline professionals to respond appropriately and safely to victims/survivors of domestic violence.

A whole of community response is required in order to prevent domestic violence, to protect women and children and to hold perpetrators to account. Domestic violence is both a cause and result of the gender inequality that prevails across the Irish social, economic and cultural landscape. It is up to all of us to ensure that such violence is not normalised or relegated to the private sphere and that women are supported, believed and listened to when they speak out.

I would like to thank all of our funder, donors and supporters for 2019, without whom Women's Aid could not carry out the important work that it does. Thank you to the Women's Aid staff for their continued dedication and commitment and to our amazing volunteers who contributed an outstanding 1427 hours of their time to the 24hr National Freephone Helpline and 2340 hours to the Women's Aid Charity Shop. A big thank you also to the Women's Aid Board of Directors for their dedication and support. A special mention to my predecessor Margaret Martin, who steered the organisation through some very difficult times, always with the ultimate aim of creating better lives for women in Ireland. Thank you.

**Sarah Benson**

CEO, Women's Aid,  
August, 2020

<sup>3</sup> Important note on data collection: quantitative data for calls to the 24hr National Freephone Helpline is captured on our telecommunications system, SpliceCom, and all other data is recorded manually on our in-house database. The sample available is denoted by n= throughout the report. The information collected relates to details and facts disclosed by women in the process of their contact with Women's Aid. As the primary aim of our services is to provide confidential support and information to women, Women's Aid does not solicit information for statistical purposes. For this reason, only partial information is available to us on the majority of women, particularly in relation to the extent of the abuse being experienced and the barriers to seeking help. The value of statistics is that they build a picture of women's experiences and of their need for protection and support. The Women's Aid Direct Services include: 24hr National Freephone Helpline and its Dublin based One to One Support Service (including the High Risk Support Project), Court Accompaniment Service and the Dolphin House Support and Referral Drop In Service (run in partnership with Inchicore Outreach Centre). A 'disclosure' of abuse refers to the specific incident spoken about during our contact with women. There may be overlapping types of abuse and incidents referred to by a woman in any one contact. This should not be taken to mean the number of calls or number of women supported by Women's Aid in 2019.

# SECTION 1:

## Listening, Believing, Supporting.

### DISCLOSURES OF ABUSE AGAINST WOMEN

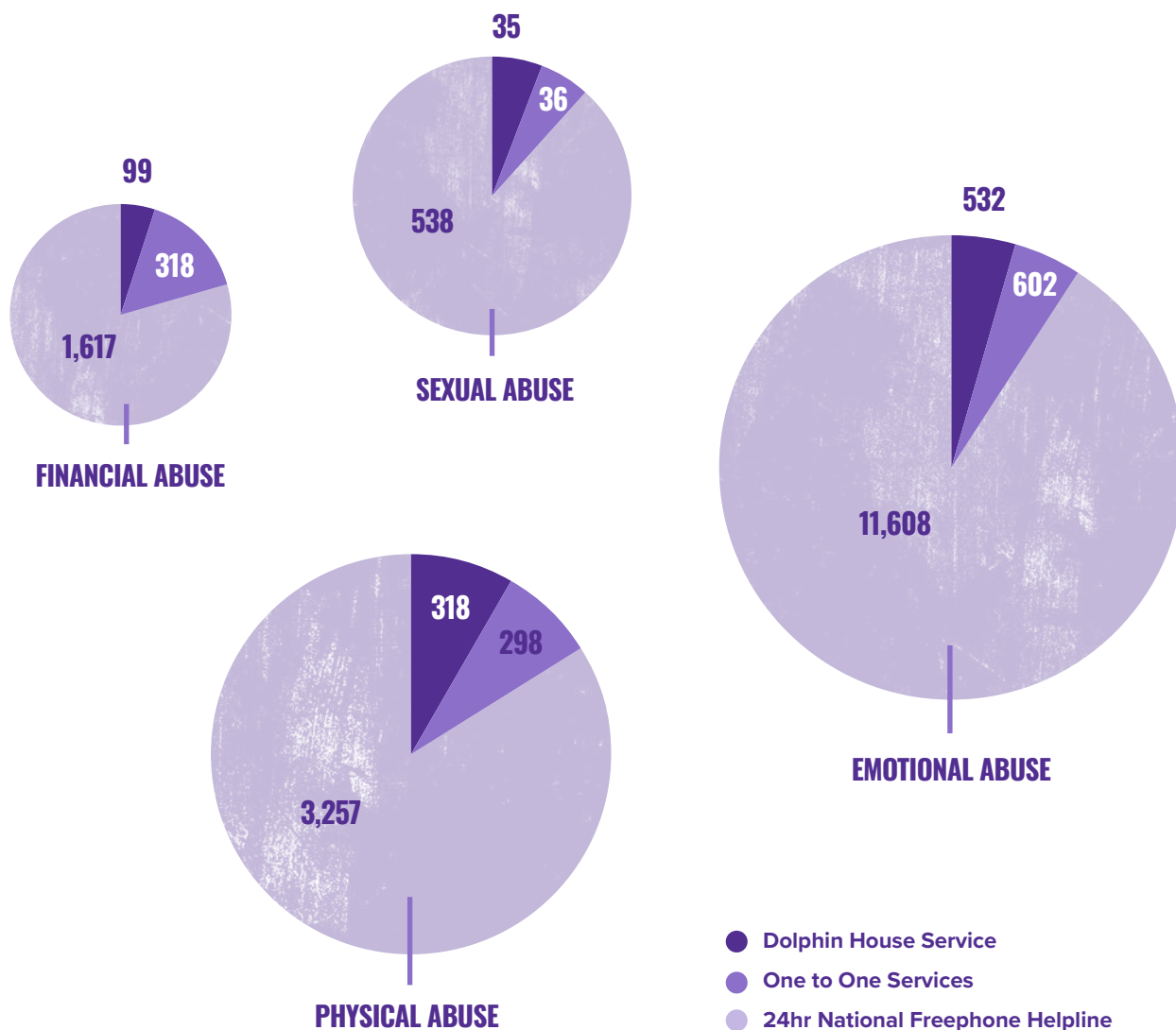


Chart 1: 19,258 disclosures of abuse against women in contact with Direct Services (n= 13,968)

#### 12,742 disclosures of emotional abuse

Emotional abuse disclosed in 2019 included being threatened with violence, being stalked both physically and online, being humiliated with posts or threats to post intimate content online, being isolated from friends and family, being in fear of their lives because abusers threatened them with guns, knives and with injury, having property stolen or broken, having children abducted, having passports stolen so that women and children cannot travel. **Within this figure, we also noted 539 disclosures of digital abuse and stalking, 671 threats to kill the woman and 268 threats to harm the children, her family or to self-harm.**

### 3,873 disclosures of physical abuse

Physical abuse disclosed in 2019 included women being beaten, having their hair pulled, being burned, strangled, cut with a knife and being hospitalised. Women also reported experiencing physical abuse during pregnancy. **We also had 139 disclosures of abuse while the woman was pregnant, with a number of women experiencing miscarriage because of the abuse.**

### 609 disclosures of sexual abuse

Sexual abuse disclosed in 2019 included women being raped by their partners, women being coerced into sexual activity, women having intimate videos and photos taken and shared without their consent and being raped while pregnant or after childbirth. **The sexual abuse figure includes 288 disclosures of rape within intimate relationships.**

### 2,034 disclosures of financial abuse

Women disclosed that they were being denied access to the family income, that their own salaries/social welfare payments were being stolen or controlled by the abuser. Women disclosed that their abuser made them account for every penny spent and often left them with inadequate funds for the family's needs. Women also disclosed financial abuse continuing after separation including the hiding of family assets and the non-payment of child maintenance.

## DISCLOSURES OF ABUSE AGAINST CHILDREN

In 2019 there were **4,791 disclosures of abuse of children in the context of domestic violence made to Women's Aid**. The abuse of children disclosed included children being physically, sexually and emotionally abused as well as witnessing the abuse against their mothers. Where women indicated that they felt their children were at risk of physical, sexual and/or abuse during access the 24hr National Freephone Helpline recorded **416 calls that there was a social worker involved in the case**.

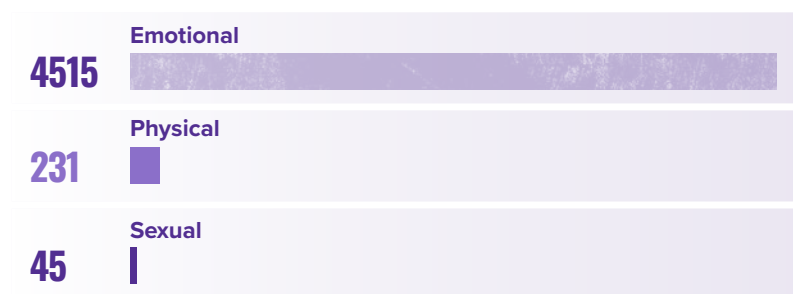


Chart 2: 4,791 disclosures of child abuse to Women's Aid in 2019 (n=13,968)

#### The abuse disclosed in 2019 includes:

- Children witnessing verbal, physical and sexual abuse against their mother.
- Children being physically hurt.
- Children being called names and shouted at.
- Children and their mothers being threatened with murder.
- Children being sexually abused.
- Children being emotionally manipulated and used against their mother including being told lies.
- Children being abducted by and brought to a foreign country by abusive fathers.
- The mother-child bond being deliberately targeted and broken by abusive fathers.
- Women and children made homeless by the perpetrator.

The link between child abuse and domestic violence has been clearly established with domestic violence being a very common context in which child abuse takes place. Exposure to domestic violence is recognised as a form of emotional abuse, as acknowledged in Children First: National Guidance for the Protection and Welfare of Children.<sup>4</sup>

From our own frontline work, we know that 90% of the women using our one to one services for the first time in 2019 had children (see chart 3).

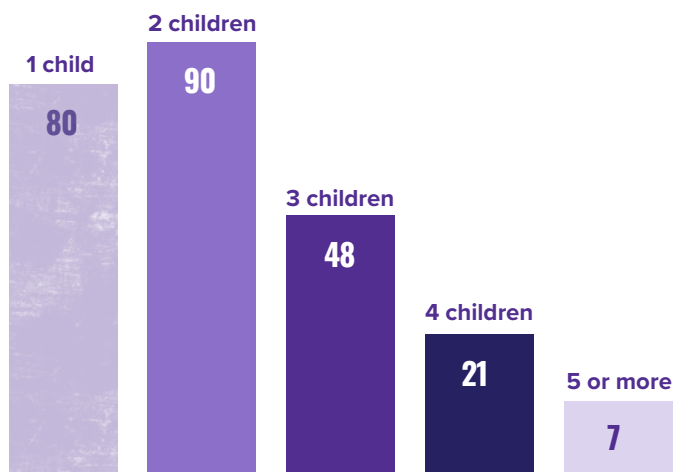


Chart 3: Number of women using our One to One service for the first time in 2019 who had children (n= 246)

## Custody and Access

Custody and Access arrangements ordered by the courts are often dangerous and/or detrimental to the safety and the well-being of children and their mothers and allow the abuse to continue. Children may be directly abused or neglected by the perpetrator during the time spent with them. Children are also emotionally abused when forced to witness the abuse of their mother during meetings to facilitate to access and by the undermining of the relationship and bond with their mother.

**In 2019, we heard 508 disclosures from mothers that their ex-partners were using access visits to abuse them, often in front of their children. It was disclosed on 102 occasions that children were being directly physically, emotionally and/or sexually abused during access visits with their fathers.**

## THE ABUSER

**84% of the women who contacted us in 2019 were being abused by a current or former male intimate partner. 16% disclosed abuse from a non-intimate family member or another person.**

Where the abuse was being carried out by a current or former male intimate partner, 49% of women were being abused by a husband, 22% were being abused by a current male partner, 21% were being abused by an ex-male partner and 8% were being abused by an ex-husband.

<sup>4</sup> Department of Children and Youth Affairs (2017), *Children First, National Guidance for the Protection and Welfare of Children*. Available at: [https://www.tusla.ie/uploads/content/Children\\_First\\_National\\_Guidance\\_2017.pdf](https://www.tusla.ie/uploads/content/Children_First_National_Guidance_2017.pdf) (Accessed 4 August 2020).



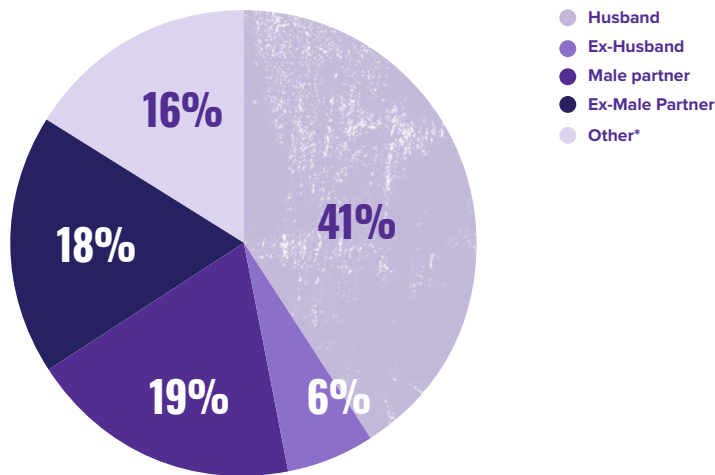


Chart 4: Relationship status of the abuser as disclosed by women in contact with our direct services (n=7,800)

## IMPACT OF ABUSE ON WOMEN

The mental and physical impacts of domestic violence on a woman's health and wellbeing are significant, lasting and wide-ranging. The ultimate cost, in some extreme cases, can be fatal.

The impacts of abuse against women as disclosed to Women's Aid in 2019 included:

- Depression, anxiety, distress, confusion, exhaustion low self-esteem, loss of identity, loss of appetite/eating disorder, medical issues from not eating, issues sleeping, nightmares, self-harm, suicide ideation.
- Fear of being murdered, fear of being in her own home, afraid to speak.
- Facial and body bruising, hair loss, loss of consciousness, loss of teeth, broken ribs, burns, cuts and hospitalisation.
- Humiliation and degradation or threats of humiliation on social media exposing sexually explicit or intimate pictures or information about the woman.
- Isolation from family and friends, abduction of children, prevention from visiting country of origin due to the withholding of her or her children's passports.
- Poverty and hardship as a lone parent due to the payment of maintenance being used as a controlling tool by ex-partners, damaged property, stolen property, loss of access to shared or individual finances.

## RESPONDING TO DISABLED WOMEN, MIGRANT WOMEN AND TRAVELLER WOMEN

In **757 calls to the 24hr National Freephone Helpline** women identified that they were migrant women, Traveller women and/or disabled women. The biggest group were **migrant women at 92%** followed by **disabled women (4%)** and **Traveller women (4%)**. In 2019, **229 24hr National Freephone Helpline calls were facilitated in 26 languages**. 69% of callers who used the Telephone Interpretation Service spoke a range of EU languages while 31% Spoke other non-EU languages.

Women's Aid works with organisations such as the Immigrant Council of Ireland and the Migrant Rights Centre to address any additional barriers migrant women may face in accessing support in relation to domestic violence.

**\*Other includes same sex partners and ex-partners, family members, female abusers and people that are not known to the victim.**

# WHO WE SUPPORTED 2019

**96%**

of callers were women

**4%**

were men

**46%**

undisclosed location & other

**32%**

Dublin

**22%**

other location in ROI

**86%**

of calls to the 24 hr National Freephone Helpline were support calls

14% were hang up calls, administration and indirect support calls.

7099 uses of the Browse Aloud Web Software

814 views of the ISL information video.

**229**

Calls facilitated in another language through our Language Line service

Responded to

**616**

helpline emails

47 messages responded to through the pilot of our Instant Messaging Support Service (from November to December 2019).

80% of women were first time users while 20% were repeat users of either the 24hr National Freephone Helpline or our other services

**272**

Women supported with One to One Support visits

**121**

Women supported in our Court Accompaniment Service

**643**

Women supported at our Dolphin House service (inc. via telephone)

## COMPARATIVE STATISTICS

|  | 2018    | 2019    | Increase |
|--|---------|---------|----------|
| Contacts with Women's Aid Direct Services                | 19,089  | 20,763  | 9%       |
| Visits to WomensAid.ie                                   | 183,209 | 256,871 | 40%      |
| Visits to TooIntoYou.ie                                  | 32,076  | 34,609  | 8%       |
| Disclosures of Domestic Abuse against Women and Children | 20,722  | 24,049  | 16%      |
| Disclosures of Domestic Abuse against Women              | 16,994  | 19,258  | 13%      |
| Disclosures of Domestic Abuse against Children           | 3,728   | 4,791   | 29%      |
| <hr/>  |         |         |          |
| Emotional Abuse  | 11,112  | 12,742  | 15%      |
| Physical Abuse   | 3,816   | 3,873   | 1%       |
| Sexual Abuse   | 526     | 609     | 16%      |
| Financial Abuse  | 1,540   | 2,034   | 32%      |

## SUPPORT AT COURT

46% of the information, referral and advocacy work by the 24hr National Freephone Helpline and one to one service in 2019 was in support of women accessing and negotiating the legal system for protection (see chart 8). This included information and support on legal options, how to access expert legal advice and representation as well as contacting the Gardaí.

In 2019 Women's Aid face to face services supported women engaging with the legal system. We attended court 197 times with 121 women and we met with 643 women at the Dolphin House Support and Referral Service (run in partnership with the Inchicore Outreach Centre) during 689 drop ins.

In our court accompaniment service, 51% of cases were child related matters within the context of domestic violence. 44% of cases were for domestic violence orders under the Domestic Violence Act. 5% of court accompaniment was related to another matter.

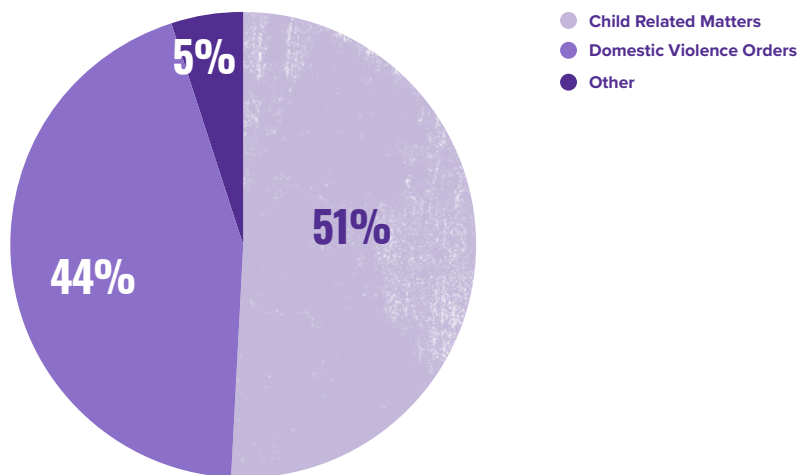


Chart 5: Court Accompaniment 2019 (n=197)

## HIGH RISK SUPPORT PROJECT

Women's Aid also runs the High Risk Support Project which provides a multiagency response to women at high risk of ongoing abuse and homicide from their ex-partners. Women's Aid partners with An Garda Síochána and local domestic abuse services to deliver a coordinated rapid response system for women and families. There are 183 current High Risk Support Project users, 76 of whom are new users since 2019. The High Risk Support Project is generously supported by the Vodafone Foundation and the Department of Justice.

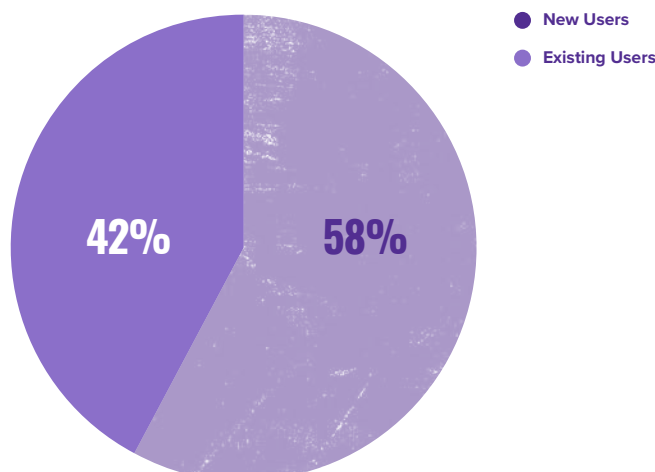


Chart 6: High Risk Support Project New Users and Existing Users 2019 (n= 183)

# RESPONSE FROM AN GARDA SÍOCHÁNA

Many of the women we work with tell us they have had to call on the Gardaí for protection from their abuser. These women have often been subjected to a number of crimes including: attempted murder (often by strangulation or suffocating), assaults of varying degrees with or without weapons, rape, stalking, theft, fraud, arson, threats (to kill, burn down the house, to harm the woman, the children or her family) and breaches of orders under the Domestic Violence Act. At times children are also the target of many of these crimes.

Women tell us that the crimes against them take many forms as well as being repeated many times. The Gardaí play a unique and vital role in protecting victims of domestic violence both while in the relationship and after they leave, as well as in holding the perpetrators to account. However, the Garda response to victims of domestic violence can vary from negative to excellent, among and even within Garda stations. **On 593 occasions last year callers to the 24hr National Freephone Helpline disclosed that they had rang the Gardaí. 99 women were noted as having rang the Gardaí more than once. 62% of the women who rang the Gardaí found their response was helpful. 38% found them unhelpful.**

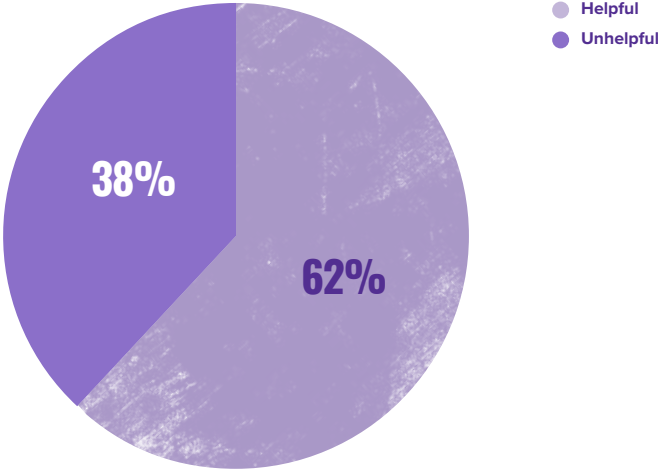


Chart 7: Callers experience of the Gardaí (n=593)

## INFORMATION, REFERRAL AND ADVOCACY

In addition to being a listening and support service, the Women's Aid 24hr National Freephone Helpline, One to One service and the Dolphin House drop in service provide a valuable source of information, onward referral and advocacy for women experiencing domestic violence. **There were 18,545 referrals, provision of information and/or advocacy made during contacts with Women's Aid.** The areas covered are outlined in chart 8. We also support women by safety planning and risk assessment to support them in their efforts to keep themselves and their children as safe as possible.

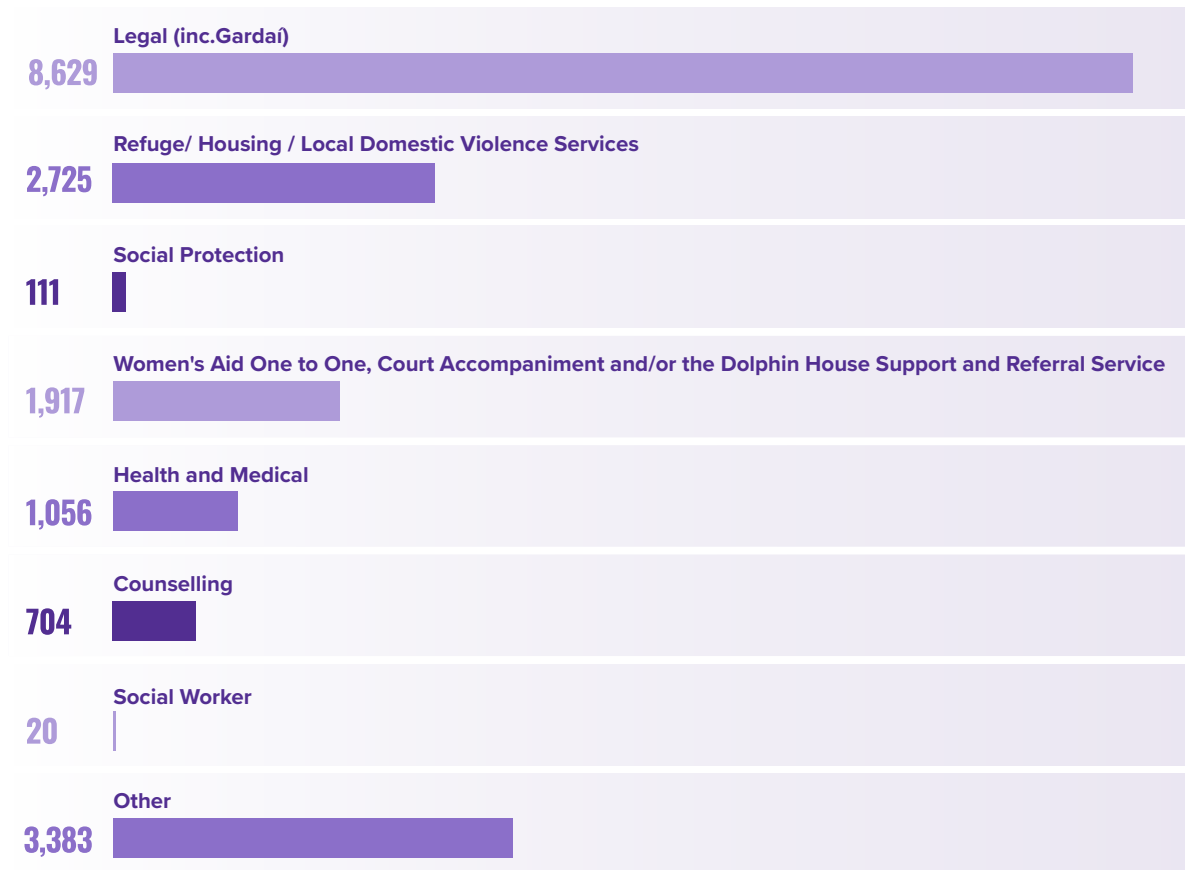
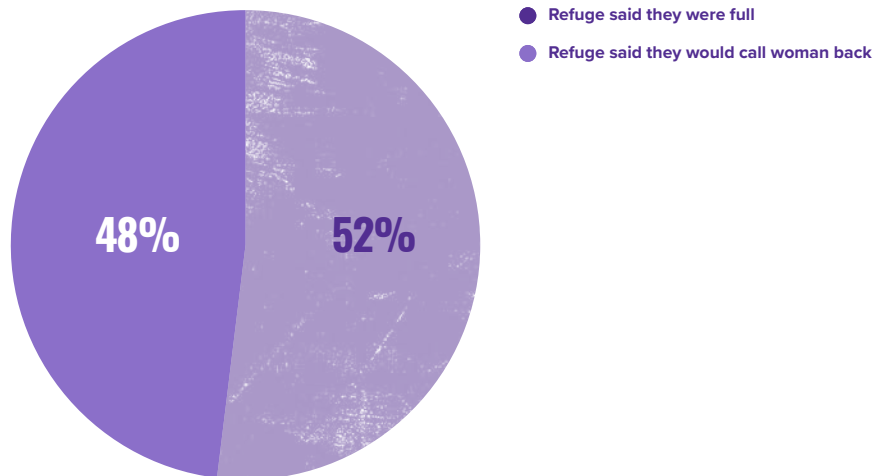


Chart 8: Support, information and advocacy by Women's Aid 2019 (n=13,968)

## ACCESS TO REFUGE

The Istanbul Convention requires states to provide for specialist support services and refuges, in sufficient numbers and in an adequate geographical distribution (Articles 22 and 23). The number of refuges is generally accepted to be one family place per 10,000 population. By this standard Ireland only has one third of the recommended refuge space, which is not enough to meet the needs of women and children escaping domestic violence. Moreover, refuges are not available in every county.

**In 2019 the 24hr National Freephone Helpline made a total of 171 calls to refuges and on 84 occasions the refuges said they were full (52%). According to the Council of Europe, Ireland only has one third of the recommended refuge space.**



*Chart 9: Calls made to local refuges by Women's Aid Helpline workers on behalf of women needing emergency accommodation (n= 171)*

# SECTION 2: HIGHLIGHTS IN 2019

## SURVEY OF WOMEN'S EXPERIENCES OF DOMESTIC ABUSE

*"I can't stress enough how much we want to be heard. To be valued. To be listened to and believed."*

Last year, Women's Aid carried out independent research to help better understand the support needs of women experiencing abuse from current or ex-intimate partners and identify the gaps that currently exist. The survey was an important opportunity to gain a snapshot view into the services women in Ireland do – and do not - access when experiencing domestic violence and abuse. It was a chance to learn what is most helpful to women and what barriers there may be for them seeking help. This survey will also help us gain feedback into our own services so that Women's Aid can continue to grow, develop and provide an excellent response to those in need.

- **937** people took part
- **928** were women
- **3** were men
- **6** identified as other
- **62%** were aged between **30-50**
- **24%** were aged **over 50**
- **14%** were aged between **18-30**
- **46%** sought help
- **33%** did not seek help

*"Because the physical abuse was not regular, only sporadic, I didn't believe I was being abused. Also had no knowledge around other types of abuse."*

### 305 people did not seek help when experiencing domestic abuse. Why not?

- Fear of people knowing what happened (**54%**)
- Fear of the perpetrator (**48%**)

### 40% of respondents also indicated the following reasons for not speaking to anyone:

- Stigma, shame and self-shame
- Not wanting to identify/be seen as a victim
- Fear of not being believed
- Feeling isolated

*"I didn't recognise I was a victim of domestic violence. I experienced a hell of a lot of emotional abuse and not once did it enter my head that I could call the Guards or that I was in a domestic abuse relationship."*

### Other reasons included:

- Didn't recognise it was domestic violence
- Felt it was their fault
- Causing trouble within the family and fear of rejection
- Having no money or access to phone or access to transport
- Impact on the children
- Lack of trust in the system
- Fear of homelessness
- Absence of information and support
- Denial that it was happening/not being able to accept it was abuse



*"I thought it was only when the abuse got to the point of physical violence that it was considered enough to warrant help"*

### Those who did seek help

432 respondents did seek help and information including from the following sources:

- **60%** An Garda Síochána
- **53%** domestic violence support services (including refuges)
- **36%** general practitioner
- **35%** family members
- **31%** friends

*"Thanks Women's Aid for saving lives every day."*

For those respondents who accessed support and information from Women's Aid, a number of barriers still existed including:

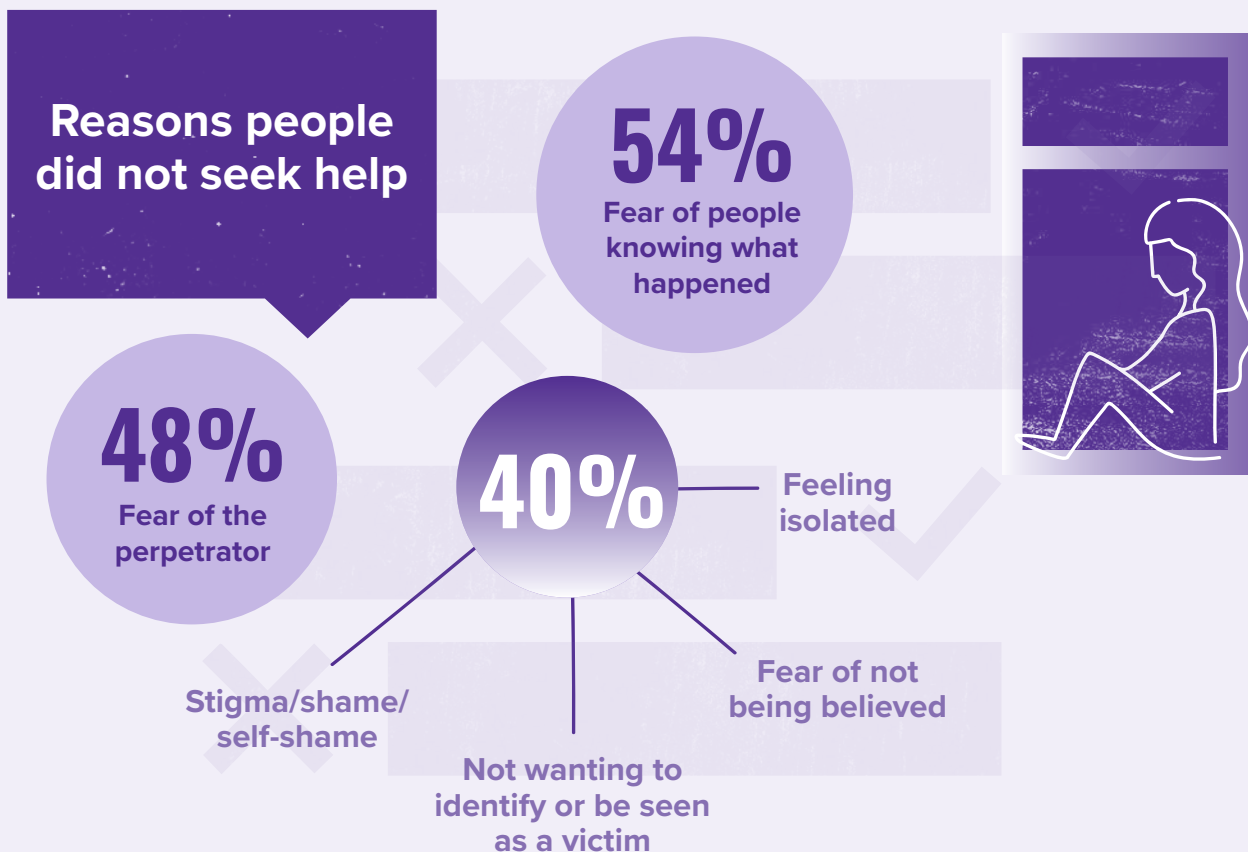
- **35%** fear of not being believed
- **30%** not wanting to identify/be seen as a victim
- **24%** stigma/shame/self-shame

### Key needs identified by respondents:

- **33%** to be believed
- **26%** emotional support
- **20%** access to emergency accommodation

Other needs named include financial support, support for children and longer term support.

*"I am forever grateful to the staff of Women's Aid for helping me start my life over again."*



## TRAINING

In total **Women's Aid ran 37 training events to a total of 944 participants** in various locations around the country. Most of this work would not be possible without the funding we receive under the Scheme to Support National Organisations (SSNO), administered by Pobal on behalf of the Department of Rural and Community Development.

Women's Aid delivered domestic violence training to important sectors throughout the year including to all **Probationer Gardaí in the Garda College** on the dynamics of domestic violence, how the abuse impacts on women and their children and how it impacts on a woman's help-seeking journey. It is imperative that Gardaí understand the victim's perspective and that they deal with domestic violence incidents and investigations with a **victim-centred approach**.

We also trained **homeless support workers, youth workers, community workers, midwives and other healthcare professionals** to be able to recognise domestic violence and respond safely and appropriately to women experiencing domestic violence and abuse.

Women's Aid training content and delivery is continually informed by our direct one to one support and 24hr National Freephone Helpline work where with women experiencing abuse come for safety and support. Our training is grounded by the voice of the woman and her experience is the guiding light for meaningful intervention. Part of the work is to **support the 24hr National Freephone Helpline Department in training prospective volunteers** to work on the Helpline. The Volunteer Helpline Training is a robust training programme consisting of 40 hours of training delivery and is an integral part in the selection and induction process of Helpline volunteers. In 2019 the Helpline Training was run in Q1 and in Q4. We trained 20 volunteers for the 24hr National Freephone Helpline.

In 2019 we also continued to deliver specialised training and organisational support on responding to domestic violence to key personnel working in organisations in the community and voluntary sector and statutory agencies throughout the country. Highlights of the year were as follows;

- Developed domestic violence and abuse awareness training for 140 People Managers in Vodafone Ireland.
- Trained 632 probation Gardaí in the Garda College, Templemore.
- Delivered training to mixed groups of professionals on Women's Aid calendared training events in our offices in Dublin.
- Training a wide variety of staff who work in the community and voluntary sector, e.g. drugs and alcohol services, homeless support services.

In 2019 the Training Department responded to a training request from Vodafone Ireland to train their People Managers on how to support employees who may be experiencing domestic violence. The training followed the introduction of a Domestic Violence & Abuse Policy in the company which aims to support staff who are victims of domestic violence by offering a supportive work environment and giving staff an additional 10 days' paid leave for any time off needed associated with domestic violence and abuse.

The recognition that domestic violence is a workplace issue is welcomed by Women's Aid as we know that the impacts of the abuse can be experienced by women at work and that the workplace can be a potential safe haven for women who are being abused by an intimate partner. It is important that employers understand how domestic violence can impact on their staff and that they play a crucial positive role in helping to keep employees safe.



## RAISING AWARENESS AND PROVIDING HOPE

In 2019, Women's Aid continued to lead the way in **raising awareness and providing information** on domestic violence to women experiencing abuse, their families and friends, their communities and wider society. Our annual public awareness campaigns and communications activity are a vital way to highlight the **prevalence, nature and impact** of domestic and dating abuse in Ireland. We also engage with the media to promote our 24hr National Freephone Helpline and other support services. **Women's Aid generated over 300 pieces of media in 2019.**

### Highlights for the year included:

The launch of our **#TooIntoYou National Public Information and Awareness Campaign** on Valentine's Day 2019. The three-week long poster and social media advertising campaign ran from 14th February to 8th March (International Women's Day). The campaign highlighted the new laws brought at the start of the year under the Domestic Violence Act 2018 that meant that women experiencing abuse in dating relationships can now apply for Safety and Protection orders. To help young women know about this change, we created a new free online **"Guide to Safety Orders in Dating Relationships"**. The Too Into You campaign also helps young women to spot the 10 key danger signs of dating abuse and provides information to combat online stalking and digital abuse. The campaign also ran in October 2019. [www.toointoyou.ie](http://www.toointoyou.ie)

On **International Women's Day**, Women's Aid welcomed the ratification of the Convention on Preventing and Combatting Violence against Women and Domestic Violence (also known as the **Istanbul Convention**) as a major milestone in tackling domestic, sexual and gender-based violence. We also joined with the European-wide **Step Up! Campaign** which took action for the rights of women survivors of violence and their children to access support and protection. Our **8 Facts for March 8** campaign ran on social media to raise awareness of the prevalence and nature of domestic violence and dating abuse and the help available through our 24hr National Freephone Helpline.



*New Safety Order Guide Launched by RTE presenter Bláthnaid Treacy.*

In our **Impact Report 2018** launched in April 2019, Women's Aid shone a spotlight on the disclosures made to our services about children's experience of domestic violence. The issues raised included **children witnessing the abuse against their mothers, being directly targeted for physical, emotional and sexual abuse and feeling unprotected during access visits with abusers**. Over 120 people attended the launch which heard from Dr. Geoffrey Shannon, the Special Rapporteur on Child Protection, Ursula Regan, a family law practitioner and Dr. Katherine Zappone, T.D., Minister for Children and Youth Affairs.



*Minister Zappone, T.D., addresses the audience at the Women's Aid Impact Report 2018 launch at Wood Quay, Dublin 2, April 2019.*

In May, **Women's Aid and AIB unveiled the 'Abusive Teller Machine'** campaign to highlight the incidence of financial abuse in Ireland, bringing to life how financial abuse manifests across daily interactions in abusive relationships. Filmed in AIB's The Lab in Dundrum Shopping Centre in early April, the **'Abusive Teller Machine'**, a specially created ATM, was programmed with the kind of controlling questions all too common in financially abusive relationships. As customers attempted to access their money the questions became increasingly intrusive and intimidating before the customer was ultimately denied their money and the reason for their experience revealed. Our campaign sought to raise awareness in the hope that more women, or concerned family and friends, would learn the different signs of financial abuse as a result of this action and seek our support through the 24hr National Freephone Helpline.

In September, Women's Aid published a new report outlining significant failings by the Criminal Justice System when responding to domestic violence cases. The report, *Unheard and Uncounted: Women, Domestic Abuse and the Irish Criminal Justice System* revealed serious gaps in official statistical data on domestic violence related crimes. The report also showed that women's engagement with the Criminal Justice System did not leave the majority feeling safer nor did it give them a sense of justice. Tellingly, most of the women interviewed by Women's Aid for the report, said that they wouldn't, or were unsure if they would, go through the process again.



*Audience members hear that engagement with the Criminal Justice System did not give most women asked a sense of justice and most also said that they would not go through the process again at the launch of the Women's Aid 'Unheard and Uncounted' report, September 2019.*

During a seminar to launch the report, Women's Aid said that the new report points to **a system that is deeply flawed, fragmented and which is not fit for purpose when dealing with the complexities of domestic abuse**. Sarah Benson, Women's Aid Chief Executive, called for immediate implementation of a gold standard of data collection, an in-depth Government audit of the current criminal and family law systems and implement improvements to create a better process to deliver justice, safety and consistent experiences for victims of domestic violence. Other speakers included Senator Ivana Bacik, Ursula Regan, Dearbhail McDonald (Chair) and Orla O'Connor, Director of the National Women's Council.

Ahead of the **UN Day Opposing Violence against Women** in November, Women's Aid launched our **Femicide Watch 2019** report with a seminar which heard from national and international experts on coercive control, domestic violence and homicide and support for bereaved families. Speakers included Kathleen Chada, mother of two sons murdered by their father and victim advocate; the late Norah Gibbons, Chair of the Independent Study on Familicide and Domestic Homicide Reviews; Sarah Benson, CEO of Women's Aid; Ryan Hart, coercive control and domestic homicide campaigner and Frank Mullane, MBE, international expert on domestic homicide reviews. At the event, Women's Aid called for the Government to introduce, resource and properly legislate for a multi-agency process of **domestic homicide reviews** (DHRs).



*The Legacy of Loss: A moving display marking the 230 women and 16 children who died alongside their mothers since our records began, November 2019.*

Running from **25<sup>th</sup> November to 10<sup>th</sup> December** Women's Aid ran a successful public awareness campaign online and in communities. Our 16 Facts for 16 Days ran across all of our social media platforms while **#SaveItShareIt** packs were used by **over 100 groups across the country to raise awareness of the Women's Aid 24hr National Freephone Helpline**. The Save It Share It campaign aimed to reach as many women as possible who might need our help by asking everyone to save the 1800 341900 number and share it widely.

## PROVIDING A LIFELINE, ONLINE

There were **256,871 visits** to the Women's Aid website in 2019. With **a monthly average of 21,405 visits**. **79% of visitors were first time users** of the website. Our stand alone website on dating abuse **ToolIntoYou.ie received 34,609 visits**. We continue to use social media to highlight the issues of domestic violence and engage with supporters. We have a community of over **17,800 followers on Twitter** and over **34,107 followers on Facebook**. We also have **4,500 followers on our Instagram** account that was launched in 2019.

## WORKING FOR JUSTICE AND POSITIVE GOVERNMENT ACTION

Women's Aid works with Government to share our frontline expertise and provide recommendations on improving systemic responses and protection for women and children experiencing domestic violence. In addition, Women's Aid brings the concerns and issues of women experiencing domestic violence to a number of national and local fora.

### In 2019, this work included:

- Submission to the Courts Service Long Term Strategy (February, 2019).
- Submission on the reform of the Family Law Courts (March, 2019).
- Submission to the Children and Youth Affairs Committee (April, 2019).
- Submission to the Study on Familicide and Domestic Homicide (July, 2019).
- Submission on Online Harassment, Harmful Communications and Related Offences (September 2019).
- 'Unheard and Uncounted' - Full Report on Women, Domestic Abuse and the Irish Criminal Justice System (September, 2019).
- Femicide Watch Report (November, 2019).

We also attended and spoke at a number of events in 2019 surrounding legal and systemic responses to violence against women and children.

### This included:

- Presenting at the Eolas conference (November, 2019).
- Presenting at the Association for Criminal Justice Research and Development conference (October, 2019).
- Attending the annual Women Against Violence Europe (WAVE) conference (September, 2019).
- Meetings with senior Gardaí.
- Meeting with the President of the District Court (December, 2019).
- Meeting the Garda Inspectorate (August, 2019).
- Meetings with senior public officials surrounding the civil and criminal response to domestic violence.
- Consultation with victims in relation to the Criminal Justice System.
- Meetings with the Policing Authority.

We also continued our representation and membership roles at: the Monitoring Committee of the Second National Strategy on Domestic, Sexual and Gender Based Violence; the Irish Observatory on Violence against Women; Safe Ireland; the National Women's Council of Ireland; Southside Addressing Violence Effectively (SAVE); Legal Aid Board External Consultative Panel; Family Law Court Users Panel; Garda National Crime Victims Forum; Women Against Violence (WAVE); Focus Ireland research on Domestic Violence and Family Homelessness advisory group and the SAFER project external evaluation board. Women's Aid is also a member of the advisory group for the Independent Study of Familicide, Domestic Homicide Reviews and National Childhood, Domestic Violence and Abuse Advisory Group (Barnardos/Tusla).



## CHANGES TO THE DOMESTIC VIOLENCE ACT 2018

Women's Aid welcomed the commencement of the provisions of the Domestic Violence Act 2018 from 1<sup>st</sup> of January 2019. The Act includes important measures such as the extension for **eligibility for safety orders to those young women who experience abuse in dating relationships** and the recognition of an intimate relationship as an **aggravating factor** in domestic violence cases. Women's Aid have also called for the necessary additional resources needed to make sure the new law makes a real difference for women affected by domestic violence especially for specialist support services, the courts and the Gardaí.

We also commit to continued action for change in areas not covered by the Act, including areas such as risk management, child access in cases of domestic violence and inconsistent responses from the courts and the Gardaí.

The new crime of **coercive control** was also recognised within the act. Coercive control is a persistent pattern of controlling, coercive and threatening behaviour including all or some forms of domestic abuse by a partner, spouse or ex. It traps women in relationships and makes it impossible or dangerous to leave. This can have a serious impact on a woman, causing her acute fear and distress. It can result in the woman giving up work and losing contact with family and friends. Coercive control can severely damage a woman's physical and emotional well-being. According to the new law, a person commits this offence if they knowingly and persistently engage in behaviour that is controlling or coercive and has a serious effect on a relevant person.

## FUNDRAISING

In 2019, over **5,000 people took part in fundraisers** raising much needed funds for Women's Aid. We also receive regular support from **individual and corporate donors** who support us time and again. Without this support we would be unable to be there for the thousands of women who need us each and every day. We would like to take this opportunity to say a massive **thank you** to each of our supporters.



*Wuthering Heights Day Fundraiser, Fairview Park, July 2019.*



**THANK  
YOU!**

## **SPECIAL MENTION TO VOLUNTEERS**

Women's Aid would like to thank our volunteers for the outstanding work that they do. The volunteer contribution for 2019 amounted to 1,427 hours worked on the Women's Aid 24hr National Freephone Helpline and 2,340 hours worked in the Women's Aid Charity Shop in Dundrum, Dublin 14.



*Volunteers and staff gather for the annual Volunteer Appreciation Night at Women's Aid, July 2019.*

# SECTION 3:

## Financial and Administrative Information

### OBJECTIVES AND ACTIVITIES

The main object for which the company is established:

Women's Aid is the leading national organisation that has been working in Ireland to stop domestic violence against women and children since 1974. We work to make women and children safe from domestic violence by offering support to women and their families and friends, providing hope to those affected by abuse and working towards justice and social change.

The Women's Aid Constitution sets out the main objectives for which the Company was established:

1. To provide a range of high quality, specialised, integrated, domestic violence services to protect and assist women and children experiencing domestic violence. These high-quality specialised services include but are not limited to the operation of the 24hr National Freephone Helpline, a court accompaniment service, a training unit and a one to one service enabling women experiencing domestic violence to meet a staff member from Women's Aid.
2. To be a centre of excellence for the provision of training frontline support workers to the issue of domestic violence.
3. To bring the experiences, needs, concerns and requirements of women and children experiencing domestic violence to the legislative and policy making fora and to continue to lobby for changes in domestic violence legislation in order to keep in step with ever changing social and political times.
4. To be a centre of excellence for the development of professional and organisational responses to women and children experiencing domestic violence.
5. To articulate the reality of domestic violence, the impact of domestic violence on women and children and the community and the need and opportunities for change.
6. To use the expertise, knowledge and experience of the organisation to promote the protection and welfare of children of all ages and teenagers living with or at risk of domestic violence.
7. To be an informed organisation responsive to the needs and interests of women and children experiencing domestic violence.
8. To hold fundraising events for the purpose of raising money for the organisation in order to assist it in achieving its stated objectives and goals.

## FINANCIAL SUMMARY AND BALANCE SHEET

Women's Aid is a company Limited by Guarantee and not having Share Capital

| Income and Expenditure 2019                    |             |             |
|--|-------------|-------------|
| Annual Funding                                 | 2019        | 2018        |
| Tusla  | 702,648     | 633,815     |
| Department of Justice Equality and Law Reform  | 114,500     | 100,000     |
| Pobal  | 84,925      | 79,855      |
| Vodafone High Risk Support Project             | 24,031      | 24,072      |
| Other Grant Income                             | 42,625      | 14,940      |
| Trading Activities (Charity Shop and Training) | 185,852     | 224,969     |
| Donations/Fundraising                          | 653,565     | 364,762     |
| Total Income                                   | 1,808,146   | 1,442,413   |
| Total Expenditure                              | (1,628,242) | (1,392,860) |
| Operating Surplus for the year ****            | 179,904     | 49,553      |
|  |             |             |
| Balance Sheet as at 31st December 2019         |             |             |
| Fixed Assets                                   | 2019        | 2018        |
| Tangible Assets                                | 615,946     | 628,874     |
|  |             |             |
| Debtors and Prepayments                        | 89,410      | 16,899      |
| Cash at Bank and in hand                       | 1,470,003   | 1,245,909   |
|  |             |             |
|  | 1,559,413   | 1,262,808   |
|  |             |             |
| Creditors: amounts falling due within 1 year   | (320,870)   | (217,097)   |
| Net current assets                             | 1,238,543   | 1,045,711   |
|  |             |             |
| Total assets less current liabilities          | 1,854,489   | 1,674,585   |
|  |             |             |
| Funds of the organisation                      |             |             |
| Restricted Reserves                            | -           | (362,486)   |
| Unrestricted Reserves                          | 1,854,489   | 2,037,071   |
| Total Funds                                    | 1,854,489   | 1,674,585   |

\*\*\*\* Within the surplus for the year of €179,904 the organisation established an additional designated reserve in the amount of €136,674 in 2019 to be used for the purpose of essential maintenance and repairs to the office premises of the organisation.

## REMUNERATION OF STAFF

Numbers of staff in receipt of in excess of €60,000 per annum:

€60,000 - €70,000: 2 people

€70,000 - €80,000: 1 person

## INDEPENDENT AUDITORS REPORT

### Opinion

We have audited the financial statements of Women's Aid CLG (the 'company') for the year ended 31 December 2019, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is Irish law and Financial Reporting Standards applicable in the UK and Republic of Ireland. In applying that framework, the directors have elected to have regard to the Statement of Recommended Practice applicable to charities ("SORP"). Our audit was conducted in accordance with International Standards on Auditing Ireland (ISA's Ireland). In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company's affairs as at 31 December 2019 and of its surplus for the year then ended, and of its incoming resources and application of resources; including its income and expenditure for the year then ended;
- have been properly prepared in accordance with Financial Reporting Standards applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) ("ISAs (Ireland)") and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### Emphasis of Matter - Covid-19

We draw attention to Note 3 of the financial statements which includes a description of the potential effects of Covid-19 on the companies' ability to continue as a going concern.

Our opinion is not qualified in this respect.

## Other information

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

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

We have nothing to report in this regard.

## Opinion on other matters prescribed by the Companies Act 2014

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

- the information given in the Directors' Report is consistent with the financial statements;
- the Directors' Report has been prepared in accordance with applicable legal requirements;
- we have obtained all the information and explanations which we consider necessary for the purposes of our audit; and
- the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited, and the financial statements are in agreement with the accounting records.

## Matters on which we are required to report by exception

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

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

## Respective responsibilities

Responsibilities of directors for the financial statements.

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

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

Auditors responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an

audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at: [https://www.iaasa.ie/Publications/ISA-700-\(Ireland\)](https://www.iaasa.ie/Publications/ISA-700-(Ireland)). This description forms part of our Auditors' Report.

The purpose of the audit report and to whom we owe our responsibilities.

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

**Damien Kealy for and on behalf of:**  
**Nexia Smith and Williamson (Ireland) Limited**  
**Statutory Audit Firm**  
**Paramount Court, Corrig Road Sandyford Business Park Dublin 18.**  
**Date: 10<sup>th</sup> July 2020**

## **FINANCIAL SUPPORTERS (INCLUDING FOUNDATIONS, STATUTORY FUNDERS, DONORS)**

### **Sources of Funding:**

Women's Aid received more than 50% (approximately 55.5% of expenditure in 2019) of its income from statutory sources during 2019, to support the organisation in the delivery of frontline services, training delivery and strategic public awareness raising.

The statutory sources were as follows:

- Tusla, Child and Family Agency
- The Department of Justice and Equality (Commission for the Support of Victims of Crime)
- Department of Community and Rural Affairs (Pobal)

The remainder of funding is sourced through fundraising donations and non-statutory grants.

## **REFERENCE AND ADMIN DETAILS**

Women's Aid is a Company Limited by Guarantee with a registered Office at 5 Wilton Place, Dublin 2, D02 RR27.

Women's Aid is also a charity (Charity Reg No. 20012045).

The Company Registration Office number is 58035 and the CHY number is 6491.

## BOARD MEMBERS IN 2019

Ursula Regan (Chairperson)  
Rachel Mullen  
Mary Troy  
Ailbhe Smyth  
Maura McLaughlin  
Nusha Yonkova  
Bethany Lynch (appointed February 2019)

## GOVERNANCE

The company conducts an annual appraisal of its own performance, that of its Board and other Committees, and that of individual Board members. Particular emphasis is given to delegation of responsibilities, communication channels and methods, skill sets and skill gaps, training needs and relevant external factors (such as changes in legislation and regulatory frameworks).

A comprehensive Governance Document is in place to support the operations of the Board, in conjunction with the Women's Aid Constitution.

Women's Aid is 'On the Journey' to fully comply with all aspects of the Governance Code.

## ABOUT WOMEN'S AID

Women's Aid is a leading national organisation that has been working in Ireland to stop domestic violence against women and children since 1974. We work to make women and children safe from domestic violence by offering support to women and their families and friends, providing hope to those affected by abuse and working for justice and social change.

### 24hr National Freephone Helpline 1800 341 900

Our 24hr National Freephone Helpline is accredited by the Helplines Partnership and provides a listening ear, emotional support and practical information to women experiencing abuse from their current or former intimate partners. It is the only free, national, domestic violence helpline with specialised trained staff, fully accredited and quality assured by the Helplines Partnership. It has a Telephone Interpretation Service facility covering 170 languages for callers needing support in their own language. We also provide a text service for deaf and hard of hearing women. The 24hr National Freephone Helpline is a gateway into our Dublin based face to face and court support services and to other local independent support services and refuges around the country.

### Instant Messaging Support Service

The Women's Aid 24hr National Freephone Helpline Instant Messaging Support Service is a free, confidential and secure service where women can seek support and advice from fully trained and accredited staff through instant messaging. The service is open daily and can be accessed through [Womensaid.ie](http://Womensaid.ie). The service is more easily accessible to women who feel they are at risk of being overheard by their abuser.

### One to One Support and deaf and hard of hearing women

The Women's Aid One to One Support Service provides in depth information and support to women experiencing domestic violence in locations across Dublin city and county. This ongoing face-to-face support can include safety planning with women and we can also offer a wide range of advocacy and referral support to external organisations and agencies such as refuges, housing, social welfare, immigration, Gardaí, family and criminal courts, social services

and health agencies. A snapshot of our advocacy and referral work includes accompanying women to the local Gardaí to make statements; assisting women to make legal aid applications; supporting a woman to regularise her immigration status because of domestic abuse; advocating to Housing Authorities for women who are no longer safe in their homes or supporting a woman to access local refuges. It also includes accompaniment to family and criminal courts.

### Court Accompaniment

The Women's Aid Court Accompaniment Service provides support for women availing of legal options regarding abuse by a current or former spouse or partner. Women's Aid Support Workers have expert knowledge and understanding of the family law system and of the legal options open to women living with domestic violence. We provide emotional support, both before, during and after the court proceedings; support women as they face their abusive partners, clarify legal terminology, safety planning and explore further options. We support women with the following applications and hearings in the context of domestic abuse: domestic violence orders, access, maintenance, divorce and separation.

### Dolphin House Support and Referral Drop In Service

Based in the Dolphin House Family Law Court, the Support and Referral Service is a free and confidential drop in service for women who are experiencing domestic violence. This can include emotional, physical, sexual or financial abuse. The service provides support and information on legal options, safety planning and links women in with domestic violence services for ongoing support. Women's Aid runs this service in partnership with Inchicore Outreach Centre.

### High Risk Support Project

The High Risk Support Project provides a multiagency response to women at high risk of ongoing abuse and homicide from their ex-partners. Women's Aid partners with An Garda Síochána and local domestic abuse services to deliver a co-ordinated rapid response system for women and families, which is generously supported by the Vodafone Foundation and the Commission for the Support for Victims of Crime.



## **Women's Aid Law Clinic**

Our confidential and free legal information and assistance clinic supports women experiencing domestic violence who are representing themselves in domestic violence and family law proceedings. The clinic is staffed by volunteer lawyers from McCann Fitzgerald whose services are provided free of charge.

## **Specialised Training**

Women's Aid is a centre of excellence for training and development of professional and organisational responses to women and children experiencing domestic violence. We provide support to local and national organisations throughout Ireland, both statutory and non-statutory, to promote best practice responses to women and children experiencing domestic violence. All Women's Aid training is informed and guided by over 40 years of experience of direct work supporting women through international models of best practice.

## **Public Awareness and Campaigns**

Women's Aid leads the way in raising awareness and providing information on domestic violence to women experiencing abuse, their families and friends, their communities and wider society. Our annual public awareness campaigns and communications activity are a vital way to highlight the prevalence, nature and impact of domestic violence, dating abuse and Femicide. We also engage with the media to promote the 24hr National Freephone Helpline and our other support services. The Women's Voices testimony project encourages and facilitates survivors of domestic violence to tell their stories in a safe way to create better awareness and change for women in similar situations.

## **Influencing Government and Policy**

Women's Aid provides informed recommendations on improving legal responses, systems and protections for women and children experiencing abuse and we bring the concerns of women experiencing abuse to a number of national and local forums. We make submissions and meet with Government ministers, policy makers and other key stakeholders to discuss a range of issues and collaborate with other agencies and organisations to bring about political and social change.





## SUPPORT OUR WORK

Visit [www.womensaid.ie/donate](http://www.womensaid.ie/donate) to make an immediate and secure donation.

Text the word **ACTION** to **50300** to donate €4 to Women's Aid.

100% of your donation goes to Women's Aid across most network operators. Some operators apply VAT which means that a minimum of €3.25 will go to Women's Aid. Service Provider: LIKECHARITY. Helpline: 0766805278.



**WOMEN'S AID**

Listening. Believing. Supporting.

5 Wilton Place, Dublin 2, D02 RR27.

**Tel:** 01-6788858

**Email:** [info@womensaid.ie](mailto:info@womensaid.ie)

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

**24hr National Freephone Helpline** 1800 341 900

Registered charity number 6491

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