

Annual Report



2024

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Company Information

Cherish Company Limited By Guarantee t/a One Family

Directors	Helen Hall Éimear Fisher Nuala Haughey Donagh McGowan Rosemary Wokocha Brigid Murray Jack Eustace John Mannion (Appointed 14 September 2024) Aoife Desmond (Appointed 14 September 2024) Jennifer Good
Chairperson	Helen Hall
Company Secretary	Jack Eustace
Charity Number	CH 6525
Charities Regulatory Authority Number	20012212
Company Registration Number	45364
Registered Office	8/10 Coke Lane Dublin 7 D07 EN2Y Ireland
Auditors	Raheny Accounts Limited TA Irish Accounts Chartered Certified Accountants and Statutory Auditors 6 Abbey Business Park Baldoyle Industrial Estate Dublin 13
Principal Bankers	Bank Of Ireland 2 College Green Dublin 2
Solicitors	Shannon & O'Connor Solicitors 6 Hatch Street Lower Dublin 2

Message from the Chair

2024 was the final year of our strategy. We focused on changing policies, carrying out research, and strengthening our organisation. We created the One Family Advocacy Project, which will support lone parents to engage in positive policy change.

We made several submissions to government departments, including the Department of Social Protection and Department of Justice. We also engaged with the HSE and the Irish Human Rights and Equality Commission. We continued to lead the National One Parent Family Alliance. We spoke at Oireachtas Committee hearings and met with political representatives, with a focus on family homelessness and social protection reform. We used Budget 2025 and the General Election to advocate for positive policy changes for one-parent families.

We worked with researchers on studies about one-parent families. This included projects with University College Cork on family law and higher education, and with the Economic and Social Research Institute on housing. We also received funding to carry out our own research, with The Separation Network, on how primary schools can better support children from separated families.

It remains challenging to manage staff pay agreements and secure funding for essential services. We thank our funders, supporters, and policymakers for their ongoing support. We remain committed to improving the lives of one-parent families in Ireland.

Helen Hall

Chair, One Family



Message from the CEO

2024 was a year of both challenge and progress. We responded to 6,395 enquiries through our AskOneFamily helpline services and delivered over 5,200 services to 709 children and adults. Over 1,000 parents completed our parenting courses, delivered online and in person.

In March, Ireland held a referendum on the definition of family in the Constitution. This sparked an important national discussion about inequality, especially for one-parent families. We will continue to campaign for fairness and recognition for all families.

Family homelessness, child poverty, and systemic inequalities continue to affect one-parent families. Many families, particularly those going through separation, face complex challenges and limited support. We will continue to advocate for positive government action on these issues.

We also raised critical funds for one-parent families through our Christmas Appeal. We provided vital helpline and counseling support. This includes delivering the HSE's My Options service, which received 12,758 contacts in 2024.

We're proud to launch our new strategy, [Forging Ahead 2025–2027](#). We thank all the families who trust our dedicated team. We remain committed to supporting you.

Karen Kiernan

CEO, One Family



Our work

Parenting

In 2024, our Parenting Service supported over 500 children and parents. This included 150 parents through the high-demand Separating Well for Children service. This supports families facing complex separation issues, such as domestic violence, addiction, and mental illness.

We delivered 440 play and art therapy sessions for children. We launched a children's group therapy programme and expanded to school-based group therapy. We also started a breakfast club for one-parent families with young children. We supported 35 families through in-person parenting groups. These groups aim to reduce isolation and build support networks.

We partnered with The Separation Network on new research and Best Practice Guidance for primary schools. These provided a resource to better support young children after parental separation.

Professional trainings and networks

We trained 140 frontline practitioners through online and e-learning programmes to help them better support one-parent families. Through The Separation Network, we trained a further 338 practitioners and developed a new Toolkit to support professionals working with separated families.

We also established the Infant Mental Health Network for Dublin 1 and 7. This network supports professionals working with infants, young children, and parents, and will run until at least 2026 with training tailored to members' needs.

Counselling

In 2024, our Counselling Service delivered 1,234 sessions to 173 people. We supported those experiencing unplanned or crisis pregnancy, foetal anomaly, termination, and post-abortion needs. Counselling was provided in person in Dublin 7, and by phone and online nationwide. One-off funding also helped 26 people address barriers to education or employment.

We provided 403 specialist parenting support sessions to 26 parents to strengthen parent-child relationships and build confidence. Those who continued with an unplanned pregnancy and went on to parent alone received ongoing support during pregnancy and early parenthood. Many of those we supported were affected by the housing crisis, rising living costs, and a lack of supports for one-parent families.

Our work

Programmes

New Futures is Ireland's only employability programme designed especially for lone parents. We support parents who want to move into education or employment. We deliver the programme online and in person (Dublin only).

In 2024, 45 parents took part in the programme. We provided over 160 one-to-one support sessions, alongside group workshops and parent mentoring.

For in-person participants, we provided laptop loans and childcare support. This was critical to their participation in the programme. Participants developed self-esteem, communication skills, and practical job-readiness skills like CV writing, interview preparation, and job applications. After completing the programme, 83% reported improved confidence and skills.

Funding came from a European project with the Department of Social Protection and partners in Greece and Finland, as well as grants from Rethink Ireland's Mná na hÉireann Fund and the Bechaire Fund. The programme aims to secure mainstream funding to expand nationwide.

AskOneFamily helpline

In 2024, our national helpline handled 2,386 contacts and 6,384 queries. Most queries related to parental access, family law, and finances. Family law queries made up 28% of calls, with many families facing delays or difficulties in the courts.

We provided vital listening support to one-parent families. Housing, poverty, childcare, education, and employment were also common concerns. We updated over 100 information pages on the One Family website. Topics include money, separation, housing, childcare, and social welfare.

Our work

Policy & Media

In 2024, child poverty, family homelessness, and systemic inequalities shaped much of our work. Our media presence included 35 placements in outlets like Irish Times, Irish Independent, and RTÉ. We expanded our social media into new platforms, Bluesky and Threads.

We contributed to 30 policy consultations and submitted 11 policy papers. We used Budget 2025 and the General Election to increase our political engagement. We continued our cross-sector work with the National One Parent Family Alliance, European Anti-Poverty Network, and Children's Rights Alliance.

We focused on actions to address child poverty and social protection reform. We presented at Oireachtas Committee hearings, the Child Poverty Summit, and at workshops with the Minister for Social Protection. We joined international partners through the Vulnerability and One Parent Family Network in Glasgow. We look forward to building on this collaborative work.

We launched our Advocacy Project with a national survey. This survey will capture the experiences of one-parent families and inform the project.

Research

We continued collaborating with researchers on important studies about one-parent families. This included work with Professor Conor O'Mahony at UCC on children's voices in family law cases; Dr. Fiona Dukelow at UCC on lone parents' experiences in higher education; review of Ireland's Human Rights obligations with the United Nations Committee on Economic, Social and Cultural Rights. We were also part of the Economic and Social Research Institute's steering group on housing and communities, and also received funding via the What Works Initiative from the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) for research and guidelines to support children from separated families in primary schools.

Consultations

We participated in consultations with the Health Service Executive (HSE) in relation to its next National Sexual Health Strategy; the Courts Service of Ireland on its Digital and Data Strategy, and with the Irish Human Rights and Equality Commission as part of a civil society focus group.

Our work

Submissions & Publications

- Pre-Budget Submission 2025
- Submission to the Court Services of Ireland on Development of the its Strategic Plan, 2024-2027.
- National Sexual Health Strategy Consultation 2024
- Submission to the National Child Poverty Target Public Consultation
- Development of the Court Service's Strategic Plan, 2024-2027
- Opening Statement to Joint Committee on Social Protection, Community and Rural Development; impact of means testing on the Social Welfare System
- Submission to Oireachtas Committee on Social Protection, Community, Rural Issues and the Islands; Pre-Budget 2025
- Consultation on the Revised Energy Poverty Action Plan Submission-2024
- Submission to the Dept of Justice on Expert Report Guidelines-2024

Networks & Memberships

- Area Based Childhood Grangegorman
- Aontas Community Education Network
- Child and Family Support Networks; Cabra and Dublin North City
- Parenting Network; North County Dublin and Dublin South Central
- Children and Youth Advisory Group
- Children Living with Domestic Sexual and Gender Based Violence
- Clinical Advisory Forum; Health Service Executive
- Community Platform
- Courts Service Civil Society Group
- Courts.ie services
- Child Poverty Advisory Group; Children's Rights Alliance
- Children and Young Peoples Services Committee Group
- DCEDIY GUI Advisory Group; Department of Children, Equality, Disability, Integration and Youth
- Domestic Violence legal Aid Board Network
- Consultative Forum; Department of Social Protection Users' Group; Dublin Circuit Family Court
- Equality Coalition
- Family Justice Development Forum
- Family Law Development Committee (sub-committee of Courts Service Board)
- Dublin Family Courts Project Board
- Advisory Group; HSE's Sexual Health & Crisis Pregnancy
- Irish Network Against Racism
- Labour Market Access Group; Irish Human Rights Equality Commission
- External Consultative Forum; Legal Aid Board
- Migrant Consultative Forum
- National One Parent Family Alliance
- Parenting Network
- Research Advisory Group on Abortion Services,
- Roadmap for Social Inclusion Linkage Group
- The Separation Network
- Social Policy Network
- Parenting Support Champion; TUSLA
- Parenting Working Group; TUSLA

Our Staff

As of December 31, 2024, One Family employed 39 staff members. 11 working full-time and 27 part-time. There are no volunteers apart from the Board of Directors.

Our staff in 2024 included:

Aoife Lynch	Pauline Dobbs
Charlotte Moore	Roisin Sarsfield
Geraldine Kelly	Susan McCormack
Jo Chee	Niamh Wynne
Laura Curtin	Muire McCarthy
Maura Leahy	Rona Curtis
Niamh Kelly	Antoinette Guiney
Sarah Devilly	Ann-Marie Coen
Valerie Maher	Ciara Burns
Louise O'Neill	Jennifer Doherty
Niamh Reynolds	Siobhan Nugent
Margareth Petroli	Barbara Doyle
Carly Bailey	Jenny Corrigan
Teia Hughes	Lisa Maguire
Kylie Kinsella	Mary Pierce
Diana Valentine	Bernadette McDermott
Aisling Kelly	Gillian Lonergan
Andrea Napier	Lisa O'Sullivan
Danielle Crimin	Mary Long
Elaine McKiernan	Michele Pippet
Lisa Nolan	Paula Tierney
Lorraine Ryan	Roisin Moriarty
Mandy Byrne	Karen Kiernan
Mary Pierce	

We thank them for their time, commitment, and drive, to create positive changes for one-parent families in Ireland.

Governance

In 2024, our Board and committees upheld strong governance standards and maintained continuity while preparing for leadership transitions in 2025.

Managing staff pay agreements was challenging, requiring extra funding to ensure pay parity for staff not covered by Section 39 agreements. We aim to work with funders and the Charities Regulator to ensure future funding supports key services, governance, and operational needs.

We thank our funders, supporters, and policymakers for their trust and remain committed to improving the lives of one-parent families and those with unplanned pregnancies through strategic, dedicated work.

Sustaining a Strong Organisation

In 2024, we strengthened cybersecurity, accessibility, and Health & Safety. Key improvements included upgrading our website, office Wi-Fi, staff laptops and smartphones, and implementing software for virtual signatures.

We also enhanced service monitoring and evaluation by upgrading to Salesforce with Enclude, completed a DCEDIY-funded project, and carried out an external GDPR audit to improve data security and privacy.

Our income remained stable at €1.7 million. Smaller grants allowed us to provide short-term additional services. We upgraded our e-course, *The Skill of Clear and Direct Communication*, to increase learner engagement and course revenue.

We are applying for funding to upgrade three of our parenting courses to boost learner engagement and subscription revenue. Our new strategy focuses on developing unrestricted income streams to support governance, ICT, and data protection.

Governance

Board of Directors

The Directors of One Family are elected at the AGM and operate under the Memorandum and Articles of Association, guided by the One Family Board Handbook, which is regularly reviewed. Board members can serve a maximum of nine years, stepping down after each three year period for re-election. This ensures a balance between maintaining organisational knowledge and expertise while introducing new skills and accountability.

Board members are recruited to ensure a diverse mix of skills and experiences, using a Board Membership Matrix and multiple recruitment channels. Candidates are briefed, meet with current Board members, and may observe meetings for six months before becoming directors. New members receive a mentor and induction training to understand the organisation, Board responsibilities, and culture.

Board members as of 31/12/2024

- Aoife Desmond
- Breda Murray
- Donagh McGowan
- Éimear Fisher (Treasurer)
- Helen Hall (Chair)
- Jack Eustace (Company Secretary)
- Jennifer Good
- John Mannion
- Mark Nother
- Nuala Haughey (Vice Chair)
- Rosemary Wokocho

Conflict of interest

One Family's Board agendas are set by the Chair and CEO and include regular conflict-of-interest checks, with all Directors completing an annual Register of Interests. Board committees—Finance & Audit, Governance, and Support & Supervision—operate under approved Terms of Reference and report regularly to the Board.

In 2024, the Board operated under the updated One Family Board Handbook, meeting up to eight times a year with an annual away day. Most committee meetings were hybrid, with some fully in-person. Board members serve voluntarily without pay, while the CEO reports to the Board and participates in committees as needed. Attendance and financial details are in the 2024 Financial Statements.

You can find further details of attendance and a full breakdown of our audited accounts in our [2024 Financial Statements](#).

Financial Review

The financial results for the year ended 31 December 2024 are set out in the Statement of Financial Activities. These results show a net surplus of €33,011 (2023 – surplus €22,051).

Income in 2024 totalled €1,707,391 which was an increase of 13.7% on the prior year (2023: €1,501,234). One Family received a total of €1,053,815 in grants from state sources (see below for a full list of state funders); we received €128,054 from philanthropic organisations; €513,545 was earned through a tendered service; we had other earned income of €3,282; and €8,696 in corporate and individual donations.

Total resources expended amounted to €1,674,380 which was an increase of 13.2% on 2023 (2023: €1,479,183).

Reserves Policy

Reserves of at least one month and up to six months of the estimated running costs will be held in liquid funds in a bank deposit account at any one time. All funds held are unrestricted.

One Family will, if able to, maintain sufficient reserves for the following:

- Working capital (cash flow): To have adequate cash flows to provide a stable service and to provide working capital when funding is paid in arrears
- Capital maintenance: To have sufficient funds to maintain our fixed assets
- Contingencies: To maintain sufficient reserves for unforeseen events and unexpected expenditure.

The Finance & Audit Committee and CEO will be responsible for monitoring and maintaining the reserves at the agreed level. The Reserves policy will be reviewed and approved annually by the Board of Directors.

One Family's reserves held on deposit on 31 December 2024 are €467,217 (2023: €466,969).

Current monthly costs for the organisation are approximately €150,000 (salaries, programme, and overheads costs). Therefore, reserves at 31 December 2024 are sufficient for 3.1 months. It is expected that reserves will equal 3.4 months operating costs in 2025, and that this target will be met from the 2024 surplus projections.

Sinking Fund

This is a contingency fund for future repairs or capital improvements to the 8–10 Coke Lane building, maintained at up to 1% of the annual budget and reviewed annually by the Board. As of 31 December 2024, it held €69,840.

Excess reserves beyond the minimum running costs and Sinking Fund may be used to support governance-related needs, including IT, cybersecurity, finance, HR, and data protection, which require additional staff and expertise not fully covered by state funding.

Investment Policy

One Family's policy for investments is to retain reserves in cash form at all times. Reserves will not be invested in speculative assets e.g. stocks, bonds. Monies will be deposited with government guaranteed institutions at the highest possible rate of return.

Apportionment Policy

One Family tracks income and expenditure for each grant or funding programme separately. Direct programme costs are charged in full, while shared costs—such as overheads, administration, and management time—are apportioned across services based on staff numbers in each service.

Tax Clearance

One Family complies with all relevant circulars, including Circular 44/2006 'Tax Clearance Procedures Grants, Subsidies and Similar Type Payments'.

Events since the year end

One Family manages finances by tracking each grant or funding programme separately, charging direct costs to specific programmes and distributing shared overheads and administrative costs proportionally across services.

Accounting Records

The directors ensure compliance with the Companies Act 2014 by implementing policies and procedures for recording transactions, employing skilled accounting staff, and providing sufficient resources. Accounting records are maintained at 8 Coke Lane, Dublin 7.

Going Concern

In common with other companies operating in Ireland in this sector, One Family is dependent on both voluntary income, donations, and grant income from state organisations. The Board of Directors are of the opinion that the company is well positioned to manage the costs of running the company for the foreseeable future.

Principal Funding Sources

A full list of state funders is provided on the following page. All grants listed in the table are restricted.

Grants 2024

One Family received the following grants in 2024. They are disclosed in line with circular 13/2014 issued by the Department of Public Expenditure and Reform.

CHARITABLE ACTIVITIES	Unrestricted	Restricted	2024	2023
	Funds	Funds		
	€	€	€	€
<u>Grants from governments and other agencies:</u>				
Childrens Rights Alliance	-	10,140	10,140	10,835
DFHERIS Solas City of Dublin ETB ALCE Grant	-	41,407	41,407	38,110
DFHERIS Solas City of Dublin ETB MAED Fund	-	2,900	2,900	2,900
DFHERIS Solas City of Dublin ETB REACH Fund	-	53,513	53,513	3,680
Department of Rural and Community Development	-	90,968	90,968	90,967
Department of Social Protection and European Commission EaSi	-	79,750	79,750	155,058
DCEDIY What Works Fund	-	50,000	50,000	-
HSE Sexual Health Programme	-	405,000	405,000	405,000
HSE SHP S39 Pay Restoration	-	18,802	18,802	18,802
HSE SHP Once off Inflationary grant	-	3,889	3,889	10,948
HSE SHP WRC S39 Pay Agreement	-	39,963	39,963	0
HSE SHP Salesforce	-	-	-	5,985
Katherine Howard Foundation	-	3,363	3,363	-
Rethink Mná na hEireann	-	39,746	39,746	2,897
The Community Foundation for Ireland Equipment grant 2020	-	294	294	1,095
The Community Foundation for Ireland OLC	-	1,088	1,088	3,912
The Community Foundation for Ireland Indeed	-	27,609	27,609	12,391
The Community Foundation for Ireland BOI Cost of Living	-	1,067	1,067	48,933
The Community Foundation for Ireland Toy Show Fund	-	7,820	7,820	-
The Community Foundation for Ireland Beachaire Fund	-	19,564	19,564	-
The Community Foundation for Ireland UBIDAC Legacy Fund	-	11,105	11,105	-
Training Links Programme The Wheel	-	6,257	6,257	-
TUSLA Child and Family Agency HSE South West	-	41,955	41,955	39,357
TUSLA Child and Family Agency Separating Well Service	-	202,542	202,542	191,152
TUSLA Child and Family Agency Dormant Account	-	23,126	23,126	0
	-	1,181,868	1,181,868	1,042,022

Further information on our funding and accounts can be found in our [complete financial statement for 2024](#).

Contact

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Social media

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AskOneFamily Helpline

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 **0818 662 212**