



turn2me

a lifeline online



ANNUAL REPORT 2021

Turn2Me.ie

**TURN2ME COMPANY LIMITED BY GUARANTEE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021**

**TURN2ME COMPANY LIMITED BY GUARANTEE
LEGAL AND ADMINISTRATIVE INFORMATION.**

Directors:

- Oisin Scollard
- Diarmuid Scollard
- Cormac Farrelly
- Colette Talbot
- Lisa Quinn O'Flaherty
- George Nursey

Secretary:

- Lisa Quinn O'Flaherty

Charity number: 20072827

CHY Number: 18803

Company Number: 458201

Principal Address and Registered office:

We Work

Charlemont Exchange

Charlemont Street

Dublin 2

Auditor:

UHY Farrelly Dawe White Limited Unit 4A

Fingal Bay Business Park

Balbriggan

Co. Dublin

Bankers:

Allied Irish Bank

6 Main Street

Rathfarnham

Dublin

Solicitors:

Richard Grogan & Associates Solicitors 9

Herbert Place

Dublin 2

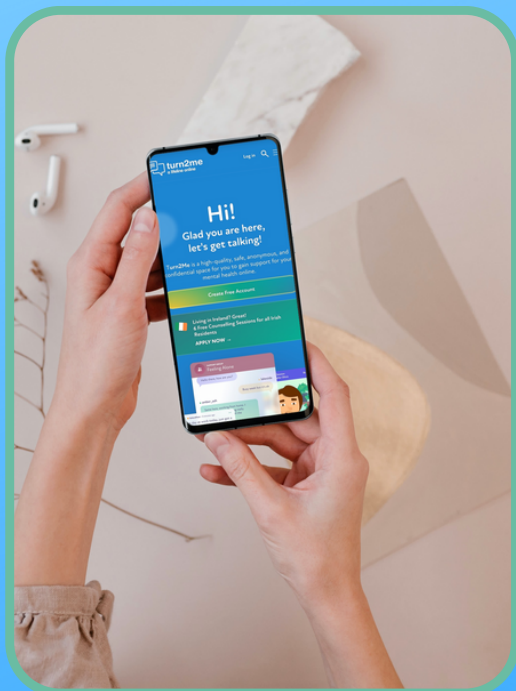


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About Us

Turn2Me was founded in 2009 stemming from the very personal experiences of Oisín and Diarmuid Scollard, who lost their brother to suicide in 2003.

They had the vision to create a space for people to get professional support online.

In 2013 Turn2Me gained the support of the HSE National Office for Suicide Prevention to deliver counselling online.

In 2019 Turn2Me joined forces with ReachOut Ireland to create a space for young people to find information to support their mental health online.

As of September 2021, Turn2Me offers adult counselling and peer support services to adults and young people aged 12 plus.

Version 2 of the Turn2Me online platform is a purpose-built secure platform that delivers mental health services online in Ireland.

Executive summary

At its core, Turn2Me is about delivering free, accessible, and professional mental health services to people in Ireland. The pandemic, for many organisations, disrupted their core services and organisational activities. Because Turn2Me's services are all online since it began in 2009, it was perhaps in a better position compared to other charities who had to move their services online. During the height of the pandemic, demand for Turn2Me's services increased by 386%.

The challenge for Turn2Me wasn't moving its services online. The challenge was meeting the demand for its services, with supported funding. Our mission to deliver free, accessible, and professional mental health supports via our website was more important than ever. The Youth and Family support services were launched in June 2020, thanks to funding from Sláintecare this allowed us to make our mental health services available to all people over the age of 12. From June 2020, the 'Thought Catcher' was moderated 24/7 to ensure the platform was as supportive and welcoming as possible to young people. The three mental health support services were hugely popular and vital during the pandemic but this brought its own challenges – ensuring the organisation met this demand, while ensuring it was also sustainable. Funding challenges meant that unfortunately we couldn't meet all of the demand for our services, so the organisation had to make the difficult decision of restricting some service offerings to align with the available budget, and to ensure our organisational viability. Turn2Me increased its collaboration efforts with other NGOs during the pandemic, including with USI (the Union of Students in Ireland), LGBT Ireland, Macra na Feirme, and Exchange House to name a few.

Exchange House, the National Travellers Service, and Turn2Me created a trilogy of short films, called the 'John Boy Trilogy', aimed at tackling suicide in the traveller community. Two of these films were launched in 2021 and the third will be released in 2022. The first two instalments of the trilogy are available on the Turn2Me website for public perusal and to raise awareness of the prevalence of suicide in the traveller community.

Like many organisations, Turn2Me went through a period of change during the pandemic, with a change of leadership and organisational restructuring, while the welfare of its users remained at its core. With a nationwide footprint, Turn2Me aimed to increase its new usership base in counties across the country. Most of our database is made up of users based in Dublin. Increasing the user numbers from rural Ireland is something Turn2Me is hoping to achieve through an improved media presence, heightened brand awareness, and partnerships with other NGOs that focuses on rural Ireland, such as the partnership with Macra na Feirme. Growth in our regional usership was important to Turn2Me because mental health services in rural Ireland are more limited than the facilities available in urban areas. The pandemic, for many, exacerbated the difficulties in communities from rural Ireland accessing professional mental health support. Turn2Me wanted to help everyone across Ireland reach professional mental health services. Because our services are all online, anyone with a phone, tablet or laptop could access our services 365 days a year.

Executive summary (CONTINUED)

The board's priority during the pandemic was to reach as many people as possible, making full use of the digitised and online services Turn2Me offers. An important element of improving new user numbers from rural Ireland was to increase the brand awareness and to improve the digital footprint of the organisation.

Thankfully, Turn2Me was successful in securing a Google grant for Google adwords. This Google grant has an estimated monetary value of €20,000, when the actual possible used amount is considered. Vroom, the digital agency Turn2Me works with, helped ensure the organisation was making the most of our SEO, PPC, and Google grant for adwords. Turn2Me's staff will liaise with Vroom to maximise this grant and work to constantly tweak and improve our SEO rankings and digital performance..

The shared experience, knowledge and expertise of the Turn2Me team and the board helped steer the organisation through the pandemic, a testing time for every organisation, particularly those in the charity sector. The support of our employees, part-time contractors, and volunteers was a vital part of Turn2Me's resilience and growth.. Two of our staff members and three of our board members finished their term with Turn2Me – our General Manager and Clinical Manager both moved onto new opportunities, and three of our board members - Dr. Sinéad Hewson PhD, Aoife Walsh, and Dr. Neil Adamson – reached the end of their term. The directors would like to thank them for their time, efforts and expertise in helping drive the organisation forward.

Clinical outcomes: The main issues that were discussed in the 'Thought Catcher' were anxiety, depression, LGBTQIA+ issues, housing problems, employment stresses, and problems in the education sector. All of these issues were exacerbated, particularly for young people, when the lockdown started. Turn2Me's moderators and volunteers on the 'Thought Catcher' were there to listen and to offer supportive, uplifting messages to users. The appetite for online mental health support in a fun, interactive way was high, and Turn2Me rose to meet this challenge. We hope to continue to grow and engage our new regional and urban users in the year ahead; to improve our brand awareness via social media growth, strong PR performance with national and regional media lands (newspaper articles and radio interviews), and digital marketing; to improve our fundraising by applying for more grants and extending Turn2Me's corporate and public fundraising efforts; and by exploring new collaboration possibilities.

We would like to take this opportunity to thank all the staff, counsellors, psychotherapists, supporters, volunteers, and partners for helping Turn2Me to grow, and to further develop our community of users. We would like to particularly thank the National Officer for Suicide Prevention (NOSP), Sláintecare and Pobal for their ongoing support. Thanks to each and every funder, donor, and supporter we will continue to champion accessible mental health support services for people in Ireland.

Mise le meas,

Colette Talbot

Chair

Date: 5 September 2022

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's constitution, the Companies Act 2014 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives, Mission, and Values

Our Vision

We want to create a world where mental health issues are acknowledged and are accepted and where every person in distress will feel confident to openly access the support services they need, safe in the knowledge that attitudes have changed, based on a communal understanding and willingness to support each other.

Our Mission

Turn2Me provides accessible professional online mental health services to adults and young people over the age of 12.

Our Values

Anonymity

Our services are designed to allow each user to access supports whilst retaining control over their right to privacy.

Dignity and Respect

Our services are here to destigmatise mental health and make it acceptable for people in society to talk openly about the state of their mental health and mental wellbeing.

Accessibility

Through our online resource centre, our services are available to Irish people over the age of 12, 365 days per year.

Our Activities

Over the course of 2021, Turn2Me ran a number of mental health and wellbeing talks in schools across the country to help young people and students suffering from anxiety and depression.

Turn2Me's Clinical Manager, Suzanne Ennis, appeared on USI's (the Union of Students in Ireland) podcast to discuss mental health issues, with tips on managing your mental health during the pandemic, particularly during stressful periods such as exam season. Suzanne Ennis also made a number of appearances on regional radio stations across the country, promoting Turn2Me's services. Increased PR is something that Turn2Me will prioritise over the next few years.

A group of cyclists called the 'Ultra Cyclists' cycled over 2,000km in July to raise money for three mental health charities – Mind Space Mayo, Macra na Feirme, and Turn2Me. The cyclists endured high temperatures, long days and steep tracks over the course of six days to raise these funds. Turn2Me is extremely grateful for these fundraising efforts and is delighted that these amazing cyclists have agreed to do another ultra-cycle for Turn2Me and other charities in 2022.

In partnership with Rowing Ireland, St. Patrick's Rowing Club and Crew Class, Turn2Me launched a fitness fundraiser called Row Your Demons, which took place between the 25th and 31st of October 2021. The fundraiser focused on the rowing community and asked them to take part in this fantastic initiative. The event targeted individuals, families, and teams to row a total of 60 minutes during the week and support Turn2Me's online mental health services. Every person who rowed for 1 hour was asked to donate €50 – the cost of one mental health counselling session. In 2022, Turn2Me plans to run the Row Your Demons fundraiser again but reduce the rowing time to half an hour so that it's more accessible to members of the public, gym-goers, and corporates. Turn2Me was also delighted to secure a corporate partnership with Compass Catering in 2021. Corporate fundraising is a vital part of our fundraising efforts. Turn2Me also updated its fundraising pack, which is available on our website [Turn2Me.ie](https://turn2me.ie), should anyone be interested in raising vital funds our organisation.

DIRECTORS' REPORT (CONTINUED)

Events

Exchange House, the National Travellers Service, and Turn2Me created a trilogy of short films, called the 'John Boy Trilogy', aimed at tackling suicide in the traveller community. Two of these films were launched in 2021 and the third will be released in 2022. The first two instalments of the trilogy are available on the Turn2Me website for public perusal and to raise awareness of the prevalence of suicide in the traveller community. The third instalment of the trilogy is due to premiere in the Lighthouse cinema in June 2022.

Structure, governance and management

Turn2Me CLG is an Irish company incorporated in 2008 under the Companies Acts. Turn2Me was founded stemming from the very personal experiences of Oisín and Diarmuid Scollard who lost their brother, Cormac, to suicide in 2003. In 2013, Turn2Me gained the support of the HSE National Office for Suicide Prevention to deliver counselling online. In 2019, Turn2Me joined forces with ReachOut Ireland to create a space for young people to find information to support their mental health online. As of September 2021, Turn2Me offers adult counselling and peer support services to adults and young people over the age of 12. It also offers group support services for teenagers, young people and adults. The directors monitor the work of Turn2Me at each board meeting. The board is required to hold a minimum of six meetings per annum. The day-to-day management of the organisation is delegated to the CEO / General Manager, with oversight from the board. In 2021, following the departure of the general manager, Suzanne Ennis was appointed to run the organisation on an interim basis, while the CEO selection process was underway.

In December 2021, an interview process was undertaken to appoint Fiona O'Malley as the new CEO who took up the position in January 2022. The CEO reports to the board of directors. In between meetings, the day-to-day management of the organisation will be delegated to the CEO. There are two board sub committees:

1. Finance Audit & Risk Committee – which monitors the financial and risk management of the organisation.
2. Governance Committee – which monitors the governance as well as the nominations to the board and committees.

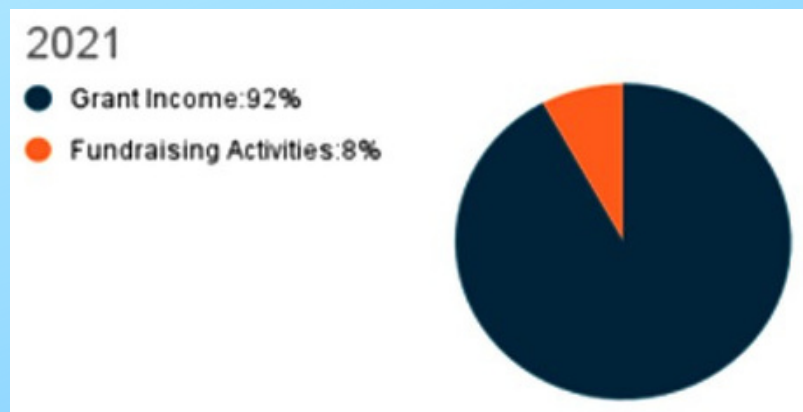
Terms of reference are in place for both committees. The committees play a key role in the audit process and are responsible along with the CEO for maintaining the risk register. The Governance Committee devoted much of its meeting time in 2021 to discussing restructuring and how to best steer the organisation during the COVID-19 crisis. The board also held a number of additional meetings over the course of 2021 to discuss and support the continued delivery of Turn2Me's services during its period of transition, through the increased demands for mental health services during the lockdown. Turn2Me is fully compliant with the Governance Code as declared on CRA website on the 5th November 2021.

Turn2Me will apply for Charities Institute Ireland's Triple Lock status in 2022.

Current membership of the board of directors and attendance at board meetings held during the year to 31 December are set out below:

Board Meeting	25th Jan 2021	29th Mar 2021	26th Apr 2021	14th June 2021	30th Aug 2021	4th Oct 2021	18th Nov 2021	Number Attended
Oisín Scollard	Y	Y	Y	Y	Y	Y	Y	7
Diarmuid Scollard	Y	Y	Y	Y	Y	Y	Y	7
Cormac Farrelly	Y	Y	Y	Y	Y	Y	Y	7
Aoife Maria Walsh	Y	Y	Y	N	N	N	Y	4
Sinead Hewson	Y	Y	Y	Y	Y	Y	Y	7
Colette Talbot	Y	Y	Y	Y	Y	Y	Y	7
Lisa Quinn O'Flaherty	Y	Y	Y	N	Y	Y	Y	6
George Nursey	Y	Y	Y	Y	Y	N	Y	6

Sinead Hewson and Aoife Walsh resigned as directors on 22 March 2022. Oisín Scollard resigned as secretary on 22 March 2022 and Lisa Quinn O'Flaherty was appointed.



Achievements and Performance

Financial and Operational Review

Turn2Me ended the year with total unrestricted reserves of €53,723 an increase of €27,580 on the previous year. The organisation's aim is to generate adequate unrestricted reserves at a level that ensures the stability and long-term viability of the organisation and to ensure protection from fluctuations in income. Cash at bank at 31st December 2021 amounted to €43,049, a reduction of €74,165 over 2020. This variance is largely due to timing on the receipt of grants around the year end. Accrued income at the year-end amounted to €47,017. The balance sheet showed total assets less current liabilities of €53,723 (2020 was €26,143).

Income

Total incoming resources for the year was €603,049 which includes donations in-kind of €20,000. Income for the year excluding in-kind income was €583,049 a breakdown of which is shown in the above charts along side a comparative breakdown for 2020

Grant Income

The National Office for Suicide Prevention contributed €269,431 towards core costs of the organisation under an agreement commenced in January 2021. The purpose of this funding was to provide 2080 counselling sessions. Pobal Sláintecare (on behalf of The Department of Health) contributed total funding amounting to €230,596 in 2021. €193,977 was provided to cover the running costs of the 'Thought Catcher' service while an additional grant amounting to €36,619 provided counselling sessions that responded to the specific needs and experiences of frontline health practitioners in the midst of the COVID-19 pandemic.

The organisation was also supported by a COVID-19 Stability Fund grant of €14,110 in early 2021. This fund was developed by the Department of Rural and Community Development to provide support to qualifying organisations who found themselves in need of financial assistance during the COVID-19 pandemic.

In 2021, the organisation was also in receipt of a Rethink Ireland grant amounting to €10,500.

Grant income supports work under all of the organisation's three support services – one-to-one counselling sessions, support groups, and our 'Thought Catcher' service. Turn2Me would like to acknowledge this contribution from NOSP, Sláintecare and Pobal and to thank the Ministers and officials for their support in this regard.

Donations & Fundraising Income

Donations/Fundraising income (excluding donations in-kind) amounted to €46,312 this year, a slight decrease of €3,155 on prior year results. Turn2Me would like to thank all partners, corporates, donors and supporters for their support during 2021.

Expenditure

Expenditure for the year (excluding in-kind costs) amounting to €575,469 was utilised to deliver with Turn2Me's support services as follows

Principal risks and uncertainties

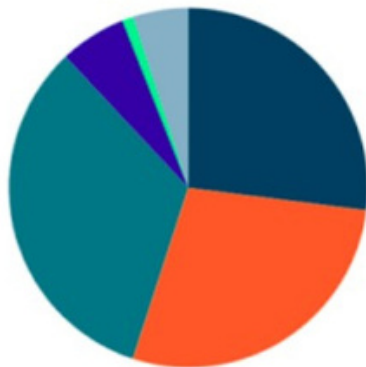
During the year the charity has had to deal with the continued uncertainty arising from the COVID 19 pandemic.

DIRECTORS' REPORT

FOR THE YEAR ENDED 31 DECEMBER 2021

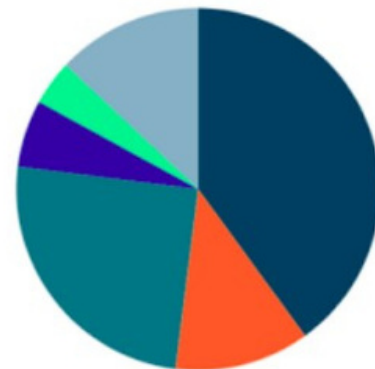
2020

- Core staff costs - 27%
- Contracted counsellor and psychotherapist costs - 28%
- IT Infrastructure Costs - 33%
- Advertising & Marketing costs - 6%
- Governance costs - 1%
- Other costs - 5%



2021

- Core staff costs - 40%
- Contracted counsellor and psychotherapist costs - 12%
- IT Infrastructure Costs - 25%
- Advertising & Marketing costs - 6%
- Governance costs - 4%
- Other costs - 13%



Achievements and Performance

The charity has secured funding for 2022 and expects to provide services for the foreseeable future. The charity continues to have a good relationship with its funders however funding has not been secured beyond 2022 and any loss of funding from its principal funders poses a financial risk to the charity.

Future Plans

Turn2Me will continue to focus on the key strategic objectives of providing free, accessible mental health services for people in Ireland 365 days a year, as well as ensuring the relevance and sustainability of the organisation into the future. The development of charity for the next three years will focus on increased brand awareness, increased user sign-ups, improved partnerships, increased fundraising efforts, increased community engagement and school talks, organisational sustainability, and ensuring our decisions are always data-driven by our users' feedback and engagement patterns.

Having reviewed the organisation's work over the past 12 months and the correlating financial statements, the board is satisfied that Turn2Me can fund its operations and meet its financial obligations as they fall due for the period of at least 12 months from signing the financial statements.

Auditor

In accordance with the company's constitution, a resolution proposing that UHY Farrelly Dawe White Limited be reappointed as auditor of the company will be put at a General Meeting.

Post reporting date events

There were no significant events affecting the charity since the year end.

Accounting records

To ensure that adequate accounting records are kept in accordance with Sections 281 and 285 of the Companies Act 2014, the Directors have employed appropriately qualified accounting personnel and have maintained appropriate computerised accounting systems. The books and records are located at the company's registered office at We Work, Charlemont Exchange, Charlemont Street, Dublin 2.

Disclosure of information to auditor

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The directors' report was approved by the Board of Directors.

Diarmuid A Scollard

Diarmuid Scollard
Director

Dated: 9 September 2022

Colette Talbot

Colette Talbot
Director

Dated: 9 September 2022

STATEMENT OF DIRECTORS' RESPONSIBILITIES FOR THE YEAR ENDED 31 DECEMBER 2021

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the surplus or deficit of the company for the financial year and otherwise comply with the Companies Act 2014. In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the company financial statements and then apply them consistently
- make judgements and accounting estimates that are reasonable and prudent
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable it any time the assets, liabilities, financial position and surplus or deficit of the company to be determined with reasonable accuracy and enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be readily and properly audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the directors are aware:

- there is no relevant audit information (information needed by the company's auditor in connection with preparing the auditor's report) of which the company's auditor is unaware, and
- the directors have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Signed on behalf of the board



Diarmuid Scollard
Director
Dated: 9 September 2022



Colette Talbot
Director
Dated: 9 September 2022

Opinion

We have audited the financial statements of Turn2me Company Limited by Guarantee (the 'charity') for the year ended 31 December 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is the Statement of Recommended Practice (Charities SORP in accordance with FRS 102) and with generally accepted accounting principles in Ireland and Irish statute comprising the Companies Act 2014.

In our opinion, the financial statements: - give a true and fair view of the state of the charitable company's affairs as at 31 December 2021 and of its incoming resources and application of resources, for the year then ended; - have been properly prepared in accordance with the Statement of Recommended Practice (Charities SORP in accordance with FRS 102) ; and - have been 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the provisions available for small entities, in the circumstances set out in note 21 to the financial statements, 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 the 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 charity'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. **Other information** The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE DIRECTORS OF TURN2ME COMPANY LIMITED BY GUARANTEE

Opinions 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 directors' report, which for the purposes of company law, is consistent with the financial statements; and · 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. In our opinion 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 any material misstatements in the directors' report. We have nothing to report in respect of our obligation under the Companies Act 2014 to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by sections 305 to 312 of the Act are not made..

Responsibilities of directors

As explained more fully in the statement of directors' responsibilities, 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 charity'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 directors either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 auditor's 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: [http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ireland/International-Standards-on-Auditing-\(Ireland\)/ISA-700-\(Ireland\)](http://www.iaasa.ie/Publications/Auditing-standards/International-Standards-on-Auditing-for-use-in-Ireland/International-Standards-on-Auditing-(Ireland)/ISA-700-(Ireland)). This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE DIRECTORS OF TURN2ME COMPANY LIMITED BY GUARANTEE

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the charitable 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 charitable 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Thomas McDonagh
for and on behalf of UHY Farrelly Dawe White Limited

Chartered Certified Accountants
Statutory Auditor

Unit 4A
Fingal Bay Business Park
Balbriggan
Co. Dublin

09/09/2022

**STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND
EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2021**

		Unrestricted funds 2021 €	Restricted funds 2021 €	Total 2021 €	Total 2020 €
	Notes				
Income from:					
Donations and legacies	2	66,312	-	66,312	49,467
Charitable activities	3	-	536,737	536,737	769,852
Total income		<u>66,312</u>	<u>536,737</u>	<u>603,049</u>	<u>819,319</u>
Expenditure on:					
Charitable activities	4	<u>38,732</u>	<u>536,737</u>	<u>575,469</u>	<u>793,969</u>
Net movement in funds		27,580	-	27,580	25,350
Reconciliation of funds					
Fund balances at 1 January 2021		<u>26,143</u>	<u>-</u>	<u>26,143</u>	<u>793</u>
Fund balances at 31 December 2021	15	<u><u>53,723</u></u>	<u><u>-</u></u>	<u><u>53,723</u></u>	<u><u>26,143</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**BALANCE SHEET
AS AT 31 DECEMBER 2021**

	Notes	2021 €	€	2020 €	€
Fixed assets					
Investments	8		99		-
Current assets					
Stocks	9	4,151		-	
Debtors	10	52,167		1,403	
Cash at bank and in hand		<u>43,049</u>		<u>117,214</u>	
		99,367		118,617	
Creditors: amounts falling due within one year	11	<u>(45,743)</u>		<u>(92,474)</u>	
Net current assets			53,624		26,143
Total assets less current liabilities			<u><u>53,723</u></u>		<u><u>26,143</u></u>
Income funds					
Unrestricted funds	15		<u>53,723</u>		<u>26,143</u>
			<u><u>53,723</u></u>		<u><u>26,143</u></u>

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31
DECEMBER 2021

	Notes	2021 €	€	2020 €	€
Cash flows from operating activities					
Cash absorbed by operations	21		(74,066)		(105,529)
Investing activities					
Purchase of subsidiaries		(99)		-	
Net cash used in investing activities			(99)		-
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(74,165)		(105,529)
Cash and cash equivalents at beginning of year			117,214		222,743
Cash and cash equivalents at end of year			43,049		117,214

The financial statements were approved by the Directors on 9 September 2022

Diarmuid A Scollard

Diarmuid Scollard

Director

Dated: 9 September 2022

Colette Talbot

Colette Talbot

Director

Dated: 9 September 2022

1 Accounting policies

Charity information

Turn2me Company Limited by Guarantee is a company limited by guarantee incorporated in Ireland. The registered office is We Work, Charlemont Exchange, Charlemont Street, Dublin 2.

1.1 Accounting convention

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2014. The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in euro, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest €.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the directors have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the directors continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the directors in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Government grants are recognised at the fair value of the asset received or receivable when there is a reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised as income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised as income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1 Accounting policies (Continued)

1.5 Expenditure

Expenditure is recognised when a liability is incurred. Funding provided through contractual agreements and performance related grants are recognised as goods or services supplied. Other grant payments are recognised when a constructive obligation arises that results in the payment being an unavoidable commitment.

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Support costs include those incurred in the governance by the Board of the charity's assets and are primarily associated with constitutional and statutory requirements of managing the organisation.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Website Development costs 20% straight line

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

1.8 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1 Accounting policies (Continued)

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

2 Donations and legacies

	Unrestricted funds 2021 €	Restricted funds 2021 €	Total 2021 €	Total 2020 €
Donations	46,312	-	46,312	49,467
Donated goods and services	20,000	-	20,000	-
	<u>66,312</u>	<u>-</u>	<u>66,312</u>	<u>49,467</u>

3 Income from charitable activities

	Unrestricted 2021 €	Restricted 2021 €	Total 2021 €	Total 2020 €
<u>Income from Government Agencies</u>				
HSE core funding	-	269,431	269,431	269,431
HSE - other funding	-	12,100	12,100	203,742
Pobal - Slaintecare	-	230,596	230,596	90,356
Pobal - Covid stability grant	-	14,110	14,110	31,182
	<u>-</u>	<u>526,237</u>	<u>526,237</u>	<u>594,711</u>
<u>Income from Non-Government Agencies</u>				
Other income and corporate grants	10,500	-	10,500	175,141
	<u>10,500</u>	<u>-</u>	<u>10,500</u>	<u>175,141</u>
Total	<u>10,500</u>	<u>526,237</u>	<u>536,737</u>	<u>769,852</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

4 Expenditures on charitable activities	Unrestricted 2021 €	Restricted 2021 €	Total 2021 €	Total 2020 €
Staff costs	-	221,140	221,140	217,154
Depreciation and amortisation	-	-	-	2,274
Staff training and recruitment	-	80	80	1,440
Rent	-	7,722	7,722	11,623
Insurance	-	4,263	4,263	4,954
Computer and website costs	-	140,392	140,392	262,210
Travelling expenses	-	504	504	700
Professional subscriptions	-	501	501	1,905
Legal and professional fees	17,542	5,409	22,951	4,216
Consultancy fees	190	23,737	23,927	-
Counsellors	-	65,177	65,177	222,433
Accountancy	-	13,273	13,273	800
Audit fees	-	5,974	5,974	4,542
Bank charges	-	554	554	687
Printing and stationery	-	-	-	353
Advertising	20,000	35,337	55,337	48,327
Telecommunications	-	4,490	4,490	3,748
Office expenses	-	6,558	6,558	6,603
Other staff costs	1,000	1,626	2,626	-
	<u>38,732</u>	<u>536,737</u>	<u>575,469</u>	<u>793,969</u>

5 Directors

None of the directors (or any persons connected with them) received any remuneration or benefits from the charity during the year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

6 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Administration	8	7
	<u>8</u>	<u>7</u>

Employment costs

	2021 €	2020 €
Wages and salaries	200,139	196,151
Social security costs	21,001	21,003
	<u>221,140</u>	<u>217,154</u>

The number of employees whose annual remuneration was €60,000 or more were:

	2021 Number	2020 Number
€60,000 - €70,000	-	1
€70,001 - €80,000	-	-
€80,001 - €90,000	-	-
€90,001 - €100,000	-	-
€100,000 and above	-	-
	<u>-</u>	<u>-</u>

7 Intangible fixed assets

	Website Development costs €
Cost	
At 1 January 2021 and 31 December 2021	13,600
	<u>13,600</u>
Amortisation and impairment	
At 1 January 2021 and 31 December 2021	13,600
	<u>13,600</u>
Carrying amount	
At 31 December 2021	-
	<u>-</u>
At 31 December 2020	-
	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

8 Fixed asset investments

		Other investments
Cost or valuation		
At 1 January 2021		-
Additions		99
		<u>99</u>
At 31 December 2021		<u>99</u>
Carrying amount		
At 31 December 2021		99
		<u>99</u>
At 31 December 2020		-
		<u>-</u>

	Notes	2021 €	2020 €
Other investments comprise:			
Investments in subsidiaries	20	99	-
		<u>99</u>	<u>-</u>

9 Stocks

	2021 €	2020 €
Finished goods and goods for resale	4,151	-
	<u>4,151</u>	<u>-</u>

10 Debtors

	2021 €	2020 €
Amounts falling due within one year:		
Other debtors	3,600	698
Prepayments and accrued income	48,567	705
	<u>52,167</u>	<u>1,403</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

11 Creditors: amounts falling due within one year

	Notes	2021 €	2020 €
Other taxation and social security		-	19,944
Government grants deferred	12	12,100	24,200
Trade creditors		14,603	40,448
Other creditors		99	-
Accruals and deferred income		18,941	7,882
		<u>45,743</u>	<u>92,474</u>

12 Government grants

	2021 €	2020 €
Arising from government grants	12,100	24,200
	<u>12,100</u>	<u>24,200</u>

At year end 31 December 2021, funds received of €12,100 (2020: €24,200) for the HSE Traveller Video project remained unspent.

13 Status

The liability of the members is limited.

Every member of the Company undertakes to contribute to the assets of the Company in the event of its being wound up while he is a member of within one year afterwards for payment of the debts and liabilities of the Company contracted before he ceases to be a member and the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such amount as may be required not exceeding €1.00.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

14 Key sources of funding

The following is information in relation to the government grants information per Department of Public Expenditure and Reform Circular 13/2014.

Name of Grantor	Type of Funding	Details of Funding	€
HSE - NOSP	Core funding	Cash received and recognised as income in 2021	269,431
		Term of Grant: 1 year	
		The use of the grant is restricted to the provision of the services provided by the charity.	
HSE	Traveller Video Project	Grant deferred as at 1 January 2021	(24,200)
		Recognised as income in 2021	12,100
		Grant deferred as at 31 December 2021	(12,100)
		Term of Grant: 1 year	
		The use of the grant is restricted to the provision of the services provided by the charity.	
Pobal	Slainlecare Project ID 478C	Cash received in 2021	50,000
		Less: Grant underspend and repayable	(13,381)
		Recognised as income 2021	36,619
		Term of Grant: Extended to 31/03/2021	
		The use of the grant is restricted to the provision of the services provided by the charity.	
Pobal	Slainlecare Project ID 180	Cash received in 2021	164,313
		Add: Accrued income	29,664
		Recognised as income 2021	193,977
		Term of Grant: Extended to 30/06/2021	
		The use of the grant is restricted to the provision of the services provided by the charity.	

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

14 Key sources of funding

(Continued)

Pobal	Covid Stability Fund	Cash received and recognised as income in 2021	14,110
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Term of Grant: 1 year

The use of the grant is restricted to the provision of the services provided by the charity.

15 Reconciliation of funds

	Opening Balance €	Income €	Expenditure €	Transfers €	Closing Balance €
Unrestricted funds	26,143	66,312	(38,732)	-	53,723
Restricted funds	-	536,737	(536,737)	-	-
	<u>26,143</u>	<u>603,049</u>	<u>(575,469)</u>	<u>-</u>	<u>53,723</u>

16 Financial commitments, guarantees and contingent liabilities

Grant funding

In the event that an agreement with HSE or Pobal is terminated, any funds which are unspent or were not spent on the specified project shall immediately become repayable by the company after allowances for charges or other expenses.

Litigation

At the time of signing the financial statements, the board are aware of ongoing claims being brought by former employees. Due to the fundamental uncertainty as to the outcome of these processes no provision for settlement costs has been entered in the current year financial statements, rather the board decided to disclose this matter as a contingent liability should a future liability arise.

17 Capital commitments

The company had no material capital commitments at the year ended 31 December 2021.

18 Events after the reporting date

There were no significant events affecting the company since the year end.

19 Related party transactions

Superball Limited is a subsidiary of Turn2me CLG. During the year, the company paid invoices in the amount of €908 (2020: €698) on behalf Superball Limited. At year end 31 December 2021, an amount of €1,606 (2020: €698) was owed from Superball Limited to Turn2me CLG.

There were no other disclosable related party transactions during the year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

20 Subsidiaries

On 23 August 2021, Turn2me CLG acquired 100% of the ordinary share capital of Superball Limited.

Details of the charity's subsidiaries at 31 December 2021 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held	
				Direct	Indirect
Superball Ltd	FDW House, Blackthorn Business Park, Coes Road, Dundalk, Co. Louth	Event management	Ordinary shares	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	€	€
Superball Ltd	-	99

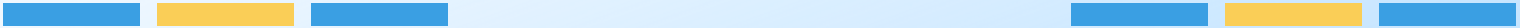
21 Cash generated from operations	2021 €	2020 €
Surplus for the year	27,580	25,350
Adjustments for:		
Depreciation and impairment of tangible fixed assets	-	2,274
Movements in working capital:		
(Increase) in stocks	(4,151)	-
(Increase) in debtors	(50,764)	(698)
(Decrease)/increase in creditors	(34,631)	43,486
(Decrease) in deferred income	(12,100)	(175,941)
Cash absorbed by operations	(74,066)	(105,529)

22 Non-audit services provided by auditor

In common with many companies of our size and nature we use our auditor to assist with the preparation of the financial statements.

23 Approval of the financial statements

The financial statements were approved and authorised for issue by the board of directors on 9 September 2022.



TURN2ME COMPANY LIMITED BY GUARANTEE

SUPPLEMENTARY INFORMATION

(not part of the audited financial statements)

FOR THE YEAR ENDED 31 DECEMBER 2021

**DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR
ENDED 31 DECEMBER 2021**

	Unrestricted	Restricted	Restricted	Restricted	Restricted	Restricted	Restricted	
	Donations	HSE NOSP	HSE Video	Pobal 180	Pobal 478C	Rethink	Stability Fund	Total
	€	€	€	€	€	€	€	€
Income								
Donations & fundraising	66,312	-	-	-	-	-	-	66,312
Grants and other income	-	-	-	-	-	10,500	14,110	24,610
HSE - SOSP	-	269,431	12,100	-	-	-	-	281,531
Pobal Slaintecare	-	-	-	193,977	36,619	-	-	230,596
Total income	66,312	269,431	12,100	193,977	36,619	10,500	14,110	603,049
Expenses								
Staff costs	-	78,115	1,430	114,003	17,092	10,500	-	221,140
Staff training and recruitment	-	-	-	80	-	-	-	80
Rent	-	4,550	-	-	-	-	3,172	7,722
Insurance	-	4,263	-	-	-	-	-	4,263
Website development	-	86,773	-	-	-	-	-	86,773
Website running costs	-	33,623	-	3,882	8,767	-	7,347	53,619
Travelling expenses	-	504	-	-	-	-	-	504
Dues and subscriptions	-	125	-	-	-	-	-	125
Membership fees	-	150	-	-	-	-	226	376
Legal and professional fees	17,542	4,502	-	-	-	-	907	22,951
Consultancy fees	190	865	10,670	12,202	-	-	-	23,927
Counsellors	-	-	-	6,733	-	-	-	6,733
Counsellor Expenses (Adult)	-	12,474	-	10,074	10,760	-	-	33,308
Counsellor Expenses (Couples)	-	-	-	2,925	-	-	-	2,925
Counsellor Expenses (Parent)	-	-	-	2,135	-	-	-	2,135
Counsellor Expenses (Youth)	-	-	-	20,076	-	-	-	20,076
Accounting & bookkeeping	-	16,790	-	-	-	-	2,457	19,247
Bank charges	-	554	-	-	-	-	-	554
Advertising	20,000	13,470	-	21,867	-	-	-	55,337
Telecommunications	-	4,490	-	-	-	-	-	4,490
Office expenses	-	6,558	-	-	-	-	-	6,558
Other staff costs	1,000	1,626	-	-	-	-	-	2,626
Total	38,732	269,432	12,100	193,977	36,619	10,500	14,109	575,469
Surplus / (Deficit)	27,580	-	-	-	-	-	-	27,580

Certificate of Completion

Document Title:	Turn2me AFS 31.12.2021.pdf
Reference ID:	904K1D
Digital Signature ID:	6960617E499A480858535204BD591CE47D4E309E
Document Pages:	32 (Including certificate)

Security Events	Status	Timestamp	I.P. Address
Auditor Account Authentication	Complete	2022-09-09	20.123.12.149
Hashed/Encrypted Document	Complete	2022-09-09	20.123.12.149
Signer Account Authentication	Complete	2022-09-09	92.51.198.22
Hashed/Encrypted Signature	Complete	2022-09-09	92.51.198.22
Signer Account Authentication	Complete	2022-09-09	2a02:8084:2841:7c00:e074:754
Hashed/Encrypted Signature	Complete	2022-09-09	2a02:8084:2841:7c00:e074:754
Signer Account Authentication	Complete	2022-09-09	20.123.12.149
Hashed/Encrypted Signature	Complete	2022-09-09	20.123.12.149

User Audit Trail	User	Timestamp	I.P. Address
Request Created	stephenkelly@fdw.ie	2022-09-09	20.123.12.149
Document Signed	diarmuid@turn2me.org	2022-09-09	92.51.198.22
Document Signed	colettetalbot@turn2me.org	2022-09-09	2a02:8084:2841:7c00:e074:754
Document Signed	thomasmcdonagh@fdw.ie	2022-09-09	20.123.12.149



A Message from Suzanne Ennis, our Clinical Manager

How Turn2Me met the increased demand for mental health services during the global pandemic

2021 saw a lot of changes and obstacles for everyone, Turn2Me included. The team is both flexible and dedicated. Thanks to their hard work and efforts we managed to meet the needs of our users with uninterrupted and high-quality service.

We delivered over and above our funding requirements, 3,655 counselling sessions, 1005 support groups, and 15,470 Thought Catcher engagements. Many minority groups were able to access our free services and avail of our online community.

We have worked hard to increase our reach across the whole of Ireland, focusing more on regional outlets to advertise our services and increase our user numbers in smaller, rural communities.

Several webinars covering a range of topics were delivered to both corporate clients and schools. This is something that we would like to increase next year. It allows us to introduce our services to a new cohort of potential users, both youth and adults.

We conducted a lot of internal reviews, updating training and procedures throughout the year, strengthening relationships with other NGOs, governing bodies and internal communications to the larger team who are located around the country. These steps put us in a good position to tackle 2022 from the beginning.

Looking towards 2022, we hope to have a new CEO in place by January. We also plan to increase our marketing and PR, both nationally and regionally, and improve our monthly social media campaigns. We aim to build our Clinical team to meet the needs of our users.

Our goal is to stay adaptable and flexible enabling us to keep delivering early intervention therapeutic assistance to those that need it most. We also plan to increase our fundraising efforts in 2022. We want people to seek support for their mental health and well being early, avoiding a mental health challenge becoming a crisis. Empower members of our online community to equip themselves with the tools they require to live healthy and full lives.



Daniel's Story

My name is Daniel and I'm from Cork. I first signed up for Turn2Me in mid-February 2022. I signed up for Turn2Me's services as I had gone through a rough period the previous 2 months with my OCD, it had gotten to a point where it had taken over my everyday life, every minute I was consumed by fear. OCD is all consuming. I felt constant dread and fear every day. That causes you to carry out constant rituals to "cancel out" a worry. These rituals are very exhausting. For example, they were mixed with rituals that I had to do every day or else "something bad would happen" mixed with rituals that I would have to do as every worry came into my head. An example of a ritual would be tapping your hand off something a certain number of times – and if I had a worry during it, which would always happen, I would have to constantly repeat it.



I was so drained. I just felt so helpless and tired that I felt there had to be somewhere that I could get help, even just to talk about it. That's when I found Turn2Me. Before my first counselling session, at first, I was a bit nervous. It was my first time in that situation. But as time went on, I would look forward to them as I started making progress. After the first counselling session, I felt really reassured and positive. I knew that I wasn't alone. The difficult part of the counselling session was actually getting over the hurdle of asking for help. But once I did that, the journey was very rewarding. The best part [of going to a counselling session] is being reassured that you will be ok, no matter what. And the tips and tools you receive to help with every element of what you're suffering with.



Daniels Story Continued

I think counselling is very beneficial as you actually talk about what you're going through, instead of bottling it up. Of course, it depends on the person, but for me I found the set weekly sessions very rewarding and cathartic. I feel it's important to address your issues as you will then get the advice and support you need at that time.

I would absolutely recommend the Turn2Me counselling sessions, it was very rewarding for me and compared to where I was, I'm so much better today. I found the counselling sessions good as I wasn't confident enough in reaching out physically to a counsellor. Turn2Me provides text chat counselling which I found very beneficial for me. It's important to talk about our mental health as we can assure ourselves that we're never ever alone, and that help is there. I would urge people who are struggling in silence to seek help. Seeking help is a big step, I was putting it off for a long time. But once I did it, I felt so much relief. It was such a weight off my shoulders.

I'm most grateful for my family and friends. I'm really looking forward to Christmas this year - I always look forward to it! I think so many people struggle with their mental health over Christmas because it's a time where people feel alone and miss their loved ones. If I could speak to any of those people, I would tell them you'll be OK. You're never alone, even if you think you are. You're not. Help is there. Turn2Me really is such an invaluable service. The counsellors are professional, kind and so caring. If you feel like you're struggling over the Christmas break, just login to your Turn2Me account, sign up for the support groups, use the Thought Catcher or book in a counselling session.

Having had the supportive help from Turn2Me, I'm looking forward to the future. I want to finish my Master's and see where life will take me! I'm looking forward to the New Year and what 2023 will bring.

*Case study's name has been changed to protect their anonymity.



Sophie's story

"I was sixteen when I had my first panic attack. I was about to go into my Chemistry class, a subject that always gave me anxiety, and I thought I was having a heart attack. My chest felt tight, and I couldn't breathe. I ran to the toilets and locked myself into a cubicle. I didn't want to draw attention to myself or for anyone to think something was wrong with me. I stayed there and took deep breaths until I felt OK. My teenage years were riddled with anxiety and depression, but I actually didn't know what it was until I was 20 and I was talking to my aunt about my symptoms. I just opened up to her about everything – how I was doing in college, how I really felt when I was with my friends, and things that literally kept me up at night. She said it was anxiety and probably depression and that I should get professional help. The immediate problem there was that I was a student, and I couldn't afford counselling. The college waiting lists to see a counsellor were really long, and even if I did get a spot, I was afraid of someone I knew in college seeing me going into the counsellors' room and what they would think of me. I was probably over-analysing it, but I was afraid of rumours starting about me if anyone saw me go in. It sounds like a futile and silly thing to worry about now, and I'm sure nobody would have even noticed, or cared if they did see me, but even the thought of going to counselling for my anxiety caused me anxiety.

I wish I went sooner. Having a good headspace at a younger age would have changed my life for the better and saved me so much unnecessary stress and anxiety.

"I found out about Turn2Me when I was Googling 'free counselling Ireland'. I couldn't believe it when I came across it. It was liked Turn2Me was made for me. I love the online counselling support and the fact that you can do the counselling sessions through video format or via the chat function. I share a room with a roommate, so I don't want them to hear what I'm saying. When they're in the room, I use the chat function. The support I received from my counsellor was amazing. They really reassured me that I was normal and made me feel less weird. They gave me tips on how to deal with my social anxieties and I managed to pinpoint things that set off my anxiety. Now I know how to reduce my worries, and deal with my anxiety triggers.

"I feel so much better now, having gone through six free counselling sessions. I don't have constant strains in my chest from anxiety and that unnecessary weight on my shoulders. I feel lighter. I feel better. Life is definitely better! As I said, I wish I knew about this organisation sooner. My first and second year of college would have been so much easier, and life would have been so much better. Every so often, I join a free support group if I feel my anxiety bubbling up again, particularly coming up to exams. They're great too. It's interesting chatting virtually to people going through similar issues. Even though it's all anonymous, there's a great sense of community and comradery in the support groups. I would highly recommend them to anyone!

I just want to say thanks so much to the whole team at Turn2Me. The free counselling and free support groups have literally changed my life!"

Sophie*, Limerick, Ireland

*Name has been changed to protect anonymity. This case study has given her consent for her story to be shared.



Cillian's story

"I was bullied quite badly when I was in secondary school. I had bad acne, braces and was thin and short, so I was very self-conscious about my physical appearance to begin with. The bullying began

when lads in my school started pushing me. One of them used to push me into their biggest friend, who then punched me back. It was always orchestrated and so humiliating. Once, they followed me

into the toilets and when I locked myself into a cubicle, they went into the cubicles either side of me

and started throwing pieces of their lunch down on top of me. I just sat there as pieces of yoghurt, cheese and tomatoes came down on top of me. I thought it would never end.

It was so degrading. Then the name-calling would come afterwards. They'd call me things like 'brace-face', 'crater-face', 'Gollum' and 'twig'. I would try to pretend that it didn't hurt me, but it did.

Whoever said 'sticks and stones may break my bones, but words will never hurt me' clearly wasn't bullied in school.

I never told my parents. I know I should have, but I didn't want them to worry about me.

Once I was listening to the radio and heard about Turn2Me. I signed up to the support groups and got tips on how to deal with bullying. I was encouraged to speak to one of my parents or a teacher I trusted. I spoke to my English teacher, who I always thought was sound. He said he went through something similar when he was my age and that he'd keep an eye out for me. He said I could always come to him to talk about it. It was nice to know I had someone on my side in the school.

I kept going to the support groups and found them helpful. I signed up to more extracurricular activities and made new friends. That helped. People pick on you less when you're in a pack. I had a growth spurt and that also helped. Lads rarely pick on people the same size as them. It's usually smaller lads. I've become so much more confident in myself since I joined that first support group. It didn't happen overnight, it happened in small stages, but it changed my life. I'm a different person now. I'm halfway through a course in college, which I like. Even though I never want to feel the same way I did when lads were throwing their lunch on top of me in the cubicles, I think it made me who I am today. Sometimes our biggest challenges teach us lessons – mine taught me to be kind, to include people, and that no matter what the problem it, it is always temporary."

- Cillian*, Westmeath.

An overview of Turn2Me in 2021

9,203

New Users

3,655

Completed
Counselling Sessions

15,470

Thought Catcher
Engagements

869

Completed Support
Groups

100 +

website articles

926,570

website views