



# **Galway Rape Crisis Centre**

SERVICES FOR SEXUAL  
TRAUMA & ABUSE

# OUR VISION

GRCC’s vision is to lessen the impact and incidence of sexual violence and abuse and to achieve a society which no longer tolerates these crimes.

# OUR MISSION

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

# KEY SERVICES PROVIDED BY GALWAY RAPE CRISIS CENTRE

- Crisis Counselling Service for recent Victims of rape and sexual assault
- Freephone Helpline 1800 355 355
- Long-term therapy for adult survivors of childhood sexual abuse and past sexual violence
- Up to three face to face Therapy sessions for Supporters of clients
- Ballinasloe Outreach Counselling Service
- Gort Outreach Counselling Service
- Tuam Outreach Counselling Service
- Oughterard Outreach Counselling Service
- Accompaniment to the Sexual Assault Treatment Unit SATU
- In house Garda accompaniment
- Free monthly Legal Clinic
- Court accompaniment
- Roll out of the Manuela Riedo Education programme
- Disclosure & Awareness raising training programmes
- NADA and capacitor support groups offered
- Statistics gathered through in house Database

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<b>Support</b> Supporting survivors of sexual abuse and their friends and families.	<b>Recovery/Healing</b> We respect that everyone has their own path to healing and needs support on that journey.	<b>Empowerment</b> Instilling a sense of strength and belief in those we help.
<b>Respect</b>	<b>Integrity</b>	<b>Education</b>
<b>Non-Discriminatory</b>	<b>Advocacy</b>	<b>Empathy</b>
<b>Experience</b>	<b>Non-Judgemental</b>	<b>Person Centred</b>

# INTRODUCING GRCC

The Galway Rape Crisis Centre provides a quality professional counselling and support service for survivors of sexual violence and abuse from its premises at Foster Court, Galway and through its outreach branches in Ballinasloe, Gort, Tuam and Oughterard. We also offer education workshops of disclosure training, and Manuela Education programme in schools. We work towards an end to cultural and societal tolerance of sexual violence and abuse.

The Centre was founded in 1984 by a group of women who were concerned about the lack of services for survivors of sexual abuse. By 2001 GRCC expanded its service to include Male survivors amalgamating the services of MASC (Male Abuse Survivors Centre) which had been formed a few years earlier. Since then it has grown to become the second largest rape crisis centre in Ireland. The Centre currently employs two full-time and 19 part-time staff, 8 Volunteer board members, and has in the region of 7 volunteer counsellors, 16 volunteer Psychological support workers and numerous fundraising and other volunteers.

GRCCs work is overseen by a Board of Directors in order to meet criteria of transparency and accountability set by the Revenue Commissioners and Tusla. We have also signed up to the Governance Code for Community and Voluntary Organisations in Ireland, a clear indication of the pride that the Centre places on best practice in Governance.

## KEY FIGURES

JANUARY-DECEMBER 2019

326 Total Clients

160 New Clients

87 Accompaniments  
SATU, Garda, Court.

3438 Fulfilled  
Appointments

9,000 Social Media  
Followers

5313 Contacts to /  
from GRCC including  
Voice Calls, Texts and Email

# CHAIRPERSON'S REPORT ON BEHALF OF BOARD

As I complete my third year as Chairperson of the Board of the Galway Rape Crisis Centre (GRCC), I look back with some satisfaction on significant progress for the Centre in the course of the past year.

Before reflecting on some aspects of this progress, it would be remiss of me not to acknowledge the commitment and dedication of all the staff and volunteers associated with the work of the Centre. On behalf of the Board, I would particularly like to thank Executive Director Cathy Connolly and everyone else involved in the important work of the Centre for their continuing outstanding contributions over the past year. I would also like to recognise the continuing support of the serving Board members; Kenneth Walsh, and Olivia Lavelle while welcoming our new members to the board; Mary Pat Fitzgerald, Conor Hanly, Deirdre McLoughlin, Kate Mulkerins, and Catherine Dunleavey. I also wish to thank the retiring members Maire Furlong, Padraig McNeela and Maree O'Connell for their loyal contribution and commitment over the years.

In the past year 2019 we have addressed many of the issues mentioned in my Chairman's report last year.

In particular, we have been very fortunate in the ongoing relationship with the Lifes2good foundation, who have been very supportive. Thanks to funding received from the foundation, we have been able to achieve a significant reduction in our waiting list and the promotion of the Adolescent clinic.

We are also addressing the issue of securing new accommodation for GRCC, and we are hopeful that we will make significant progress on this matter during the coming year.

I would like to re-iterate the commitment of the Board and the staff of the centre, to ensuring that everything we do is directed at supporting the welfare of our clients.

I wish everyone associated with the Centre every success in the year ahead.

## BOARD OF MANAGEMENT 2019

Chairperson - Iggy Ó Muircheartaigh

Secretary - Mary Pat Fitzgerald

Treasurer - Ken Walsh

Board Members - Conor Hanly, Deirdre McLoughlin, Kate Mulkerins, Catherine Dunleavey, Olivia Lavelle



Beir beannacht.  
**Iognáid Ó Muircheartaigh**  
Chairperson

## EXECUTIVE DIRECTOR REPORT

Dear Friends,

I have been thinking about our Vision as an organisation “to lessen the impact and incidence of sexual violence and abuse in our community” and how very challenging a task it is. It’s a big aspiration but during 2019 our staff have worked unerringly towards achieving that goal, through their professionalism, compassion and commitment to both our long term and recent survivors of sexual abuse and assault.

During 2019 we expanded our outreach services to include Oughterard and Gort, adding to the established busy centres in Ballinasloe and Tuam. We are mindful of the difficulties many of our clients have to endure, such as lack of transport, geographical and social isolation. These outreach centres have enabled survivors in remote parts of the county to access our services in discreet locations.

Our Frontline service dealt with a total of 5313 contacts during the year. This was a marked increase from 4485 in 2018. The number of clients for 2019 was 326. The number of fulfilled appointments in 2019 was 3438, which was an increase of over 500 since 2018. Our SATU volunteers accompanied victims to the SATU unit on 69 occasions during 2019, while 10 clients and over 25 family members were supported with Court Accompaniment over a period of 24 days of Trial.

This increased workload has added to the need for extra funding to meet the demands of our clients. We are commissioned by Tusla to provide a Counselling and advocacy service, and we are very grateful for their ongoing support. Our client base come from Galway City & County, South Roscommon and North Clare which are extensive geographical areas and there are significant costs in providing a proper and timely service to those who need it.

Our service has been very fortunate to have received substantial funding from the Lifes2good Foundation. The Foundation has for the last year invested its’ time and money in helping us to provide a focused counselling service for young Adolescents aged 14yrs to 24yrs. This funding has had an immediate impact on the wellbeing of the survivors. All waiting lists have been shortened, these clients have immediate access to counselling and all therapeutic interventions. This has led to much improved outcomes for the Adolescent survivors.



**Cathy Connolly**  
Executive Director

Also in 2019 our centre continued to work with NUIG as part of a forum to develop policies for the staff and students in the college. We were part of the National Monitoring Committee on Sexual & Domestic Violence and NWCI. We had a very successful year in rolling out the Transition year programme to over a thousand students countrywide through our cooperation with TUSLA as beneficial partners in the Manuela Reido Programme. We also started a fledgling Education department within the centre which hopefully we will grow during 2020. We hope that through our education programmes we can help people to understand the impact sexual abuse and violence impacts on victims’ lives. We also hope to enable a more open and informed discussion about sexual violence and abuse.

Thirteen Volunteer counsellors successfully completed training in the centre and committed to working with clients. This helped to decrease the numbers on the waiting lists and their contributions are very much appreciated. We also had a number of Wellness days for the staff and Frontline training.

The past year has seen a start on work to design and develop a new building in Claddagh Quay for the Rape Crisis Centre. We need a permanent home, a place that will provide security and stability for all of us and our clients.

I want to thank our Chair Prof. Iggy O’Muircheartaigh and the Board of Management for their support and invaluable advice throughout the year. I’d like to extend a warm welcome to our new Board members and to thank those who retired during the year.

Finally I want to say thank you to each and every one of the staff of GRCC for their kindness to each other and to our clients. A special thanks to everyone who supported GRCC throughout 2019. I hope we can rely on your continued support during the coming years. Above all others I want to thank you, our clients for placing your trust in us,

**Cathy Connolly**



2019 Flag Day in aid of Galway RCC



## COMPASSION AND UNDERSTANDING

Creating a culture of compassion & understanding around the survivors of sexual violence & abuse

## CLINICAL SERVICES

### COUNSELLING AND SUPPORT SERVICES

The first contact a survivor will make with us is generally through our telephone helpline. Through our helpline we offer support to regular clients, supporters of survivors, people who require information on the services we provide or those who wish to talk about issues relating to sexual violence or sexual abuse. Other times, the survivors contact us through email or Facebook. Also, when a client attends SATU (Sexual Assault treatment Unit) they are offered follow up services at GRCC.

### OVERVIEW

2019, in line with the last number of years, has seen a greater demand than ever for our service and an increase in the overall number of clients coming for counselling to GRCC. Overall 3,438 face-to-face counselling sessions were taken up in the Centre in 2019.

We very much welcome the fact that more survivors are coming forward for help and we are glad to be able to offer support to those survivors. However, the increase in demand means that despite some extra funding from Tusla and the funding support from Lifes2good our resources remain stretched and we still have to operate waiting lists. We will continue to lobby and fundraise for more resources to support those who seek our help.

One of the significant features of last year was the establishment of an Adolescent Clinic. As, in the last number of years, we have had a relatively high number of young people contacting us for support, in 2019 10% of our clients were under 18 and overall 35% of our clients were under 24. It became evident that

we needed to provide a different support model for the young people (14- 24) who contact us, one which allows more immediate access to support and counselling for this age group. We were fortunate to have received funding from Lifes2good to enable us to set this up. Through the clinic we are able to provide young people with support in a more timely manner with counsellors who have experience of working with young people.

In relation to young people other trends that were apparent during the year was the increase in the incidence of young people experiencing sexual assaults or rapes at house parties or in the apartment or homes of other young friends or acquaintances. There was an 8% increase in the incident taking place in the survivors home, and a 10% increase where it happened in a friends/acquaintances home. With this age group there has also been an increase in the use of sexual images in social media to bully, silence or shame. This can be particularly pernicious when it is used to intimidate a young person who may have already remove (have) experienced an assault or rape. Some of our young clients also reported the use of date rape drugs in relation to their sexual assault or rape.

In 2019 the number of adults over 50 who came forward for support and counselling continues to be high. Different factors may have contributed to survivors of all ages feeling more empowered to come forward and look for help in relation to unwanted and traumatic experiences in the recent past or those of a more historic nature; experiences about which they may have previously felt too fearful or too silenced by society to look for help. The “#Me Too” movement and the number of high profile

women and some men who have spoken out about the sexual violence and harassment they have experienced in different aspect of their lives continues since 2018.

The issue of consent and of what is seen as acceptable sexual behaviour continued to be heightened in 2019. Sexual violence still carries the stigma of shame and blame which prevent many survivors from disclosing their experiences, looking for help and support and reporting to the Gardai.

We welcome the proposed rolling out of the Garda Protection Services Unit in the west which is aimed at providing a more specialised and victim centred approach to victims of sexual and domestic abuse. We hope this will be a further step in facilitating survivors to access support through the legal system as the decision to make a complaint to the Gardai can be a difficult one for many survivors.

### COUNSELLING SERVICE

A core part of our work in GRCC is providing short and long-term counselling to adults and adolescents who have experienced rape, sexual assault, child sexual abuse and other forms of sexual violence. We offer a professional and confidential counselling service in a caring and safe environment. Through this counselling, the centre offers support to survivors and affords them the opportunity to be heard and have their experience validated and to examine how the experience they went through has impacted their lives. Through this work they are enabled to make positive changes in their lives. All our counsellors are qualified and have had specialist training in working with sexual violence. Our clinical work is informed by current research and practice in the area of trauma, complex trauma and sexual violence

### ACCESSING OUR COUNSELLING SERVICE

When survivors contact GRCC they are offered an initial support and assessment meeting. During this first meeting, the client's current situation is assessed, how they are coping right now, what means of support is available to them and what kind of support they are looking for from our service.

After the initial appointment survivors go on a waiting list to begin counselling. Ideally this would be within a short period of time, however, due to inadequate resources survivors the waiting times can be longer than we think is respectful or right given the distressing nature of what they have experienced.

If the survivor has experienced a recent sexual assault or is very distressed, we will try to ensure that the waiting time is as short as possible. Young people under 24 who come in are seen in the adolescent clinic where waiting times are shorter.

## SHORT TERM CRISIS COUNSELLING

Survivors of recent sexual assaults and survivors of other sexual violence can be very distressed and in crisis. This is often what leads the survivor to contact GRCC. During this 'crisis' time the survivor's coping skills are at a low level, leading them to feel overwhelmed and unable to deal with what has happened to them. Our frontline staff, who answer the telephone helpline will arrange an initial appointment after which they are offered some sessions of crisis counselling as soon as possible.

### REFERRAL TO GRCC

SELF	50%
RELATIVE/FRIEND	14%
GP/SATU/GARDAI	17%
MENTAL HEALTH/HOMELESS DOMESTIC VIOLENCE SERVICES	16%
OTHER SUPPORT SERVICE	3%

## LONG TERM COUNSELLING

During long-term counselling, the client and counsellor identify the individual needs and goals, which form the basis of how the issues the client faces are dealt with in the counselling session. The survivor is also given the opportunity to examine the traumatic impact of the sexual abuse and/or violence and to build the resources be enabled to make positive changes in their lives.

## ADOLESCENT CLINIC

Young people under 24 who contact us are seen by one of our adolescent counsellors. This counsellor will support them through their time in GRCC. For clients under 18 the counsellor may involve parents or supporters in the work.

### AGE OF CLIENTS

UNDER 25	35%
26 - 40	36%
OVER 40S	29%

## MALE CLIENTS

GRCC has a counselling and support service that specifically caters to male survivors of sexual violence. It is similar to that offered to female survivors, but because it is orientated towards men it endeavours to remove the taboo and isolation surrounding the issue. Males have the option of seeing a male counsellor if that is more comfortable for them.

**Male clients represented 9 percent of clients/Supporters at GRCC in 2018.**

"As a man I thought a Rape Crisis Centre was only for women, so when I was referred there I was pleasantly surprised to find that I was most welcome and GRCC provided a male counsellor for me."

GRCC Client

## LOCATION OF ABUSE

Abuses can occur in various different locations but are more likely to happen in a setting familiar to the survivor, most typically as in half of the cases, in their own home or in the home of someone they know. 2019 saw an increase in the incident of sexual assault in Nightclubs, places of work, as well as outside and in the car.

### LOCATION OF ABUSE

SURVIVORS HOME	23%
ABUSERS HOME	23%
OUTSIDE/CAR/NIGHTCLUB/HOSPITAL/EMPLOYMENT	17%
OTHER/UNKNOWN	37%

## RELATIONSHIP TO ABUSER

In the 123 Reported Incidents, Child sexual assault CSA, accounted for 71 of them, with over 95% of those incidents involving the perpetrator as known to the survivor. The other 52 incidents reported as an adult assault were by 78% known perpetrators. This contradicts the most common perception that sexual violence is most frequently perpetrated by person/s unknown.

### RELATIONSHIP TO ABUSER

AQUAINTANCE/FRIEND	57%
PARTNER/EX-PARTNER	17%
FAMILY MEMBER	3%
STRANGER	21%
OTHER	2%

## COMPLAINT FILED

From the data below we can see that over three-quarters of clients did not report to the gardai in 2019. Getting justice through the legal process remains long and arduous with often unsatisfactory outcomes for survivors with low conviction rates in Ireland.

The long wait for cases to be heard in court and the many postponements of cases often requested by the defence can lead to cases being dragged out for years with many survivors reported feeling their lives are 'on hold' until the case is over.

Also for many survivors the perpetrator is often someone close to them and this creates more complexities in terms of reporting. The GRCC supports any client regardless of whether they report or not. However the Garda Protection Services Unit started in 2018, in the west, has been a positive step in facilitating survivors to access support through the legal system and improve the legal journey.

### COMPLAINTS FILED

REPORTED TO GARDAI	22%
NOT REPORTED	78%



## OUTREACH SERVICES

The GRCC Outreach Services are available in Ballinasloe and Gort since 2013. 2018 saw the addition of Tuam as a region. In 2019 we added Oughterard as an outreach centre.

Research showed that not everyone could travel to Galway city for counselling because of work or school commitments, while many others did not have access to transport or were unable to afford the costs involved in travelling from

these rural areas into Galway city. Providing an invaluable and essential service, GRCC Outreach Services makes a difference to the lives of many people who would otherwise be unable to avail of its support.

To date the outreach services has been accessed by members of the general community, the travelling community, Syrian refugees and young teenagers.

*"Regarding meeting you at the Outreach Centre in Gort, I honestly believe you have saved my life. I do know if I had to travel to Galway City, with my life so hard and hectic and traumatic as it was, I wouldn't have made the journey and found myself. The fact that the Outreach Centre is so close to home I feel it makes it very doable, as it is an hour compared to the half a day and cost to come to Galway. Thank you again for giving me my life back."*

## SUPPORT SERVICES

GRCC facilitates several support groups for survivors of sexual violence including Ear acupuncture (NADA) and Capacitar. The aim of these support groups is to remove the isolation the survivors feel within society, experience support from people with similar experiences and to learn new coping skills such as meditation and mindfulness.

The Capacitar group meets on Wednesdays from 1pm to 2pm. Capacitar connects the mind and body to combat negative thoughts and manage anxiety using guided meditation, Acupressure, Mindfulness techniques, Visualisation and breathing exercises. Tai Chi body movement is incorporated to promote serenity through gentle movement.



'Bay-to-Bay Walk' in aid of Galway RCC, among other charities.

*"Our vision is to lessen the impact and incidence of sexual violence and abuse and to achieve a society which no longer tolerates these crimes."*

## EDUCATION

Developing & delivering programmes & services to educate the youth and help prevent future instances of sexual violence & abuse

## EDUCATION AND RAISING AWARENESS

### DISCLOSURE TRAININGS IN 2019

GRCC provide what we call "Disclosure Training" to our own volunteers, student and professional groups on an ongoing basis. The need for such training originally arose with the establishment of the GRCC when we realised that anyone associated with the centre – even in the capacity of shaking a bucket on our flag days – was open to being approached by someone who has suffered sexual abuse or violence in reaching out for help. We realised the importance of having all of our volunteers trained to deal with such disclosures appropriately and sensitively, and to have the appropriate information and protocols available to help people. Over the years, we have evolved and refined the training, and demand for it has increased from many sectors dealing with the general public, as well as people from a very broad range of helping professions, in both public and private practice.

The half day course provides participants with the skills and knowledge to deal appropriately with a disclosure of sexual violence, in settings where this is likely to occur. The training is delivered by GRCC counsellors with extensive client experience and training skills.

The aims of the training are to:

- Increase awareness of the causes and effects of sexual violence
- Increase awareness of the causes and effects of sexual violence
- Examine attitudes, values and beliefs about sexual violence
- Promote an understanding and give opportunity to practice scenarios involving a disclosure of sexual violence
- Introduce the work of Galway Rape Crisis Centre, and give information on the broad range of services we aim to provide

In 2019, we delivered the training to groups set up by the Students Union in NUIG and to the GMT student and staff body involved in the Smart consent workshops. Disclosure training was also delivered to the Drama society in NUIG who were touring the country with an original drama entitled "The kinds of sex you might have in College" so that they would have the necessary skills to handle disclosures and be self-aware. We delivered training in Roscommon to the CYPSE Children & young peoples services. Age appropriate disclosure training was also delivered to some secondary school students and what is evident is that there is a growing need for much more. We gather feedback from participants on an ongoing basis. We constantly hear how helpful the training has been and we have past participants urging friends, colleagues and fellow students to contact us in relation to future trainings.

Professional groups and participants pay for the training to be delivered and we tailor the training and roleplays to each particular group's needs. Training is delivered for free to anyone volunteering for us.

All enquiries can be directed through [admin@grcc.ie](mailto:admin@grcc.ie) or to Della Holian, Orla McGuinness and/or Kathryn Berry on 091 564800.



Education Fair

## RAISING AWARENESS

Challenging myths and misunderstandings that surround sexual abuse, rape & violence

### THE MANUELA PILOT EDUCATION PROJECT

The development of this programme was initiated by the Manuela Riedo Foundation which was founded in Galway in 2009 in memory of Manuela Riedo a seventeen year old Swiss student who was sadly raped and murdered in one of Galway's darkest days in October 2007. This pilot is Manuela's Legacy,

The collaborative process has taken many years and the current Pilot Project is jointly funded by the Rights, Equality and Citizenship (REC) Programme of the European Union, Tusla and the MRFI. It is being implemented by TUSLA, and Galway Rape Crisis Centre are strategic partners. The thirty month pilot due to finish May 2020, will have reached over 2000 students, facilitated by four project workers based in Galway, Kerry, Dublin and Wexford. 49 teachers were trained to deliver the programme in their own schools going forward. There was a waiting list of over 20 schools as the demand was so high. The aims of the Manuela Programme are to engage young people in a dialogue that looks at attitudes, knowledge and skills in relation to Consent, Healthy relationships and Sexual violence prevention.

### Young people who participate in the programme will be able to:

- Demonstrate an enhanced knowledge of what constitutes sexual violence and its impact.
- Recognise what constitutes a healthy or unhealthy relationship.
- Challenge social norms that are tolerant of sexual violence.
- Develop attitudes that contribute towards equality.
- Make healthier choices in the context of influences in the world around them.
- Be knowledgeable about relevant support services and structures.

This project has so far exceeded our original expectations. It has been so well received by schools in all four corners of the Isle and students continue to shape and enhance the programme by contributing to research being compiled in NUIG.



Manuela Riedo

## ADVOCACY

We offer support to everyone regardless of the path they choose & help bridge the gap by linking with other relevant agencies

### ADVOCACY & SERVICE ACCOMPANIMENT

As an additional support, the Centre offers clients accompaniment to services such as doctors, solicitors, the Courts or the Gardaí and can also contact an agency on the client's behalf. We also organise reporting to Gardaí in the Centre's premises if the client would feel more comfortable. Counsellors can support survivors with writing Victim Impact Reports post- conviction. In 2019, 10 clients and over 25 family members, were supported with Court Accompaniment over a period of 24 days of Trial. 12 clients were supported with Garda Accompaniment in our premises. It is often necessary for clients to attend court more than once and GRCC staff will support the client throughout the process. GRCC clients can also access legal advice through our monthly free Legal Clinic.

### SEXUAL ASSAULT TREATMENT UNIT (SATU)

The Sexual Assault Treatment Unit (SATU) provide specialist care for females and males aged 14 years and over who have been recently sexually assaulted or raped. Our Psychological

Support Workers (PSW)'s are part of a specialist team of SATU staff who provide easily accessible holistic services, in a supportive and sensitive manner. The service addresses the medical, psychological and emotional needs and appropriate follow up care for survivors of sexual crime. This includes provision of treatment such as emergency contraception and medication to reduce the possibility of developing a sexually transmitted infection.

The SATU services respond to requests from the Gardaí for the collection of forensic evidence to aid the legal process. If a person wishes to report an incident to An Garda Síochána, this should be done as quickly as possible. SATU also provide services for people who do not wish to report the incident to the Gardaí. There is no charge for any of the SATU services or follow up appointments.

**SATU service can be contacted at any time via An Garda Síochána, or by contacting the Galway unit 091 765751 or 0876338118 Mon-Fri 08.00- 16.00.**

### PSYCHOLOGICAL SUPPORT

**Our Psychological Support Workers (PSW)'s provide 24/7 psychological support and Advocacy within the Galway SATU. This support is available to survivors in the aftermath of a sexual assault. All our PSWs receive specialist training and are provided with a solid support structure. The team is led by our SATU Services Manager Bernadette Daly who has developed and managed this service provided by GRCC since the SATU unit opened in 2009.**

In 2019 Our PSW Team provided psychological support and advocacy for 69 survivors of whom:

### PSYCHOLOGICAL SUPPORT

FEMALE	64 (92.5%)
MALE	4 (6%)
TRANSGENDER	1 (1.5%)



**I have received precious advice, techniques and listening skills over the last few months. Counselling has helped me to grow and leave some of my luggage behind**

**I was afraid to come here but it was calm and bright and safe. The service has given me back my life. I think the GRCC carries out lifesaving work and it is difficult to hear that they need to fundraise to keep the work going. The service has helped me more than I can say**

**I was afraid coming to GRCC but the counsellor reassured me and I wasn't frightened. After coming I was calmer and better able to make realistic choices. The service was very grounding, calm, safe and trusting. The GRCC saves people's lives, their sanity, restores families, thank you for your help and support**

**My counsellor has changed my life for the better forever and that is my strongest impression of the centre**

**I wasn't sure what to expect but I got a calm, safe, non-judgemental environment**

**The counselling I received in GRCC has given me back my confidence, and made me realise the abuse I suffered really was not my fault**

**GRCC has taught me the skills to cope in hard times and has given me more of an ability to deal with Life, both bad and good**

**I will be forever grateful to GRCC , getting help has saved my marriage & allowed me to be the dad I've always wanted to be to my twin girls....  
CSA Survivor**

## HELPLINE STATISTICS 2019

The helpline is available from 10am to 1pm Monday to Friday. There were 5,313 calls, texts and emails to/from the centre in 2019. This is an increase of 15% on 2018.

The helpline is generally how women and men make their first contact with GRCC. It is the most important, and usually the most common point of contact for our clients when they are seeking the services of GRCC, and the 1800 number allows our clients to contact us free of charge and confidentially.

The helpline is available from 10am to 1pm Monday to Friday. There were 5,313 calls, texts and emails to the helpline in 2019. This vital service is often the first contact survivors have with the centre.

The way that people are now contacting GRCC is changing, we see an 11 percent increase in the Clients using text messages to contact the centre and more people sending emails as first point of contact. Social media is also playing a big role with much of our latest information being placed on the GRCC website or other platforms such as Facebook and Instagram. Texts and emails are a more flexible method for clients and supporters to contact and engage with GRCC. Rape and sexual violence is the ultimate theft of self-control and often leads to a breakdown in the victim's sense of self-worth. The stigma and shame attached to rape is often the biggest barrier victims need to overcome in order to come to terms with what has happened therefore having different methods of making that first contact is extremely important. Many more women than men contact the helpline and this is reflected in the numbers of clients attending GRCC for counselling. Over 73 percent of helpline contacts to the centre were from survivors themselves. Supporters accounted for 9 percent of callers. Drop-in counselling appointments can also be arranged for supporters which benefits the survivor in the long run too.

We have seen an increase in contact by people from other professional organisations and

services and particularly those who work with young people. This represents an improved understanding by agencies of the stigma surrounding sexual abuse and sexual violence. Professionals contacting the centre accounted for nearly 16 percent of callers.

There is no way to tell before the call is answered who might be on the other side and just how important that first phone call can be to a survivor as they start on a challenging path to unburdening themselves from the impacts sexual violence has had on their lives.

## HELPLINE STATISTICS

VOICE CALLS	31%
TEXTS	63%
EMAIL/ LETTER/ SOCIAL MEDIA	6%

## SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

DETAILED INCOME AND EXPENDITURE ACCOUNT  
for the year ended 31 December 2019

	2019	2018
<b>INCOME</b>		
Tusla S.59 Funding	443,300	404,250
Other Grants	2,000	-
Donations	51,543	43,872
Fundraising Income	75,978	38,813
E U Project	117,816	115,994
Lifes2Good Income	73,720	27,692
Manuela Riedo Foundation Grant	-	22,293
Other Income	16,640	9,483
Rent receivable - other income	14,400	14,400
	<u>795,397</u>	<u>676,797</u>
<b>EXPENDITURE</b>		
Wages and salaries	574,937	472,455
Social welfare costs	58,484	50,394
Staff defined contribution pension costs	16,554	16,340
Staff training	7,736	3,584
Contracted Counselling Services	11,478	11,498
Fundraising expenses	8,624	966
Relief Staffing	15,530	20,990
Rent payable	1,611	207
Insurance	4,156	3,386
Lifes2Good expenses	-	7,182
Light and heat	8,591	8,603
Cleaning	6,295	2,176
Repairs and maintenance	1,600	1,511
EU Project expenses	13,413	13,400
Printing, postage and stationery	1,127	3,087
Advertising	1,056	4,045
Telephone	3,350	3,739
Computer costs	5,195	1,466
Hire of equipment	1,365	959
Travel & subsistence expenses	3,397	2,769
Security	1,069	403
Supervisors	13,360	11,298
SATU costs	5,435	3,452
Client expenses	1,357	397
Legal and professional	708	420
Accountancy	6,531	6,551
Bank charges	1,035	645
Canteen	127	2,652
Staff welfare	1,100	-
General expenses	2,984	1,569

## SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

DETAILED INCOME AND EXPENDITURE ACCOUNT  
for the year ended 31 December 2019

Subscriptions	1,562	350
Auditor's remuneration	4,674	3,813
Depreciation	2,873	2,648
	<u>787,314</u>	<u>662,955</u>
Miscellaneous income		
Bank interest	4	81
Other gains and losses	(45,000)	20,000
	<u>(44,996)</u>	<u>20,081</u>
Net (deficit)/surplus	<u>(36,913)</u>	<u>33,923</u>

The company has no recognised gains or losses other than the surplus for the year. The results for the year have been calculated on the historical cost basis. The company's income and expenses all relate to continuing operations

Approved by the board on 3rd July, 2020 and signed on its behalf by:

**lognaid O'Muircheartaigh**  
Director

**Tom O'Donnell**  
Director



The 2019 Ladies' Lunch



Nick Leeson and Friends'Hell & Back' in association with Health Fit



## FUNDRAISING & AWARENESS-RAISING IN 2019

2019 was a particularly busy year for Galway Rape Crisis Centre, from both a fundraising and awareness-raising perspective.

Joanne Tierney was appointed as the charity's Fundraising and Communications Manager in March 2019. Throughout the year, the charity's fundraising portfolio was built upon and further developed with regard to community events, managed events and successful grant applications. In addition, a two-year corporate partnership was formed with Aviva Galway. Ultimately, these developments led to increased fundraising revenue in support of the charity's counselling and support services. Underpinning this financial growth was a major focus on increasing Galway Rape Crisis Centre's offline and online presence. This led to a significant increase in the charity's representation and presence in the local media (both print and radio), and in the number of people following the charity's social media accounts.

The "Did You Know?" video series was a particular highlight and its success is attributed to everyone who gave their time and lent their voice in support of this important services-centred campaign. This increased public profile resulted in a greater awareness of the charity's services, fundraising activities and fundraising needs.

These foundations will continue to be built upon throughout 2020. All of this growth was made possible by the outpouring of support for the work of Galway Rape Crisis Centre by the people of Galway City and County, as well as by those further afield, and by the charity's amazing volunteers. It is community support that helps make the work of Galway Rape Crisis Centre possible. The Galway RCC Team is incredibly grateful to every person who has supported the organisation, both in the past, and throughout 2019.

Go raibh míle maith agat.



The Grealysh Family celebrated 30 years in business and kindly included Galway RCC in their special celebrations



Launch of the Aviva Galway/Galway RCC Partnership



Marks & Spencer Galway, Sports and Social Club Greenway Cycle



Grant Thornton's Festive Fashion Friday Fundraiser



Staff from Medtronic Mervue took part in the Streets of Galway in aid of Galway RCC



Caragh Precision's Christmas Raffle, Bake Sale and Jumper Day

## GRCC ALWAYS NEEDS YOUR HELP!

As a charity that relies heavily on voluntary contributions, donations and fundraising events to ensure the provision of essential services, Galway RCC always needs your support. If you, your family, friends or colleagues are considering raising funds for a charity, why not consider choosing Galway RCC as a beneficiary? Equally, volunteers play a vital role in ensuring successful fundraising each year. If you would like to make a donation, organise a fundraising event or volunteer in support of Galway RCC, please contact [admin@grcc.ie](mailto:admin@grcc.ie) or phone 091 564800.

### DONATIONS

All donations make a difference. All monies donated to Galway RCC are channeled back into the charity's counselling and support services. You can donate in a number of ways:

### DONATE ONLINE

You can donate online on our website [www.galwayrcc.org](http://www.galwayrcc.org) or by visiting [www.idonate.ie](http://www.idonate.ie) and selecting our charity.

### POST

Send a cheque, bank draft or postal order made payable to Galway Rape Crisis Centre, The Lodge, Forster Court, Galway, Ireland.

### SPONSORSHIP

Sponsor or part-sponsor one of our charity's annual fundraising events.

### STANDING ORDER/DIRECT DEBIT

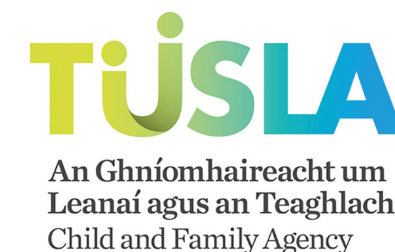
To make regular ongoing donations to Galway RCC, visit [www.galwayrcc.org](http://www.galwayrcc.org) Under the "Fundraising" section, there is a direct debit form which can be filled up online, printed off and sent to your bank and they will do the rest.

### BECOME A FUNDRAISING VOLUNTEER

Volunteers play a major role at Galway RCC. If you would like to become a fundraising volunteer, simply email [admin@grcc.ie](mailto:admin@grcc.ie).

If you have been affected by any of the issues raised here, please contact the Galway Rape Crisis Centre Helpline on 1800 355 355

## GRCC IS GRATEFUL FOR THE SUPPORT OF THE FOLLOWING FUNDERS:



*Manuela Riedo Foundation*

## AND THE GENEROSITY OF THE PEOPLE OF GALWAY



## **Galway Rape Crisis Centre**

SERVICES FOR SEXUAL  
TRAUMA & ABUSE

The Lodge  
Forster Court  
Galway  
091 564800  
Email: [admin@grcc.ie](mailto:admin@grcc.ie)  
Website: [www.galwayrcc.org](http://www.galwayrcc.org)

