



# ANNUAL REPORT 2011







TOP LEFT: JOHN SAUNDERS, DIRECTOR OF SHINE. TOP RIGHT: DAVID NORRIS AND DOLORES KAVANAGH. BOTTOM LEFT L-R: CILLIAN RUSSELL, TONY FRANCIS, TREASURER OF SHINE, KATHLEEN LYNCH TD, MINISTER FOR DISABILITY, EQUALITY AND MENTAL HEALTH AND JOHN SAUNDERS, DIRECTOR OF SHINE. BOTTOM RIGHT L-R: MINISTER SIMON COVENEY, ARTIST MARY CORCORAN AND DENISE O'REARDON

## Robert Thompson RIP



In January 2012, Shine learned of the death of Mr. Robert Thompson, aged 85 years. Robert was one of the founding members of the Schizophrenia Association of Ireland. In 1975 Robert and his wife Rosemary were part of a group of concerned relatives who prepared the groundwork for what became the Schizophrenia Association of Ireland, later Schizophrenia Ireland and now known as Shine.

Robert worked closely with the organisation for nearly 30 years of his life. He was a well-known face to anyone associated with the organisation. Robert served as a member of council for a large number of years and held the post of Honorary Treasurer from 1997-2000.

Robert was at all times immensely wise and supportive. He always stressed the need to focus on clear objectives and constantly encouraged innovation and development. His contribution over the years helped lay a solid foundation to what is now a national organisation. May he rest in peace.

LEFT: ROBERT THOMPSON AND LISA MARTIN AT A SHINE EVENT

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# Strategic Plan

## Mission Statement

“Shine is the national organisation dedicated to upholding the rights and addressing the needs of all those affected by mental ill health, through the promotion and provision of high quality services and working to ensure the continual enhancement of the quality of life of the people it serves.”

## Organisational ethos

Shine believes that

People with mental ill health should at all times be accorded equal rights, entitlements and opportunities available to any other member of society, and should be empowered to participate in the life of the community;

Family members, the majority of whom are the primary providers of mental healthcare in the community should be accorded full recognition and support by the institutions of the State, and be empowered to address their own needs;

A history of mental ill health should not be a cause for discrimination in any form, nor should it inhibit the individual's right of equal access to training, education and employment opportunities;

We should foster a partnership approach with all relevant agencies.

## Objectives

1. To promote the development of parallel self help groups for people with mental ill health and their family members and carers.
2. To empower people with mental ill health and their family members through support, information and education.
3. To promote the right of all those affected by mental ill health to person centred and appropriate services, which support recovery.
4. To engage in public awareness activities aimed at challenging stigma and discrimination and promoting the rights and needs of all those affected by mental ill health.
5. To influence positive policy changes in the provision of mental healthcare services.



# Chairperson's Report

In 2011 Shine continued its work implementing its mission statement to "uphold the rights and address the needs of all those affected by mental ill health through the promotion and provision of high quality services and working to ensure the continual enhancement of the quality of life of the people it serves". As in previous years, Shine had to carry out its functions in 2011 with reduced resources, in line with all other HSE funded charities. Shine delivered the service it is contracted to provide without reductions in front-line services and limiting most of the cuts to non-pay items of expenditure.

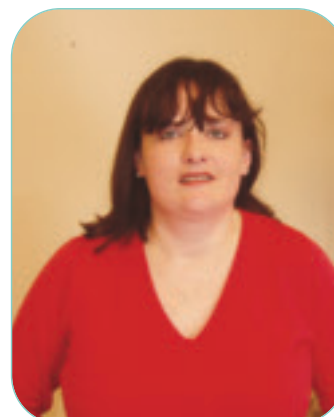
In 2010, Shine launched a new guide called "Taking Control of your Mental Health". Due to the success of this guide, it was decided to pilot and roll out workshops of the same name starting in 2011. The aim of the "Taking Control" workshop is to help people to find new ways to face unexpected challenges and set achievable goals. They have been very well received nationwide to date.

In May 2011 Shine held its AGM in the Mansion House and had an introduction to the work of See Change by Kahlil Thompson Coyle. Senator David Norris was the guest of honour for the day and he spoke about his work on mental health and disabilities in general throughout his career and what he could do to raise awareness of mental health conditions if he became President. As we know President Michael D. Higgins won the race to the Áras, but it was interesting to note how much media coverage focused on the interest of the various candidates in the topic of mental health and suicide in particular, both in the General Election campaign and in the Presidential campaign.

In September a delegation from Shine attended the EUFAMI Conference in Basel, Switzerland where we met with colleagues from all across Europe who had different stories to tell of best practice in mental health, and how services are provided in different countries. I heard about service users being employed as paid advocates by a health insurer in Switzerland; compulsory health insurance for all members of society so that everyone has the same access to services, and lots of other ideas which I have shared with colleagues since I got back. I hope services in Ireland can reach this level of efficiency in time.

In October, an anthology of poetry and prose called Shine On was launched in the Mansion House. This is being sold in all good bookstores to raise awareness of Shine's work. Some of the stories have a mental health theme but others do not, and the works have been given gratis to Shine by the long list of accomplished authors that contributed.

In Cork, Shine has emerged from the Basement Resource Centre and has a brand spanking new space on the ground and first floor of a former retail outlet on Washington Street West. A vote of the membership however decided in favour of retaining the Basement name.



CLAIRE KEOGH

There was an official launch in November and the Council had their November meeting in the space.

Shine welcomed the positive announcement made by the government in November 2011 to commit an additional €35 million for the development of community mental health teams as per A Vision for Change, the government's mental health policy. This is a positive step in bringing Ireland in line with other countries in the provision of modern community based mental health care services. Of note in the same speech of Minister Howlin, was the announcement of free GP care for persons accessing long term medication on the long term illness scheme. However, as Shine and its members know only too well, the Department of Health and the HSE has not yet classified mental illnesses as long term under this scheme, so persons suffering with mental ill health for the first time, often with substantial loss of income, have to struggle to find the money for essential medications to help them recover. This is a matter that Shine will have to give some energy to addressing in the future.

On a happier note, also in November, Shine had its first Staff Recognition Day to recognise staff and volunteers who have provided long service to the organisation. It is hoped that this will become an annual event, marked by a meal for staff and the presenting of gifts.

On a final note, I would like to thank all staff members and volunteers who continue to work for Shine and all service users and their families for continuing to access our services.

Claire Keogh



# Organisational Structure

Shine Staff as of 31 December 2011

## Director's Office

John Saunders  
Dolores Kavanagh

Director  
Administrative Assistant

## National Projects Team

Kahlil Thompson-Coyle  
Hazel Whelan  
Miriam Gray  
Jane Arigho  
Zofia Domaracka  
Sorcha Lowry  
Niamh Mongey

Policy and Projects Manager  
Projects Assistant  
Advocate, Kilkenny  
Headline Media Project Co-ordinator  
Headline News Researcher  
Communications and Partnership Officer, See Change/ Media Project Officer, Headline  
Projects Assistant, See Change

## Rehabilitation Services

Cillian Russell  
Alexandra Scheele  
Goedelle van Laake  
Colette O'Connor  
Malachi McCoy  
Lisa Maguire  
Denise O'Reardon  
Bruno Nicolai  
Sarah Byrne

Social and Rehabilitation Services Manager  
Development Worker, Dublin  
Development Worker, Dublin  
Development Worker, Dublin  
Resource Centre Co-ordinator, Dublin  
Development Worker, Dublin  
Resource Centre Co-ordinator, Cork  
Development Worker, Cork  
Development Co-ordinator

## Counselling and Information Services

Claire Hawkes  
Damien Lillis

Counsellor and Information Helpline Co-ordinator, Dublin  
Counsellor, Cork

## Development Team

Patricia Seager  
Christina Burke  
Ann Marie Flanagan  
Miriam Murphy  
Martin Matthews  
Derek Pepper  
Susan McFeely  
Catherine Rountree  
Bernadette Byrne  
Karina Keane

Assistant Director and Manager of Development & Support Services  
HSE Western Regional Development Officer, Galway  
HSE Midwestern Regional Development Officer, Ennis  
HSE Southern Regional Development Officer, Cork  
HSE South-Eastern Regional Development Officer, Kilkenny  
HSE North-Eastern Regional Development Officer, Dundalk  
HSE Mid Leinster Regional Development Officer, Dublin  
HSE Midlands Regional Development Officer, Tullamore  
Administrative Assistant, Dublin  
Support Worker, Galway

## Administration Team

Elaine Curtis  
Grace Ying Ma  
Leonor Bethencourt  
Rose Noone  
Stephen Mahon  
Maura Delaney

Accounts Manager  
Accounts Assistant  
Office & Premises Supervisor  
Administrative Assistant  
Administrative Assistant  
Cleaner

## Community Employment Scheme Staff

Donna Brady, Donna Rafferty, Mary Hayden, Mariessa Mulhall

## Voluntary Workers

We thank our volunteers who give a great deal of their time to help support the activities of Shine and whose contribution is invaluable at every level of the organisation.

Registered Charity Number 6380 • Company Registration Number in Ireland 70462



## Director's Letter

I am pleased to present the Shine Annual Report for 2011, a difficult year for many. Shine, like other organisations experienced a cut in its income arising out of Government reductions in public expenditure. Despite this we have managed to maintain a similar level of service to previous years and in fact have made some improvements.

Some innovative activities in 2011 included the delivery of "Taking Control" training courses in the midlands region which are now being disseminated throughout the 26 counties. In the summer of 2011 we completed the Grow Young research project and launched the report highlighting the issue of mental health problems amongst the older population. In Cork, the Basement Resource Centre moved to a new premises near the centre of the city and has developed many innovative activities.

During 2011 Shine Arts was further developed to support recovery through the arts. Art exhibitions were held in Cork, Kilkenny and Dublin. The Kilkenny group took part in the St Patrick's Day Parade and the Basin Club in Dublin launched a pamphlet of creative writing. Nationally, Shine launched the Shine On Anthology of Irish Writers as an awareness raiser for Shine.

During 2011 Shine interacted with over 18,000 people through its information line, face to face meetings, workshops, training courses and seminars. Of these many were people with a diagnosis of severe mental illness, others were family members or mental health professionals.

So despite ever reducing resources Shine has been proactive in maintaining and improving its services. This could not be done without the support of all its volunteers including council members, Shine staff and Shine partners.

During 2011 See Change and Headline continued their important work on changing attitudes and media monitoring respectively and we are proud to say that both projects have made a significant contribution towards changing attitudes towards mental ill health.

Under the leadership of Cillian Russell, Shine underwent a strategic review leading to the development of the new Strategic Plan 2012-2014. Shine also commenced an Operational Review of all activities to allow it to continue its



JOHN SAUNDERS

development as a representative organisation of families and people with experience of mental ill health into the future.

On a sad note, Shine recently learned of the death of Mr Robert Thompson who was one of the founding members of Schizophrenia Ireland. It is largely due to people like Robert that Shine is now a well-established national organisation. We wish his wife Rosemary and his children well.

Finally, may I offer my sincere thanks to everyone who has supported Shine over 2011 and I assure you that we will do our best to provide the necessary support to all our members and clients in 2012.

Best wishes,

John Saunders  
Director of Shine

# National Development

The Development Team at Shine, consists of the National Development Manager, seven Regional Development Officers (RDOs), one Support Worker and one Administrative Assistant. The Development Team provide information and support to people with self-experience of mental illness and their families and friends. The Regional Development Officers support and coordinate the network of Phrenz and Relatives' Support Groups around the country, and work to develop new groups. Our RDOs organise awareness-raising events, information evenings, presentations, outreach initiatives, and deliver training and educational workshops and seminars.

## Phrenz Facilitators

Tim Bingham	- Tralee
Bernie Boyle	- Stillorgan
Sean Broderick	- Swords
Mary Butler	- Clonmel
Eamon Cogger	- Castlebar
Richard Conroy	- Bandon
John Crilly	- Meath
Esther Crowe Mullins	- Ballinasloe
Eugene Crowley	- Stillorgan
Owen Dureke	- Tralee
Terry Haden	- Kildare
Jessica Geleng	- Stillorgan
Dara Lakes	- Maynooth
Teresa Lally	- Artane
Barry Lavelle	- Maynooth
Breda Long	- Cork
Liam Madden	- Kildare
Owen McCoy	- Dundalk
Ed McGeough	- Stillorgan
Eileen Nolan	- Artane
Tim O'Connor	- Limerick
Anthony O'Donoghue	- Blessington Street
Mary O'Malley	- Kilrush
Mary O'Shea	- Ennis, Nenagh, Limerick
Niall Payne	- Athlone, Tullamore
Jim Power	- Galway
Rosanna Sherlock	- Ballyfermot
Anthony Smith	- Kilrush
Richard West	- Killarney

## Relatives' Facilitators

Tony Blackmore	- Waterford
Fergal Butler	- St. Martha's
Martin Cahill	- Blackrock
Ann Cleary	- Loughrea
Donie Coleman	- Castlebar
Ann Concannon	- Milltown

Noelle Dáson	- Limerick
Hugh Devlin	- Buncrana
Patricia Duffy	- Inishowen
Colette Fahy	- Dublin North Central
Annette Field	- Swords
Caitriona Gibson	- Ballyroan
Pauline Gill	- Dundrum
Paul Guckian	- Ennis
Angela Hunter	- Cork, Killarney
Marie Keating	- Thurles
Tom Lohan	- Glenamaddy
Karen Loughrey	- Ballyroan
Gabriel Mahon	- Blackrock
John Matthews	- St. Martha's
Brian Miles	- Milltown
Peggy McColgan	- Inishowen
Evelyn McHugh	- Galway
Sinead McKenna	- St. Martha's
Ann Marie Mullery	- Roscommon
Rene O'Brien	- Tralee
Ann O'Connell	- Ballyfermot
Patricia O'Donnell	- Naas
Aine O'Reilly	- Ballyfermot
Liz Smith	- Ballyroan
John Staunton	- Ballyfermot
Laura Thompson	- Nenagh
Marie Tuohy	- Castlebar

## Family Education Course Facilitators

Tracey Boyle	- Midlands
Veronica Burke	- West
Eileen Connolly	- West
Colette Fahy	- Dublin
Joan Higgins	- West
Eamon Howley	- Midwest
Angela Hunter	- South
Mary Kennedy	- West
Evelyn McHugh	- West
Tracey Reddy	- Midwest

The following paragraphs are a summary by region of the Phrenz and Relatives' Support Groups' activities and projects in 2011.

## Southeast Region – Martin Matthews, Regional Development Officer

### Phrenz Groups

The Kilkenny Basement support group "is a strong reference point in people's lives", according to its participants. It is a drop-in morning group, which takes place every Friday. On



Tuesdays, a drop-in afternoon group takes place, in which art and other activities are scheduled. The Friday group remains extremely strong with members drawn from all counties in the Southeast region.

#### Relatives' Groups

The Waterford relatives' group continues to meet in the Cheshire Home in Waterford. A Family Education Course was run in Tipperary town at the end of 2011.

#### Other Projects

Other projects in 2011 include taking part in the St. Patrick's Day Parade in Kilkenny, with the participation of members of the Kilkenny Basement group and the general public. The float promoted the work of Shine and See Change while also mainstreaming our activities. We produced a YouTube video which had 1080 hits by year-end 2011. The Basement group also staged an art exhibition for Arts Week in Kilkenny. Two creative writing courses were completed, one in Waterford and the second in Wexford. Also delivered in the Southeast were a number of Taking Control workshops.

#### Life Lines

Martin Matthews (Regional Development Officer for the Southeast) is on the Steering Committee of a Youth Mental Health Resource Project in Kilkenny called Life Lines. Life Lines links professionals up with the network of local mental health services.

Thank you to all who participated so fully and selflessly in the work of Shine in the Southeast in 2011.

### Midlands Region – Catherine Rountree, Regional Development Officer

#### Phrenz Groups

The Lighthouse group enjoyed 2011 with increased activities and outings. They regularly share crafting skills as well as chat and fun, ably facilitated by Niall and his team. The Candlelight group meets once a month and in 2011 organised a gathering for all the other groups, with a midsummer boat trip and meal as well as a midwinter get-together. People attended from Longford, Offaly and Westmeath. The Longford Phrenz group meets once a month. It has been a year of new members joining and bringing their ideas and enthusiasm to the group. The Mullingar Sunshine group meets regularly and has enjoyed chats, laughs, walks and picnics as well as a jewellery making session.

#### Associated Groups

The St. Loman's and Portlaoise Hospital group attendance varies month on month with the focus being on 'looking after yourself after leaving the hospital'. Conversations can be stimulating and thought provoking, but also lighthearted. The Open Minds group is a thought provoking discussion group. It had a brisk year of practicing wellness tools, while looking at

mindfulness, relaxation techniques, crafts and exploring self-stigma.

#### WRAP Training

In 2011, the WRAP (Wellness Recovery Action Plan) training was delivered in Tullamore. Participants were free to join the Open Minds Discussion group which is hosted at the Shine office in Tullamore, and is open to all who have completed the WRAP course.

#### Taking Control

This resilience workshop proved successful this year, with over 20 workshops offered across the Midlands. The Taking Control Workshop is about practical ways to face life challenges, maintaining and taking control of your physical and mental wellbeing.

#### Relatives' Groups

A successful Family Education Programme ran in 2011. The Regional Development Officer facilitated it and Tracy Boyle co-facilitated.

The group is planning to keep meeting in 2012 and set up a support and learning group.

#### Other Projects

Shine looks forward to supporting the upcoming Jigsaw project in Co. Offaly, which supports the mental health needs of 12-25 year olds.

Thank you to all who took part in Shine activities in the Midlands and gave of their time, energy and ideas.

### North Dublin Region – Derek Pepper, Regional Development Officer

#### Phrenz Groups

There are three Phrenz groups in the Northern Area. The groups are located in Blessington Street, Artane and Swords. The Blessington Street group holds its meeting every Monday night. Meetings are facilitated by Anthony O'Donoghue who has played a key role in the expansion of the group over the course of the last year. The Artane group meets on the last Monday of every month, with Eileen Nolan and Theresa Lally sharing facilitation duties for what is now a long established and well attended group. The Swords group meets every Wednesday night, thanks to the dedication and commitment of Sean Broderick, Group Facilitator.

#### Relatives' Groups

The Northern Area has two relatives' groups, located in Drumcondra and Swords. The North Central Relatives' group is based in Drumcondra and meets on the first Wednesday of every month. Colette Fahy remains as committed as ever in her role as facilitator, with Christine McCabe providing additional support during meetings. The Swords group meets on the second Monday of every month, with facilitator



Annette Field playing an instrumental role in the continuing success of this group. Both groups enjoy a strong and committed attendance and have been hugely successful in providing support to families in their communities for many years now.

The Family Education Course "Recovery and the Family", proved to be a huge success again this year, with another group of relatives participating in the course during the first quarter of the year.

## Northeastern Region – Derek Pepper, Regional Development Officer

### Phrenz Groups

There are now four Phrenz groups operating within the Northeast region. The Navan Phrenz group meets every Monday night and has been doing so for nearly six years now, thanks largely to the committed efforts of facilitator John Crilly. The Phrenz group in Dundalk meets every Wednesday night. This group has become well established in the area over the past four years and much of the credit for this success must go to the long-standing members and Owen McCoy. Both the Navan and Dundalk groups enjoy a close friendship with one another and once again joined forces for the purpose of a group holiday in Cork City during the summer. The Cavan Phrenz group continues to meet in the National Learning Network Centre and this has been of great assistance to those attending the centre. A very similar situation exists in Monaghan, with the Phrenz group playing a vital role in supporting the participants who attend the National Learning Network Centre in Monaghan Town. These groups enjoy a very strong attendance and have proven to be extremely popular within the centres.

During the course of the year, Shine has enjoyed close links with many initiatives and programmes in the Northeast region, including Meath Jigsaw, Meath Sports Partnership, Breffni Partnership in Monaghan and Cavan and the Louth Leader Partnership.

## East Wicklow/South Dublin Region – Susan McFeely, Regional Development Officer

### Phrenz Groups

The Cornerstone Phrenz group continues to be a very progressive peer led social/support group. Cornerstone provides a very informal coffee shop atmosphere, where people are supported by other members and socialise in relaxed surroundings.

### Relatives' Groups

The East Coast Area has three Relatives' Groups in Milltown, Blackrock and the Central Mental Hospital (C.M.H.) in Dundrum. All groups continue to do well and each have identified their own special interest area based on the

specific needs in their local area which include housing, funding, peer support and human rights.

### Gateway

Shine has been involved with the development of a drop in resource centre in conjunction with the Rathmines Partnership in the Dublin 6 region. Gateway opened in 2004 for only one afternoon a week providing arts and crafts, tai chi and stress management. The group expanded its service to two afternoons a week. The group is peer driven and is supported by the Rathmines Pembroke Partnership. Gateway members undertook participatory research to identify the impact the work has had on members. The findings gave concrete evidence of a positive impact. The UN Human Rights Periodic review highlighted Gateway as an important model in Ireland's response to human rights.

### Genio/ PROTECT

After the successful consortium of the Health Service Executive Wicklow, Shine, DETECT and Trinity College on the PROTECT (Personalised Recovery Orientated Treatment, Education and Cognitive Therapy) Early Intervention in Psychosis Project, the same consortium submitted a further proposal to Genio detailing the RESTART Project. The RESTART project will enable eight people with self-experience to move from long stay hostels into their own home within the community.

### DETECT Consortium

DETECT aims to provide a service for individuals experiencing first episode psychosis and their families living in the Cluain Mhuire, Elm Mount, Newcastle and St. John of God Hospital services area. The aim of the consortium which includes Shine is to advise and ensure best practice on the day-to-day running of the DETECT service.

## Kildare/West Wicklow & Dublin West Region – Susan McFeely, Regional Development Officer

### Phrenz Groups

There are three Phrenz groups within the Southwest area. These are in Ballyfermot, Kildare and Maynooth. All groups continue to do well and have had an increase in membership. All groups provide both peer support and an opportunity to meet others in social settings. The Maynooth group has been quite active in becoming involved in a number of service development steering groups. The Kildare group has been involved in the development of a local directory.

### Relatives' Groups

The Southwest area has five Relatives' Groups, which continue to do well in Kilmainham, Clondalkin, Ballyfermot, Ballyroan and Naas. The groups provide an opportunity for relatives of people with self-experience to meet and gain support from people with similar experiences. The Ballyfermot group is very politically active and works with local elected representatives to highlight the issues and improve the

services within the Dublin West region. In 2011 one of the members of the group was invited to become a member of the super catchment area council.

#### Genio/Eolas Project

Shine, in partnership with Kildare/West Wicklow Mental Health services, Kildare Youth Service, the Irish Advocacy Network, Trinity College and service user and family member representatives developed a psycho-education course for people with self-experience and family and friends. Eight courses were facilitated by both a clinician and a peer trainer throughout the Kildare/West Wicklow region. Both the Psycho-education courses and the evaluation report will be published in early 2012.

### Midwestern Region – Ann Marie Flanagan, Regional Development Officer

#### Phrenz Groups

There are four Phrenz groups in the Midwest in Nenagh, Limerick, Ennis and Kilrush. Phrenz groups aid recovery, enable members to gain control of their life and make new friends along with improving family life. Through National Lottery funding the groups enjoyed respite breaks in various parts of the country in 2011.

#### Relatives' Groups

There are four Relatives' Groups in the Midwest in Ennis, Limerick, Nenagh and Thurles. These groups offer support to families who are feeling lost, alone or overwhelmed by their situations. The support received at a Relatives' Group can enable the person to feel less isolated and more able to identify and share ideas and practical solutions.

#### Consumer Panels

The Limerick Consumer Panel carried out training, which ended in February. The training was successful in showing the practical steps of how groups are run and how to resolve issues that may arise within them. The Clare Consumer Panel is at the early stages of being set up, with meetings held with service users to discuss the benefits, needs and resources required in order to successfully maintain the Consumer Panel.

### Southern Region – Miriam Murphy, Regional Development Officer

#### Phrenz Groups

The Cork Phrenz group meets weekly. In May the group took part in a very successful Stress Management and Relaxation workshop with members from the Bandon, Tralee and Killarney Phrenz groups. This was funded through National Lottery funding. The Bandon Phrenz group meets fortnightly and in 2011 enjoyed a trip to Killarney and other day trips, as well as a Christmas party. The Tralee Phrenz group meets fortnightly and often has discussions on topical

issues for part of their meeting. This group also enjoyed some day trips in 2011. The Killarney group is a small group, which moved premises in 2011. They enjoyed a meal out with the Killarney relatives group this year.

#### Relatives' Groups

The Cork relatives' group meets on a monthly basis. Some of the group took part in the Shine Strategic Review in March and enjoyed a Relaxation workshop and lunch in December funded by National Lottery funding. The Killarney relatives' group meets monthly also and together with some of the Tralee relatives' group took part in a Family Education Course followed by a lunch, which was funded through National Lottery funding. The Tralee relatives' group meets fortnightly and enjoyed a social event in October.

### Western Region – Christina Burke, Regional Development Officer

#### Phrenz Groups

There are three Phrenz groups in the West in Castlebar, Galway and Ballinasloe. The Castlebar group has been involved in raising awareness of their group through local radio and distributing leaflets to GP surgeries in the area. Some members of the Castlebar group are involved in giving presentations with the Regional Development Officer to the Mayo Intercultural Society. The Galway group is involved in community art and local drama groups and enjoyed a respite break to Mayo funded by National Lottery funding. The group hopes to assist in setting up a group for young people in Galway City and have met with Youth Work Ireland to develop this. The Ballinasloe group is a new group set up in partnership with the rehabilitation and occupational therapy services in Ballinasloe.

#### Relatives' Groups

There are four Relatives' Groups in the West. These are in Galway, Loughrea, Castlebar and Roscommon. The Galway Relatives' Group has seen a growth in its membership, largely due to the See Change event that occurred in Galway. This group is active and vibrant and always open to new ideas and challenges. Members of the Loughrea Relatives' Group invited many guest speakers to their group in 2011 and also participated in a Family Education Course, which was funded by the VEC. The Castlebar Relatives' Group invited many speakers to attend their group, including a Pharmacist and the local Director of Services. One member of the group has been involved in the mental health "trialogues" where families, service users and health professionals come together to discuss issues relating to mental health. Some members are very involved with mental health services in the area, including facilitating the Shine Family Education Course. The Roscommon Relatives' Group is very involved in the Melting Pot, a peer run coffee shop and internet café in Roscommon town. Group members took part in a Taking Control workshop in December.



# Shine Activities

## Public Presentations

Public presentations are given throughout Ireland by Shine Regional Development Officers. The aim is to raise awareness about mental health issues and the services that Shine provides. These events allow people to openly discuss issues. In 2011, Shine Regional Development Officers made 195 presentations to 4,515 people nationwide.

## One to One Meetings

Regional Development Officers provide one to one meetings to service users and family members where they can discuss their concerns, needs and the options available to them. Once their needs are assessed, the Regional Development Officer may decide to refer them on to other Health Professionals, to Shine support groups or to a Shine Counsellor. In 2011 Shine Regional Development Officers held 720 one to one meetings nationwide.

## Recovery and the Family Education Courses

The Recovery and the Family Education Courses, support relatives to explore their own issues and insights into mental health recovery. Its design focuses on the families' experiences and recovery needs. It doesn't focus on any specific label or diagnosis. In 2011 Shine provided 8 Family Education Courses in Limerick, Clare, Galway, Dublin, Kerry, Offaly, Mayo and Tipperary town. 76 people participated nationwide.

## Finding YOUR Way

Finding YOUR Way is a peer-facilitated information and personal development course for people with self-experience of severe mental distress. It has been operating in Ireland for the past seven years. In 2011 Shine provided 2 courses in Cork and Drogheda where 13 people participated.

## Taking Control Workshops

The Taking Control Workshop is about practical ways to face life challenges, maintaining and taking control of your physical and mental wellbeing.

The Aims are to build resilience in the face of life challenges and setbacks; to enhance coping skills, especially pre existing ones and to build and support self-esteem and confidence. In 2011 Taking Control workshops were delivered in 23 locations in the Midlands to 179 participants. Nationwide, 12 Taking Control workshops were provided in Louth, Dublin,

Kilkenny, Cork, Galway, Kerry, Mayo, Carlow, Waterford, Meath, Kildare and Roscommon.

## Respite Breaks

For 13 years, Shine, with the assistance of National Lottery grants has been supporting a number of respite breaks for people with self-experience of mental distress. In more recent years, some Relatives' Support groups have also availed of respite breaks. Members of each group decide the type of activities they want to participate in. Some groups opt for weekend breaks, others enjoy respite breaks lasting a week, while other groups decide to go on day trips and social outings. Respite breaks allow people to socialise, forge friendships and break the isolation associated with mental ill health. In 2011 Shine Support Groups went to Waterford, Galway, Carlow, Cork, Dublin, Mayo and Killarney on weekends away, week-long breaks and day trips. Groups also attended relaxation and wellbeing workshops, the cinema, an art and creativity workshop, a boat trip and bowling.

## Taking Control Training for Trainers

In 2011 Shine ran a four-day training for trainers programme. This training is specifically aimed at community, voluntary and other NGO organisations. The training provided participants with the skills to deliver the Taking Control workshop to their own client groups. The four-day training was free of charge and took place in September and October 2011, in the Marino Institute, Griffith Avenue, Dublin 9. 12 participants from other organisations availed of this training. Funding was provided by the National Office for Suicide Prevention.

## The Employment Support Group

The Employment Support Group is held every second Tuesday in the Basement of 39 Blessington Street, Dublin. It is facilitated by two members with self experience of mental illness. The members are persons who are in part time or full time employment or who are actively seeking work. We provide support for one another and each person talks about how their job is going and any difficulties they may have with the job or their co-workers. We also talk about how our lives are going outside work and how our mental health is in general. We very much welcome new members. Any person who would like to join our group just has to give Malachi McCoy, the Co-ordinator a phone call at 01 8601610 during office hours so that we know you are coming to the meeting.

# Shine Research: Grow Young Research Report

In August 2010, Shine embarked on the “Grow Young” research project, which was designed to research and develop a knowledge base on the mental health needs of the 50+ population in Ireland. No previous study has investigated the self-reported reasons for non-disclosure of psychological distress to general practitioners by adults aged 50 years or older in Ireland. The research was conducted on behalf of Shine by SOURCE, a voluntary group originating from Cluain Mhuire Mental Health services.



L-R: DOLORES KAVANAGH, SHINE ; PADRAIG O'MORAIN, AUTHOR, BROADCASTER AND COUNSELLOR; VERONICA RANIERI, GROW YOUNG RESEARCHER; JOHN SAUNDERS, SHINE; STEPHEN SHANNON, GROW YOUNG RESEARCHER.

Shine's Grow Young research report findings were launched by Minister Kathleen Lynch TD, Minister for Disability, Equality, Mental Health and Older people on Thursday 8th September 2011 in Dublin. Padraig O'Morain, author, broadcaster and counsellor also commented on the research findings at the launch. We have had a great response to this report from the media and from the general public.

The research revealed that people over 50 are less likely to disclose mental health concerns to their GP. The main themes found for this non-disclosure were attitudes towards medication, unfavourable views of healthcare professionals and services, stigma, previous experiences of support services and unawareness of available services.

Unfavourable views of health care professionals were a common emerging reason for non-disclosure among older adults. Many participants said that doctors and psychiatrists only prescribe medication and "want to push pills too quickly". Participants conveyed that general practitioners may, at times, fail to recognise symptoms of psychological distress. This was seen to be due to lack of training and time. Participants expressed that mental illness was seen as a weakness in society and that stigma was the main reason for not attending mental health services.

"The findings of the Grow Young report reinforce many of the concerns we have about mental ill health and older people. It is recognised widely that older people can feel isolated and that such isolation can be a contributing factor towards mental ill health," commented John Saunders, Director of Shine.

The Grow Young report recommends a series of interventions aimed at improving the inclusion of older people in society and providing the necessary formal and informal supports to reduce the risk of mental ill health developing.

Copies of this report are available on request from Shine's head office.



# Projects 2011

## Shine Works with West Virginia Students

In March 2011, a group of 13 public relations students participating in a health care public relations class for the West Virginia University P.I. Reed School of Journalism embarked on a week-long journey to Ireland, to meet face-to-face with their 'client', Shine.

Up until then, the students and Shine staff had been communicating electronically and by teleconference to discuss the project. When they arrived in Ireland, they were full of ideas and it offered them a chance to meet staff and members to discuss how their ideas might work and come to fruition.

Led by instructor Chuck Harman, a senior executive at the National Alliance on Mental Illness in Arlington, Virginia, USA, the class became a public relations agency that the students named "Young and Able." The students worked throughout the semester to develop a three-part public relations campaign for Shine, giving the students real world work experience, yet also providing a fresh set of eyes to how Shine communicates with the wider community.

Young and Able formed three teams focusing on different aspects of the organisation and developed strategies to create a comprehensive plan for Shine.

The project with the students resulted in a revamped Shine website, new promotional materials, a Shine iPhone app, a new blog, and ideas for a Facebook page for Shine Arts. It also provided Shine with insight into how such a project might work with Irish students in the future.



### Introduction

Headline has been set up by the Health Service Executive's National Office for Suicide Prevention as part of "Reach Out" the National Strategy for Action on Suicide Prevention, and is managed by Shine. Headline works with editors, journalists, broadcasters (including the National Union of Journalists), and media students to find ways to collaborate to ensure that suicide, mental health and mental illness are responsibly covered in the media.

Headline monitor regional and national Irish print media for coverage of mental health and suicide using a list of key search terms. In 2011 Headline monitor 24,051 articles in the Irish print media.

Headline provides information on its website [www.Headline.ie](http://www.Headline.ie) to assist with reporting on mental health and suicide. Headline encourages the use of

media guidelines and provides Irish and international media guidelines and resources. The Headline website received 8,377 visitors, 6,799 of which were unique visitors. They viewed 18,466 pages on the site. The 6,799 unique visitors came from 103 countries. The top 9 were Ireland, UK, USA, Australia, India, Canada, Spain, Germany, and Brazil. Headline serves as a vehicle for the public to become involved in helping to monitor the Irish media on issues relating to mental health and suicide. Headline encourages people to speak out and use their voices to improve the quality of media coverage of suicide and mental health issues.

Headline compiles and emails a weekly news highlight bulletin of interesting stories on mental health and suicide related issues from approximately 250 publications. Headline currently has 1,082 people signed up. To sign up email [info@headline.ie](mailto:info@headline.ie).







LEANNE WATERS AND GEOFF DAY

DEIRDRE O'SHAUGHNESSY, EDITOR OF THE CORK  
INDEPENDENT AND KAHLIL THOMPSON-COYLE,  
MANAGER OF HEADLINE

Headline gave presentations on mental health and suicide in the media to journalism, media and communication students in the following colleges over the college year: Ballyfermot College of Further Education, Dublin Business School, Dun Laoghaire College of Further Education, Dublin Institute of Technology, Griffith College, Mary Immaculate College University Limerick, Dublin City University, NUI Maynooth, NUI Galway, Independent Colleges, Rathmines Senior College, and Colaiste Dhulaigh. The presentation introduced the students to the Irish and international media guidelines for reporting on mental health and suicide and also looked at examples of Irish media coverage and the workings of Headline.

Headline sponsored a category called the Headline Award for Journalism Relating to Mental Health or Suicide Prevention in the 2011 Smedia awards (Student Media Awards). The award was created to encourage the next generation of journalists to accurately and responsibly report on these issues.

Carl O'Brien, the Chief reporter with The Irish Times was the judge for the award. Leanne Waters of UCD's University Observer won the award with her article entitled "Eating Disorders." The article appeared in the University Observer. Leanne has gone on to write a book *My Secret Life: A Memoir of Bulimia*.

Headline launched its inaugural award, the Headline regional newspaper of the year award. The Cork Independent was selected as the 2011 winner for journalism relating to mental health or suicide prevention.

Headline created the award in recognition of the vital role regional newspapers play in promoting positive mental health in their local communities. The Cork Independent's dedicated and consistently responsible coverage of suicide and mental health issues will not only contribute to greater public understanding, but also encourage those experiencing difficulties to reach out and seek the help that they need.

# Projects 2011

## Shine On Anthology – Irish Writers for Shine



L-R: PAT BORAN, DIRECTOR OF DEDALUS PRESS; MIRIAM O'CALLAGHAN, BROADCASTER WITH RTE AND JOHN SAUNDERS, DIRECTOR OF SHINE

In October 2011 Shine launched the remarkable new book 'Shine On: Irish Writers for Shine'. The book was launched by Miriam O'Callaghan who also wrote the foreword for the publication. Miriam wrote: "The reason I got involved with this project is because I believe in the valuable work carried out by Shine. The primary purpose of this book is to raise awareness about mental health and to promote the valuable services Shine offers to people with mental health problems as well as their family members and carers. Everyone deserves the same opportunities in life and it is time to break down the stigma associated with mental health problems and allow each one of us to be open and honest about our own personal experiences".

Pat Boran of Dedalus Press and the editor of 'Shine On' believes that it will be clear from this book that a real and meaningful empathy exists among the writing community for those affected by mental ill health.



The book features poetry and prose from some of the best known names in Irish writing. Among the writers who contributed to the book are Evelyn Conlon, Tony Curtis, Paula Meehan, Colm Toibin and Peter Sheridan. Shine On is about raising public awareness of mental health issues in Ireland. Mental health is everyone's concern. The writers in Shine On have played their part by their generous contribution to the book. We have received some great feedback on the book since the launch and a number of positive reviews have been written by journalists.

It is available to purchase from book stores nationwide or at a discounted rate from Shine's office if you are a member of Shine.





## The National Mental Health Stigma Reduction Partnership

2011 marked the second year of Ireland's national stigma-reduction programme, working in partnership with over 50 Irish organisations to change minds about mental health problems and end stigma.

As agreed with the Department of Health and Children, Shine is the coordinating organisation for See Change and serves as the secretariat for the partnership.

### Partnership Activity

The work of See Change is underpinned and driven by a partnership model, recognising that the job of challenging stigma and changing attitudes to mental health problems needs concerted effort and collaboration with like-minded groups from every sector of society. In 2011, the See Change partnership grew to 50 organisations.

**Advisory Panels:** In 2011, representatives from partner organisations continued to impart their advice and expertise on the various advisory panels that help shape campaign planning and strategy, in the fields of research, communications and mental health.

**Partner Action Fund:** See Change established the 'Partner Action Fund' to assist partner organisations to deliver stigma-challenging initiatives. Partner organisations were invited to apply for funding up to a maximum of €3,500 to bring a project to life, host an activity or stage an event -all in the name of challenging stigma.

### Grassroots Activity

See Change works closely with its partners with grassroots networks to help spread the See Change message in local communities.

**Nationwide Townhall Meetings:** Staged in association with local Community County or City fora, See Change concluded its nationwide tour of townhall style meetings in 2011, opening up conversations about mental health problems and stigma in towns and communities in every region of Ireland.

### Online Activity

The web is a key setting to build momentum and drive public engagement with the See Change message. The See Change website had 15,918 hits in 2011 and social network support grew to 2,377 Facebook followers and 1,310 combined Twitter followers.



**Launch of Make a Ripple campaign:** In May, See Change launched 'Make a Ripple' an online story-sharing portal as an innovative way of using Social Contact Theory through social media and starting a conversation about mental health with the online community. By the end of

2011, 433 stories and pledges were posted to the 'Make a Ripple' portal.

See Change's key target groups for phase one of the campaign (2010-2012) were determined by the findings of a benchmark study on Irish attitudes to mental health problems.

(See Change, 2010). Young males, people in the workplace, farmers and rurally-based communities emerged as particularly vulnerable groups; among whom stigma is most keenly felt as they were found to be most likely to hide a diagnosis, least likely to seek help for themselves or to know how to help others.

### Target Group 1 : Farmers and people living in rural communities

**Outreach with farming community:** In 2011, the campaign made a commitment to bring the See Change message to every Irish Farmer's Association (IFA) Executive Council meeting nationwide. See Change engaged farmers and people living in rural communities with a presence at the National Ploughing Championships in Athy and the Tullamore Show.

**Let's Talk leaflet:** In partnership with the IFA and in consultation with the NOSP, See Change produced "Let's Talk: Dealing with Stress" a leaflet aimed at supporting farmers' mental health, dealing with the particular pressures of farm life and tackling stigma



### Target Group 2 : Young males (aged 18-24 years)



**Successful Guinness World Records Challenge:** See Change successfully challenged the Guinness World Records title for 'Most people to write a story' by receiving 953 individual one-sentence contributions to our single continuous story over the course of 12 hours at Trinity College Dublin. See Change teamed up with Trinity Students' Union, Fighting Words, the Union of

Students in Ireland and some of Ireland's best-known contemporary writers to stage this challenge and communicate the message that mental health is part of everyone's story.

**First Fortnight college campus tour:** During World Mental Health Week 2011, See Change teamed up with First Fortnight, Suicide or Survive and the Union of Students in Ireland to stage a week-long festival of engaging and thought-provoking live music, film and mental health awareness events aimed at challenging stigma and creating open discussion of mental health among students in UCD, GMIT Castlebar and Waterford IT.

### Target Group 3 : People in the Workplace

**Workshops and Training:** In 2011, See Change provided workshops and seminars on mental health problems, stigma and ways it can be challenged to groups of employees and employers and representative bodies around Ireland.

**Development of workplace resources:** In 2011, See Change began a piece of work with our partners at IBEC to produce a 'Line Manager's Guide on Mental Health Problems in the Workplace' for publication in early 2012. See Change also worked with the Equality Authority and Amnesty International Ireland to develop a resource on tackling mental health inequality in the work place.

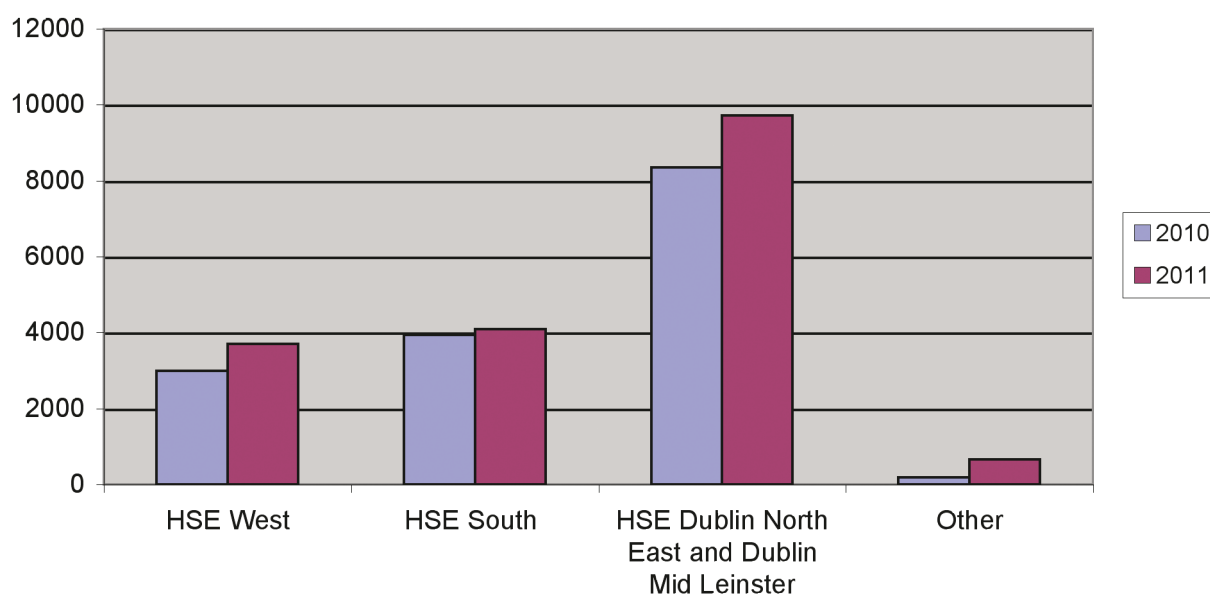


# Shine Contacts

## All Contacts of 2011 (Total 18,179)

HSE West		HSE South		HSE Dublin North East and Dublin Mid Leinster		Other
Clare	261	Carlow	106	Cavan	267	665
Donegal	25	Cork	2002	Dublin	4416	
Galway	1880	Kerry	323	Kildare	856	
Leitrim	4	Kilkenny	974	Laois	301	
Limerick	427	Tipperary South	107	Longford	219	
Mayo	895	Waterford	170	Louth	1257	
Roscommon	88	Wexford	160	Meath	581	
Sligo	16	Wicklow	248	Monaghan	265	
Tipperary North	107			Offaly	1019	
				Westmeath	540	
<b>Total</b>	<b>3703</b>		<b>4090</b>	<b>9721</b>		<b>665</b>

## Comparison of Contacts 2010 and 2011



The total number of people who made contact with Shine offices through our information helpline, one-to-one meetings and attendance at our workshops and seminars, was 18,179. Of these, 40% were people with a diagnosis of schizophrenia or a related mental illness; 18% were carers; 27% were professionals, and 15% were other callers.

## Information Helpline 1890 621 631

Of the contacts, the total number of helpline calls received by Shine was 874 of which 44% were from people with a diagnosis of schizophrenia or related mental illness; 46% were from carers; 9% were from professionals and 1% were from other callers.

## Topic of Information Helpline calls received in 2011:

Information on Mental Illness	33%
Shine Supports and Services	30%
Medication & Psychiatric Services	8%
Other	29%

The following chart displays the 2011 Information Helpline calls by Health Service Executive Region

### Helpline Contacts of 2011 (Total 874)

HSE West		HSE South		HSE Dublin North East and Dublin Mid Leinster		Other
Clare	6	Carlow	5	Cavan	9	56
Donegal	12	Cork	32	Dublin	312	
Galway	152	Kerry	9	Kildare	21	
Leitrim	3	Kilkenny	8	Laois	7	
Limerick	11	Tipperary South	7	Longford	9	
Mayo	13	Waterford	8	Louth	16	
Roscommon	4	Wexford	12	Meath	29	
Sligo	10	Wicklow	11	Monaghan	72	
Tipperary North	7			Offaly	21	
				Westmeath	12	
<b>Total</b>	<b>218</b>		<b>92</b>	<b>508</b>		<b>56</b>

## Counselling Services:

Due to the present economic climate Shine regrettably had to introduce charges in 2011 for its counselling services which operate in Dublin and Cork.

### Counselling Services Dublin

A total of 85 clients availed of the Dublin counselling service in 2011, with the total number of sessions amounting to 568, which shows a slight increase from 2010 in the number of sessions offered to clients. Over two-thirds of the Dublin clients presented with a diagnosis of psychosis or related mental illness. There was a conference held on September 17th in Dublin City University on 'Treating Mental Health Today: Critical Perspectives from Psychoanalysis'. This event was co-hosted with Shine by a number of leading professional and educational organisations to highlight the need for greater inclusion of psychoanalysis and the foundation of all talking therapies in the treatment of mental ill-health.

### Counselling Services Cork

A total of 47 people attended the Cork Counselling Service and the total number of sessions was 605. The attendance remains high for sessions being provided to service users. Symptoms range from paranoia, voices, serious depression post psychosis and suicidal ideation. The majority of clients committed to working on how they individually both emotionally and behaviourally responded to their symptoms. The work involved targeting symptoms, finding alternative responses to voices (auditory hallucinations), challenging self concepts based on shame, stigma and negative views of the self that occurred based on hospitalisations, and experiencing psychosis and working constructively on the impact of mental ill health and how it affected important relationships in service users' lives. Therapeutic interventions emphasised more positive interpretations of self esteem, self concepts and individual relationships to emotional pain. Medication concerns and weekly challenges that faced clients were regularly discussed.

## Shine Arts



L-R: JOHN SAUNDERS, DIRECTOR OF SHINE, DAMIEN LILLIS, DENISE O'REARDON, MARY CORCORAN (ARTIST), SARAH BYRNE, MINISTER SIMON COVENEY, BRUNO NICOLAI AND CILLIAN RUSSELL

Shine Arts was established in 2010 in recognition of the importance of art in the lives of many recovering from mental ill health. Community art projects are now commonly used by those in recovery and are giving many people new ways and means of telling their stories. While there is a growing recognition of disabled artists, many struggle to have their work seen and heard. In 2011 Shine Arts set up a blog (<http://shinearts2.wordpress.com/>) and Facebook page to attempt to address this, to widen the circle by giving the opportunity for artists, both those affected by mental ill health through lived experience and their supporters to be heard, not just because their story is valid in itself but because it is also part of our collective story. Contributions to the blog include writing, visual art and film.



CILLIAN RUSSELL, SOCIAL & REHABILITATION SERVICES MANAGER

The Shine Arts blog was officially launched on the 24th of August by Minister Simon Coveney and included an exhibition of work by artist Mary Corcoran held in Shine's new Cork offices. Following on from the success of the exhibition, a group of artists associated with Shine have formed a working group to establish a more permanent exhibition space.

Art projects continue to be an important aspect of both resource centres with creative writing and art groups running in both centres and forming a central point of the Basin Club's World Mental Health Day celebrations.



# Community Resource Centres

It was a busy and productive year for Shine's two Community Resource Centres: The Basin Club in Dublin and The Basement in Cork. The resource centre model recognises the member as the key stakeholder, and is based on the principles of partnership and cooperation between staff and members. Weekly meetings allow members and staff to review progress, discuss pertinent issues and make decisions regarding the direction and day to day running of the resource centre.

The overall aim of the Shine Community Resource Centres is to support each member to build the insights, understanding and capacity associated with recovery and mental illness. The importance of peer support in reaching this aim is considered to be of paramount importance.

Activities include:

- Drop-in and coffee dock.
- Provision of impartial and up to date information on e.g. housing, benefits and other community services.
- Partnership between staff and members in the day to day running of the centre e.g. housekeeping, administration and facilitation of groups.
- Skills development through participation e.g. reception work, administration work, co-facilitation of groups and presentations at conferences.
- Access to resources e.g. computers, email, phone, fax and contact numbers.
- Support accessing employment, training and further education.
- A mentoring programme which provides structured one to one support, advocacy and referrals and links into other community services and supports.
- Learning and educational groups.
- Social groups.
- Networking with local services and other community groups.



# Report on The Basin Club Resource Centre



In 2011 the Basin Club celebrated its ninth year. The opening hours are 9.30am to 4.30pm, Monday to Friday, and 12noon to 4pm on Sundays. A total of 115 members used the Resource Centre in 2011. Of these, 35% were women and 65% were men. Throughout the year, 31 members used the Basin Club on average per day.

## Groups held in 2011 at the Basin Club Resource Centre

The following groups were held in 2011 at the Basin Club Resource Centre. The groups were facilitated by staff, members and outside sessional facilitators:

- Taking Control
- Health Management
- Wellness Recovery Action Plan (W.R.A.P.)
- Stress Management
- Health & Nutrition
- Art Group
- Creative Writing
- Yoga Classes
- Social Outing Group
- Computer Skills training (Library Bus)
- Walking Group
- Relaxation Group
- Film Club
- German language classes
- French language classes

## Notable events in 2011 included:

Recovery and Wellness focused-groups ran throughout the year and included Health Management, Wellness Recovery Action Plan (W.R.A.P.), Stress management and Yoga.

The Taking Control course has been introduced primarily as part of the induction process and is intended to give members an opportunity to take stock and begin planning for their future.

Two new programmes were developed: Personal Health and Nutrition which was piloted in 2011 and 'Time to Quit', which is a smoking cessation programme scheduled to be piloted in 2012.

Four members attended and completed computer training with the Dublin Library mobile training unit.

A number of guest speakers were invited to address our weekly members' forum including a representative from Dublin City Library Services. Several members and staff availed of the opportunity to enroll and

receive a new library card. Other guest speakers included:

Anna Greenhalgh from Business in the Community, who ran a number of Employment Support projects; Karol Balfe, Co-ordinator of the Amnesty Mental Health Campaign; Mark Byrne from See Change; representatives from the local Citizens' Information Centre; Shine's chairperson Claire Keogh and Dr. Heike Schmidt T.C.D. and St. James' Hospital who delivered a programme on Cognitive Remediation.

The Basin Club continues to work in partnership with Finglas Artsquad and the Dublin VEC who provide Art and Creative Writing courses respectively.

Members of The Basin Club contributed to the Lundbeck Art Exhibition held at The Cowshed, Farmleigh, Phoenix Park and launched on Tuesday 6th September. Due to the growing demand for space and an increased participation from centres we were limited to submitting five pieces of art in 2011.





L-R: DAVID BYRNE, ROSE NOONE, SHARON MOYLAN, CLAIRE KEOGH, SENATOR MARTIN MCALEESE, PRESIDENT MARY MCALEESE, COLETTE O'CONNOR (BASIN CLUB DEVELOPMENT WORKER), SEAMUS MCLOUGHLIN, JOHN BAKER AND CHARLOTTE KEHOE

The venue chosen for this year's annual summer outing was Carlingford Lough in the Cooley Peninsula, Co Louth. On Thursday 15th September, 26 members and two staff enjoyed the trip which included a visit to the Outdoor Museum of Medieval Ireland. Traditional lunch was served up in style.

The art group created Shine's 2011 Christmas cards. members and staff joined with the wider community for the annual Carol Singing event facilitated by staff and residents in The Blessington Street Basin.

Thirty members and staff celebrated the Christmas night out in The Harcourt Hotel where one lucky member won a weekend break for two. The annual Christmas party was held within the club where members contributed to the festivities.

The Basin Club, led by members, continued to open on Sundays and over the Christmas holiday period. A refresher course for Sunday facilitators was well attended in October.

An important focus of the Basin Club is to encourage and support members to access opportunities in the wider community. Some examples of this include community education initiatives such as: Dublin Adult Learning Centre (D.A.L.C.), Ozanam House, The Henrietta Adult and Community Education (H.A.C.E.), Lourdes Youth and Community Centre; Citizen's Information Centre; Dublin libraries; employment and housing supports.

### Cognitive Remedial Training

Basin Club members were involved in a project to establish and evaluate a cognitive remediation intervention for those diagnosed with schizophrenia and implemented by Trinity College Dublin. Cognitive deficits are recognised as a significant factor in recovery. Improving cognitive functioning using neuropsychological strategies - often described as cognitive remediation [CR] - has therefore become a major focus of interest. While evidence for the efficacy of CR is now abundant it has not been widely available in Irish mental health services. A training programme was developed at Trinity College Dublin and delivered with the support of grant funding from the Genio Trust. This programme focuses in particular on the kinds of cognitive skills needed for everyday activities - known as working memory skills. The training is computer based. The duration of the programme is five weeks and consists of 30-45 minutes training per day. Training was supervised by coaching instructor Dr. Heike Schmidt who also had overall responsibility for the implementation of the programme. In order to make this approach more widely available in community mental health settings around Ireland, several important questions need to be addressed about this intervention which include (1) confirming the efficacy of the intervention and (2) elucidating the mechanisms by which observed effects are mediated. The evaluation of this programme will focus on these questions.

## World Mental Health Day / Week

On October 10th The Basin Club opened its doors to members, friends, neighbours and invited politicians to celebrate World Mental Health Day. Over 80 people



L-R: MARIESSA MULHALL, LINDA KEOGH AND CECILIA RYAN

attended the open day. A large canvass in three parts with the theme Hope - Recovery – Health was painted and completed by all in attendance.

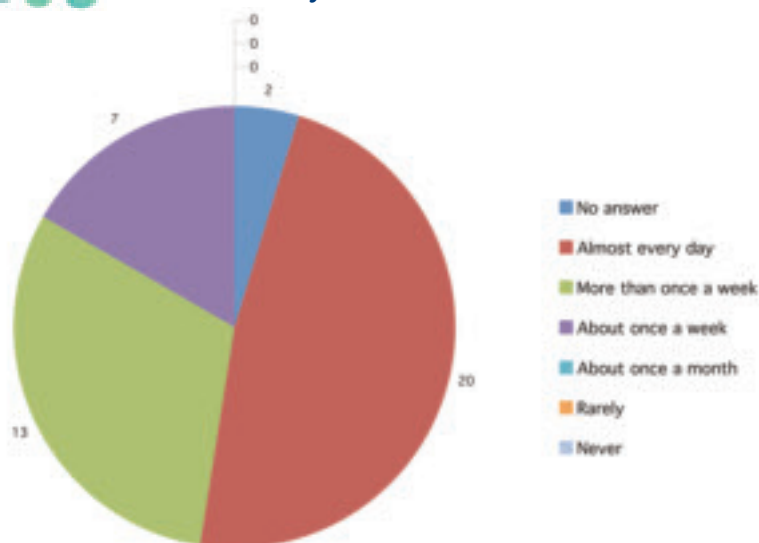
Deputy Joe Costello T.D., (now Minister of State for Development and Trade) launched the creative writing booklet which members had specifically worked on for the day's event. Deputy Costello joined members in reading pieces from the pamphlet.

One of our musician members set the tone of the day and entertained his audience.

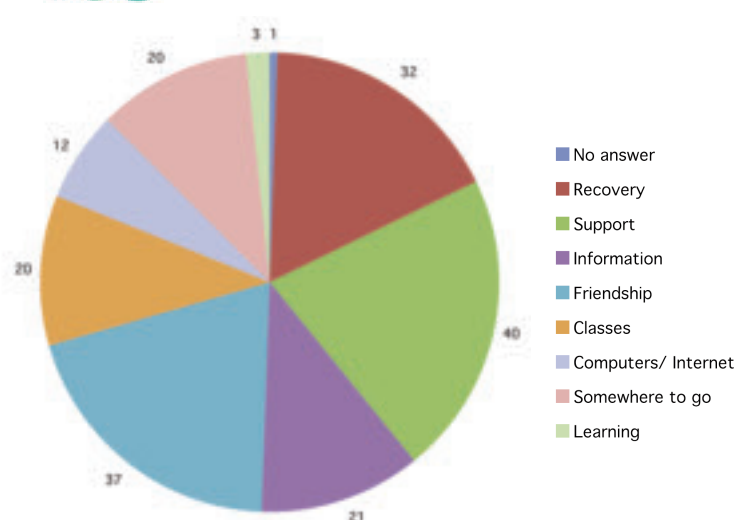
Later in the week – Wednesday 12th October a group of ten members and staff accepted the invitation to avail of a tour of the Houses of The Oireachtas. One of our members was invited to read his creative writing article from the booklet in the Dáil.



### How often do you come to the centre?



### What are the main reasons you come along?





# Report on The Basement Resource Centre



The Basement Resource Centre has just completed its fifth year in operation following its set up in November 2006. Opening times are Monday to Thursday 9.30am-4.30pm and Friday 9.30am-3.30pm. There are a total 241 members registered at the Basement Resource Centre. 158 individuals accessed the service in 2011, 71% men and 29% women. 13 new members joined in 2011. There is an average of 28 members using the centre every day.

## Groups held in 2011 at the Basement Resource Centre

These groups were held in 2011 by the Basement Resource Centre. These were facilitated by staff, members and outside session facilitators:

- Art Group
- Peer Support Group
- Music Group
- One-to-One Computer Skills training
- Games Group
- Creative writing
- Current Affairs Group
- Being Well Group
- Yoga Classes
- Social Activity Group
- Book Club
- Walking Group
- Irish Chat Group



L-R: ROSE LEAHY, CO ORDINATOR WITH EMPLOYABILITY CORK; DEIRDRE MC CARTHY OF PWDI CORK; MIRIAM MURPHY, RDO WITH SHINE AND DAMIEN LILLIS, COUNSELLOR WITH SHINE

## Move to New Premises

The Basement Resource Centre along with other Shine departments moved to new premises on the 24th May 2011. Shine groups, friends and supporters were invited to a coffee morning on the 3rd March to familiarise themselves with the new centre.

On 29th July an open day was held to welcome our community network and the local community in Washington Street to our new premises. Food and home baking was enjoyed by all with music from our music group at the Basement Resource Centre. Over 75 people attended.

The new premises were officially opened on the 1st November by Minister for Mental Health Kathleen Lynch who is also, as she said, a friend of the Basement Resource Centre. Music and Art were put

on show for people to see the creative work coming from the centre.

## Notable Events that Happened in 2011

Members fundraised for their Social Fund by carol singing at a Christmas Fair in Cork on 10th December 2011.

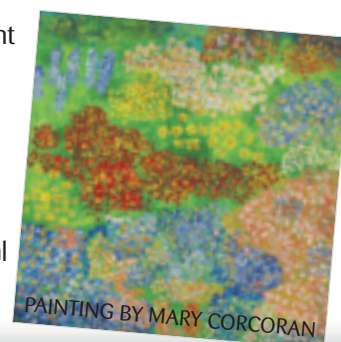
The Basement Resource Centre donated two large boxes of new toys and non perishable food to our local St. Vincent De Paul Society in Cork City for their Christmas appeal to support families.

The Basement Resource Centre held their Christmas party on 14th December at Curran's restaurant. 45 people attended.

Denise O'Reardon, Cork Basement Resource Centre Co-ordinator, with support from friends and members raised funds and awareness with a gig at Crane Lane Theatre in Cork City.

The Basement was saddened by the passing of one of our members, Liam Dorgan in August. Following a mass in his memory, friends and family were invited to the Basement for coffee.

An exhibition of art work by Mary Corcoran was held on the 24th August and opened by Minister Simon Coveney to mark the official launch of the Shine Arts Blog.





L-R: FRONT ROW: LIGI KELLY, DONAL HARRINGTON, SARAH BYRNE, REGINA O' FLYNN, DONNA CLAYTON, COLLETTE NI DHUINNEACHA, BRUNO NICOLAI. L-R BACK ROW: BERNICE STAUNTON, AOIFE O' LEARY, MICHAEL O' RIORDAN, SUSAN ALLEN, JOHN DELANEY, JULIUS PALKIMAS, NICHOLAS RING, DAVID BURKE. PHOTO BY GEARÓID HARTNETT



BACK ROW L-R: SEAN MULVEY; MIRIAM MURPHY, REGIONAL DEVELOPMENT OFFICER WITH SHINE AND PETER MURPHY. MIDDLE ROW L-R: ROSE ALCOCK; DONAL HARRINGTON; RICHARD SMYTH; OWEN DUREKE AND RICHIE CONROY. FRONT ROW L-R: DJ O SULLIVAN; ALISON WARBURTON, WORKSHOP FACILITATOR; NORA COUGHLAN AND JOHN DELANEY

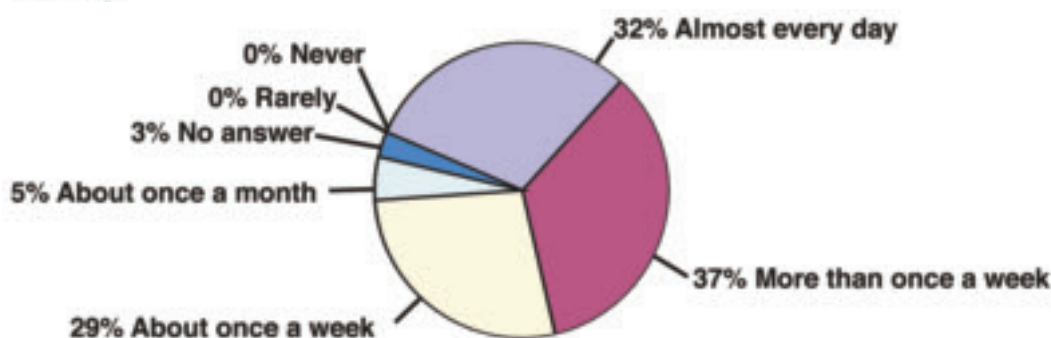
6 members entered the Lundbeck Art Against Stigma Art Exhibition in October 2011. One of our members Kevin Collins proudly came 3rd in the competition.

Community groups/Agencies that Basement Resource Centre linked in with in 2011

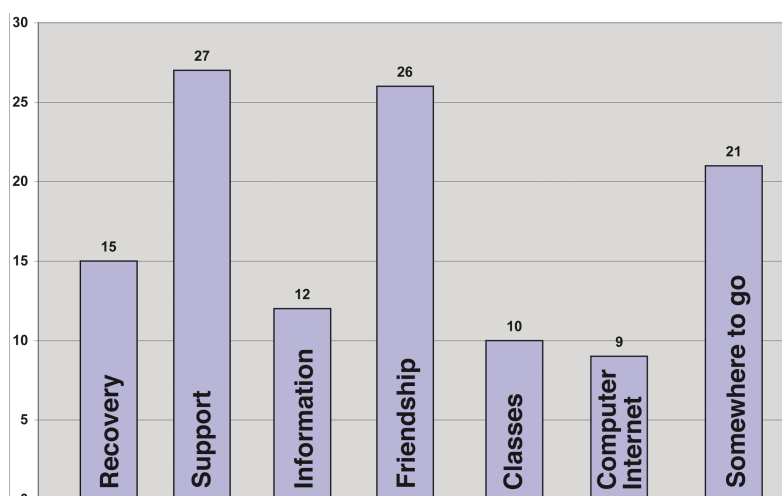
- Voices Community project Shandon Street, Cork City
- Cork Foyer Garden project
- South Presentation Community Development South Parish 'We Made This'

- Members from the Basement Resource Centre set up 'Cork Shine Arts'
- Cork City Music Library and classes
- The Next Step Art Group
- Focus Ireland
- Threshold
- Simon Community Housing Plus
- Men's Group [North Side Cork City]
- Cork Academy Of Music

#### How often do you come to the centre?



#### What are the main reasons you come along?



# Shine News

In 2011, Shine released 9 national press releases and 7 news releases. These are available to read in full at our website: [www.shineonline.ie](http://www.shineonline.ie)

## Press Releases:

07/03/11 See Change Welcomes Commitment in Programme for Government to Reduce Mental Health Stigma

10/03/11 Appointment of Kathleen Lynch TD as Minister for Disability, Equality and Mental Health 'an encouraging sign that government intends to follow through on its commitment to tackle stigma of mental health problems' - See Change

13/04/11 New Campaign from See Change aims to 'get Ireland talking about mental health problems'

04/05/11 Time for mental health problems to come out from the shadows of Irish society, says See Change at launch of campaign to end stigma

18/07/11 Shine- Supporting People Affected by Mental Ill Health is delighted to announce the launch of new mental health education and support iPhone app

13/09/11 A shameful history of Mental Health Services

10/10/11 Stigma still an issue for students as First Fortnight kicks off college campus tour for Mental Health Week

11/11/11 Shine welcomes the government's renewed commitment to replace the Central Mental Hospital

7/12/11 Shine welcomes protection of services but decries social welfare reductions

## News Releases:

16/02/11 Mental Health Reform must be an Election Priority

03/03/11 A Chance to Help the Needy

16/08/11 Shine Arts

16/08/11 Launch of Shine's Grow Young Research Report

06/09/11 John Saunders - Sunday Business Post

22/09/11 Fight for Mental Health

27/10/11 See Change Breaks Guinness World Records Title





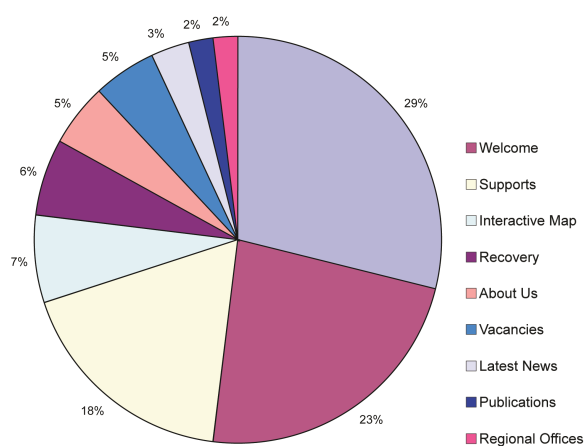
## Online Developments

In 2011, Shine maintained its online presence through its website [www.shineonline.ie](http://www.shineonline.ie) and social networking sites. Shine publishes a quarterly online newsletter which can be subscribed to on our website.

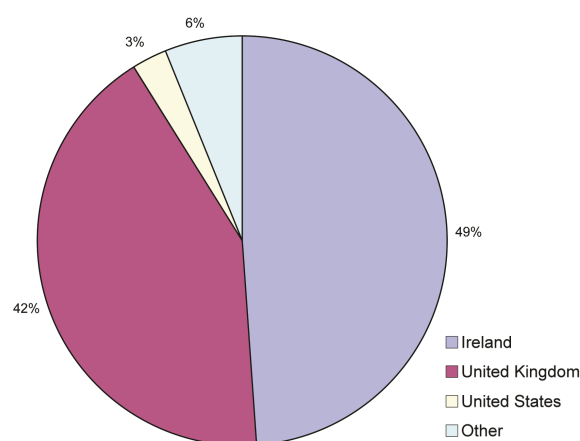
The website of [www.shineonline.ie](http://www.shineonline.ie) received 62,709 visits during 2011 from 135 countries. The visits created 161,091 pageviews.

The following chart and table offer information about the visits.

Shine Website Pageviews - Year 2011



Shine Website Visits - Year 2011



Recover.ie is Ireland's web based information resource on mental illness, for people with self-experience of mental illness, their caring relatives, the general public and healthcare professionals. Recover.ie offers a platform to centralise the relaying of information in Ireland. Recover.ie covers topics such as: types of mental illness; what to do if you have a diagnosis of mental illness; how to help if you are a relative or friend; the recovery process; getting help; national and international research; suicide and mental illness; stories of recovery; national mental health policy; and challenging stigma.

# Policy

During 2011 Shine was involved with the following organisations:

## Mental Health Reform

Shine was actively involved in progressing work of the Mental Health Reform to ensure that mental health and mental health care services became central to the political and public policy agenda in Ireland. Shine is a member of the Board of Mental Health Reform. For further information please visit <http://mentalhealthreform.ie>

## Action on Suicide Alliance

During 2011 Shine continued to be a member of the Action on Suicide Alliance to highlight the need for additional investment and activity in the area of suicide prevention.

## Five Nations Alliance

Shine is a member of the Five Nations Alliance of independent charities from the UK and Ireland. These are Shine (Ireland), Mindwise (Northern Ireland), Rethink (England), HAFAL (Wales) and Support in Mind (Scotland).

In addition to membership of the above organisations, Shine is also represented on the following:

## Mental Health Commission

The Mental Health Commission is an independent organisation which was set up in 2002. It was set up by law under the Mental Health Act 2001. When you use mental health services in Ireland, your rights and interests are protected by this Act.

The main roles of the Mental Health Commission are:

- to make sure that mental health services maintain high standards and good practices; and
- to protect the interests of people detained in approved centres.

Please visit <http://www.mhcirl.ie/> for further information.

## EUFAMI (European Federation of Associations of Families of People with Mental Illness)

EUFAMI is an EU wide organisation representing the interests of family members. For more information please visit <http://www.eufami.org>

## Department of Health and Children's Independent Monitoring Group for "A Vision for Change".

The Director of Shine is the present Chair of the Independent Monitoring Group which reports to the Minister for Health on progress and implementation of A Vision for Change.

## Mental Health Services Care Planning Collaborative

Shine is represented on this group along with the HSE, Mental Health Commission, Independent Sector and NSUE. The objective of the Collaborative is to pilot comprehensive care planning in 10 sites around Ireland with a view to developing these care plans throughout all aspects of mental healthcare services.

## PROTECT and EOLAS Projects

Both of these projects arose out of the successful funding from The Genio Trust. Staff members of Shine are on the steering groups for these projects.

- PROTECT is a partnership project to ensure that those identified in need of early intervention by DETECT in Wicklow, are enabled to access the services they need. A set of targeted interventions delivered in conjunction with their own community mental health team will help focus on those who have initial difficulties accessing or engaging with services. The skills used in this initiative will be targeted at early intervention in psychosis, but the principles and new way of working will furthermore inform our management of all mental health service users with psychosis and major mental illness.
- EOLAS Project: The aim of this initiative is to develop Mental Health Information and a Support Programme both for people with severe and enduring mental health difficulties and also their carers. This initiative will be developed and implemented collaboratively by service users, clinical practitioners and voluntary organisations.



# Fundraising Activities



WOMEN'S MINI MARATHON

Shine would like to thank everyone who gave up their time and actively participated in fundraising activities in 2011. We are extremely grateful for those who have donated to Shine as we understand these are difficult times for everyone financially.

## Women's Mini Marathon - Dublin

The Flora Women's Mini marathon took place in Dublin on the June Bank Holiday Monday. A number of very energetic and enthusiastic Shine fundraisers travelled from various counties to take part. Thankfully the rain stayed off for the day! Over €5,000 was raised in total. Shine is currently looking for people to run in the 2012 mini marathon.

## Other Events

Other fundraising events that took place during the year included other sponsored events such as marathons and sporting activities, concerts, street and shopping centre collections and table quizzes. One fundraiser from Cork embarked on a '100 hours of silence challenge' during rag week at UCC, to raise funds for Shine, which was a very unique fundraising activity!

## Christmas Cards

Members of the Basin Club Resource Centre in Dublin designed Christmas cards which we sold at the Shine offices.



## Give and Buy Scheme

Shine is a registered charity on the Give and Buy website which

allows sellers to list their items for sale and choose the charity they want to donate the sale proceeds to. Sales will be facilitated by the website and the net proceeds will be made directly to Shine. Please see [www.giveandbuy.ie](http://www.giveandbuy.ie) for more information.



## My Charity

Shine's Direct Debit appeal through [www.mycharity.ie](http://www.mycharity.ie) has been a great success in raising funds for Shine.

## Shine On: Irish Writers for Shine

Shine launched a remarkable new book "Shine On: Irish Writers for Shine" featuring poetry and prose from many of the best known names in Irish writing. Miriam O'Callaghan helped launch the publication at the Mansion House. The book is sold at all major book retail outlets and directly from our Shine offices. All proceeds go directly to Shine. Shine On is about raising public awareness of mental health issues in Ireland, although not all the pieces contributed are about mental health specifically. Mental health is everyone's concern. The writers in "Shine On" have played their part by their generous contribution to the book.

If you would like to get involved in organising a fundraising event for Shine please contact Dolores Kavanagh on 01-8601620 or e-mail [dkavanagh@shineonline.ie](mailto:dkavanagh@shineonline.ie) for further information.



# Schizophrenia Association of Ireland

## T/A Shine - Supporting People affected by Mental Ill Health

### OFFICERS AND PROFESSIONAL ADVISERS

#### COUNCIL

(at 31 December 2011)

Claire Keogh (Chairperson)  
 Evelyn McHugh (Vice Chairperson)  
 Tony Francis (Treasurer)  
 Kevin Madigan (Secretary)  
 Catherine Bourke  
 Bridget Bermingham  
 Kevin Jones  
 John Kidney  
 Mary O'Connell  
 Regina O'Flynn  
 Gavin O'Sullivan

#### SECRETARY

Kevin Madigan

#### CHIEF EXECUTIVE

John Saunders

#### AUDITORS

Deloitte & Touche  
 Chartered Accountants  
 Deloitte & Touche House  
 Earlsfort Terrace  
 Dublin 2

#### BANKERS

Bank of Ireland  
 Lr. Drumcondra Road  
 Dublin 9

#### SOLICITORS

Gore & Grimes  
 Cavendish House  
 Arran Court  
 Smithfield  
 Dublin 7

#### REGISTERED OFFICE

38 Blessington Street  
 Dublin 7

#### CHARITY TAX REFERENCE NO:

CHY 6380

From January to December 2011 there were six Council meetings with the following attendance:

- Catherine Bourke 5/6
- Bridget Bermingham 4/6
- John Kidney 4/6
- Evelyn McHugh 4/6
- Claire Keogh 6/6
- Kevin Jones 4/6
- Mary O'Connell 4/6
- Kevin Madigan 5/6
- Tony Francis 6/6
- Regina O'Flynn 3/3 (new committee member)
- Gavin O'Sullivan 2/3 (new committee member)



# Independent auditors report

## to the members of Schizophrenia Association Of Ireland T/A Shine - Supporting people affected by mental ill health (A company limited by guarantee and not having a share capital)

We have audited the financial statements of Schizophrenia Association of Ireland T/A Shine-supporting People Affected by Mental Ill Health for the year ended 31 December 2011, which comprise the Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement and the related notes 1 to 17. These financial statements have been prepared under the accounting policies set out in the Statement of Accounting Policies.

This report is made solely to the company's members, as a body, in accordance with Section 193 of the Companies Act, 1990. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

### Respective responsibilities of the Council and auditors

The Council are responsible for preparing the financial statements, as set out in the Statement of Responsibilities of the Council in accordance with applicable law and accounting standards issued by the Accounting Standards Board and published by the Institute of Chartered Accountants in Ireland (Generally Accepted Accounting Practice in Ireland).

Our responsibility, as independent auditor, is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, and are properly prepared in accordance with Irish statute comprising the Companies Acts, 1963 to 2009. We also report to you whether in our opinion: proper books of account have been kept by the company; and whether the information given in the Report of Council is consistent with the financial statements. In addition, we state whether we have obtained all the information and explanations necessary for the purpose of our audit and whether the company's balance sheet and income and expenditure account are in agreement with the books of account.

We also report to you if, in our opinion, any information specified by law regarding Council's remuneration and Council's transactions is not disclosed and, where practicable, include such information in our report.

We read the Report of the Council and consider the implications for our report if we become aware of any apparent misstatement within it. Our responsibilities do not extend to other information.

### Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Council in the preparation of the financial statements and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we evaluated the overall adequacy of the presentation of information in the financial statements.

### Opinion

In our opinion the financial statements:

- give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of affairs of the company as at 31 December 2011 and of its surplus for the year then ended; and
- have been properly prepared in accordance with the Companies Acts, 1963 to 2009.

We have obtained all the information and explanations we considered necessary for the purpose of our audit. In our opinion proper books of account have been kept by the company. The company's balance sheet and its income and expenditure account are in agreement with the books of account.

In our opinion the information given in the Report of the Council is consistent with the financial statements.

Thomas Cassin  
for and on behalf of Deloitte & Touche  
Chartered Accountants and Registered Auditors  
Dublin

16 April 2012



**Schizophrenia Association of Ireland**  
**t/a SHINE- supporting people affected by Mental Ill Health**

**Balance Sheet as at 31 December 2011**

	<b>Notes</b>	<b>2011 €</b>	<b>2010 €</b>
<b>TANGIBLE FIXED ASSETS</b>	5	<u>349,796</u>	<u>365,545</u>
<b>CURRENT ASSETS</b>			
Cash at bank and in hand	6	965,817	763,497
Debtors	7	<u>73,830</u>	<u>57,568</u>
		1,039,647	821,065
<b>CREDITORS</b> (Amounts falling due within one year)	8	(793,300)	(634,251)
<b>NET CURRENT ASSETS</b>		<u>246,347</u>	<u>186,814</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		596,143	552,359
<b>CREDITORS</b> (Amounts falling due after more than one year)	9	-	(12,152)
<b>NET ASSETS</b>		<u><u>596,143</u></u>	<u><u>540,207</u></u>
<b>REPRESENTED BY:</b>			
Revenue Reserves	10	<u><u>596,143</u></u>	<u><u>540,207</u></u>

The financial statements were approved by the Council on the 14th April 2012 and signed on its behalf by:

Tony Francis  
Treasurer

Claire Keogh  
Chairperson



**Schizophrenia Association of Ireland**  
**t/a SHINE- supporting people affected by Mental Ill Health**

**Detailed Operating Statements**  
**for the year ended 31 December 2011**

	<b>2011</b>	<b>2010</b>
	<b>€</b>	<b>€</b>
<b>INCOME</b>		
<b>HSE:</b>		
- Northern Area	718,080	737,507
- Southern	108,625	108,477
- Western	93,306	95,395
- Midland	92,302	111,890
- South Eastern	85,666	85,401
- Mid Western	74,792	72,560
- North Eastern	70,129	77,440
- North Western	9,027	9,192
	<u>1,251,927</u>	<u>1,297,862</u>
Basin Club	286,845	271,396
Mental Health Reform	262,115	95,376
Genio Funding Project	207,669	-
Basement Club- Cork Resource Centre	209,080	212,913
See Change Project Income	186,570	179,402
NOSP - Headline	151,727	159,031
Atlantic Philanthropies	88,049	20,054
Grants and co-funding	38,013	24,734
Donations and membership fees	24,439	35,060
NOSP - Taking Control	21,566	-
Counselling Fees	11,306	-
Interest Received	9,148	3,799
Management Fees	5,150	-
Dormant Accounts receipts	4,424	46,975
Comhairle Advocacy	-	62,358
Other Incomes	4,377	10,957
	<u>2,762,404</u>	<u>2,419,917</u>
<b>EXPENDITURE</b>		
Staff Costs	1,918,165	1,700,358
Administration costs	312,932	268,432
Service expenses	259,526	144,950
Rent and Mortgage Interest	108,173	88,666
Professional fees	49,971	135,912
Trainee expenses	24,689	26,184
Depreciation	22,332	24,988
Training - staff and volunteers	5,950	2,179
Audit and accountancy	4,730	5,900
	<u>2,706,468</u>	<u>2,397,569</u>
<b>Total</b>	<u>2,706,468</u>	<u>2,397,569</u>
<b>NET SURPLUS FOR THE YEAR</b>	<u><u>55,936</u></u>	<u><u>22,348</u></u>



**Awareness**

**Counselling**

**Education**

**Information**

**Listening**

**Resource Centres**

**Recovery Focus**

**Support**

**Tel: 1890 621 631**  
**[www.shineonline.ie](http://www.shineonline.ie)**



**EASTERN REGION**  
38 Blessington Street, Dublin 7  
T: 01 8601620  
F: 01 8601602

**NORTH EASTERN REGION**  
507 Donovan House, Adelphi Court,  
The Long Walk,  
Dundalk, Co. Louth  
T: 086 852 54 22

**BASIN CLUB**  
39 Blessington Street  
Dublin 7  
T: 01 8601610  
F: 01 8601548

Website: [www.shineonline.ie](http://www.shineonline.ie)  
Information Resource: [www.recover.ie](http://www.recover.ie)  
Email: [info@shineonline.ie](mailto:info@shineonline.ie)

**MIDLAND REGION**  
10 Patrick Street, Tullamore,  
Co. Offaly.  
T: 057 9323111  
F: 057 9326488

**SOUTHERN REGION**  
14a Washington Street West, Cork  
T: 021 4949833  
F: 021 4949834

**BASEMENT RESOURCE CENTRE**  
14a Washington Street West, Cork  
T: 021 4226064  
F: 021 4949834

**WESTERN REGION**  
Unit 31, Terryland House,  
Terryland Retail Park, Headford Rd.,  
Galway  
T: 091 576150/1  
F: 091 576152

**MID-WESTERN REGION.**  
T: 087 7878222

**SOUTH EASTERN REGION**  
The Good Shepherd Centre,  
Church Lane, Kilkenny  
T: 056 7703652  
F: 056 7703627

**HEADLINE NATIONAL MEDIA  
MONITORING PROGRAMME**  
36 Blessington Street,  
Dublin 7  
T: 01 8279022  
F: 01 8279020  
E: [info@headline.ie](mailto:info@headline.ie)  
W: [www.headline.ie](http://www.headline.ie)

Confidential Information Helpline:  
1890 621 631  
Monday to Friday 9am to 4pm.