

A photograph of two young children, a girl and a boy, playing together in a grassy field. The girl, on the left, is wearing a yellow t-shirt and denim shorts. The boy, on the right, is wearing a grey shirt and dark shorts. They are both leaning over a yellow and red toy car, which has blue wheels. The background is a lush green field with many colorful bubbles floating in the air.

Annual Report 2022

Chime

The National Charity for Deaf
and Hard of Hearing People

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Chairman's welcome

Dear Shareholders, Stakeholders, and Supporters,

As society emerged from the worst impacts of the Covid Pandemic in 2022, it is important to pay tribute to the management and staff of Chime who kept services going for our Deaf and Hard of Hearing clients during those difficult times.

The end of 2022 marked the first 18 months of our new Strategic Plan which will take us to the end of 2024. Solid progress was achieved under all the strands as we strive to meet the diverse needs of our clients and help them achieve their goals in partnership with them and all of our stakeholders. The Charity finished the year on a sound financial footing, reflecting the contribution and support of our funders, particularly the HSE, which is appreciated.

A key development was the approval by the HSE during the year of funding for the first Specialist Multi-Disciplinary clinical team to support Deaf and Hard of Hearing Children who have particular complex needs. Following a long campaign by Chime this service will make a huge difference to the lives of these children and their families and we look forward to its launch in 2023.

Chime's mentoring service, EXPLORE, has now supported over 100 young people as they make the transition to adulthood and further education or work. This is a critical intervention aiming to ensure that the objectives of equality and full inclusion for these young people is a reality and not just an aspiration, as our young clients navigate to the world of work. It is particularly noteworthy to record that Chime continued to provide a home and supported, independent living in an ISL environment to three Deaf adults through our HIQA registered residential service in Santry and that work to further expand the service to provide a home for more clients is underway. We acknowledge the huge support of the HSE and Focus Ireland.

Alongside this work, we continued to support adults with personalised programmes through our Day Service in the Deaf Village in Santry, which was officially launched by the Minister for Disabilities, Anne Rabbitte, TD, in April 2022. In addition, our Community and Family Support Services throughout the country, as well as Audiology and general information services, worked to respond to those who came to us for help.

A key part of Chime's work is to seek to build awareness of ISL as the language of the Deaf Community and the third language of Ireland. During the year, Chime engaged in advocacy in this regard, developed an ISL Alphabet leaflet and videos and participated in ISL Awareness Week Activities around the country. It is also a key aim to advocate about deafness generally and how hearing aids and assistive technology can assist people on their personal hearing journeys.

On a personal note, I am honoured to have been appointed by the Board to the role of Chair in June 2023. I want to pay tribute to my predecessor Declan Keane for his leadership of the Board over two terms and to the past and present members of the Board for their work on behalf of Chime. I also want to thank the CEO, Mark Byrne and his team for all their work during the year.



Tom Maguire

TOM MAGUIRE
Chairman of the Board

CEO's foreword

While there have been many challenges to overcome, 2022 emerged as yet another year of positivity and progress for Chime. During this time, we successfully expanded and enhanced the services we offer to individuals who are Deaf and Hard of Hearing. In addition, we continue to campaign and advocate, while also prioritising Chime as a supportive and enriching workplace for our team.

Thankfully, 2022 brought us out of the COVID era, and for the most part enabled us to move forward in a progressive manner with many of our plans to strategically develop our Services.

Our Community Services continue to be the backbone of our service provision, encompassing Advice & Information, Individual & Group Supports, Assistive Technology & Hearing Aid Services as well as many community-based partnerships and initiatives. In 2022, we helped 25,000 people through our Drop-In Advice & Information Service, while we also expanded our Outreach Clinics to support those who find it difficult to access our Centres. Some of our notable achievements include:

- **Return to In-Person support groups and activities.**
- **Increase in Tinnitus Referrals, as we are recognised as the go-to place supporting people with tinnitus.**
- **Expansion of our Assistive Technology and Hearing Aid Service**

Our Specialist Services have grown from strength to strength over the last few years and now consist of Social Work, Young Adult Mentor, Children & Families, Day Service and Residential Service. The development of these services, which support people who often need additional support, is a tremendous source of pride to us all in Chime.

In 2023, our growth continues with two significant developments: the establishment of a permanent home for our Residential Service in collaboration with Focus Ireland, and the launch of a highly anticipated Multi-Disciplinary Team Service to support Deaf and Hard of Hearing children. These developments were made possible through the financial support and encouragement of the HSE.

We continue our pursuit to shape Ireland into a society that values inclusion and accessibility for everyone. We pursued a progressive agenda to bring this about on a number of fronts including:

- **Campaigning for increased funding for Services for Deaf and Hard of Hearing people**
- **Proposing that the Minister for Health launches a National Hearing Loss Plan**
- **Call for Improved education outcomes for Deaf and Hard of Hearing children.**



A handwritten signature in black ink that reads "Mark Byrne". The signature is fluid and cursive, with a horizontal line underneath it.

MARK BYRNE

Chief Executive Officer

The pinnacle of our advocacy was the impactful day of hearing tests conducted within the Oireachtas, bringing awareness of the issues to politicians and policymakers.

Our successes are a reflection of our exceptional Chime team – a collective of dedicated individuals who consistently go above and beyond. This was really brought home to us at our Staff Connection Day which was one of the real highlights of 2022. At that event we announced our Live Our Values award winners: Geraldine White, Jerry Kelleher, Jullianne Gillen, and Sarah O' Sullivan, while we had Joint winners of our Teams of the Year: Finance and Residential. 2022 saw the completion of a number of Staff engagement initiatives, from well-being support to increased training and development. Again, this work continues with improved induction and the formation of a Deaf Awareness and Staff Culture group. We are delighted to report that overall staff satisfaction has now reached 74%.

We maintained operational excellence, adhering to corporate governance standards. We continue to prepare our financial statements in line with the Charity SORP. With our Board's guidance we ensure we operate in an ethical manner with our clients at the heart of every endeavour.

We recognize that our achievements are a result of the collective efforts of many. We thank our dedicated Staff for their hard work, our Board for their invaluable guidance, and our Senior Management Team for their skilled leadership. Our Partners' collaborative spirit and the support from our Funders and Donors are deeply appreciated. There are too many to thank individually but it would be remiss to not publicly acknowledge the HSE, Pobal, Our New Ears and Community Foundation of Ireland. We are also incredibly grateful for the many volunteers and fundraisers who support us. We have been supported by many cake sales, marathon runners and even a Darts competition to name but a few.

Finally, I would like to express sincere gratitude to our outgoing Chair, Declan Keane and welcome our new Chair, Tom Maguire. After nearly a decade as Chair, Declan Keane retired from the Board earlier this year. Declan provided vital support to the organization, especially to the management team, contributing across all areas from service development to strategic planning, and finance to governance. We are a much stronger organisation for having the benefit of Declan's skills and experience. However, while Declan will be missed, I am pleased to welcome Tom Maguire as our new chair. Tom who joined the Board two years ago is a retired civil servant who has a long and distinguished career, primarily in the Dept of Justice. Tom is the second person in Ireland to receive a cochlear implant, and as such is strongly aligned with the needs of our clients. I've no doubt his perspective and experience will be an asset to Chime in the years ahead.



Mission



Mission and vision



OUR MISSION

Our Mission is to champion and support Deaf and Hard of Hearing people and advocate for full inclusion and equality.



OUR VISION

A future where Deaf and Hard of Hearing people are fully included and have equal opportunities.

Our Values

At Chime, we are determined to work with our values in mind. We want to create a service and support network that is inclusive and empowering, has a positive impact, shows integrity and is collaborative. We are proud of our core values because they help shape our culture and empower our team with decision-making.



AIM HIGH AND THINK BIG

We respect diversity and recognise the worth and dignity of every person. We are driven to inspire everyone to reach their potential.



MAKE A DIFFERENCE

We work together with dedication, empathy, creativity and passion to meet the needs of our clients. We hold ourselves accountable for delivering on our commitments.



TOGETHER IS BETTER

Teamwork is important to us. We strive to build meaningful relationships and to create more accessible services and supportive communities.



DO THE RIGHT THING

Our person-centred approach is open, honest, ethical and fair and we are proud of what we do.



Our Guiding Principles

Hearing aid & technology principles

At Chime, we understand the daily challenges faced by people who are Deaf or Hard of Hearing. We know that technology can make a huge difference in people's lives. We are fully committed to helping people to get the right equipment in the right way. We work differently and here is our promise to you.



1. It's all about you

It's your life, your journey. Our job is to make it easier for you to get what you need. We'll give you the time and space to make the decision that's right for you.

2. We care

Our goal is help you live your life to the full. Our passion is to provide you with the best solution possible.

3. Our service is different

We understand everyone's journey is different, that's why we support you all the way. Our holistic approach means we are always happy to link you with other Chime or external services. Whatever it takes to help you get what you need.



Highlights of 2022

4. The best technology for you

We want to connect you with the latest technology available, empowering you to communicate more easily with family and friends. Our extensive product range means we've got everything covered.

5. You're in great hands

From testing and assessment right through to product selection and design, our team of dedicated, qualified professionals are with you every step of the way.

All our ISHAA registered audiologists and experienced technology team undergo continuous training and development to ensure you receive the highest standards of expertise and care.

6. Focus on affordability

We prioritise offering value for money and will work with you to identify the best options available. We facilitate flexible payment plans, access to government grants and a no-quibble refund policy.

7. You make a difference

We are a registered charity and not-for-profit organisation. We offer a wide variety of supports to Deaf and Hard of Hearing people. By choosing to purchase your equipment from us, you help us provide crucial services to others.



Summer camps

In 2022, as more people began to feel comfortable meeting up socially in-person, we were thrilled to relaunch our Summer Camps for teenagers and young people. Led by the Explore mentor group we ran two summer camps in Lilliput Adventure Centre near Mullingar. The BreakAway Camp for 18 – 25 year olds and the Adventure Camp for 13 – 17 year ran over three days, and were delivered by

Chime staff in English and in Irish Sign Language and featured activities such as; kayaking, rock climbing, capture the flag, bog jumping and much more.

Over the three days, the campers had the opportunity to meet with their peer groups, build their self confidence, grow their support networks and help them build their independence as they explored the world in a fun and exciting way.



The return of social groups

One of the most difficult legacies of the Covid-19 pandemic was the loneliness and isolation felt by so many throughout and following the myriad lock-downs across the country.

In 2022 as the country re-opened our focus moved to bringing our clients and us together again in a safe environment where they could get:

- Expert advice & information
- Friendly service
- A warm welcome
- Supportive and informative staff

Across the the country, the team at Chime worked tirelessly to offer our clients a host



of activities and events including; workshops, bake-offs, bingo, picnics, Christmas lunches, and visits to The Galway Arts Festival, petting farms and much much more!



Schools' project

Chime worked on an exciting schools project with support from the Community Foundation of Ireland.

The aim of the project was to provide an introduction to Irish Sign Language (ISL) and information on how best to communicate with a person who is Deaf or Hard of Hearing to over 1,000 primary school children in the greater Dublin region.

As part of the project, Chime has developed new video-based learning materials that include videos of the ISL Alphabet and some everyday ISL signs, as well as a series of everyday scenarios to illustrate some helpful tips when communicating with a Deaf or Hard of Hearing person.



Tinnitus support

At Chime we understand tinnitus can have a serious effect on a person's quality of life. Coping with tinnitus noises can be debilitating, leading to anxiety and depression. Getting support to help understand tinnitus enables our clients to manage it more effectively, so that it no longer impacts negatively on their life.

Tinnitus Awareness Week

In February we ran a series of 3 online seminars reaching 49 attendees.

Tinnitus Conference

In September, for the first time since Covid-19, we ran an in-person National Tinnitus Conference in the Ashling Hotel in Dublin. With 54 attendees our themes were:

- Understanding tinnitus
- Managing your tinnitus
- Mindfulness & self-care



Children and Family Support Services



As part of our strategic plan 2021–2024 we made the conscious decision to develop our Children & Family Services and we are delighted to see this decision bear fruit. In the summer of 2022 after a recruitment drive we were able to bring in our first Children & Families Services Manager and build a team of 3 staff, who now work alongside our Social Work and Community Resource teams, to provide nationwide support to families. This work not only resulted in increased supports to families but also a big increase in the number of events we provided last year and again into 2023. The highlights of these included the Break-Away and Adventure Camps, Halloween trip to Causey Farm and Christmas family events at both DVI and Palmerston House.

These supplemented other events that we have held previously and most notably we were delighted to bring our Newly Diagnosed Weekends back to the Midlands Park Hotel in Portlaoise.



Furthermore, 2022 saw a hugely significant event with the announcement from Minister Anne Rabbitte that HSE funding would be provided to Chime for the provision of a Specialist Multi Disciplinary Team to support Deaf and Hard of Hearing children & young people who have additional needs. This is a very significant step forward for Chime as an organisation but more importantly for the people we support. We have successfully recruited this year and accepted our first referral in July 2023.

We continue to work together with our own team of social workers, our new Children & Families Team as well as the parents' group, Our New Ears who help run and fund many of the events and activities.



Explore



Another service that has gone from strength to strength in 2022 was our Explore Mentor programme, which supports young adults as they transition from the secondary school system and into the world of work and further education.

By the end of 2022 we had expanded the team to add a third mentor which means we now have full coverage



nationally. The team have a busy caseload but also found time to run the Break-Away Camps and a number of workshops providing advice and information including Career Progression Day.



Where we are

Offices

- North Frederick St, Dublin
- Cabra, Dublin
- Tallaght, Dublin
- Dundalk
- Tullamore
- Killarney
- Limerick
- Waterford
- Castlebar
- Galway
- Sligo
- Letterkenny

Outreach

- Ballinasloe
- Castlereagh
- Clifden
- Loughrea
- Roscommon
- Tuam
- Achill
- Ballina
- Castlebar
- Ennis
- Nenagh
- Newcastle West
- Thurles
- Caherciveen
- Killorglin
- Kenmare
- Carlow
- Clonmel
- Kilkenny
- Wexford
- Birr
- Longford
- Mullingar
- Portlaoise
- Cabra
- Killybegs
- Tubbercurrey
- Mohil



Chime offices can be found in **12 different locations** around Ireland. **Chime outreach clinics** (a free and confidential support service on all aspects of deafness and hearing loss) can be found around the country on a monthly basis.



Impact



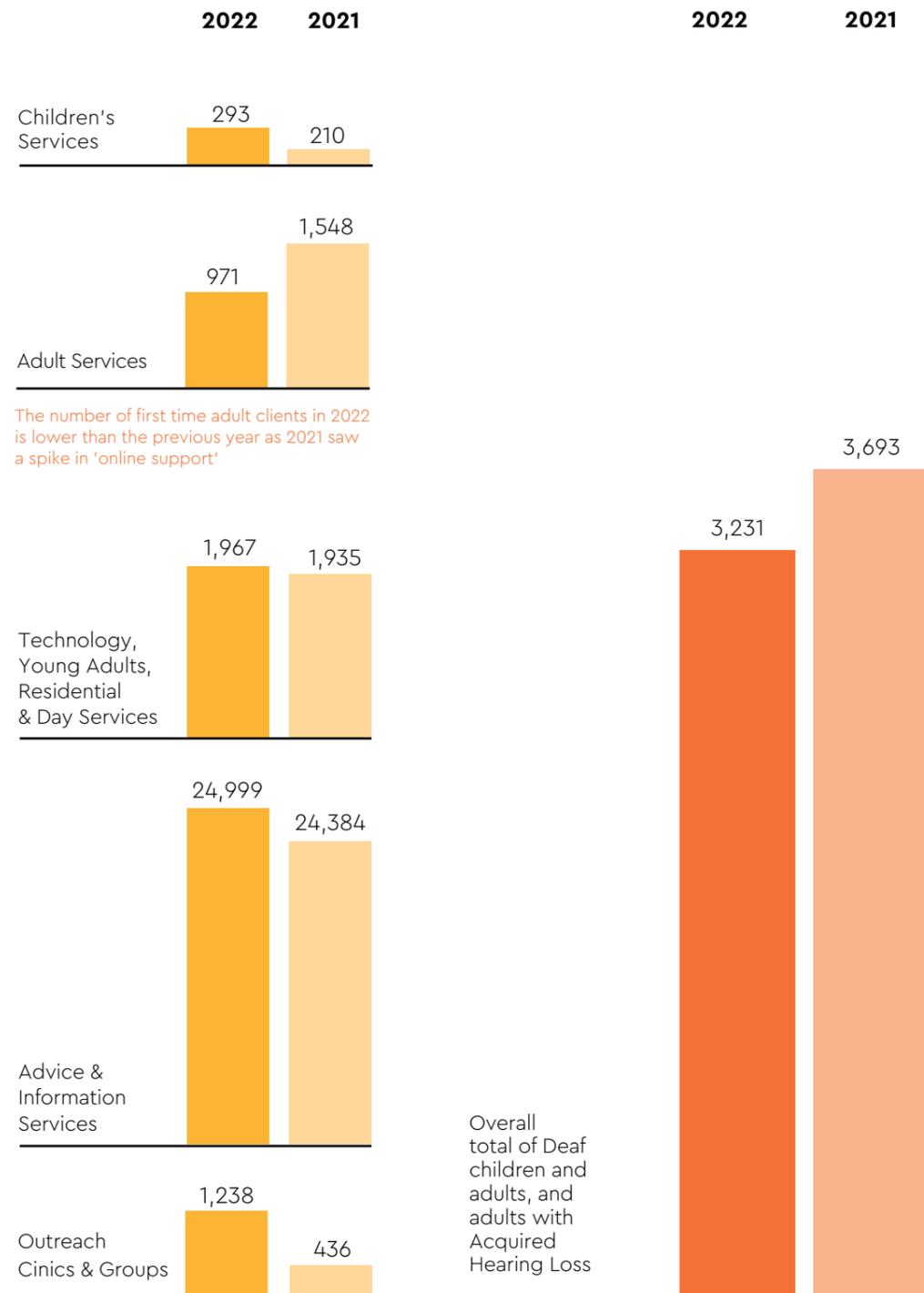
Our year at a glance

As the country opened back up again in a post-pandemic world, Chime embraced the opportunity to meet as many clients in-person as possible.

Moving out of restrictions where we pulled together to facilitate safe meetings with clients when and where possible, to a position where we could offer clients the best of both worlds. We were able to embrace remote services and face-to-face meetings, whichever was best suited to our clients and their needs.

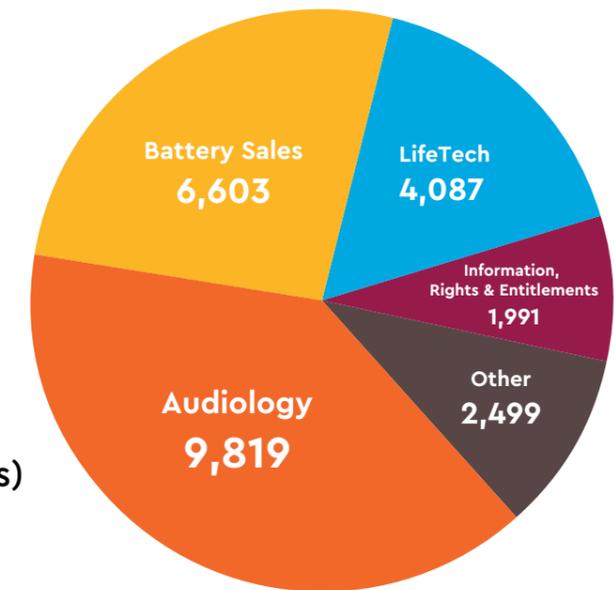


Achievements and performance

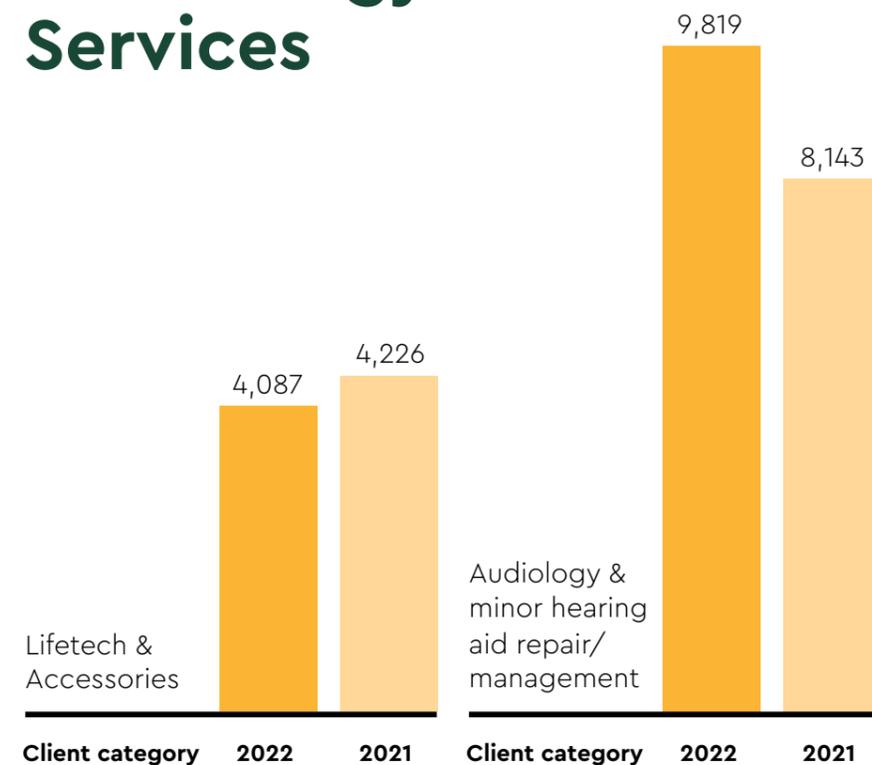


Summary statistics for other resource activities

In 2022, Chime met with 25,000 client contacts (excluding referrals)



Technology Services



Client Stories

Richard

The regulations around Covid left Richard feeling completely isolated. His best friend Veronica couldn't visit him, and his hearing difficulties made talking on the telephone almost impossible. He began to sink into depression. Veronica encouraged Richard to visit a Chime Outreach Clinic and there he found the help he needed, he was fitted for hearing aids, and it changed his life completely.

Richard recommends anyone with hearing issues to go to their local Chime Outreach Clinic and get seen as soon as possible.

“ The day I got with my hearing aids, well it was unbelievable. To hear voices again was amazing, Veronica is the best friend I have and I hadn't heard her voice for nearly ten years. ”

In 2022 Chime Outreach Clinics helped 1,238 people across Ireland. Run by Community Resource Officers, the Outreach Clinics travel to locations all across Ireland to try to reach as many people as possible, whether they live in towns or rural communities.

The Chime Outreach Clinic offers a free and confidential one-on-one support service on all aspects of deafness and hearing loss. They provide information and resources, assistive technologies, minor hearing aid repairs, and hearing aid batteries for sale.

Our Community Resource Officers help people with hearing difficulties to understand what acquired hearing loss is, its causes and how it can be managed. They offer tools and techniques to ensure that the person can continue to communicate with confidence. They can also offer advice on caring for hearing aids at home, including how to effectively clean them and store them, the care tools available, how to change hearing aid batteries and more.



Ellie



My name is Ellie, when I was eighteen, I discovered I had an issue with my hearing. I was at work and had to use an audio headset, I realised that I wasn't receiving any sound at all in my ears. I immediately began trying to fix the headset, but quickly realised that the problem was with my hearing and not the technology.

I made an appointment with my doctor and he did some tests, including a click test in my ear and I couldn't hear anything at all. From then on I knew there was a problem. My next step was to go to the Mater Hospital where I saw a doctor of neuroscience, he sent me for an MRI and a CT to make sure there was nothing going on with my brain. That was a bit nerve wracking, worrying that there could be something serious happening. When I went back for my results he gave me the good news, there was nothing sinister going on with my brain. Then he said "you're deaf."

I had known about Chime for a few years and when I came to see them I was introduced to Sarah, who is part of the team. She took me through everything I needed to know. She understood how daunting it can be for someone who is so young, there was a lot to process, I won't lie. In the space of six months, I went from a first appointment with a doctor to going to Chime. But the whole team we're amazing and meeting people from the Deaf Community who work in Chime really helped, seeing them living their lives to the full was very reassuring, I knew I could do the same. It's just about adapting to the situation, going with it.

Chime helped me to choose my hearing aids and I got fitted and received them when I was halfway through doing a barber course. I went into the course that first day and everything changed, I could hear the littlest things, like the clock or the trimmers going over the ear, it was amazing. I had tears in my eyes for most of the day, I was just so delighted to be able to hear everything.

After these last few years, I've come to see that people should be more kind to those with hearing loss, who are part of the Deaf Community or are hard of hearing, because they might just need an extra minute. I know what it's like to miss out on something going on at home or at work, just because I couldn't hear someone talking. I think if you're with someone who is struggling with their hearing, just slow down, relax and listen, because they're finding it ten times more difficult to listen to you than you are listening to them.

John

My name is John Dixon. For a long, long time I was very isolated. I needed hearing aids, but didn't have them, so I couldn't involve myself in conversations, I just felt completely alone and I was desperate to find some help.

My wife got in touch with the Deaf Village in Cabra and they recommended that I come to Chime. Once I arrived at Chime I was put at ease and the team gave me a very detailed hearing test and examined my ears. They explained the pros and cons of the different types of hearing aids and I chose the one that suited me best.

Getting my hearing aids has given me a whole new life, I mean it really is life-changing. You suddenly realise how much you were missing out on.

When you go out in company and you can't hear, you can see people having fun and having a joke, but you don't know what it's about. When I got hearing aids that worked it finally brought me back into the real world again.

I would absolutely recommend Chime. Their support and aftercare is fantastic. They are here to help. They tell you when you arrive that they are not here to sell you a particular product, they are here to advise you on what's right for you, and they are here to advise you on what's best for you. They understand that you might be limited on how much you can spend and with their help you can make your own well-informed decision.



Advocacy



National plan campaign

In 2022 Chime continued its campaign for a national plan for managing hearing loss in the adult population. In 2021 the World Health Organisation highlighted the need for governments to put national plans in place, as unmanaged hearing loss can have a significant impact on individuals and population health generally.

Increased rates of depression, cognitive decline and dementia are just some of the increased risks associated with unmanaged hearing loss, which can be avoided through early management of hearing loss. Ireland has a very high rate of unmanaged hearing loss: TILDA reported in 2018 that only one in five older adults with hearing loss had hearing aids, while at the same time we prescribed hearing aids at less than 50% of the rate in the UK.

In the UK, almost all the population are entitled to free hearing aids from the National Health Service. In Ireland, only medical card holders are entitled to free hearing aids from the HSE. This includes all children under 18 and adults with a medical card. Everyone must access hearing aids from private providers.

Provision of Hearing Aids in Ireland		
20% Public provision by HSE	50% Private provision with Hearing Aid grant	30% Private provision

As a result, one issue contributing to the high level of unmanaged hearing loss is the cost of hearing aids. In response to Chime's campaign, basic hearing aids were made more affordable through a change in the conditions of the hearing aid grant. Since this change in May 2020, an additional 20,000 people have got hearing aids at the end of 2022.

Oirechtas Screening

Throughout 2022 Chime campaigned for the Department of Health to implement a national plan to support people with hearing loss. Although progress has been slow, we had a productive meeting with Minister Stephen Donnelly in May, 2023. We held an engagement day in Leinster House in October 2022, where we screened the hearing of almost 20 public representatives. We also collaborated with Willie O'Dea T.D., who spoke publicly on the issue and raised the need for a national plan and action to address long HSE audiology waiting lists with the Taoiseach in the Dáil. The Taoiseach Micheál Martin responded that he would "ask the Minister to pursue that" (i.e. the development of a national plan). We are now hopeful of positive steps towards a national plan for managing hearing loss in 2023.



Education

The education of Deaf and Hard of Hearing (D/HH) children is an important issue for all concerned. Historically it is a matter that has received much attention and given rise to considerable debate and disagreement. In 2022 Chime focused more of our attention on education, as we were concerned that the 5,000 Deaf and Hard of Hearing children in our schools were falling further behind their hearing peers.



It is important to understand that deafness or hearing loss is not a barrier to learning. Indeed, the National Council for Special Education (NCSE) have stated that the objective should be that "Deaf and Hard of Hearing children graduate from school with levels of educational attainment that are on a par with their hearing peers of similar ability". However, the NCSE and the Department of Education currently do not publish any reports or outcomes to indicate if this objective is being achieved.

Concerns

In recent times many parents told Chime that their children were receiving less support than before, as a new resource allocation model for special education needs was introduced into schools. This was despite the new scheme having additional resources available to it. The NDA report on the Operation of the ISL Act also highlighted concerns about education in Deaf schools, particularly for those students whose first language is ISL.

In the UK, where supports tend to be greater and outcomes are published, D/HH children lag roughly one grade per subject behind their hearing peers.

These concerns led Chime to prioritise action on the education of D/HH children in 2022. We examined a range of issues that could be impacting on the educational outcomes of D/HH children. These included:

- **A lack of teacher training in Deaf education:** regarded by experts as critical for success. Over 95% of D/HH children are in mainstream classes, but only a small minority of their teachers have received any inservice training in the education of D/HH children.
- **The Visiting Teacher of the Deaf service:** widely seen as a vital support to parents, teachers and children. According to Chime analysis, the VT service in Ireland operates at less than 60% of the level of the equivalent service in the UK.

- **Post graduate qualification in Deaf education:** Only a fraction of teachers involved exclusively in teaching D/HH children have completed a post graduate qualification in Deaf education. This includes those teachers working in the two schools for Deaf children, the 13 units for D/HH children based in mainstream schools, and Visiting Teachers. Furthermore, many of these teachers have limited competency in sign language and cannot deliver the school curriculum in ISL to children whose first language is ISL.
- **New ISL School Support Scheme:** although the Minister for Special Education announced a new scheme to support children in the classroom whose first language is ISL in the Spring of 2022, by year end no one has been appointed under this new scheme.

Based on our findings, Chime was concerned that the learning outcomes for Irish D/HH children could be even worse than that of their UK counterparts, given that they were receiving less support.

Chime resolved that our initial objective would be to campaign for the Department of Education to publish some educational outcomes for D/HH children.

Publishing educational outcomes for D/HH children would provide for the first time objective data on how our Irish D/HH children are doing vis-a-vis their hearing peers, and would indicate if remedial action was required.

Beginning of Campaign

As a first step, we sought a meeting with the Minister of State for Special Education, Josepha Madigan T.D. We also communicated our concerns to the NCSE, the Department of Education and numerous public representatives.

In November 2022, Chime and a number of parents met with Minister Madigan in Leinster House. The Minister agreed that there was a need for more data and that she understood parents' concerns about D/HH children receiving less support under the new allocation scheme.



Funding and Finances

Minister Madigan asked us to engage further with the NCSE and to make contact with the Teaching Council. Chime is following up on these actions as we continue our campaign on education in 2023.

Voucher Scheme

The Deaf community were very disappointed that the Government did not introduce a permanent 'voucher' scheme in 2022, following a very successful pilot in 2021. The so called voucher scheme is a provision under the ISL Act to enable Deaf people to take part in social, cultural and civic activities.

Late in 2022 Chime lobbied for the introduction of the scheme and highlighted the benefits of the scheme through a number of short videos where Deaf people talked about the benefits of the voucher scheme for them. These personal stories included being able to use the scheme to make a will and to take part in a training event.

Chime also made a submission to the Government consultation on the Reasonable Accommodation Fund (RAF). This fund is administered by the Department of Social Protection, and provides a number of grants to support people with disabilities to access or remain in employment.

While the scheme provides a grant for a sign language interpreter when a Deaf person is attending a job interview, there is no ISL support for the person if they succeed in getting the job. This means that many Deaf employees experience a high level of exclusion in the workplace and have little or no chance of achieving promotion or progressing their careers. Chime made a strong case in our submission that the RAF include provision for ISL support in the workplace.

Chime will be lobbying strongly for these issues to be addressed for Deaf people in 2023.



Auditor's report

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NATIONAL ASSOCIATION FOR THE DEAF T/A CHIME

Report on the audit of the financial statements

Opinion on the financial statements of National Association for the Deaf T/A Chime (the 'company')

We have audited the financial statements of the National Association for the Deaf T/A Chime (the "company") for the year ended 31 December 2022, which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including the summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2022 and of its result for the period then ended;
- have been properly prepared in accordance with FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the directors' report has been prepared in accordance with applicable legal requirements;
- the accounting records of the Company were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the Company. We have nothing to report in this regard.



Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set out on page 37, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

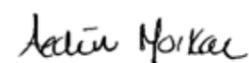
Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our auditor's report.

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

Our report is made solely to the Company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditor's 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.



Aedín Morkan
For and on behalf of Mazars
Chartered Accountants And Statutory Audit Firm
Harcourt Centre, Block 3, Harcourt Road, Dublin 2.

Statement of financial activities

(Including income and expenditure account)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

	2022	2022	2022	2021 as restated	2021 as restated	2021 as restated
	Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
INCOME FROM						
Donations and legacies	217	18,341	18,558	6,000	25,582	31,582
Charitable activities	5,017,273	52,214	5,069,487	4,793,045	39,453	4,832,498
Other trading activities	—	1,609,229	1,609,229	—	1,600,304	1,600,304
Total	5,017,490	1,679,784	6,697,274	4,799,045	1,665,339	6,464,384
EXPENDITURE ON						
Charitable activities	4,575,036	151,716	4,726,752	4,489,809	69,759	4,559,568
Raising funds	—	1,470,462	1,470,462	—	1,352,902	1,352,902
Total	4,575,036	1,622,178	6,197,214	4,489,809	1,422,661	5,912,470
NET (EXPENDITURE) /INCOME BEFORE TAXATION	442,454	57,606	500,060	309,236	242,678	551,914
Taxation	—	—	—	—	—	—
Transfers between funds	—	—	—	—	—	—
Net movement in funds	442,454	57,606	500,060	309,236	242,678	551,914
RECONCILIATION OF FUNDS						
Total funds brought forward	526,512	1,384,431	1,910,943	217,276	1,141,753	1,359,029
Total funds carried forward	968,966	1,442,037	2,411,003	526,512	1,384,431	1,910,943

There are no other recognised gains or losses other than those listed. All income and expenditure derives from continuing activities.

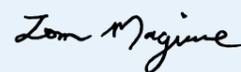
Chime balance sheet

AS AT 31 DECEMBER 2022

	2022 €	2021 as restated €
FIXED ASSETS		
Tangible assets	914,848	1,017,797
CURRENT ASSETS		
Stocks	93,346	131,002
Debtors	158,140	223,036
Cash at bank and in hand	1,973,226	1,358,138
	2,224,712	1,712,176
CREDITORS:		
Amounts falling due within one year	(527,464)	(561,610)
NET CURRENT ASSETS	1,697,248	1,150,566
TOTAL ASSETS LESS CURRENT LIABILITIES	2,612,096	2,168,363
CREDITORS:		
Amounts falling due after one year	(201,093)	(257,420)
NET ASSETS	2,411,003	1,910,943
FUNDS OF THE CHARITY		
ACCUMULATED FUNDS — RESTRICTED	968,966	526,512
ACCUMULATED FUNDS — UNRESTRICTED	1,442,037	1,384,431
	2,411,003	1,910,943

The notes on Pages 19 to 35 form part of these financial statements.

The financial statements were approved and authorised for issue by the Board on 4 September 2023 and signed on its behalf by:



Thomas Maguire
Chairperson



Kevin Coleman
Director

Fundraising

Chime relies heavily on funding from the HSE to provide the services that we offer. In 2022 the HSE contributed €5m towards funding services for Deaf and Hard of Hearing people through Chime. In addition to that, Chime provides technology services through our social enterprise model when offering clients access to hearing aids, school equipment and personal and household devices. All monies generated are retained in the charity and used to supplement or enhance our services.

In addition to the above we have also been supported by a number of other organisations in 2022:

	€23,976
	€5,725
Community Foundation of Ireland	€10,000

Other corporate and individual donations were received throughout the year. Your vital generosity and support is greatly appreciated.

Technology

In 2022, Chime was able to provide over 1,000 pieces of technology equipment to clients. This is a core service for Chime, as we know the real benefits to people from the use of this technology in their daily life.

As a charity, we ensure that we provide this service in a client-led, independent way and that all products are delivered by experienced, caring professionals. Our pricing structures reflect our charity status and are provided below market rates to ensure value for money.

Thank you to all clients who trusted us with addressing their technology needs, as all funding received for these products is used to provide other Chime services.

Governance



The National Association for the Deaf trading as Chime ('Chime'), was incorporated in 1964. Chime is a company limited by guarantee and does not have a share capital, (CRO No. 21627) has established charitable status (CHY 5633) and is registered with the Charities Regulatory Authority (Charity Registration Number 20008772). Company limited by guarantee registered in Ireland No. 21627

Chime is governed by a Constitution, which was last amended in 2018.

In accordance with best practice for charitable and not for profit entities, the Charities Statement of Recommended Practice (SORP) FRS102 has

been adopted for this set of financial statements. Chime has policies and procedures in place that adhere to the requirements of the Charities Regulator's Charities Governance Code and complies with this Code on an ongoing basis.

Chime has also adopted the Guidelines for Charitable Organisations on Fundraising from the Public and the Internal Financial Controls Guidelines for Charities, issued by the Charities Regulator, and is committed to being accountable and transparent so that donors, prospective donors and fundraisers can have full confidence in Chime.

Structure and role of the Board

The Board is responsible for the overall control, governance and management of Chime and oversees the organisation to ensure transparency and best practice in all areas.

The Board has specific responsibility to:

- ensure the organisation is carrying out its charitable purposes for the public benefit;
- act in compliance with Chime's Constitution;
- oversee the strategic direction of the organisation and monitor the implementation of its strategic plans;
- monitor legal, regulatory and reporting compliance;
- manage Chime's resources responsibly including directly authorising any borrowings and all expenditure above €50,000;
- identify and manage risk;
- review the performance of the Chief Executive Officer (CEO);
- act in the best interests of the charity; and act with reasonable skill and care at all times.

The Board may comprise of between three and fifteen individuals elected for a three-year term. Ordinarily Directors are restricted to a maximum of

three terms. Two Directors, including the Chairman, had served in excess of three terms at 31 December 2022.

During 2022, the Board formed a sub-committee to manage succession planning for the appointment of a new Chairperson. In January 2023, the Board endorsed the appointment of Thomas Maguire as the new Chairperson of Chime and he took over this role on 12 June 2023 at which time, the outgoing Chairperson, Declan Keane, formally resigned from the position.

The Directors and Company Secretary who held office during the year or who currently hold office are listed on page 3. All Directors give their time to Chime on a voluntary basis and receive no remuneration. They are entitled to avail of out of pocket expenses for Board business.

Responsibility for the day-to-day management of Chime is delegated to the CEO, who is directly accountable to the Board and who makes decisions

Board attendance

The Board is responsible for providing leadership, setting strategy and ensuring control. It currently comprises nine Non-Executive Directors. The Board meets regularly, as required, and met six times during 2022 (seven in 2021).

Board attendance at eligible meetings

BOARD MEMBERS

Declan Keane <i>(Resigned as Chairman, 2023)</i>	6 of 6
Kevin Coleman	6 of 6
Sandra Creagh	6 of 6
Martina Cummins	4 of 6
Pat Flynn	5 of 6
Thomas Maguire <i>(Elected as Chairman, 2023)</i>	4 of 6
Ciarán McCormack	4 of 6
Deirdre Nicholl	2 of 3
Jennifer Robertson	6 of 6
Gerard Smith	4 of 4
Brian Symington	2 of 4

CEO: Mark Byrne

Company Secretary: Andy Caffrey

The CEO and Company Secretary were invited to and attended all six Board meetings.

APPOINTMENTS & RESIGNATIONS

The changes to the Board of Directors during 2022 are outlined below.

Deirdre Nicholl was appointed to the Board on 15 August 2022.

Gerard Smith and Brian Symington resigned from the Board on 5 September 2022.

Andrew Caffrey resigned as Company Secretary on 30 May 2023 and was replaced, on an interim basis, by Mark Byrne on the same date.

Sub-committees

The Board operates a number of sub-committees which enables oversight of the key activities of the organisation. The committees are as follows:

- Finance, Audit & Governance Committee
- Remuneration and Nominations Committee
- Commercial Development Committee
- The Services Committee

Finance, Audit and Governance Committee

The Finance, Audit and Governance Committee was established to review all matters relating to the financial affairs of Chime, to manage audit relationships, to ensure that there is a strong framework for accountability and governance, to examine and review all systems and methods of control, both financial and otherwise, including risk analysis and risk management and to ensure Chime is complying with all aspects of the law, relevant regulations and good practice. The Directors who comprise the Committee met six times in 2022. Kevin Coleman (Chair), Deirdre Nicholl and Ciarán McCormack.

Remuneration and Nominations Committee

The Remuneration and Nominations Committee was established to provide strong oversight of Board recruitment and HR activity. The Directors who comprise the Committee are Thomas Maguire (Chair) and Sandra Creagh. The Committee did not meet formally during 2022.

Commercial Development Committee

The Commercial Development Committee was established to oversee the development of assistive technology services, fundraising

and brand development. The Directors who comprise the Committee are Pat Flynn (Chair) and Ciarán McCormack. The Committee met three times in 2022.

The Services Committee

The Services Committee was established in 2021 to oversee the quality, safety and effectiveness of Chime's service delivery by undertaking periodic performance reviews of activities and facilitating planning and discussion on future service plans. The Directors who comprise the Committee are Jennifer Robertson (Chair) and Thomas Maguire. The Committee met four times in 2022.

Partnership with Our New Ears

Chime has a collaborative working arrangement with Our New Ears (ONE), a group of parents dedicated to the needs of parents, guardians and families of children and young people who use hearing technologies which includes but is not limited to CIs, BAHAs (bone anchored hearing aids), hearing aids and ABIs (auditory brainstem implants).

ONE operates in partnership and as a programme of Chime. Chime assists ONE in an advisory and administration capacity. The ONE Committee was established in 2017 to ensure that the objectives of the collaborative working arrangement between Chime and ONE are being met. In 2023, it was agreed that there was no further need for the Our New Ears Committee and instead the activities of ONE will be supported through the Services Committee. All amounts raised and expenditure incurred by ONE are recognised in the Statement of Financial Activities as restricted funds.





chime

The National Charity for Deaf
and Hard of Hearing People

Head office

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FOR THE DEAF T/A CHIME**

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