



# Annual Report 2024

**Chime**

The National Charity for Deaf  
and Hard of Hearing People

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# Chairman's welcome

I am delighted to welcome you all to Chime's 2024 Annual Report.

2024 saw us mark Chime's 60th anniversary and it was wonderful to pause and reflect on how far the organisation has come since its foundation, as the National Association for Deaf people, in 1964. The advancements that have been made in equality, the expansion that we have seen in the services we now offer, and the improvements that have been made in supporting Deaf and Hard of Hearing people in every aspect of life, would not have been possible without the dedication and hard work of our supporters, staff and clients, over those 60 years. I am proud to look back and see how far we have come and I look forward to seeing the progress we will make in the future.

2024 was an exciting year for our services and we are all particularly proud of our second residential home, in Artane, which together with our home in Santry, provides a warm, inviting and supportive environment for our residential clients.

Our Advocacy continues to be vital as we strive for a fairer, more tolerant society and more awareness of the needs of Deaf and Hard of Hearing people. The creation of the National Hearing Care Plan is a vital step for our government in the mission to create an environment of equality for Deaf and Hard of Hearing people in Ireland, and I am confident that our advice and recommendations will help to ensure that successful progress is made as the working group moves forwards.

Late in 2024, we began work on our new Strategic Plan which will map out our ambitions and plans to 2030.

The positivity, hard work and passion of our staff never ceases to impress me. From the moment our client walks into an office, community outreach centre, or meeting, they are met with a smile, support and unending patience. I am proud to work alongside such a dedicated team and I would like to thank every member for their continued commitment to our clients.

I would also like to thank the Chief Executive, Mark Byrne, and Board colleagues for their valuable support and guidance during the year.

Yours Sincerely



**TOM MAGUIRE**  
Chairman of the Board

# CEO's foreword

Hello and welcome to our Annual Report for 2024.

2024 was a fantastic year for us, with some significant progress made in advocacy, positive expansion of our services, and improvements in our communications. I am proud to say that 2024 was also a landmark year, since it saw us celebrating our 60th anniversary.

## 60th anniversary

Chime was founded as the National Association for Deaf people in 1964. The last 60 years has seen our organisation work tirelessly to empower Deaf and Hard of Hearing people by growing supporting communities and building awareness. Over its lifetime Chime has evolved, our services have expanded, and our goals have advanced. I am proud to say that we now have 89 members of staff, 12 office locations and 2 residential homes. I am excited to see what the future holds for us and look forward to working with our supporters, staff and clients to build a strong foundation for the next 60 years.

## Our Services

Over this past year we have continued to evolve and improve our services to meet the needs of all of our clients.

## Residential Home

We opened our *second residential home* in Kilmore in 2024 and welcomed three residents from Santry. This milestone was made possible thanks to the hard work of our residential staff and the support of external partners, including Focus Ireland.

## Explore Mentor Programme

I am delighted to say that our *Explore Mentor Programme* has been expanded to include all Deaf and Hard of Hearing adults under 60, who need support in finding employment or in furthering their education.

## Chime Website

May 2024 saw the launch of our new, accessible, user-friendly, inclusive *website*. We are proud to say that our website is now available in both English and Irish sign language, so that Deaf people can now access information in their own language.

## Advocacy

2024 saw us continue to advocate for Deaf and Hard of Hearing people across the country. Our work has seen some advancements being made and we continue to lobby the government to ensure equal status for all Deaf and Hard of Hearing people in Ireland.



*Mark Byrne*

**MARK BYRNE**

Chief Executive Officer

## The National Hearing Care Plan

In August 2024 the Minister announced a working group tasked with developing a holistic model of hearing care in Ireland. We were instrumental in lobbying for this group and we will continue to engage with it going forward.

## ISL subject exam in the Leaving Certificate

2024 saw us work on a major campaign to include ISL as an exam subject for the leaving cert, lobbying with the Minister for Education, the Taoiseach and political parties, to address this issue as a matter of concern under the Equal Status Act.

## Access to work

We lobbied with the Department of Social Protection for the new Work and Access Scheme, which was introduced in the summer of 2024, in replacement of the 'Reasonable Accommodations Scheme'.

## Staff

Our staff are exceptional, dedicated, professional and positive, they continue to go above and beyond to support our clients. 2024 saw even more staff members finding new ways to help and support our clients and to ensure the success of our entire organisation. I would like to welcome our new staff members and I look forward to working with everyone over the coming year.

We are continuing to campaign for Pay Parity between S39s and the Public Sector. We welcome the WRC's recommendation of an 8% pay award to our staff, as well as the overall recommendation that Pay Parity is achieved.

## Thank you

Our staff are not the only people who helped us make 2024 a great year. There are a number of other people who contributed to our success. I would like to thank our generous funders; HSE and Pobal, who continue to support us.

I would also like to thank all of our supporters who ensure our vital work continues through their donations and fundraising.

And of course we could not do what we do without the tireless work of our dedicated board of directors who lend us their guidance and support.

No thank you would be complete without the mention of our management team who continue to work hard to support all of our teams.





# Mission

## Mission and vision



### OUR MISSION

Providing personalised supports and services for Deaf and Hard of Hearing people and promoting full equality and inclusion.



### 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.



# Highlights of 2024



## Chime's 60th Anniversary

In 2024, Chime proudly marked its 60th anniversary – a milestone that not only celebrated six decades of progress but also honoured the people, communities, and achievements that have shaped our journey. Since opening our doors in 1964 as the National Association for Deaf People, we have grown into a national charity supporting Deaf and Hard of Hearing people across Ireland, advocating for inclusion, accessibility, and equal opportunities every step of the way.

To mark this special occasion, each of our Resource Centres hosted its own birthday party, complete with cake and balloons, creating a sense of joy and connection with the communities we serve. These gatherings were an opportunity to celebrate locally, reflect on how far we have come, and thank clients, families, and staff for their continued trust and support.

Later in the year, we brought our staff together for a dedicated celebration day – a moment to step back from the everyday demands of work and recognise the collective achievements of the past 60 years. It was a chance to celebrate the dedication of our teams, who ensure every day that Chime continues to evolve and respond to the changing needs of those we serve.

The anniversary was not only about celebrating history but also about looking ahead with ambition. As the day captured so powerfully, we in Chime, have been at the forefront of change, breaking down barriers and creating new possibilities for Deaf and Hard of Hearing people. This legacy inspires us to continue shaping a more inclusive future for the next generation.





# Deaf mental wellbeing videos



In 2024, Chime produced the first-ever videos promoting mental wellbeing, created entirely in Irish Sign Language (ISL) for the Deaf community. While conversations around mental health have become much more open in recent years, accessible information in ISL has been extremely limited. These videos were designed to bridge that gap and provide vital resources in a language that is fully accessible to Deaf people.

The short videos focus on everyday mental health and wellbeing, offering practical guidance and reassurance for anyone facing challenges. They are now available

on the Get Support section of the Chime website, ensuring the Deaf community has a dedicated resource to turn to when it comes to mental wellbeing. As always, if someone is concerned about their mental health, we encourage them to reach out to their GP or connect with their local Chime centre for additional support.



# New residential home in Kilmore

It was an exciting year for Chime's Residential Services as we opened a new home in Kilmore. After months of planning, decorating, and ensuring the house felt warm and welcoming, we received the go-ahead from HIQA to proceed with the move.

This milestone was made possible thanks to the dedication of Chime's residential staff and the support of external partners, including Focus Ireland. Together, they worked tirelessly to ensure that everything

met the highest standards of care and comfort.

Once it was completed three residents moved from their home in Santry to Kilmore. Meanwhile, Santry welcomed two new residents.

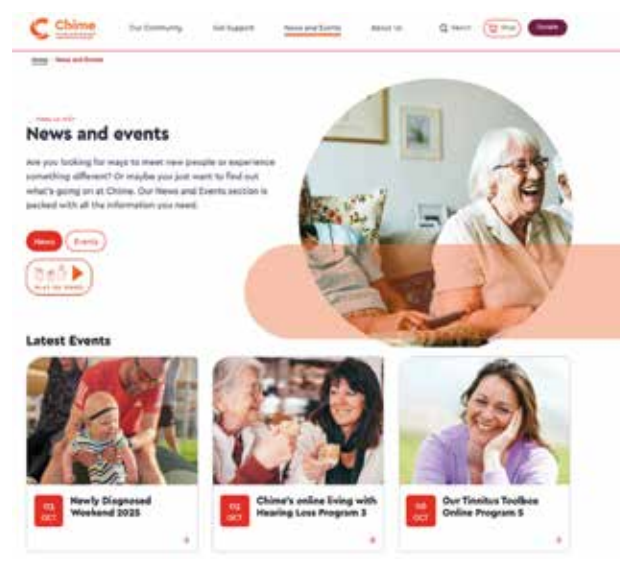
With two full residential staff teams now in place, we look forward to this new chapter, guided by one of Chime's core values: **Together Is Better.**





In May 2024, Chime launched its new website, designed to be more accessible, user-friendly, and inclusive for everyone we support. A key feature of the new site is that content is now available in both English and Irish Sign Language (ISL), ensuring Deaf people can access information in their own language. This marks an important step forward in accessibility and reflects our commitment to breaking down barriers to information and support.

The design and content were developed in consultation with our core clients – including Deaf and Hard of Hearing teenagers and adults, people with Tinnitus, and families with Deaf and Hard of Hearing children. Their input shaped the structure, tone, and functionality of the site, ensuring it truly meets the needs of the communities we serve.



## Grandparents' evening



In May 2024, Chime hosted its first-ever Grandparents' Evening, recognising the vital role that extended family members play in the lives of children with hearing loss. While many supports exist for parents, we know that grandparents, aunts, uncles, and other relatives are often deeply involved as carers, role models, and everyday supporters.

The evening provided grandparents with an opportunity to learn more about hearing loss, communication strategies, and the range of services available

through Chime. It was also a space to share experiences, ask questions, and build connections with others in similar situations.

The success of this inaugural event highlighted the importance of including the wider family circle in a child's journey. By supporting grandparents and extended family, we help strengthen the network around each child, ensuring they can thrive at home, at school, and in their community.



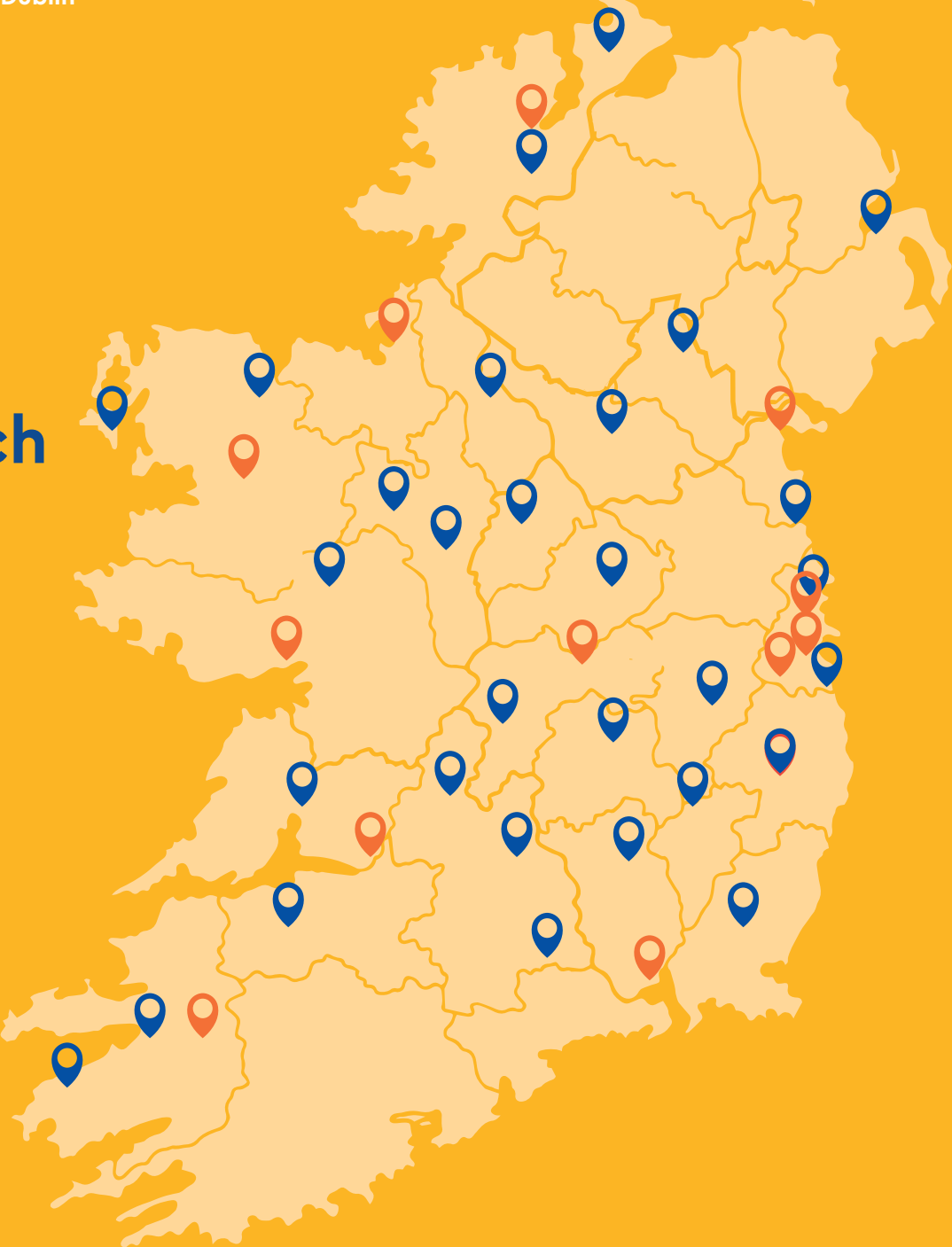
# Where we are

## Offices

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

## Outreach

- Ballinasloe
- Castlerea
- Clifden
- Loughrea
- Roscommon
- Tuam
- Achill
- Ballina
- Ennis
- Nenagh
- Newcastle West
- Thurles
- Caherciveen
- Killorglin
- Kenmare
- Carlow
- Clonmel
- Kilkenny
- Wexford
- Birr
- Longford
- Mullingar
- Portlaoise
- Cabra
- Buncrana
- Donegal
- Sligo
- Gort



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.





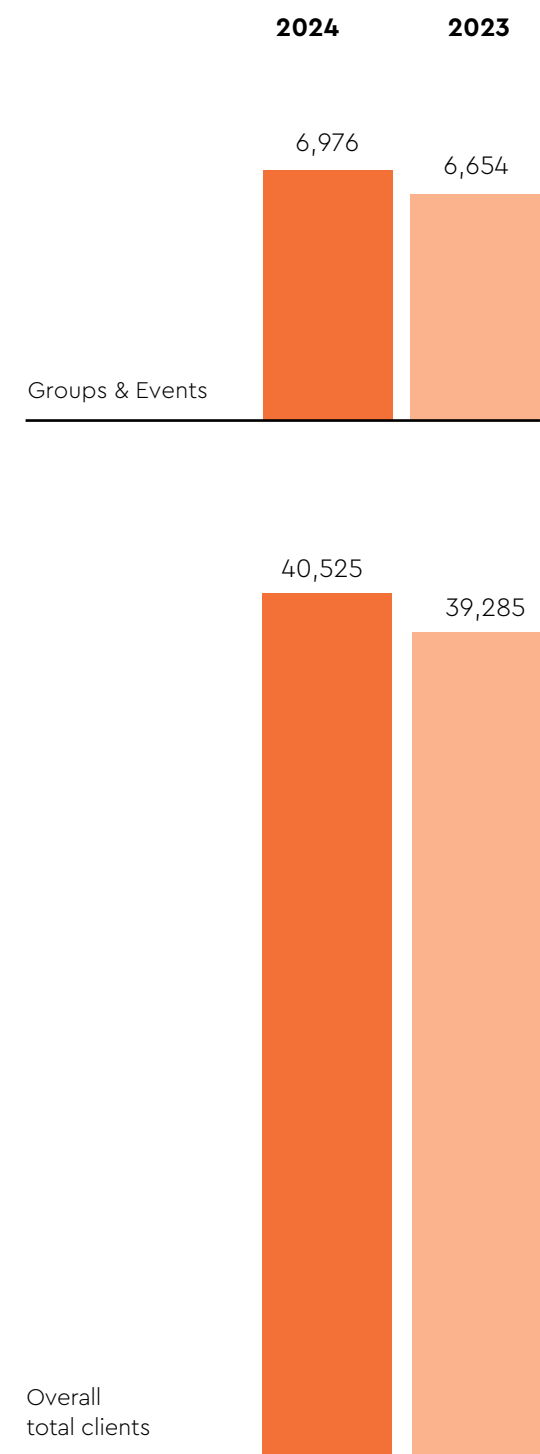
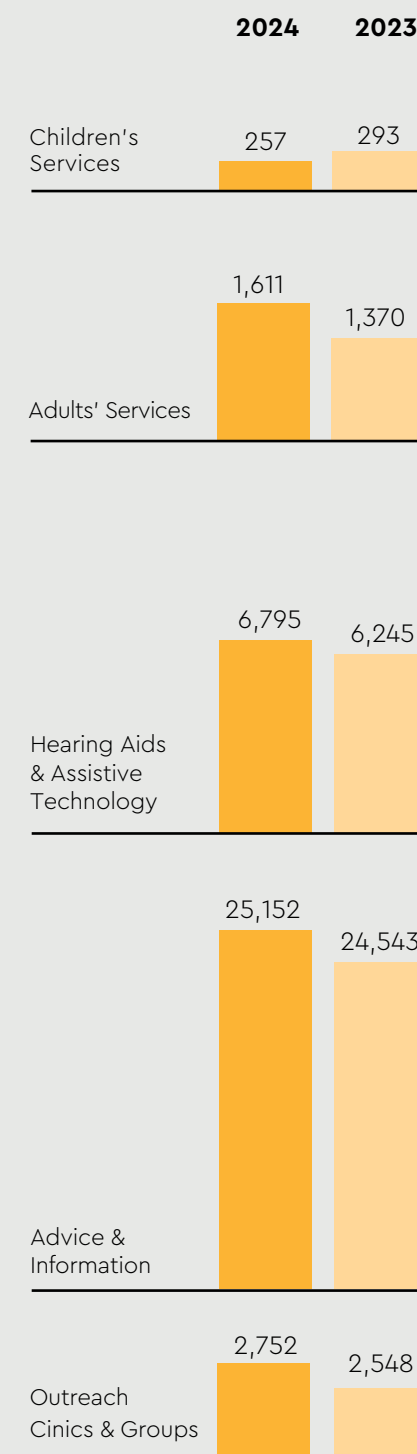


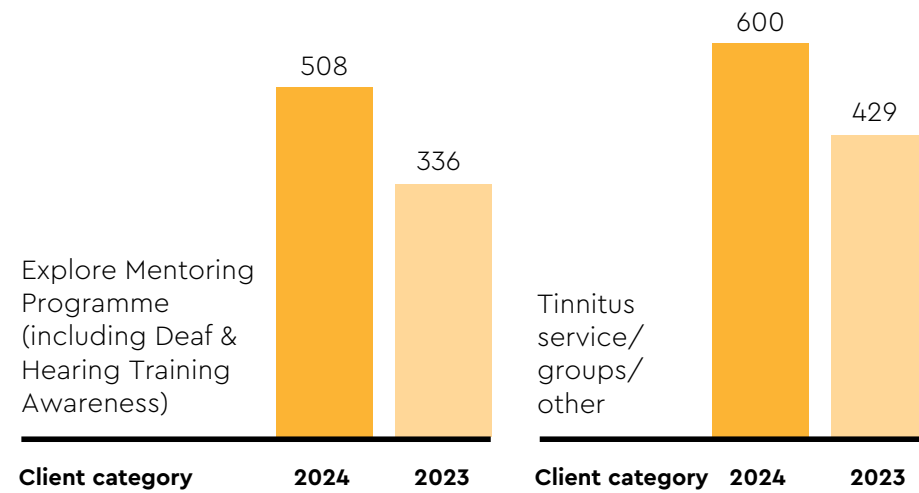
## Our year at a glance

2024 was a year of progress, celebration, and impact for Chime. As we marked our 60th anniversary, we reflected on our journey while continuing to support Deaf and Hard of Hearing people, their families, and wider communities across Ireland. From advocacy and residential services to mental wellbeing resources and ISL- accessible information, our work reached more people than ever before.

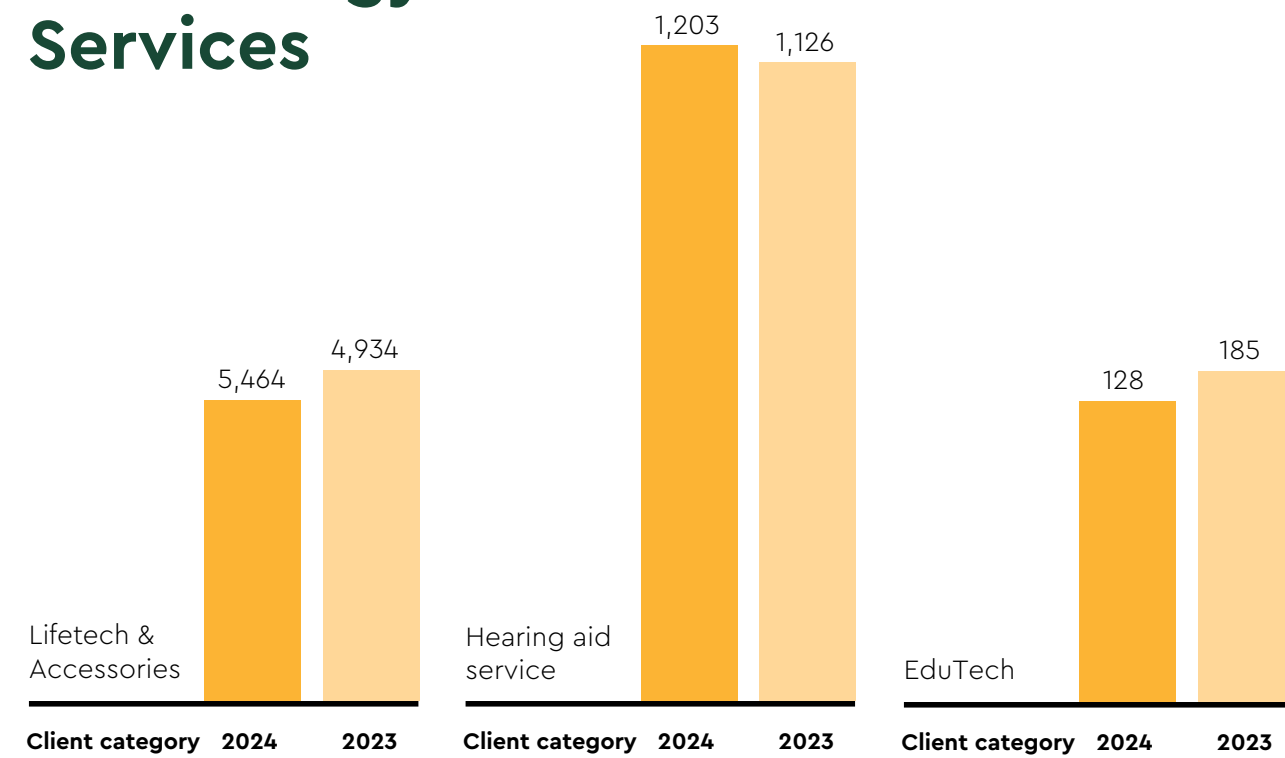
This section captures that story in numbers. Each statistic represents real lives – families accessing early intervention, teenagers finding community, older people maintaining independence, and clients engaging with services in Irish Sign Language. These figures show the scale of our work, but more importantly, they reflect empowerment, connection, and inclusion. They remind us why our work matters and inspire us to keep breaking down barriers and building opportunities together.

## Achievements and performance

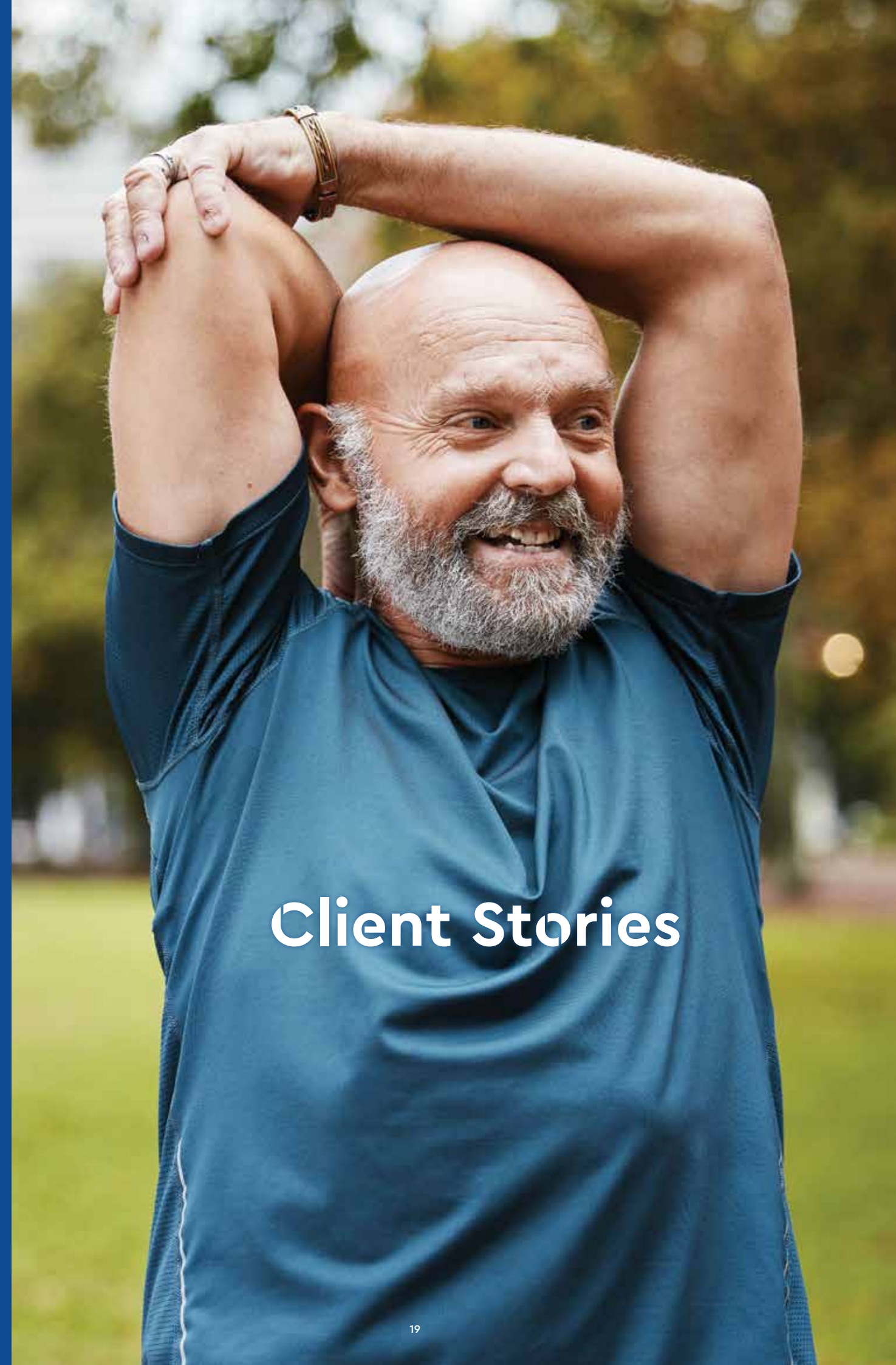




## Technology Services



## Client Stories





# Julianne



My name is Julianne, I first met a social worker in Chime about ten years ago. I heard about the voucher scheme from the staff in Chime, Tallaght. They were very helpful to me in that situation.

She provided me with the information, it's for five vouchers that can be used at an event or to use at various other appointments that you might need it. I can use the vouchers for meetings, or a conference or even a parent teacher meeting. Different types of meetings where I would need the provision of an ISL interpreter to help me communicate and ensure my voice is heard.

I bought an alarm clock from Chime in Tallaght. Oh, it's very helpful having the alarm clock, really it is. I prefer using it with the flashing light rather than the vibrations, I don't like it vibrating under my head! I use it to wake me up, to get the boys up for school, they wouldn't wake up otherwise.

**“ I use the vouchers for meetings where I would need an ISL interpreter to ensure my voice is heard. ”**

# James



My name is James and I live with tinnitus. I very much viewed tinnitus as an unwelcome intruder. Someone I didn't ask for in my life or in my head. Now, I view it no longer as the intruder and instead I think it's there to remind me to enjoy life more, to re-engage more and I think that's not a bad thing.

My tinnitus journey from week to week can vary. When things are tough, I use the tools I have learned from Chime.

My tinnitus journey has not been all bad, in fact in many ways it's been a positive. I find that now I'm playing a lot more golf, I get out more, I've lost weight, my relationships with friends and family have improved, I'm more attentive and my concentration levels in work are higher, my productivity is higher.

If someone had said all this to me at the beginning of the journey, I would have

said that would have been impossible – in fact it would have been the exact opposite. It was a horrible thing at the start, but it doesn't have to define the rest of my life.

**“ Tinnitus doesn't have to define the rest of my life! ”**

# Munro



Hi everybody, my name is Munro Ruigrok and I'm the father of Colton Ruigrok. Colton was born to a full term pregnancy in Holles Street. They first thought there might be an issue during his newborn hearing screening and after two rounds of inconclusive tests, we were referred to Grange Gorman for more detailed testing and at five days old Colton was diagnosed with severe to profound hearing loss in both ears.

Once we had discovered that Colton had hearing loss, it was a bit of a shock to Clodagh, my wife and I. We've no history of hearing loss within the family, so we were a little bit taken aback. But the audiologist was amazing and she reminded us that he was still the same little baby we'd brought home. It was just now, we had the knowledge that he had hearing loss. She recommended we reach out to Chime and we did that the next day.

It was phenomenal what we got back. Suddenly we didn't feel like we were the only people in the world that this has ever happened to, we were sent emails, resource packs and people ringing us saying. "Heard your son is newly diagnosed. How are you?"

It was different with Chime, it was like "Ok, great, what can we do?" so the whole outlook was positive, no one was looking at the floor, it was like "now we know, let's go."

So with the help of Chime, we ended up getting contact details for several families all within a twenty minute loop around us. It was just the mood music that we wanted to hear.

Soon after we'd made contact with Chime, they came back to us and told us about the Newly Diagnosed Weekend. They explained that the newly diagnosed weekend was this amazing idea to bring people of a similar story to one spot, to allow them to share their stories. But also surround them with people from the industry whether that be experts, speech and language therapists and doctors as well. So there was a lot of really good, powerful messaging and accurate information.

The people that Chime brought in, they were authorities in the industry, on development markers and milestones. So, yes, we understood that our son had a hearing loss, but there's no limitation to what he can achieve.

# Michelle

Hello, my name is Michelle and I'm from Kerry. I've really enjoyed the Deaf social group, I had a fantastic time with the Chime group in Waterford.

We went on a tour of the Waterford Crystal Glass factory, we had an interpreter with us, we also had a Deaf man who used to work there. He offered to explain to us about the glass making process and all aspects of it.

We went on another museum trip too, we went to the Viking Museum. We found out lots of interesting facts and figures there.

Now that we are back in Kerry, I want to say a huge thank you to Chime in Killarney for inviting everyone to go to Waterford overnight.

It was a great get together and in the evening we had great fun playing silly card games like UNO.

Anyway, hopefully Chime will invite us again soon, maybe to a different place hopefully.





## Advocacy

# National Hearing Care Plan

Chime has been campaigning over the past few years for a National Hearing Care Plan for Ireland, based on recommendations from the World Health Organisation (WHO), and to address the long waiting lists for HSE audiology assessment and treatment. The WHO highlighted that unmanaged hearing loss has a significant impact on quality of life and health status. Chime has been highlighting the high level of unmanaged hearing loss in Ireland and campaigned for the introduction of a national hearing care plan, which included a collaborative TV documentary campaign 'Through the Noise', and a meeting with the Minister for Health Stephen Donnelly TD in 2023 on Chime's proposal to establish a Working Group to develop a national plan. The Minister announced the establishment of a Working Group in August 2024 which was tasked with making recommendations on developing a holistic model of hearing care in Ireland. The group is jointly chaired by the Department of Health and the HSE and membership is drawn from relevant stakeholders, including the Irish Society of Hearing Aid Audiologists, the Irish Academy of Audiology, and the Department of Social Protection.

Chime engaged with the Working Group and political representatives in 2024 to ensure the progression of this work. We held our third hearing screening event in Leinster House and made a written submission to the Working Group in October 2024.

Chime's focus in 2025 will be on progressing the development and implementation of a national hearing care plan.

## Access to Education

Deaf and hard of hearing students continue to experience difficulties in accessing appropriate supports in education. Chime has been raising concerns with the Department of Education around access to Visiting Teachers, Special Education Teachers and Assistive Technology. The National Council for Special Education aims for Deaf and hard of hearing children to graduate from school with levels of attainment that are on a par with their hearing peers of a similar ability.

However, Ireland does not record the educational outcomes of Deaf and hard of hearing students, making it impossible to tell if this goal is being achieved. We continue to advocate for the publication of educational outcomes for Deaf and hard of hearing students to ensure they are fully accessing appropriate and good quality educational supports throughout their school life.

Despite the Committee on Education backing Chime's call for the publication of educational outcomes in 2023, the Department of Education continued to refuse to do so in 2024. Chime continues to lobby political representatives and parties to support the publication of STen results for Deaf and hard of hearing children in 2025.

## Hearing technology for infants

In May 2024, Chime made a submission to the Department of Children, Disability, Equality and Integration, and the Disability Services, HSE, on the provision of FM systems ('radio aid') for children under two years of age. The submission highlighted the importance of access to assistive technology for infants with permanent hearing loss for their social and emotional development, before they enter the educational system. Chime met with the Department and the HSE to discuss the proposal in July and October 2024 and agreed on the compelling evidence of need. The HSE committed to developing a plan and budget to introduce FM systems for children under two. Chime is pursuing the inclusion of FM systems in the HSE plan for 2025.

## ISL subject exam in the Leaving Certificate

Chime worked on a major campaign for Irish Sign Language (ISL) to be provided as a subject exam in the Leaving Certificate. The State Examinations Commission (SEC) provides exams for native speakers in their mother tongue in the case of national languages of EU states. ISL is recognised as an official language of Ireland since 2017 and it is the national mother tongue of many Deaf Irish students.

Two Deaf students applied to the SEC to do an ISL exam in their Leaving Certificate in 2025, but were refused by the Department of Education. In October 2024, Chime lobbied with the Minister for Education, the Taoiseach and political parties to address this issue as a matter of concern under the Equal Status Act.

This matter was marked as a priority for Chime in 2025.

## Access to work

Following lobbying efforts by Chime with the Department of Social Protection, the new Work and Access Scheme was introduced in the summer of 2024, in replacement of the 'Reasonable Accommodations Scheme'. The new scheme provides funding for Deaf or hard of hearing employees to access ISL interpreters to support their employment, including interviews and in-employment support – a very welcome change. The grants also provide for assistive technology and alterations to the workplace. Chime continues to work with Chime clients and the Department to ensure the appropriate access to and uptake of the scheme.

## Social Inclusion

The Voucher Scheme is a scheme that provides funding for Irish Sign Language interpreters for members of the Deaf community to access to social, educational and cultural events. A temporary scheme was introduced in late 2023 and continued into 2024. Chime continued to advocate for the scheme to be put on a permanent funding basis in line with rights underpinned in the ISL Act and on its importance in supporting Deaf people to participate in civic life and to complete personal affairs on an equal basis with other citizens. In 2024, we also engaged with the Department on concerns around the low number of vouchers available to each person and requested the expansion of the scheme to include youth aged 16 and over. We will continue to address these issues in 2025.





# Auditor's report

**Independent Auditor's Report to the Members of  
the National Association for the Deaf T/A Chime  
Company Limited by Guarantee, Pursuant to the Companies Act 2014**

## Report on the audit of the financial statements

### Opinion

We have audited the financial statements of the National Association for the Deaf T/A Chime (the "company") for the year ended 31 December 2024, 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 2024 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.

## Funding and Finances

**Independent Auditor's Report to the Members of  
the National Association for the Deaf T/A Chime  
Company Limited by Guarantee, Pursuant to the Companies Act 2014**

**Other information (continued)**

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 13, 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.

**Independent Auditor's Report to the Members of  
the National Association for the Deaf T/A Chime  
Company Limited by Guarantee, Pursuant to the Companies Act 2014**

**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](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*

**Aedín Morkan  
For and on behalf of  
Forvis 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 2024

	2024	2024	2024	2023 as restated	2023 as restated	2023 as restated
	Restricted Funds €	Unrestricted Funds €	Total €	Restricted Funds €	Unrestricted Funds €	Total €
<strong>INCOME FROM</strong>						
Donations and legacies	—	48,463	48,463	5,999	29,700	35,699
Charitable activities	5,796,732	69,722	5,866,454	5,155,973	48,347	5,204,320
Other trading activities	—	1,798,414	1,798,414	—	1,640,694	1,640,694
<strong>Total</strong>	<strong>5,796,732</strong>	<strong>1,542,938</strong>	<strong>1,667,158</strong>	<strong>5,161,972</strong>	<strong>1,718,741</strong>	<strong>6,880,713</strong>
<strong>EXPENDITURE ON</strong>						
Charitable activities	6,157,257	364,243	6,521,500	5,136,371	280,809	5,417,180
Raising funds	124,220	1,542,938	1,667,158	—	1,513,416	1,513,416
<strong>Total</strong>	<strong>6,281,477</strong>	<strong>1,907,181</strong>	<strong>8,188,658</strong>	<strong>5,136,371</strong>	<strong>1,794,225</strong>	<strong>6,930,596</strong>
<strong>NET (EXPENDITURE) / INCOME BEFORE TAXATION</strong>	<strong>(484,745)</strong>	<strong>9,418</strong>	<strong>(475,327)</strong>	<strong>25,601</strong>	<strong>(75,484)</strong>	<strong>(49,883)</strong>
Taxation	—	—	—	—	—	—
Transfers between funds	—	—	—	—	—	—
<strong>Net movement in funds</strong>	<strong>(484,745)</strong>	<strong>9,418</strong>	<strong>(475,327)</strong>	<strong>25,601</strong>	<strong>(75,484)</strong>	<strong>(49,883)</strong>
<strong>RECONCILIATION OF FUNDS</strong>						
Total funds brought forward	994,567	1,366,553	2,361,120	968,966	1,442,037	2,411,003
<strong>Total funds carried forward</strong>	<strong>509,822</strong>	<strong>1,375,971</strong>	<strong>1,885,793</strong>	<strong>994,567</strong>	<strong>1,366,553</strong>	<strong>2,361,120</strong>

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

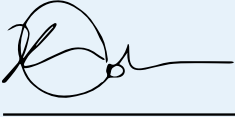
# Chime balance sheet

AS AT 31 DECEMBER 2024

	2024 €	2023 as restated €
<strong>FIXED ASSETS</strong>		
Tangible assets	1,070,313	1,142,877
<strong>CURRENT ASSETS</strong>		
Stocks	120,760	78,183
Debtors	308,302	251,931
Cash at bank and in hand	996,301	1,692,037
	1,425,363	2,022,151
<strong>CREDITORS:</strong>		
Amounts falling due within one year	(527,966)	(664,186)
<strong>NET CURRENT ASSETS</strong>	<strong>897,397</strong>	<strong>1,357,965</strong>
<strong>TOTAL ASSETS LESS CURRENT LIABILITIES</strong>	<strong>1,967,710</strong>	<strong>2,500,842</strong>
<strong>CREDITORS:</strong>		
Amounts falling due after one year	(81,917)	(139,722)
<strong>NET ASSETS</strong>	<strong>1,885,793</strong>	<strong>2,361,120</strong>
<strong>FUNDS OF THE CHARITY</strong>		
<strong>ACCUMULATED FUNDS — RESTRICTED</strong>	<strong>509,822</strong>	<strong>994,567</strong>
<strong>ACCUMULATED FUNDS — UNRESTRICTED</strong>	<strong>1,375,971</strong>	<strong>1,366,553</strong>
	<strong>1,885,793</strong>	<strong>2,361,120</strong>

The financial statements were approved and authorised for issue by the Board on xx xxxxxxxx 2025 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 2024, the HSE contributed over €5.6m 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 2024:

**Pobal Workability Funding**  
**€140,300**

**Community Foundation of Ireland**  
**€10,500**

**Our New Ears**  
**€10,000**

**etbi**  
**€2,068**

Other corporate and individual donations were received throughout the year and we would like to thank all those individuals who donated or participated in fundraising activities during the year.

This year we are especially grateful to two long-standing friends of Chime who went above and beyond in their fundraising efforts. Their generosity and commitment not only raised much-needed funds but also helped to raise awareness of the work we do in communities across Ireland.



Leigh Snedker once again took on the Vhi Women's Mini Marathon in support of Chime. This was Leigh's fifth time running the event for us, and her dedication over the years has been an inspiration, and we are truly thankful for her continued support.

We would also like to extend our heartfelt thanks to Mark Caffrey and his family, who organised a Motorbike Fun Run from Harley Davidson to Deaf Village Ireland. The event brought together a fantastic community

of bikers and supporters, and through their efforts they raised over €9,000 for Chime.



*\*These amounts aren't exact due to bank charges on donations etc.*

# Technology

In 2024, Chime was able to assist over 1,300 clients with Hearing Aids & Assistive Technology. 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, has established charitable status (CHY 5633) and is registered with the Charities Regulatory Authority (Charity Registration Number 20008772).

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 between three and fifteen individuals elected for a three-year term. Ordinarily Directors are restricted to a maximum of three terms. No Director had served in excess of three terms at 31 December 2024.

The Directors and Company Secretary who held office during the year or who currently hold office are listed on the next page. 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 that are in accordance with the agreed strategic direction.

# Board attendance

The Board is responsible for providing leadership, setting strategy and ensuring control. It currently comprises nine Non-Executive Directors. The Board ordinarily meets at least on a bi-monthly basis and met six times during 2024.

## Board attendance at eligible meetings

### BOARD MEMBERS

Kevin Coleman	6 of 6
Sandra Creagh	2 of 3
Martina Cummins	6 of 6
Pat Flynn	5 of 5
Thomas Maguire	6 of 6
Ciarán McCormack	0 of 3
Deirdre Nicholl	3 of 6
Jennifer Robertson	3 of 4
John O'Hehir	6 of 6
Oliver Rynne	2 of 2
Aisling Redmond	1 of 2
Aoife McGarrigle	1 of 1
Muireann Cullen	0 of 0

CEO: Mark Byrne

Company Secretary: Mark Byrne

The CEO and Company Secretary are invited to all Board meetings.

## APPOINTMENTS & RESIGNATIONS

Oliver Rynne (12 August 2024), Aisling Redmond (12 August 2024), Aoife McGarrigle (9 December 2024) and Muireann Cullen (9 December 2024) were appointed to the Board during 2024.

Sandra Creagh (17 June 2024), Ciarán McCormack (17 June 2024), Jennifer Roberston (12 August 2024), Pat Flynn (9 December 2024) and Deirde Nicholl (9 December 2024) all resigned from the Board during 2024.

# Sub-committees

The Board operates a number of sub committees which enhances Board oversight of the key activities of Chime. 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 is in place 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 Committee met five times in 2024. The Directors who comprise the Committee are Kevin Coleman (Chair), Oliver Rynne and Aoife McGarrigle. Ciaran McCormack and Deirdre Nicholl stepped down from the Committee in 2024.

## 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 Tom Maguire (Chair) and John O'Hehir. Sandra Creagh stepped down from the Committee in 2024. The Committee met three times during 2024.

## 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 were Pat Flynn (Chair) and Ciarán McCormack, who both stepped down in 2024. The Committee did not meet in 2024.

## The Services Committee

The Services Committee was established in 2021 to oversee the quality, safety and effectiveness of Chime's service delivery by reviewing activities and facilitating planning and discussion of service plans. The Committee also oversees the collaborative working arrangements between Chime and Our New Ears (ONE). The Directors who comprise the Committee were Jennifer Robertson (Chair) and Thomas Maguire. Jennifer Robertson stepped down in 2024 from the Committee. The Committee met twice in 2024.

## 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 (cochlear implants), BAHAs (bone anchored hearing aids), hearing aids and ABIs (auditory brainstem implants).

ONE operates in partnership and as a programme of Chime and Chime assists ONE in an advisory and administration capacity. ONE adheres to Chime's policies and procedures and reports into the Chime's Services Sub 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

**THE NATIONAL ASSOCIATION  
FOR THE DEAF T/A CHIME**

35 North Frederick Street,  
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**TEXT:** 0879221046

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## Our centres

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### **SLIGO**

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