



MACROOM FAMILY RESOURCE CENTRE

ANNUAL REPORT 2018/2019



Chairpersons Address / Organisational Overview

February 2019

Into our 14th year of operation and learning / adapting all the time!

It is always useful to lift our heads above the walls of daily routine, staffing issues, child issues management issues and of course governance issues. At these times I try to remind myself of the broader questions, like

What is the core Purpose of Macroom FRC?

How Effective we are at what we do?

What is our Contribution to our local area? &

What type of Legacy do we want to leave behind?

As would be normal practice for me, I make a point of discussing the bigger picture with Seamus to try to get a perspective that is not clouded by day to day administrative responsibilities and reporting obligations. At times we forget that the work is what is really important, and the systems are there to support the work and not the other way around.

The other difficulty that I have as a Voluntary person with governance responsibilities is, framing what I say in a way that our service users understand / relate to while doing justice to our work which is acknowledged by our funders as professional and responsive to needs.

I have decided on two main themes for my report for this year.

Attracting Resources

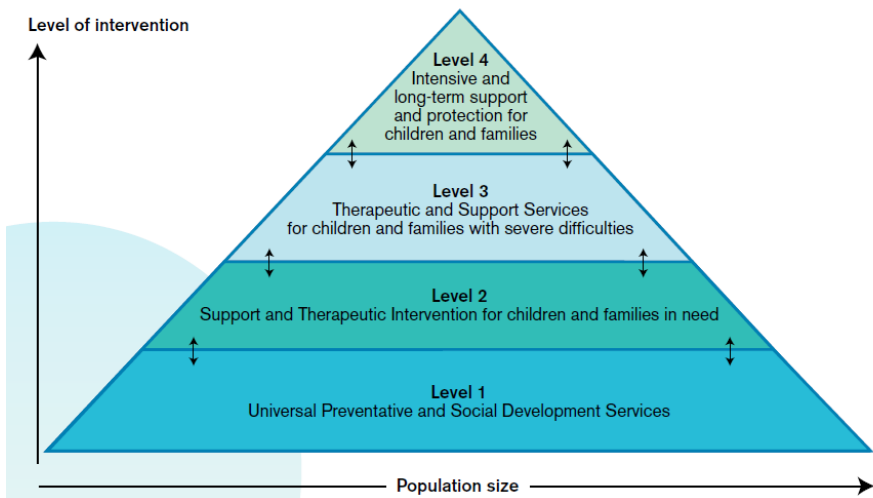
Macroom has all of the same challenges as any other community in Ireland but not always in the same measure / volume. This sometimes makes it difficult to attract resources for specific issues or needs. The result of this, quite often, is that people from Macroom have to travel significant distances to avail of basic services that are not available on our doorstep.





So our services in Macroom FRC tend to be in the provision of “middle of the road” services that we try to enhance through additional supports where we can. Up to recently, middle of the road appeared to be something that we should be ashamed of and not worthy of support, but nobody else in Macroom does what we do. So obviously we are meeting the most fundamental of local needs which is to ensure that the basics are in place and additional needs can be addressed at the level that they exist.

Resources are attracted to projects and areas that are in most need, which is very difficult to argue with, but which is frustrating when we are all fighting for a piece of a cake that is not big enough to go around. When we assess our service in terms of need we use a model called the Hardiker model which categorises our work according to how intense our intervention is with specific children or families. The chart below reflects this approach.





In Macroom FRC our workload is measured as follows within this system

- Level One: which is the main body of our service user population who avail of our universal services (74%)
- Level Two: reflects the service users in our Centre that require additional supports to access and participate effectively in their specific environment (7%)
- Level Three: for individuals and families who are part of our Counselling Programme, Aim Programme or Rainbows programme (15%)
- Level Four: for Service Users who use all or a number of our services and who require significant time and resource investment from our Centre (4%)

In comparison to more densely populated areas in the main cities our percentages in levels 3 & 4 would not be as high and therefore would not attract funding based on volume of needs. This is the challenge that faces Macroom and similar rural areas throughout the country. How do we attract resourcing to local areas that slows down the need to access services in the main cities?

Restructuring Local Voluntary Organisations

Anyone who has any voluntary involvement knows how complex it has become to reach the standards that are demanded, to achieve Governance & Management Structures which are compliant with the raft of regulation that has emerged over the past decade. This has impacted on all sporting organisations, small voluntary services, private industry and on Voluntary Charities like Macroom FRC.





There has been a mass exodus of volunteers from positions that they filled for many years but are now almost afraid to fill. Most of the reluctance to continue to be involved or to become involved is due to a lack of confidence or support in the emerging roles.

The emergence of paid professionals to fill the roles previously held by volunteers is evident throughout the sector yet it is still called the Voluntary Sector. So now it appears that this might be the Voluntary Sector only in name where it is nigh impossible to fulfil the governance roles required.

For Macrooom FRC, which receives funding from or through many state bodies, the situation becomes more complex. Most recently I counted six funders / oversight bodies to whom, we are accountable, all of whom require individual proof of standards, policies and reporting. All of whom are actively developing additional frameworks for reporting and regulation. None of whom seem to collaborate to develop consistent but similar standards of compliance and reporting. This cannot be an effective use of national funds.

To date Macrooom FRC has managed to cope with the extra burden of administrative and compliance responsibilities but our capacity to keep up is limited. We know anecdotally of many small to medium size voluntary organisations who are suffering badly under the mountain of emerging documentation and responsibility. It is only a matter of time before many, either cease to operate or become embroiled in situations of “non-compliance” with new regulation.

The need is obvious for many small groups to find ways of sharing resources towards more centralised compliant systems, governance and reporting. This, in my opinion is a logical step for Voluntary Groups to take in adapting to the emerging needs of Volunteerism in 2019.

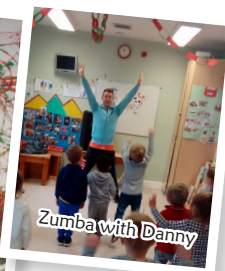
In this context I would encourage state agencies to support such a move towards achieving more effectively managed and operated local voluntary sector.



All of our Junior Preschoolers listening carefully to Fionn the Nutritionist as part of our work towards the Smart Start Award



Making a mess with paint and cars in Daycare



Zumba with Danny





Some of our Goals for 2019

- “It is our long-term ambition to expand our Centre and our Services and to achieve this we will continue to liaise, collaborate and pester whenever we have the opportunity”
- “We want to broaden the financial and operational base of MFRC so that we can become less reactive, more strategic and more secure”
- “We want to become less isolated as an organisation and more active in our efforts to influence policies impacting on rural communities
- “We will continue to promote Community Development Approaches and Methods as the model for developing communities”
- “We will continue to support local efforts to secure funds for local groups who are seeking local solutions for local problems”

Finally I would like to pay tribute to Peggy Curtis who is stepping down from our Board having been one of the original visionaries who sat down over 20 years ago to look at ways of building local community services. She has been a calming, honorable, reliable and loyal influence on Macroom FRC and on all of us who have worked with her over our years with the Centre. We know that Peggy will remain a dear friend and a staunch supporter of our work in her retirement.

Thanks to all those who contributed in any way to our work in 2018 / 2019. Our Service Users, Our Volunteers and Our Staff have all contributed greatly to the immense amount of valuable community activity which takes place in our Centre.

Thanks to my fellow Board Members and to our Manager Seamus for making my job as pleasant as possible under often difficult circumstances.

I'm finishing with the same thought as last year.

“Perhaps we are never intended to reach an end goal and the job is more to do with the journey and the impacts that we make on our people and them on us.”

Thank you most sincerely

Olive O Riordan
(Chairperson)





Secretary's Report to Annual General Meeting on Work and Activities

The Board

This report is for a period of 12 months from March 2018 to March 2019

The Board currently has five Directors which, is in line with our Articles of Association.

The Board has convened for 8 Board Meetings during this period. Our 2018 AGM was held on the 15th February 2018 and this report is being presented to the 2019 AGM on 13th March 2019.

It is with a tinge of sadness that I go about this years' Secretaries report. After 16 years, acting as Secretary to the formalised Company Macroom FRC, preceded by many more years of planning and discussion around Community needs and possible grants, I am stepping down from the Board at this years' AGM. Time really goes by so quickly when we are busy dealing with the current priorities and emergencies that we fail to take stock and acknowledge what we have achieved over the past decade.

I am so proud of what we have achieved from such humble beginnings when three of us sat down for the first time without a plan or a penny, but with support from key external professionals and by nabbing a few key local activists, we made Macroom FRC a reality.

I am so happy to have made so many life-long friends through my work with the Board, Rainbows, the Bereavement Group and our Staff. I know that the Organisation is in such safe hands for the challenging journey ahead.

Resource Centre

Each year there are a number of specific themes which dominate the operational agenda of Organisations like Macroom FRC. These themes, which are normally, initiated externally, impact on everything that we do for the period. Setting the priority agenda has not been





in our hands for quite a few years now, which is a frustration for Community Groups like ours who would like to pursue local interests / needs more, but find ourselves being drawn into actions and issues emanating from National Government or Funders or the EU.

This past year the main themes have been,

- GDPR, which created panic countrywide and throughout the EU for Organisations and Companies to put-in-place specific standards in relation to information retention for all its stakeholders, including service users, staff, etc.
- Governance
- Online reporting
- Regulation Standards

Right now, groups / charities all over the country are busy writing reports like this one and finalising accounts for last year, and we're no exception. When a group survives from year to year on "unguaranteed" sources of revenue, it is incumbent on us to tick multiple boxes from multiple funders to ensure continuity. To this point we have been successful in reaching standards that satisfy ever increasing demands on our sector.

We've stated in last years' report and will repeat every year that:

"Standards cost money and at some point our sector will reach breaking point"

Services / Activities in Macroom FRC

In general we have been very active in a number of key programmes, namely:

- Childcare: This Programme dominates the bulk of the financial and staffing resources of Macroom FRC.
- Counseling: Both Family and Individual which we operate on a referral basis but are not always in a position to provide due to availability of resources.
- Parental / Child Access: This service is the only such support available locally and without which service users would have to travel to Cork or Killarney





- Bereavement Support through Rainbows: A facilitation programme for children who have experienced bereavement
- Community Information services, which operates formally and informally for our Service users as they pass through.
- Community Group Supports where we provide advice, start-up supports and referral services to new and emerging groups who wish to work on local issues.

Core Funding in Macroom FRC

The distinction between Core funding and Service provision funding is important to us.

Service provision funding relates directly to specific services provided or numbers of children enrolled and can fluctuate considerably from year to year while Core funding provides for us to continue to exist from year to year and be in a position to respond to local needs as necessary. Our core funding ensures the continuity of services in between busy times and not-so-busy times. Macroom FRC, as an Organisation has been core funded by HSE since we opened in 2005. This funding was divided in 2014, and now we are core funded by HSE and by TUSLA.

Core funding covers the cost of two part-time positions in Macroom FRC along with some operational cost contributions.

Most of the revenue for Macroom FRC is directly related to our numbers of service users, i.e. if a child leaves our Centre the funding for that child, in fees or subvention, follows that child.

Services in Macroom FRC

Childcare

Childcare continues to be the dominant service Programme in Macroom FRC. During 2018 we operated our Childcare Programme for a total of 51 weeks, with one week's closure for the Christmas period. Our efforts were in the provision of services for children from 3 months to 13 years. Our services included Creche, both part-time and full-time: Daycare, both part-time and full-time: After-schools, including early and late collections and: Morning Preschool sessions for both Junior and Senior children from under three to 5 years.

Many of our children attend for a mixture of services depending on the Family childcare requirements.





We provided childcare during 2018 for a total of 140 children when the entire year is taken into account. We are licensed to accommodate up to 60 children at any one time so it is a constant juggling act to provide a service for as many children / families as possible while remaining within regulation.

This is a major responsibility and we endeavour to do our very best to ensure that all of our children get the best possible care and developmental supports.

During 2018 we had a number of inspections from the regulatory bodies responsible for childcare, i.e.

- Tusla who inspect that our standards in regard to practice, safety and general compliance are up to standard
- Pobal who inspect that our recording in relation to childcare funding, attendance and registration are compliant
- Depart of Education who examine the educational standards, reporting and approaches which are in operation in the Centre

The full detail of the reports can be seen on the official childcare websites and can be viewed by any member of the public, but for the purposes of this report the outcomes were:

- The Department of Education report was most positive in their feedback on our work in relation to the development of the children in our care. The most important aspect of the report was the comment in relation to atmosphere that is evident in the Centre and the relationship which exists between the Children and Staff. MFRC fully intend to take on board the suggestions that were made in relation to continued improvement in our services.
- Tusla inspected us on our Governance, Management and general administration. The inspection showed that our structures were strong and within regulation but they commented on the completion of HR files which in some instances did not contain references for staff or





in another instance we did not have Garda Vetting for an external contractor. We rectified this matter to their satisfaction but we must report that we were a little frustrated that we had to seek references for staff members who have been in the service for over a decade and for a contractor who cuts the grass six times per year and has no contact with children.

- Pobal audit us on childcare funding and they examine the actual attendance of children and the specific times that the children attend. We were penalised during 2018 for the early collection of a small number of children which was deemed to place them outside of the funding programme for which they were registered. In real terms this meant that a child who was registered as part-time (3.5 hours to 5 hours) was collected on a few occasions before the 3.5 hours, it was deemed that they should have been sessional instead of part-time. We argue that we cannot prevent a parent from collecting a child and we should not be penalised for the actions of parents which may be for legitimate reasons. This audit practice is common in all Centres within the system and is described by Community Services as “unfair and in need of reform”. The net result for MFRC in 2018 was a penalty of circa €2000 which we were required to refund. Other similar services have been impacted far more than MFRC and complain that the audit system is too onerous and it does not take into account the needs of the child or family. In any event the Centres are carrying this bill for the time being.

The standards of governance, safety and qualifications are being raised every year, and keeping pace with new requirements is a constant challenge for all of us here in the Centre.

Macroom FRC is committed to an approach of “Child Integration” in all aspects of our service. This includes, working with issues of cultural diversity, economic diversity and physical / mental diversity. While, in theory this approach sits well with all of our stake holders, the reality of achieving full integration is a constant challenge. We work hard at overcoming these challenges by:

- Ensuring that our staff are trained and accredited in all aspects of the Protection and Welfare of Children through Children First which is our National Framework
- Placing additional staff in rooms where language is a barrier to children participating in activities and where possible providing





by-lingual services. This plays a major role in preparing children for Primary School.

- Closely liaising with parents of children with disabilities to assist them in sourcing the required supports to ensure that their child can attend MFRC and participate fully with all of our other children.
- Supporting Parents to access available childcare programmes, without which childcare would not be possible.
- For children of pre-school age we often work with parents in identifying signs of special need. This is in the absence of actual assessments for these children within “the system” due to their age. Our work often supports parents to make contact with the relevant assessment bodies especially in light of our daily experience of the children in question. Many however commence mainstream primary schools without official assessment.

Without any direct funding for this work, we have depended on innovative partnerships between parents, schools and Macroom FRC to enable simple but effective arrangements to be put in place and coordinated effectively. This is what we do best. We try to be innovative and flexible to accommodate need.

New Developments in 2018

A “Childpaths” has become part of our system during 2017 and during 2018 we continued to use the system in as many of our childcare functions as possible. This is a Child Centre appropriate software system which supports our childcare recording systems and greatly reduces the need for hard copy recording. This system records individual children and specific groups of children by way of attendance, feeding, hygiene, activities and child development.

The most popular advantage by far in our experience has been the capacity of the system to allow parents to keep in touch with everything that their child is experiencing and doing while they are in Macroom FRC. Photographic and documented information is updated constantly and can be accessed privately by parents for their own children.

Another positive aspect of the system has been to facilitate children and parents to interact at home in continuation of the daily activities.

Childpaths is operated by MFRC free of charge to ensure that we can use the facility for all children and not just those who are in a position to pay.





Smart Start

Macroon FRC received the Smart Start Quality Award in 2018.

This is a quality programme operated through the National Childhood Network and supported by the HSE. It focusses on Macroon Family Resource Centre becoming a Healthy Ireland Pre-school Service.

Staff in Macroon FRC have already undertaken training in this Programme which was rolled out during the year with a main focus on

- Health Promotion
- Oral Health
- Nutrition
- Health & Safety
- Physical Activity
- Emotional Well-being /

This Programme involved some major changes for our staff who took it in their stride. The preparation for the programme was carried out over a twelve month period by our senior staff prior to launching the programme in June 2018

Sensory Facilities

We are now in a position to provide Sensory facilities to children. This is reported on later in this report.

Macroon Family Resource Centre

Childcare Pricing Policy from 28th August 2018

- Our centre operates a core pricing policy of between €4.80 & €6 / Hour (or part of) depending on the type of service being availed of in Macroon FRC
- We operate a minimum stay of 3.5 hours policy & all costs are inclusive, i.e. contributions to food and admin are not additional. Half Day 3.5hrs – 5 hrs. Full day 5 – 10 hrs
- We give priority to full-time and regular care over part-time and intermittent care.
- We operate within the Gov. Subsidy Programmes





Service	5 days	4 days	3 days	2 days	Cost per day	Cost per half-day <5 hours	Cost per Additional Hours
Babies Under 1 year	€220	€184	€144	€100	€55	€30	€6
Wobblers between 1 and 2 years	€220	€184	€144	€100	€55	€30	€6
Toddlers over 2 years of age	€220	€184	€144	€100	€55	€30	€6
After Schools from 1.40pm	€130	€110	€88	€62	€34	N/A	N/A
After Schools 2.40pm & 3pm	€110	€93	€75	€52	€29	N/A	N/A
Pre-school Play-Group (5 sessions per week)	Free for eligible children €75 if paying				€15/ session	N/A	N/A

Counseling and Family Supports

Continued reduced funding has resulted in continued reduced capacity in our ability to provide a more comprehensive counselling programme which might be more accessible and cheaper for service users. Our counselling grant of €1500 for 2018 was the same as 2017. We have made a conscious effort to stretch this funding as far as possible by seeking reduced rates from Counsellors and by seeking increased contributions from our service users. Our grant was fully exhausted within the first six months of the year.

Counseling, through Macrooom FRC is described as a “low cost model”





whereby it is charged on an “ability to pay” basis. Due to the reduced levels of counseling resources available to us we have placed more emphasis on the contributions of clients while trying to ensure that no referral is without supports.

Our Counseling Programme is funded by the Child and Family Agency (TUSLA).

While we are delighted to have continued funding for this programme we are very limited with the levels of intervention and the number of possible sessions on offer for such interventions.

We will continue to attempt to provide a range of counseling options within our available resources, i.e.

- One to one individual counseling
- Relationship / Marriage counseling
- Pre-accredited counseling for those who are willing to accept this
- Rainbows group facilitation for Children who have experienced bereavement
- Play therapy / counseling for some children

Supervised Visitation / Access

The nearest Supervision Centre outside of Macroom FRC is based in Cork City. We have provided supports for Families through Supervised and Unsupervised Access every year for the past decade and each year this service has been utilised by local families on multiple occasions and by some for a number of consecutive years.

This service is fundamental in its nature and provides for Children to have Access to Parents in a safe environment which is neutral and away from difficult family situations.

Our “Access Programme” is, without doubt an unrecognised resource for Macroom and yet his service receives no direct funding outside of our existing resources.

Without this intervention many parents in rural areas would be forced to use services in Cork City at great cost in terms of finance, time and distress to children.

By its nature this type of support is provided in an atmosphere which is adversarial and sometimes aggressive.

This service has always tended to take up a disproportionate percentage of time and resources. When service users utilise this resource it tends to





be long-term and almost invariably involves dealing with Families, Social workers, Solicitors and directly with the Courts. Our challenges have been

- To encourage parents / guardians to recognise this service as being in the best interest of their child or children, and to encourage them to set aside differences for the period of the access
- To ensure that both parents / guardians respect the neutrality of our Centre in regard to the provision of this service and do not attempt to involve the Centre in actions aimed at gaining retribution against the other party.
- To guarantee a safe environment for the child/children, the visitor and for our staff.

Our approach to this service has been one of constant vigilance and by taking each situation on its individual merits.

Our investment in the formation of a contract for the services being provided has proven to be the most valuable tool in delivering this service effectively. In most cases there is now a cost involved which we seek to have met by the parties to the access.

Like so many of the supports that we provide this service is in dire need of further development and investment.

Rainbows

Rainbows is a Programme which supports children who are experiencing difficulties as a result of bereavement in their family circle. This can be either the death of someone close to the child or a loss through family break-up.

The programme works through a series of facilitated sessions with groups of children of similar age and it is facilitated by local volunteers who are trained by “Rainbows Nationally”. Our Volunteers, both facilitators and programme coordinators operate Rainbows entirely on a voluntary basis and without remuneration for any aspect of the work.

2017 was a year when the Programme was repositioned under the auspices of TUSLA and the structures and methodology for the programme was revised. This revision will necessitate a re-training of all facilitators and coordinating bodies, such as Macroom FRC, if the programme is to be operated locally.





Macrooom FRC has signed up to be a Member of the Programme and we have received commitments from our facilitators to undergo revised training during 2018.

Although Macrooom does not generate the volume demand for the programme as is generated in more populated regions, we are committed to the continuation of our work in this area as a valuable means of support for local Children and Families.

Website

www.macrooomfrc.com is currently being revamped with a February 2019 target for completion of “an easy to navigate “site which easily explains the work that we do in the service, how to access our services and defining our policies and procedures. Having reviewed the impact of the site on attracting new service users we formed the impression that the Website does not contribute greatly, for newcomers or families thinking of moving to the Macrooom area this has proven to be a valuable support and source of contact. We have received childcare, counseling and educational enquiries through this medium continuously over the past few years. Job enquiries are a regular form of communication to our site.



New and Developing Work

Our Centre fosters and develops many continuous links and relationships into the Macrooom Community Infrastructure. We continue to work with existing and longstanding friends while at the same time we nurture additional contacts and Groups. Some of our local friends include:

Macrooom Rainbows Group

We have been committed to supporting Children through the effects of bereavement since we opened in 2005. The Rainbows Programme is a national programme that provides a framework for this support to take place and the positive feedback in relation to the impact on children has been positive throughout the period of our involvement.

During 2018 all of the Voluntary Facilitators for the Rainbows Programme had to re-train / upskill in the renewed standards for the programme.

During 2018 our number of programmes was reduced greatly due to the lack of volume in applications. This was impacted greatly by the change in policy as to the make-up of the groups which now prevents us from bringing certain categories of bereaved children together. In the past





we were allowed to form groups of children of similar age regardless of their “type of bereavement”, i.e. Family Break-up or Death of a loved one. This mix is no longer permitted within the programme which has impacted on our service greatly, due to the small numbers of applicants in the Macroom area.

We intend to continue with our involvement during 2019 with the hope that we will be in a position to provide Rainbows to many more local children during this period.

Macroom Bereavement Group

This is a local group who provide independent supports for families and individuals who have been affected by bereavement. Services / Supports include drop-in supports, local meetings and planned talks. This service is provided by a local group of volunteers who have been tutored in the provision of supports to loved ones of recently deceased local people.

This is a non-intrusive and non-judgmental service which can be access easily in the event that an individual requires such support.

Grow

The local GROW mental health support group continues to meet in Macroom FRC on a weekly basis. The Group can be contacted through our Centre or through GROW directly. This support group operates in a private and low key fashion and provides a local support to members of the Macroom group.

Centre Users / Collaborators

Over the past year our Centre has been used by a number of Groups for Community purposes. Also we collaborated with numerous local Groups in the execution of our work. We are sincerely grateful to all concerned for their support and friendship.





- West Cork Travellers Support Group
- Macroom Senior Citizens Committee
- Macroom Youth Network
- Macroom Youthreach
- Muskerry Community Employment Project
- Macroom District Environmental Group
- Macroom Youth Services
- Macroom Bereavement Group
- Macroom Adult Literacy
- Macroom CIC
- Bishop McEgan College
- Clann Aire Childcare
- MABS
- West Cork Women Against Violence
- Cope Foundation
- Macroom Community Drugs Initiative
- HSE North (Southern Section)
- Meitheal (TUSLA Programme)
- TUSLA
- GROW
- SHINE
- West Cork Development Partnership
- SECAD
- IRD Duhallow





Finances

2018 Key Figures and Statistics

Salary Costs	€351,301
Operating Costs	€118,225
Tot Expen.	(€469,526)
Service User Fees Income	€219,515
Free Preschool Income	€119,074
Childcare Subvention Income	€37,077
CETS (Parent Education Subsidy)	€17,800
AIM (Access/Inclusion Childcare)	€14,040
CCSP (Universal Subvention)	€10,138
HSE, TUSLA & Counseling Grants	€78,084
Donations	€3191
Tot. Income	€499,919
Total Income	€499,919
Net Creditors / Debtors @ 31/12/18	(€28,020)
2018 Surplus / Deficit	€2,373

We will be endeavoring to secure funding from all available sources on an ongoing basis but we anticipate that we will need to invest substantially in Training and Maintenance during 2019.

Staffing

Our weekly operational hours for 2018 were maintained in line with the previous year at between 500 and 550 staffing hours per week. Although our actual Staff numbers reduced, we balanced our requirements through additional hours with existing staff, many of whom have been with Macroom FRC for over a decade. We interpret this statistic as a very positive element in the operation of our services.

Our People are the most important element of our operations in Macroom. Over 80% of our turnover is expended on our staff. Our efforts to maintain a loyal, well-trained and content workforce is central to the quality of service that we aspire to provide. We hope to continue to build the quality of our services over the coming years through staff development programmes and better reward systems.

The qualifications, expertise and most of all the attitude of our staff to the provision of a wide range of social services is what makes our Centre special.





Mile Buiochas

2018 Staff

- Seamus O Leary is our Centre Manager and our link from the Board to all daily operations
- Deirdre Hurley is our Centre Administrator
- Louise Coughlan is our Childcare Supervisor with responsibility for the standards and care within our childcare programme
- Amanda O Callaghan, Orlaith Lynch and Amanda Twohig are our Childcare Seniors who form part of our programme management team and manage childcare and staffing standards.
- We have numerous staff who are designated to childcare
- Amanda O Connor
- Gina Campion
- Agnieszka Raba
- Clare Casey
- Margaret Kelleher
- Bernie Spillane
- Carmel Kelleher
- Anne O Mahoney
- Agata Zarzycka
- Martina Hurley
- Karen Clarke
- Emma Nott
- Hilda Regaspi
- Sandra O Mahony
- Belinda Costin Healy
- Claire O Riordan
- Fiona Cunningham
- Dan Kiely
- Jerome Coakley

Our ambition is to keep our staffing turnover to a minimum so that our consistency of quality is maintained.

Peggy Curtis (Secretary)





Macrooom FRC Core Details

Mission Statement

Macrooom Family Resource Centre (The Project) is a Community-Based Voluntary organisation which aspires to promoting and developing family support services in the Macrooom Area and its hinterland.

We are committed to working with the full participation of individuals and groups towards improving our Community socially, economically and educationally and with our priority on the most disadvantaged.

Our Values

- User friendly and approachable with an emphasis on mutual respect.
- Committed to ensuring a social balance at all levels of our operation.

Our Approach

- Working in participation with other agencies while maintaining the right to an independent view
- Achieving success by offering realistic, well planned and adequately resourced programmes and activities
- Integrating equal opportunities policies in all aspect of our work

Aims

1. To provide, promote and develop a wide range of community based family support services
2. To create opportunities for individuals and families to become actively involved in their own learning and development
3. To encourage and provide opportunities for people to become involved in educational and developmental programmes towards realising their full potential
4. To promote and develop a community awareness in health care, education, community development, social justice and empowerment.





Objectives

1. Provision of a quality childcare service for children from 3-months to 13 years
2. Provision of a professional counselling service for individuals, couples and families
3. Promotion of research into the difficulties being experienced by families
4. To encourage and provide opportunities for people with leadership qualities to become involved in the community
5. To promote educational opportunities
6. To work hand in hand with other agencies in alleviating poverty
7. To develop an information bank on community initiatives, educational opportunities, health and rights issues and to make this information available to the local community and to service users
8. To listen and respond to local community initiatives with particular focus on disadvantage



