MAYO RAPE CRISIS CENTRE

Listening, supporting and empowering

ANNUAL REPORT 2025

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MISSION STATEMENT

Mayo Rape Crisis Centre exists to prevent and respond to crimes of rape, sexual abuse, and sexual violence. We provide free, professional, and confidential counselling to survivors and their families and friends within the community. Alongside counselling, we work to raise awareness of the realities of sexual violence through advocacy, education and specialist training.

We are proud to be a member of Rape Crisis Ireland (RCI), the national representative body for Rape Crisis Centres and the specialist voice on sexual violence in Ireland.

Mayo Rape Crisis Centre is an independent, expert, and community-based non-governmental organisation (NGO), supported by a dedicated team of staff, volunteers, Board of Directors, and our wider network of supporters. We achieve our mission by upholding the highest standards of professionalism in counselling, advocacy, support, training, and awareness-raising, ensuring that survivors of sexual violence are met with compassion, expertise, and hope.

ETHOS & PRINCIPLES

We achieve our mission through maintaining the highest levels of expertise in our provision of professional counselling, advocacy, support, specialist training and raising awareness of the reality of sexual violence.

We are an independent, expert, dedicated, community-based non-governmental organisation (NGO) made up of staff, volunteers, a Board of Directors and supporters.

We believe in:

- The rights for everyone in our society to live free from the threat and reality of sexual violence
- The right to free, confidential, accessible, safe, expert, trauma-based support for all survivors of any form of sexual violence
- Working in partnership with our service users, who have unique insights and are active participants in their survival and recovery
- Adhering to the *Children First Policy*
- Accountability – from ourselves, our funders, our statutory systems and our communities
- Working in partnership with a range of community and statutory agencies to ensure informed, fit-for-purpose responses to survivors of sexual violence
- Continual learning regarding the nature of sexual violence crimes and best practice, trauma-informed responses for survivors
- Continuing to learn by listening to survivors
- The valuable contribution of each volunteer, staff and board member and our shared responsibility and duty of care

Mayo Rape Crisis Centre is a safe place where our expertise and dedication meet each survivor's limitless potential for healing and recovery, as we accompany them on their individual journey.

CHAIRPERSON'S MESSAGE

As Chairperson, I am reflecting on 2025, which was yet again a busy and productive year for the Mayo Rape Crisis Centre.

I am very proud to be the Chairperson and also to be a member of a Board of Directors charged with the governance and oversight of the running of Mayo Rape Crisis Centre. We hope that our contribution supports Shauna and the team so that they can focus on the real work and use their skills and resources where needed.

In 2025, we were becoming accustomed to our funders, Cuan, and were pleased to see that sexual violence was being highlighted in government and that there seemed to be increased awareness of the valuable work carried out by Rape Crisis Centres. It was heartening to see funding become available for additional staff, which would allow us to broaden our services and provide support in areas where we were not previously able to do so.

Extra funding doesn't just fall in one's lap. It had to be applied for, and we had to convince Cuan of the merit of choosing our service when allocating such funding. I must pay tribute to the Trojan work done by Shauna Jackson as Director of Services in applying for the funding.

Securing the funding was most gratifying, and we were very excited as to where this could bring our services and the extra support we could provide. Obviously, we all wish that there was no need for a service such as ours, and it seems counterintuitive to be celebrating provision for extra staff. But the need is great, and these extra staff will allow us to provide very necessary services and supports at a local level.

It was becoming increasingly obvious that the building that had so successfully housed us and provided the space and facilities to provide our services was no longer fit for purpose. The decision was made to seek alternative premises. While there were some disappointments, we have eventually located new premises and are very excited to develop that new project. As well as accommodating our current needs, it will allow us the space to grow the service and to offer additional and complementary services.

I would like, on behalf of myself and the Board, to thank the fantastic staff and volunteers who continue to maintain high standards in providing this vital service and who do so with grace and understanding whilst being totally professional. I must congratulate Shauna Jackson on her major contribution since she took up the role of Director of Services. She sprang into action, making sure no opportunity was missed, and used her wealth of skills and experience to steer the Mayo Rape Crisis Centre into what I believe are going to be exciting times of development and change.

I would like to thank the Board of Directors for their work and contribution, whether at Board meetings, sub-committees and/or stepping up to attend events. All of us bring different skills and perspectives, which ensures that we have the ability to provide the support needed to assist with the operation of the Centre. I'd like to welcome Paul Lennon, who joined us in 2025.

Finally, we are committed to providing a quality service to all of those who need us, and we thank our clients for trusting us to provide them with the support they require.

Caroline Barry
Chairperson
2026

DIRECTOR OF SERVICES MESSAGE

As I took up the role of Director of Services at Mayo Rape Crisis Centre in 2025, I did so with deep respect for all that has gone before me and for the strong foundations on which the Centre has been built. I would like to acknowledge and sincerely thank Loretta McDonagh, our previous Director of Services, for her leadership, dedication and contribution to the Centre over many years.

I would also like to recognise the staff, sessional counsellors and volunteers whose commitment ensures that Mayo Rape Crisis Centre continues to provide a safe, professional and compassionate service to those who reach out to us. I have been very grateful for the welcome and support I have received during my first year with the Centre and for the dedication of the team in continuing to place clients at the heart of our work.

2025 has been an important year of development for Mayo Rape Crisis Centre. 2025 was our first full year operating under the new Cuan funding arrangement, providing an important foundation for the continued development and sustainability of our specialist services. We are deeply grateful to Cuan for their investment in our work and for their commitment to ensuring that survivors of sexual violence can access the specialist support they need.

We were also successful in securing additional funding to strengthen the capacity of our service. This has supported the development of Outreach Support Worker and Adolescent Counsellor roles, as well as Clinical Support provision. These developments will increase our capacity to respond to the needs of clients and provide additional support to both the people who use our service and the staff who deliver it.

The Department of Justice also supported specific work through the Integration Fund, enabling us to extend our outreach and specialist support to people living in International Protection Accommodation. This has been an important opportunity to reach people who may experience additional barriers to accessing support and to develop our response to emerging needs within our community.

I would like to extend my sincere thanks to our Board of Directors, who continue to give generously of their time, expertise and commitment. Their governance and guidance are central to the continued strength and integrity of the Centre.

While statistics form an important part of our Annual Report, they can never fully convey the depth of what happens within our service. Behind every number is a person, a story and a journey. Every person who contacts us places their trust in our service, and we remain conscious of the courage involved in taking that first step.

As we move forward, our focus remains firmly on ensuring that survivors of sexual violence across Mayo can access specialist, professional and compassionate support. Building on the Centre's long history and the developments of 2025, we look forward to continuing to strengthen our service and respond to the needs of those who rely on us.

Shauna Jackson
Director of Services
2026

SERVICES

Freephone Helpline

The helpline is provided by trained helpline staff and volunteers, who can give you support and information. The service provides support for men and women who have experienced rape, sexual assault or childhood sexual abuse. It doesn't matter if these experiences happened a long time ago or if they were reported to the Gardai. You are under no obligation to disclose to us what has happened to you, we can work with you on the issues and symptoms you have as a result of your experiences.

Counselling

We offer one to one counselling to both men and women who have experienced any form of sexual violence recently, or in the past. This continues to be the heart of the service with approximately 30-35 appointments weekly. Once again, the demand for our counselling service in 2024 was such that we had an ongoing waiting list. As Mayo is such a large rural county, our Outreach services in both North Mayo continued to experience a waiting list during 2024.

We believe that counselling provides a space to help survivors gain a clearer understanding of themselves and their situation. Every survivor is different, as are their needs, therefore the length of time they spend in therapy is client led.

Crisis Counselling

We endeavor to respond as soon as possible to those clients that contact the Centre in crisis, whether due to a recent assault or the sudden recollection of sexual violence in the past. The helpline staff will respond within 24 hours and where possible, a face-to-face session will be offered within the week.

Advocacy and Accompaniment

This is an important and valuable part of the services that Mayo Rape Crisis Centre offers. Many clients need help with their rights or safety issues. This can involve meetings with Community Welfare Officers, Social Workers, housing department etc. We also offer our experience and support to clients going through the legal system; accompany them to Gardai meetings, statement taking and Court.

Disclosure training

The Disclosure Training is for workers or individuals who may in their work or daily lives become recipients of a disclosure of sexual abuse or sexual violence. Or indeed may have a suspicion. The training is approximately four hours long and provides information on:

- What do I do if someone discloses to me?
- How can I be supportive to a Survivor?
- When do I need to report the information I have been given?
- Agency roles.
- Looking after yourself in the event of such a disclosure.

We can provide to any group of individuals on the basis of 10 -12 people per workshop.

Awareness Raising

We take every opportunity to raise awareness and challenge perceptions about the causes and impact of sexual violence through talks and public events and our social media platforms.
Support for Families and Friends

Mayo Rape Crisis Centre knows that sexual violence does not just affect the victim/survivor but also those around them. Because of this we offer information and support sessions for partners, family members and friends so that they may better support survivors.

2025 – OUR YEAR IN NUMBERS

2025 saw an overall increase in clients of **9.85%** on 2024

Figure 1- All clients gender breakdown

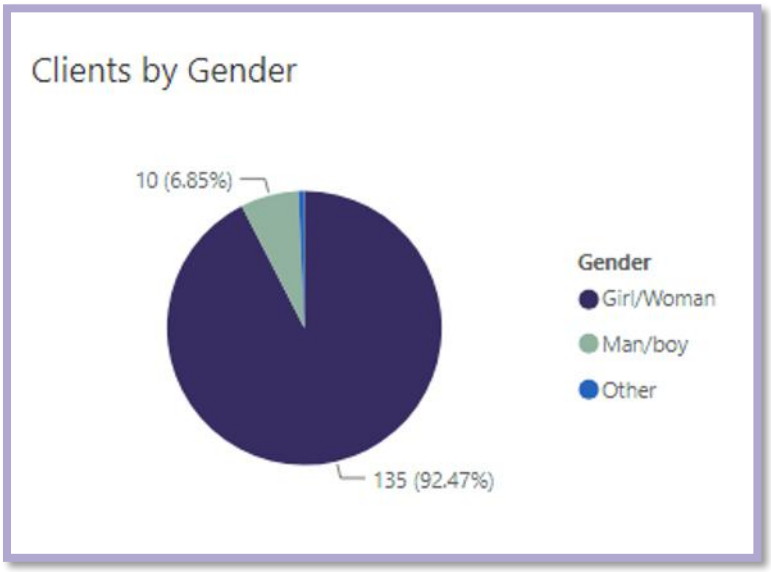


Figure 2- All clients age breakdown

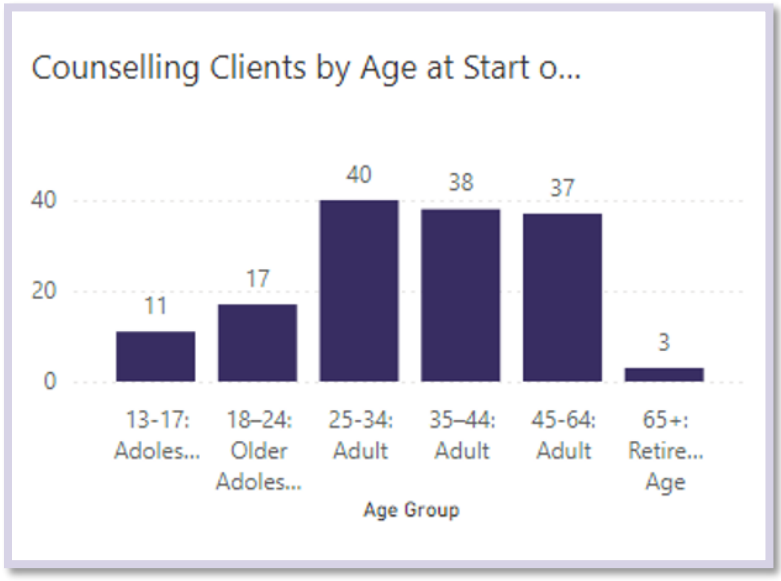
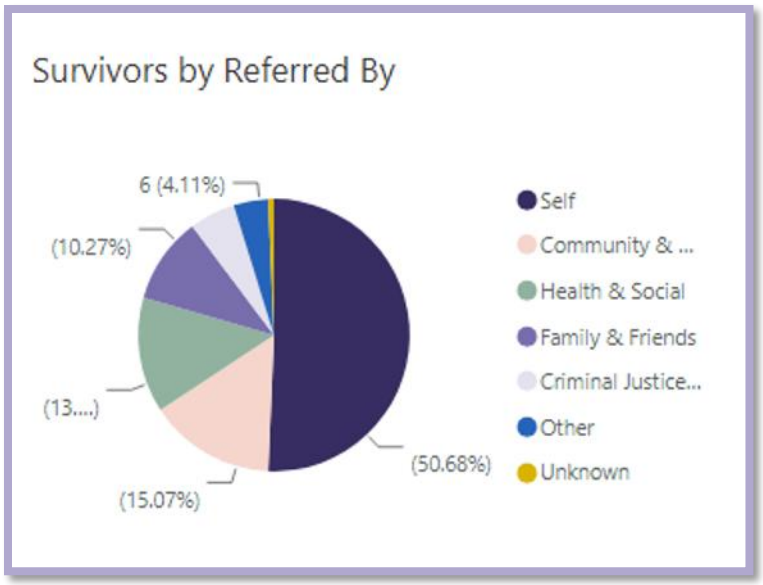
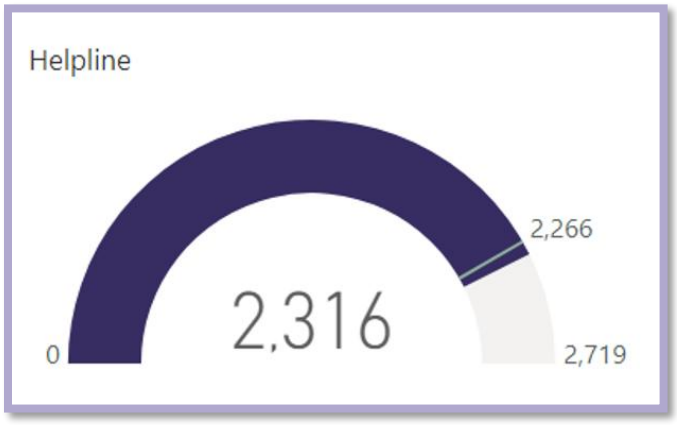


Figure 3- Referral route to service



Notable: Self-referrals increased in 2025

Figure 4- Helpline contact figures



Appointment figures and appointment contact Methods

A total of **1,798 appointments** were delivered during the year. The vast majority of appointments (**97.1%, 1,745 appointments**) were conducted face-to-face, reflecting the continued preference for in-person support among service users.

Remote appointment options remained available to improve accessibility, with **34 appointments (1.9%)** delivered by video call and **19 appointments (1.1%)** provided by **voice call**.

ADDITIONAL FUNDING SUPPORTS

Cuan funding

Additional funding from Cuan at the end of 2025 will enable Mayo Rape Crisis Centre to significantly strengthen its staffing capacity. Through an open call, we were successful in funding for two Outreach Workers, an Adolescent Counsellor and additional Clinical Support Worker capacity. These posts will allow the Centre to extend its reach beyond the core counselling service, develop more responsive outreach provision, strengthen support for young people aged 12-17, and provide increased clinical support and oversight to our growing counselling team. Together, these developments will increase the Centre's capacity to respond to need and support people who may otherwise experience significant barriers in accessing specialist services.

The increase in core funding also provided an important opportunity to address long-standing organisational infrastructure needs. Investment in our outdated IT systems and digital infrastructure is supporting improved information management, secure shared drives and more consistent systems across the organisation. This work is an important part of strengthening governance, data security and business continuity, while ensuring that our internal systems are fit for a growing organisation and able to support the increasing demands of service delivery. The investment in both people and infrastructure represents an important step in developing a more sustainable and resilient service for the future.

New Building Funding

As part of the significant expansion of the service and staff team during 2025, Cuan recognised the need for Mayo Rape Crisis Centre to have premises that could accommodate our growing workforce and the increased range and volume of services being provided. Funding was agreed towards the rental costs of new premises, providing an important foundation for the Centre to progress plans for a larger, more suitable and accessible building.

This funding has enabled us to move the project forward and following a lengthy process to identify suitable premises. While the physical move has not yet taken place, the securing of the new premises represents an important step in the Centre's development. The additional space will support the continued growth of our staff team and services, including increased counselling, outreach and adolescent supports, while providing a more appropriate environment for clients and staff. We look forward to completing the move and developing the new premises throughout 2026.

Integration Fund- Department of Justice

The Department of Justice supported specific work through the Integration Fund, enabling us to extend our outreach and specialist support to people living in International Protection Accommodation.

This has been an important opportunity to reach people who may experience additional barriers to accessing support and to develop our response to emerging needs within our community.

Tusla

Tusla supported the delivery of a pre-counselling course specifically developed for women living in International Protection Accommodation. The course provided an opportunity for women on the counselling waiting list to access expert support while developing resilience, confidence and emotional strength in a safe and supportive environment.

The course was co-delivered by Mayo Rape Crisis Centre, Ruth McNeely (former Director of Services, MRCC) and Kany Kazadi. We are grateful for their valuable contribution, expertise and understanding of the needs of women living in International Protection Accommodation, ensuring that the course was responsive to those who needed support most.

Special thanks to Elaine English in Tusla for her on-going guidance and support.

STAFF OVERVIEW

Core Staff 2025

- 1 Director of Services
- 1 Part-time Administrator/Support and Advocacy Worker
- 4 Part-Time Counsellors

Sessional Counsellors

- 5 Sessional Counsellors provide outreach services in Ballina and Westport, while also supporting the Castlebar counselling team during periods of increased demand

Staffing Developments in 2026

To support the continued growth and delivery of services, the following staffing developments are planned for 2026:

- Increase the working hours of existing part-time counsellors
- Recruit a Part-Time Adolescent Counsellor
- Recruit 1.5 Outreach Workers to expand awareness raising and community engagement activities
- Introduce a Clinical Support role to provide additional support to counsellors and assist in managing the increased clinical workload

BOARD OF DIRECTORS

The Board held a total of eight meetings during 2025. Board members attendance at these meetings is detailed in the table below

Members (2025)	No. of Meetings Attended
Caroline Barry (Chair)	8
Anne-Marie Flynn	7
Joe Doherty	6
Leona McGowen*	2
Lorraine Toner	6
Rachael Clarke	4
Paul Lennon**	6

Members that exited in 2025: Leona McGowan *Mat leave Mar 2025 and exited Nov 2025
New members in 2025: Paul Lennon **Joined April 25
Sub-committee groups:

- Risk register
- Strategic Plan review
- Finance
- Building move
- HR staff liaison
- Governance (Policies & Procedures)
- Fundraising.

Acknowledgement

Thank you to all our Board of Directors, past and present, who gave so generously of their time and expertise on a voluntary basis. Their commitment, governance and guidance are central to the continued strength and integrity of Mayo Rape Crisis Centre, and we are deeply grateful for their support.





Special thanks to Lorraine Toner, a Mayo Rape Crisis Centre board member, who attended the Candlelight Vigil in November in Castlebar. This marked the beginning of the 16 Days of Activism Against Gender-Based Violence. Lorraine spoke and her powerful words emphasised the solidarity and support our community stands for alongside victims and survivors of gender-based violence.

Additional thanks

We also extend our sincere thanks to all our sessional counsellors for the vital contribution they make to the service. Their dedication goes far beyond the appointment times they so generously offer, providing compassionate support that makes a real difference to those who access our services.

We are equally grateful to our Clinical Supervisors, whose expertise and guidance, support both our core counselling team and sessional staff. The safe and reflective space they provide is deeply valued and plays an essential role in sustaining the quality and integrity of our work in the Centre.

TRAINING, PROFESSIONAL DEVELOPMENT & COMMUNITY ENGAGEMENT

Training delivered

- Disclosure training was delivered to 20 people within the community in 2025
- Staff attended and facilitated a stand at an awareness raising event in ATU Mayo
- A Tusla funded Pre-counselling Course was co-delivered to 10 women living in International Protection Accommodation.

Professional development

- FGM training with AkiDwa- 3 staff member attended
- RCI Court Accompaniment training- 1 staff member and 1 volunteer attended
- Impacts of Domestic Abuse on Children and Families Conference- all staff attended
- Various online training, including- Health & Safety, Children First, Mandated reporting, Safeguarding, GDPR, Manual Handling, IT- all staff

Some of our Community Engagement



October 2025, the MRCC team attended “Listen to Me! Impacts of Domestic Abuse on Children and Families” at the MacWilliam Park Hotel, Claremorris. We were proud to be at the launch of the Co. Mayo Domestic Abuse Resource Pack and to support the importance of interagency collaboration in responding to domestic abuse. Together, we can make a difference.





In October 2025, staff and volunteers attend the Mayo ATU campus as part of their Health and Wellbeing week, to share information about the vital support and services offered by the Mayo Rape Crisis Centre. It was a great opportunity to connect, raise awareness, and let students know that we're here if they ever need us.



December 2025, Safe Ireland Mayo led a beautiful and moving ceremony, joined by Mayo Rape Crisis Centre. The Lilies Ritual on the bridge at Lough Lannagh marked the close of 16 Days of Action on International Human Rights Day.



November 2025, Nicci, attended ATU's "Orange the World" flag-raising as part of the 16 Days of Activism Against Gender-Based Violence. We are grateful to stand alongside partners, students, and staff to raise awareness, show solidarity, and continue the work toward a safer future for all.

Interagency work and collaboration

National Networks and organisations	Local & Regional Partnerships
Rape Crisis Ireland (RCI)	Child and Family Support Network (CFSN)
SAFE Ireland	Children and Young People's Services Committee (CYPSC)
Domestic, Sexual and Gender-Based Violence Sector Forum	Public Participation Network (PPN)
Ruhama	Community Safety Partnership Initiative (CSPI)
Beyond Surviving (BYS)	Tusla
Cuan	Sexual Health West (SHW)

PRESS RELEASE: NEW DIRECTOR OF SERVICES



Shauna Jackson and Loretta McDonagh with the two members founders of Mayo Rape Crisis Centre Fiona Neary and Ruth McNeely at a reception to welcome Shauna Jackson, second from left, as the new director of Mayo Rape Crisis Centre and to celebrate Loretta McDonagh, second from right, as she departs the service. Photo: Alison Laredo

In April 2025, Mayo Rape Crisis Centre said goodbye to Loretta McDonagh. A reception was held at Lough Lannagh Village to mark Loretta's departure from the service and to welcome Shauna to the service.

Loretta Brosnan McDonagh's parting speech was a heartfelt reflection on her 30-year tenure, which began as a volunteer with the service soon after its establishment in 1994.

She expressed her concerns about the ongoing prevalence of sexual violence in the community and the broader societal factors that perpetuate it, highlighting the persistent challenges faced by victims seeking justice, the continued presence of victim-blaming narratives, and the need for accountability in addressing sexual violence. Urging systemic change and more visible male advocacy against sexual violence, Loretta asked: "Why are we not putting the perpetrators in the spotlight and asking about their stories? Why are we not looking at how and why perpetrators came to believe it was permissible to do what they did to their victims of all ages?"

She expressed gratitude to her colleagues past and present, to Rape Crisis Ireland, of which the centre is an active member, and to those who have used the services of the Centre:

Loretta stated: “I pay special tribute to the clients of the centre I have met, and who have trusted me to hold space for them as they confronted the trauma of the impact sexual violence had on their lives. But also, to the many partners, parents, siblings and friends of survivors who I had the privilege to work with. I was regularly left in complete awe of their ability to face and overcome such painful stories.”

Shauna also acknowledged the profound impact of her predecessor's leadership. She stated: “I am grateful for the trust placed in me to take on this role. It is a responsibility I do not take lightly. I want to honour the incredible contributions of Loretta, who has led with compassion and strength for over a decade. Reflecting on her new position, Shauna said: “I am incredibly fortunate to be joining a team of such highly skilled, compassionate and committed staff. "The work they do is not only vital; it is transformative. I trained as a Rape Crisis Counsellor over 15 years ago. I know firsthand the resilience and professionalism this work demands.”

"I am here to listen, to learn and to lead, with a clear commitment to survivors and to the powerful work that Mayo Rape Crisis Centre continues to do every day.”

The board of Mayo Rape Crisis Centre extends heartfelt gratitude to Loretta Brosnan McDonagh for her decades of service and welcomes Shauna Jackson into her new leadership optimism for the continued support and advocacy for survivors in Mayo and beyond.

2024 FUNDRAISING

Mayo Rape Crisis Centre wishes to acknowledge with gratitude the core funding we receive from Cuan, which provides an essential foundation for our services. However, this funding alone is not sufficient to meet the level of need in our community. The generous support from fundraising plays a vital role in bridging this gap, enabling us to engage sessional counsellors and deliver outreach counselling from additional venues. Together, core funding and fundraising allow us to extend our reach and provide support to those who need it most.

Every donation we receive; whether large or small, a one-off gift, or a regular contribution through our iDonate page, is valued equally and received with deep gratitude.



Mayo Rape Crisis Centre received a very generous donation from the Curiosity Charity shop in Westport. Huge thanks to the shop and their wonderful volunteers!





A HUGE thank you to ‘An Image a Day’ for raising an incredible €1850 for the Mayo Rape Crisis Centre. We are so eternally grateful for your donations, especially through a medium so wonderful as your photos!



Crossmolina Firefighters presented a cheque for €752 to Ruth McNeely on behalf of Mayo Rape Crisis Centre from their fundraising efforts over the past number of months.

FINANCES

Mayo Rape Crisis Centre Company Limited by Guarantee
INCOME STATEMENT
for the financial year ended 31 December 2025

	Notes	2025 €	2024 €
Income		**347,668**	339,253
Expenditure		**(334,188)**	(308,499)
Surplus before interest		**13,480**	30,754
Interest payable and similar expenses	**5**	**(11)**	(159)
Surplus for the financial year	**11**	**13,469**	30,595
Total comprehensive income		**13,469**	30,595

Approved by the board on 11 August 2026 and signed on its behalf by:

Annmarie Flynn
Director

Caroline Barry
Director

MAYO RAPE CRISIS CENTRE

Listening, supporting and empowering

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CUAN
An Ghníomhaireacht um Fhoréigean Baile, Gnéasach agus Inscnebhunaithe
The Domestic, Sexual and Gender-Based Violence Agency

RAPE CRISIS IRELAND