



# ANNUAL REPORT 2024/2025

1800 793 793  
WWW.NITELINE.IE

# Our Proudly Affiliated Colleges



Trinity  
College  
Dublin

The University of Dublin



OLLSCOIL TEICNEOLAÍOCHTA  
BHAILE ÁTHA CLIATH

TECHNOLOGICAL  
UNIVERSITY DUBLIN



University College Dublin  
Ireland's Global University



DUNDALK  
INSTITUTE OF TECHNOLOGY



Ollscoil Chathair  
Bhaile Átha Cliath  
Dublin City University



UNIVERSITY OF  
LIMERICK  
OLLSCOIL LUIMNIGH



RCSI

ROYAL  
COLLEGE  
OF SURGEONS  
IN IRELAND



Maynooth  
University

National University  
of Ireland Maynooth

NCAD <sup>DUBLIN</sup>

National College of Art and Design

Institute of  
Art, Design +  
Technology  
Dún Laoghaire

DBS

Dublin  
Business  
School



# Table of Contents



Legal and Administrative Details 4

---

Coordinator's Note 5

---

Chairperson's Note 6

---

Who We Are 7

---

The Story So Far & NiteLine Limerick 8

---

NiteLine's Values, Vision, Mission & Objectives 10

---

NiteLine at a Glance 13

---

## External Activities

- NiteLine's Helpline
- The Need for NiteLine
- Call Topics & Call Volume
- Student Survey 2025
- Anonymous Caller Testimonials
- Social Media
- Our Public Face Volunteers
- Publicity Events
- Media engagement and advertising
- College Fundraising
- Pride 2025
- Battle of the Bands
- Expansion: Project Bloom
- Mental Health Reform
- ÁMLE Student Achievement Awards
- Staff Ambassadors
- Anonymous Volunteer Testimonials

14



# Table of Contents



## Internal Activities

- Training & Retraining
- External Training
- NiteLine's Support Structures 41
- Morale in NiteLine
- Volunteer Survey 2025
- The Nightline Europe Network



---

## Strategic Plan

- Reflection on Strategic Plan 2020-2025 57
- Strategic Plan 2026-2030

---

## Governance

- Committee
- Board of Trustees
- Rotation of Trustees
- Induction and Training of New Trustees 63
- Conflicts of Interest
- Stakeholders
- Risk Management



---

## Financial Narrative

- Income
- Expenditure
- Sponsorship 71
- Position
- Reserves Policy



---

Financial Statements 74

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# Legal and Administrative Details



## Board of Trustees

- Alex McQueen
- Kirsty Ettershank
- Catherine O'Connor
- Bláthín Peirce
- Kate Killeen
- Irene Lopatina
- Alex De Burca (appointed 1st November 2024)



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Company Registered Number      439123



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Charity Registration Number      20206226

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Charitable Tax Exemption  
Number      CHY22895

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Registered Office      House 6,  
Regent House,  
Trinity College Dublin,  
D02 FD37,  
Ireland

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Company Secretary      Bláthín Peirce



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Coordinator      Jamie Dugdale

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Principal Bankers      AIB Bank  
7/12 Dame Street  
Dublin 2

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# Coordinator's Note

I am delighted to welcome you to NiteLine's Annual Report 2024-2025, a report that demonstrates what makes NiteLine so special, from the dedication of our volunteers, to the culture of empathy and peer support fostered on campuses, and the continued advocacy for student mental health. Reflecting our theme of building, this year's Annual Report embraces a scrapbook-like design. Like the pages of a scrapbook, each milestone and memory created this year has come together to form something strong, vibrant, and deeply connected.



As a charity, we have seen tremendous growth over the past few years, with the establishment and operation of our first satellite office in Limerick this year. This year, we have also focused on growth from within, investing in the heart of our service — our volunteers — and nurturing the sense of community that makes NiteLine such a unique and vital support for students. This focus has become even more essential given the rise in calls this year related to self-harm, suicide, and sexual assault. In response to these trends, NiteLine has deepened its commitment to advocacy, training and research by increasing the number of workshops we deliver, contributing to a European Student Mental Health Report and advancing volunteer training in sensitive areas such as sexual assault and suicide.

As I reflect on the year, I feel immense pride in the community we have built together. NiteLine has always been more than a phone line; it is a testament to the power of students supporting students, and to the belief that every student deserves to be listened to. I hope you enjoy reading this Annual Report and learning more about all of the work NiteLine does. I would like to take this opportunity to thank our affiliated colleges, their Students' Unions, and counselling services for their ongoing support, as well as all those who donated to us this year. I would also like to thank our dedicated volunteers, who ensure our phone lines are open seven nights a week to their fellow students. Without their passion and dedication, the work we do would not be possible.

*Jamie Dugdale*  
**Coordinator**

# Chairperson's Note

It is with great pride that I present this year's Annual Report for NiteLine, reflecting on a year of continued growth, resilience, and unwavering commitment to supporting students across Ireland.

This year brought important milestones for NiteLine. Our first nationwide publicity campaign with Irish Rail greatly increased visibility, while student-led initiatives such as the Incognito Ball and the inaugural Battle of the Bands reinforced the strong sense of community at the heart of our work. These achievements not only raised vital funds but also created meaningful connections with students across our affiliated colleges.



At the same time, the nature of our work has become more challenging. Our volunteers have seen a rise in calls dealing with complex and distressing issues such as self-harm, suicide, and sexual assault. These conversations underscore the vital role that NiteLine plays in providing a safe and empathetic space for students at their most vulnerable moments. In response, we have strengthened our training programmes, updated our policies, and invested in the supports available to our volunteers, ensuring they are equipped to respond with care and compassion.

Our volunteers remain the foundation of everything we do. Their dedication to listening and supporting peers - night after night - continues to inspire and sustain our service. To our affiliated colleges, Students' Unions, counselling services, and all those who fund, promote, and collaborate with us, your trust and support are invaluable in allowing NiteLine to deliver on its mission.

Looking ahead, we are proud to launch our new Strategic Plan 2026–2030. This plan will guide our efforts to expand our services across all campuses in Ireland, strengthen partnerships, and continue to adapt to the evolving mental health landscape. Our vision is clear: that every student in Ireland who needs a listening ear will know that NiteLine is there for them.

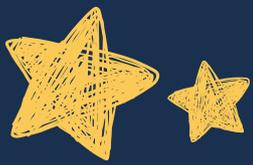
With the dedication of our volunteers and the steadfast support of our stakeholders, I am confident that the years ahead will see NiteLine continue to flourish, building a stronger and more sustainable service for students nationwide.

*Alex McQueen*  
**Chairperson**

## Who We Are

NiteLine is an out-of-hours peer support service for students of our affiliated colleges. We offer a free listening and information service run by and for third-level students. NiteLine is open from 9pm to 2:30am seven nights a week during term-time. We provide a service that is anonymous, confidential, non-judgemental and non-directive.





# The Story So Far...



This year, NiteLine has continued to grow its reach and blossom into not only a charity but a community that provides support for even more college students across Ireland. We recently celebrated our 32nd anniversary with a bang and achieved some incredible new milestones along the way!



Before looking at all that this year entailed, it is important to look back on the story of NiteLine so far. NiteLine was established in 1993 by the Students' Unions of Trinity College Dublin and University College Dublin. Inspired by similar student-run services in the UK, they aimed to set up a late-night listening service to provide free and anonymous peer support to students over the phone.



Since then, we have expanded NiteLine's community to eleven colleges in Dublin, Kildare, Limerick and Louth. NiteLine now offers services to more than 150,000 third-level students across Ireland. Additionally, NiteLine trained its first cohort of UL volunteers, opening its first satellite office outside of Dublin.



The introduction of our instant messaging service in 2012 has allowed NiteLine to become more accessible to students, providing an alternative option to those who may prefer instant messaging over calling.

This year also saw the launch of our first major national campaign with an Irish Rail advertisement. This marks an exciting new chapter for NiteLine, as our service cements itself as a national charity with hopes to expand to more counties in Ireland!



# Niteline's First Year in Limerick



NiteLine affiliated with the University of Limerick in early 2024 and the first set of UL NiteLine volunteers were recruited that summer. Since then, the UL branch of NiteLine has become its own thriving community that will continue to develop with each passing year!

## Day-to-Day Running of UL



A typical shift for a UL student volunteering with NiteLine involves meeting at the UL office and setting up the phones/laptops for the night ahead. As UL works in a satellite office alongside the Dublin volunteers, it is important that volunteers remain in regular communication via messenger. We establish the order in which calls shall be taken and we check in with each other throughout the night and the following morning.

The volunteers within UL must attend the monthly online support meetings in order to be able to go on phones. An additional opportunity to attend an UL online-specific support was sometimes made available as an alternative option.

UL volunteers were also given the chance to apply for a role on the UL-specific community. Roles available included the Head of UL, Publicity Officer and Morale Officer. The opportunity to apply for the UL Public Face role was added once volunteers had been with service for a year, with more roles expected as their community continues to grow.

## Testimony from a UL Volunteer



“Being a volunteer with NiteLine at the University of Limerick has been one of the greatest decisions I have made to date. Previous to NiteLine, I would have never been the type of person to put myself forward for things, but being a part of such a supportive and welcoming community encouraged me to get involved as much as I could. Although we are separated by distance from the Dublin community, we are in no way excluded from any of the events or opportunities that NiteLine has to offer. We are welcomed and supported at all times. This year, I was delighted to be able to attend my first-ever training weekend. Normally, meeting a lot of new people in-person for the first time would have been a very daunting experience for me; however, I have never felt more welcomed and at ease within a community.”

# NiteLine's Values

## Compassion

We are motivated by compassion. Our service is founded on empathy and respect for our callers and fellow volunteers.



## Excellence

We are committed to providing a professional and quality service to our callers and stakeholders alongside high-quality training and support for our volunteers.

## Student Empowerment

We empower our callers to speak openly and make their own decisions through our pillars of anonymity, confidentiality, non-judgmental listening, and non-directive support. We empower our student volunteers to support their peers and grow as leaders of our service.



## Inclusivity

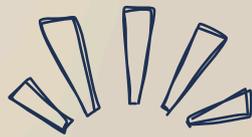
We believe our service must be freely accessible to any of our students that need us. We strive to have a welcoming volunteer base that is representative of the wider student body.

## Peer Support

As students themselves, our volunteers are in the unique position of being able to empathise with our callers. We recognise that peer support begins from inside our service and pride ourselves on the support structures available to our volunteers.

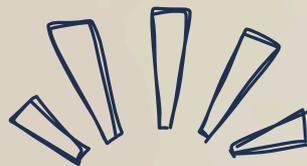


# NiteLine's Principles



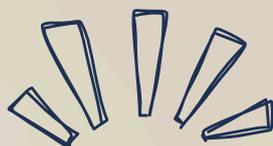
## Our Mission

NiteLine's mission is to support student mental health through a confidential, late-night listening and information service.



## Our Objective

NiteLine's main objective is the provision of a free peer support service for third-level students in Ireland. This is achieved by providing a late-night helpline, an instant messaging service, workshops and other peer support services for the benefit of all students of our affiliate colleges.



## Our Vision

NiteLine's vision is for all third level students to have access to an empathetic peer listener.



# Our Pillars

NiteLine has seen exponential growth since it first opened in 1993. As we continue to blossom and expand as a service, there are four pillars that are at the heart of our service and form the foundation of who we are and what we do. These four pillars are anonymity, confidentiality, non-directive and non-judgmental.

Dr Catalina Suarez, a specialist Clinical Psychologist and former call-taking volunteer at NiteLine from 2011 to 2013, describes her time at NiteLine beautifully, highlighting how our pillars and skills she learned at NiteLine have carried over into her professional career.

**Confidential**

**Anonymous**

**Non-Directive**

**Non-Judgemental**



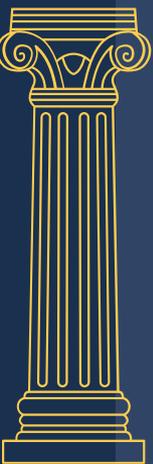
## Dr Catalina Suarez, Highly Specialist Clinical Psychologist

During my time with NiteLine, I formed close friendships, some of which have lasted over 15 years. As a team, we participated in peer supervision sessions that were exceptionally well-run and supportive. We weren't able to disclose our volunteer roles outside the service, as students seeking support might contact us. This confidentiality strengthened our bond together and made the peer supervision we provided to one another all the more valuable.

One vivid memory from my induction training stands out: we were asked to write a secret about ourselves and place it in a box. Nervous that our secrets would be read aloud, we were all relieved when the facilitator shredded the papers. This simple exercise taught us about the vulnerability students experience when reaching out and highlighted the importance of respecting that trust.

My time in the service has stayed with me ever since. I am now a Clinical Psychologist working both in CAMHS and conducting private assessments of ADHD/Autism. NiteLine helped me develop some of my most important skills: active listening, respecting confidentiality, and approaching situations with curiosity. It also deepened my understanding of being non-judgmental. I practiced these skills through role-plays during training and by taking calls from students who simply needed someone (a peer) to talk to.

Life can be challenging, and being a student often brings additional pressures, from future uncertainties and financial strain to constant evaluation. Services like NiteLine, which are free to access and peer-run, are vital in helping students feel listened to.



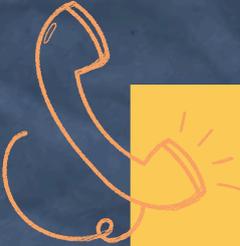
# NiteLine at a Glance

2024 - 2025



**396**

hours spent on  
contacts



**778**

contacts answered



**11**

affiliated  
colleges



**37**

new NiteLine  
volunteers  
trained



**6776**

follows across all  
our social media  
platforms



approximately

**150000**

students with access  
to our service



# External Activities





# NiteLine's Helpline



NiteLine would not be where it is now without our helpline. At its core, NiteLine is an out-of-hours peer-support service that provides a listening ear to callers from our affiliated colleges. Students have access to a safe space and an empathetic listening ear through NiteLine, being available to students at a time where they may need it the most.

Over the years, NiteLine's commitment to accessibility and inclusivity is evidenced in the design of the helpline. Students have the option of free phoning NiteLine or they can talk to a volunteer by using the instant messaging platform, which can be found on our website, [www.niteline.ie](http://www.niteline.ie). Additionally, NiteLine is open every night of the college term, including weekends with just a short break at the end of December into early January.



Across the academic year of 2024/2025, a total of 778 calls were answered by NiteLine. Despite this being a significant number of calls from third level students, it marks a decline in call volume from the previous year. Conversely, there was a marked increase in the number of calls related to more serious topics such as suicide, self-harm, and sexual assault. There is no way of knowing what is to come at us each year, call volume wise, it is unpredictable in nature, but we have capacity for when that changes. However, the mere presence of our service alone lets students across the country know that we are here to listen to whatever is on their mind.

NiteLine differs from other helplines in that it is run for students by students. The peer to peer support that the service provides gives students the opportunity to talk freely, about whatever is on their mind, without fear of judgement or direction. Niteline does not provide advice but can provide information to students about other supports that are available. At NiteLine, no problem is too big or too small and our team of dedicated, anonymous student volunteers are there to lend an ear to their peers in need, offering unwavering support from the moment the call begins.



# The Need for NiteLine

With the current climate of youth mental health, services like NiteLine are pivotal to support young people. In 2019, the My World Survey 2 outlined the landscape of youth mental health in Ireland prior to the COVID-19 pandemic (Dooley et al., 2019). Out of the 8,290 18-25 year olds participants, 82% were in an Irish University and 17% were in an Institute of Technology. From this group, 58% were categorised as outside of the normal range for depression and anxiety, with 10% having previously made a suicide attempt (Dooley et al., 2019).



**1 in 10**

**made a suicide attempt**



Since then, another study by Cullinan and colleagues (2024) concluded similar results, finding high levels of psychological distress in the third-level student population in Ireland. They found that 19.1% of participants fell into the severe to extremely severe ranges for depression, and 20.7% for severe to extremely severe ranges of anxiety. There were several factors that impacted these scores, including financial difficulties, sexual orientation and whether a student was at an undergraduate or postgraduate level of study (Cullinan et al., 2024). Research has also noted that Undergraduate college students exhibit higher levels of depression, anxiety, self-harm and suicidal ideation than their postgraduate counterparts, with students of Institutes of Technologies also reporting higher levels of depression and anxiety with greater risk factors than students in Universities (Mahon et al., 2024).



**1 in 5**

**experienced mental health distress**



# The Need for NiteLine

Over the last number of years, research has compounded the struggles young people today face in terms of their mental health. With the ongoing mental health crisis and with limited mental health services available at any given time, services like NiteLine are pivotal for providing mental health support. NiteLine plays an integral role in supporting third-level students during the current mental health crisis by providing a free, out-of-hours peer support service that creates a safe space for students to be heard by an empathetic peer listener. The helpline's non-directive and non-judgemental nature encourages callers to express their feelings, without fear of judgement and in a space free from stigma.



LISTEN.  
LISTEN...

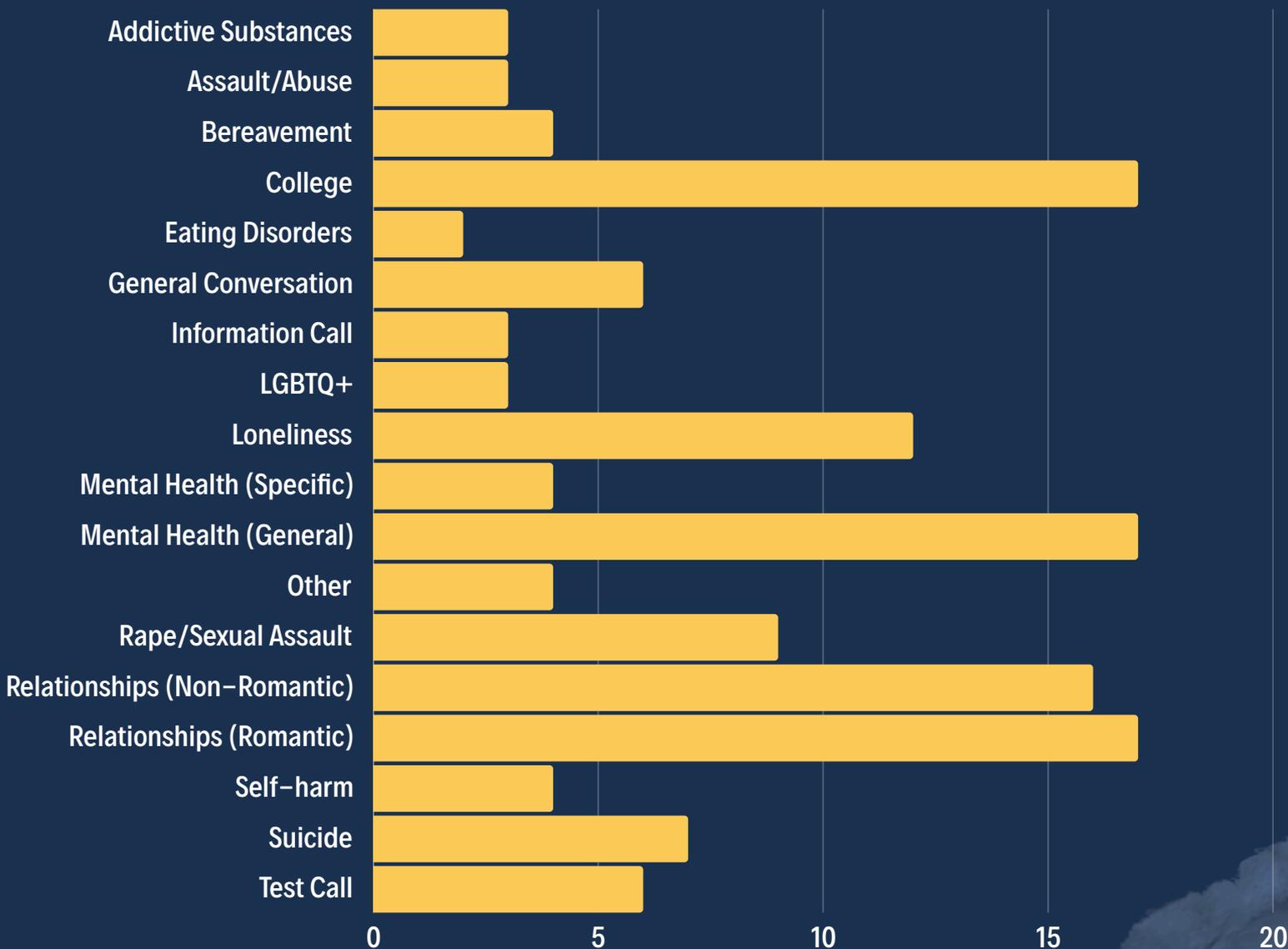
NiteLine offers immediate and accessible out-of-hours assistance to students, with both a freephone and online messaging option to fit the callers' needs and wants. Volunteers provide a listening ear, and callers are met with empathy and understanding. NiteLine complements current existing support services, helps to fill the gap in out-of-hours support, and alleviates the burden on campus resources.

# Call Topics



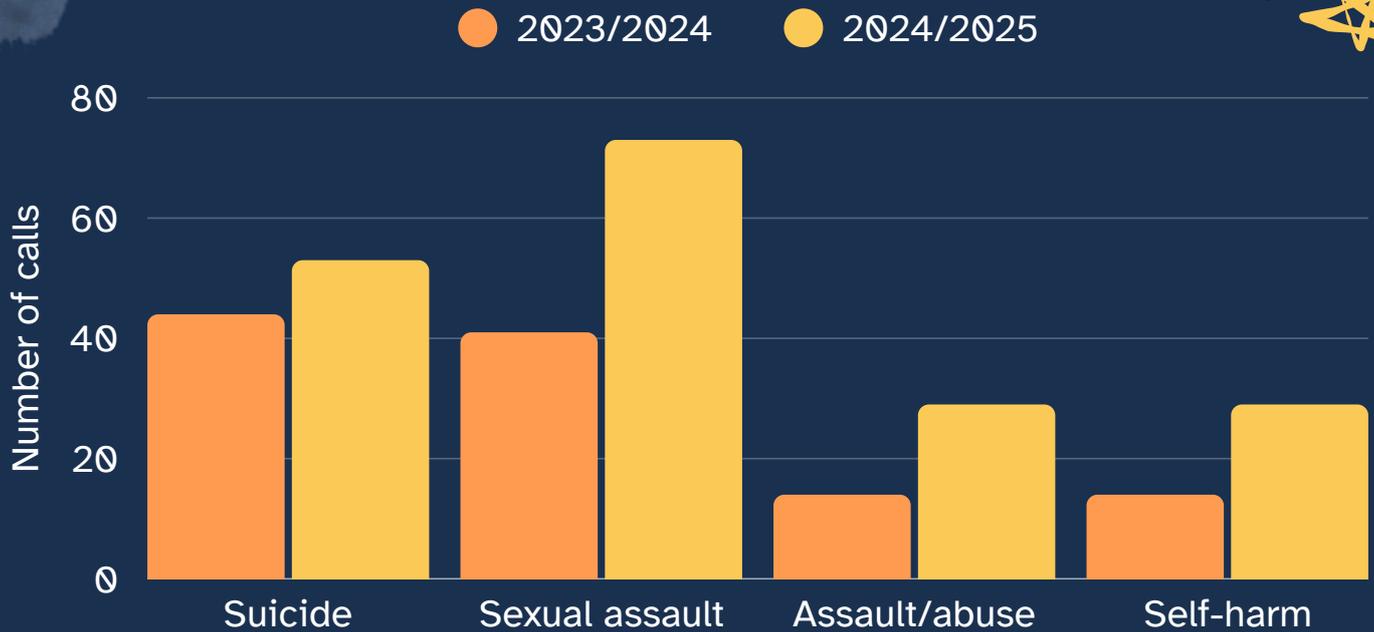
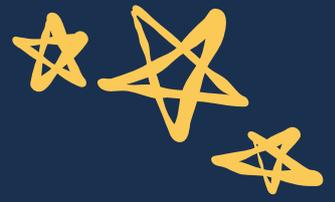
As seen in the graph below, this year's most common call topics were college, mental health, relationships (both romantic and non-romantic) and loneliness. This is consistent with previous years. However, we have also noted a large increase in the number of calls dealing with **suicide (20.45% increase)**, **sexual assault (78% increase)** and **assault/abuse (107% increase)**. Additionally, the number of calls we took on the topic of **self-harm increased by 107%** compared to last year. In order to reflect this change, we have recently updated our policy surrounding self-harm calls. Due to this increase in heavier call topics, we are constantly working to improve our support structures and our policy regarding these types of calls.

Primary call topics as a percentage of total calls taken



\*A test call is a call where someone may be testing the service. We treat these calls the same as any other call, regardless of content. Volunteers must be aware at all times that callers may ring to test the service or may have other issues to discuss. An information call is a when a caller seeks information and the volunteer aids them in finding this information or signposting them to a service or resource.

# Call Volume



As NiteLine continues to grow, we strive to improve our outreach and engagement across each of our eleven affiliated colleges. To do so, we orchestrated many publicity campaigns during the year, such as our nationwide publicity campaign with Irish Rail and numerous publicity events held across different college campuses. Unfortunately, we have observed a continued drop in our call volume this year, being at 778 total contacts compared to 934 in 2023/2024 and 1188 in 2022/2023. While we do not wish to speculate on why our call volume has continued to decrease, it is important to note that this year saw an increase in more serious call topics compared to last year, which can be seen in the graph above. Despite our call volume, **NiteLine continues to be a unique service among youth mental health supports**, being peer-led and providing students access to an empathetic peer listener for support. No problem is too big or too small for NiteLine volunteers, and our community of volunteers will continue to provide students with a listening ear regardless of what they are facing.

NiteLine strives to improve our service with each passing year. The increase in call topics, such as self-harm and suicide, has led us to **develop our approaches to such calls**. This included hosting more targeted internal and external training for these topics, frequent discussions around these calls in support meetings, and implementing new policies for taking these calls, **such as our new self-harm policy**. These areas, particularly the new self-harm policy, will receive extra emphasis in the training of incoming volunteers next year.

On top of increasing awareness about our service, it is also integral for NiteLine to **engage with the student community**. We employed frequent use of Public Face volunteers to help break down any barriers and misinformation surrounding our service this year. We aim to continue this trend in the coming years, aiming to **increase the presence of our Public Faces** on our social media accounts to both increase awareness and debunk any myths surrounding our service.



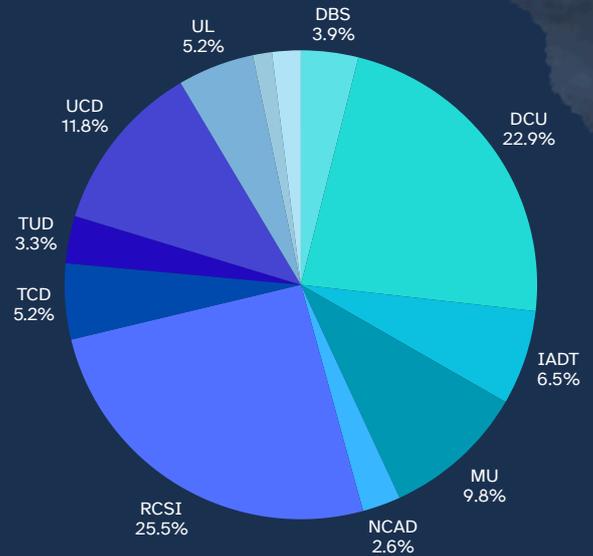


# Student Survey 2025



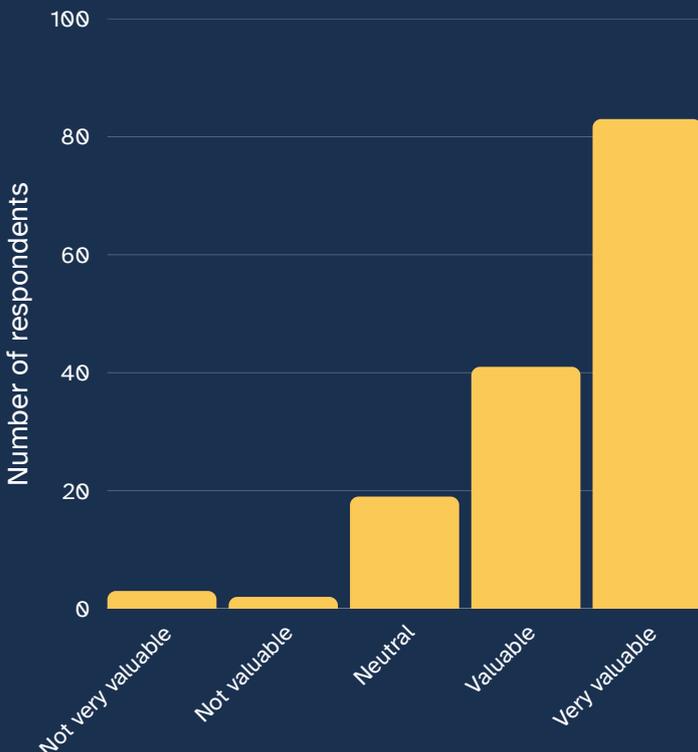
In April 2025, NiteLine released its annual student survey. This survey allows students to share their experiences and perceptions of NiteLine, with this data being used for the betterment of NiteLine’s services. Recruitment primarily took place on social media and through emails sent by college lecturers. The breakdown of respondents’ colleges can be seen on the right.

Percentage of respondents per affiliated college



Out of the 149 respondents, 16% of people reported using the NiteLine listening service, primarily being first-year students, with RCSI, DCU, and MU being the most common colleges. Callers primarily reached out to NiteLine due to its peer-support nature or our opening hours, while non-callers reported not calling because they felt they “didn’t need to” or were unaware of NiteLine before completing the survey. NiteLine was seen as a valuable service by respondents, being rated at an average of 4.34 out of 5. The most unknown aspect of NiteLine from respondents was that NiteLine does not give advice, followed by its affiliated colleges.

## How Valuable of a Service is NiteLine?



The survey finally asked respondents for ways in which NiteLine could be improved. This information will help develop our service, with data collected from the survey allowing for informed publicity campaigns in the coming academic year.

# Anonymous Caller Testimonials



"I've used NiteLine twice and every time I'm in there it is always so positive. I talked about how stressed I was during college and going to work at the same time and with family issues too. They are very encouraging and I'd love for everyone to use it"



"I liked the hours of the service as I wanted support late at night and was able to receive that"

"I found it great because I was up and felt like I had nobody to talk to but they were there and listened"



"I thought it was nice to talk to someone who was unbiased. No opinions on you as a person or what you do, just someone to listen to your problems and show some sympathy. I found it beneficial to talk to someone during the night"

"Best response rate out of any helpline I've tried"



# Social Media at a Glance

2024 - 2025



**2,723**

Instagram followers



**758**

Tik tok followers



**2,900**

Facebook followers



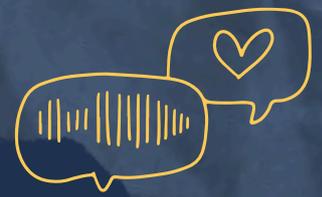
**395**

Linkedin followers





# Social Media

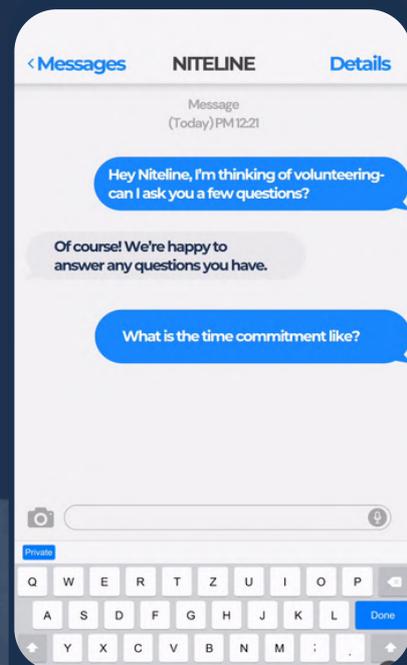


Social media remains central to NiteLine's outreach, helping us connect with students and raise awareness of our service. Instagram was our most active platform this year, growing to over 2,723 followers. Through reels, stories, and Public Face takeovers, we shared student-led content like "day in the life" videos and mental health reflections to build connection and relatability. Next year, we aim to grow this further by tapping into student trends, creating more engaging content, and exploring ideas like on-campus giveaways. On Facebook, now at 2,900 followers, we shared updates and campus events with a wide audience of students, alumni, and partners.

TikTok saw slower growth this year, with 758 followers, but will be a focus for 2025/2026 as we expand our presence. We aim to create short, engaging videos that follow trends while reflecting NiteLine's values, including behind-the-scenes content, peer support explainers, and volunteer reflections. On LinkedIn, now at 395 followers, we shared milestones, training updates, and service achievements in a professional, accessible tone.

We made strategic use of paid social media ads during volunteer recruitment and surveys, which helped us reach new students. Collaborations with societies, clubs and student influencers who acted as informal NiteLine Ambassadors helped us co-create engaging, relevant content. Volunteer applications increased this year, supported by boosted ads and widespread post sharing across our platforms.

As well as expanding our reach, we focused on creating content that felt inclusive, informative, and supportive—reminding students with every post that they are not alone. Over the past year, social media has not only increased our visibility but also strengthened meaningful connections with students. Looking ahead, it remains our most important tool for sharing NiteLine's message and promoting wellbeing, and will be a key priority as we continue to grow and engage our community.



# OUR PUBLIC FACE VOLUNTEERS



Every year, a handful of volunteers get the privilege of giving up their anonymity to be able to be a public facing volunteer for NiteLine. Every year, our Public Faces strive to spread the word about NiteLine and what we do to as many third level students as possible.



The service NiteLine provides would not be possible without the wonderful volunteers who give up their time to ensure that young people have access to a free empathetic peer listener every night of the week. These volunteers play a pivotal role in our governance framework and in our organisation's mission to maintain the highest standards in student support service.



# Public Face Testimonials

## Why did you choose to volunteer with NiteLine?

I joined NiteLine before my final year of my degree as a chance to be a listening ear to other students. In my 3 years of college, I had experienced a lot of ups and downs, whether through friendships, course load or mental health and I knew that being able to speak to people about issues can take a huge load off. I have learned such a huge amount over the past year and providing that space for other students has been such an honour! I am so grateful to other volunteers for being such incredible mentors and supports and I'm really looking forward to volunteering in the upcoming year.

## Amy Hogan



Head of Publicity

## Naomi



Trainer

## Why do you think NiteLine is an important service for students?

I joined NiteLine in 2022. I never thought I would be involved in something as amazing as this. From graduating in Bioanalytical Science to representing students in TU Dublin SU, NiteLine has always been a part of my college experience and I wouldn't change it. Since I've joined, I've been publicly representing NiteLine as the TU Dublin Public Face as well as a training officer.

This year I'll only be a training officer but I'm so excited to gather more people into this heartwarming community and see them flourish as fully-fledged volunteers.

I feel that NiteLine is a truly unique service. It's a space facilitated by college students where other college students feel comfortable opening up to us and being listened to by other peers. I love that we're able to be there for people who may feel like they can't go their friends or family but just want to be heard.

## What is your favourite part of volunteering with NiteLine?

Volunteering with NiteLine has become the most fulfilling aspect of my university experience. When I came back from my year on Erasmus, one thing I knew for certain was that I wanted to reconnect with NiteLine as a returning volunteer. My time studying at a university without a student support helpline, such as NiteLine, really highlighted to me the necessity of our service and how invaluable it can be for students. Even knowing that NiteLine is an option in times of strain can mean such a difference to students. As a Public Face, I am delighted to have been given this opportunity to raise more awareness about our service.

## Hannah



UCD Public Face

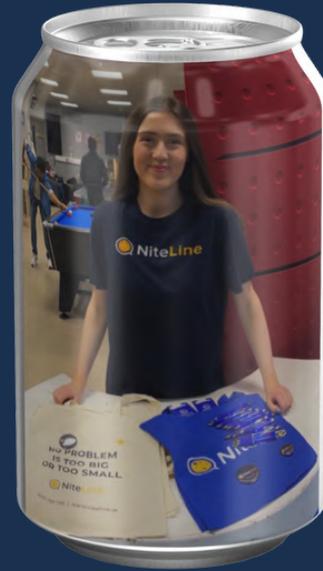
# Publicity Events

## NiteLine Information Stands

At NiteLine, we strive to cement our physical presence in each of our affiliated colleges. We create pop up Information Stands across each campus in order to inform and get to know our student population. Considering the anonymity of our service, it is vital that we have these face to face chats with passerbys so that they can meet some of us in person. Thankfully, our wonderful non call-taking volunteers known as Friends of NiteLine and our call-taking Public Faces help us maintain anonymity whilst still allowing us to connect with students. We pride ourselves on being kind, friendly and welcoming to every student or staff that approach us.

Our outstanding Public Faces dedicate a lot of their time to ensuring each interested student is not only acquainted with our service but adorned with a myriad of merchandise. This year, the publicity team was larger than it has ever been before, with nine Public Faces representing specific colleges across Ireland. We enjoy talking openly with our peers about mental health and the courage it takes to seek support.

Our Information Stands can be a prime spot for potential recruitment, informative chats, or gifting a much needed energy drink or tote bag to hardworking students. This year, we also held information stands at a few conferences, such as the Pieta House Conference in DCU and the 2025 All-Ireland Psychology Student Congress in IADT.



## NiteLine Events

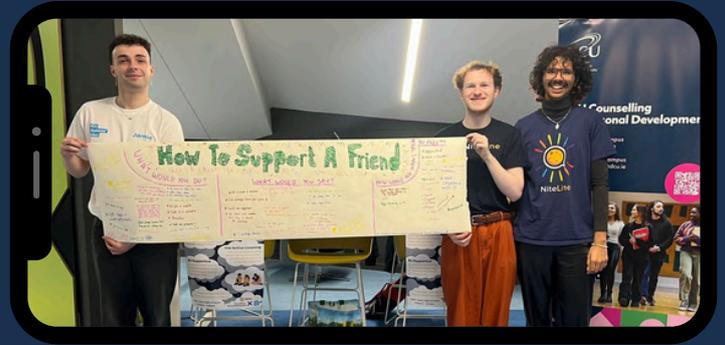
NiteLine works closely with Clubs and Societies to host informal events that allow us to further embed ourselves into the campus community. We hope that our presence this past year at various events such as the RCSI bake sale with Gourmet Soc, yoga sessions with DCU yoga soc, and other campus spaces helped people associate a sense of familiarity and comfort with our service. Moreover, these events aligned with our values and the importance we place on self-care, stress reduction and well-being.



# Publicity Events

## NiteLine Workshops

One of the most rewarding ways that our Public Faces connect with students is through our workshops. Our most coveted workshop is known as 'How to Support a Friend'. It not only encourages students to support others through active listening and empathy, but also highlights the importance of minding ourselves when supporting others. Indeed, we cannot help others before we help ourselves. This workshop was a hit on the DCU and DBS campuses and was also available online during a collaboration with Transgender Equality Network Ireland (TENI).

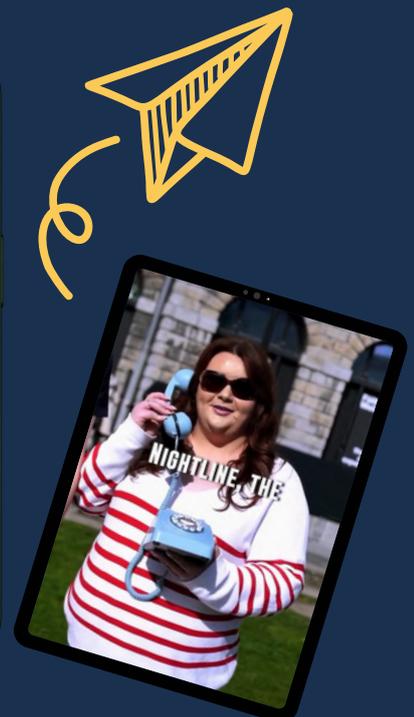
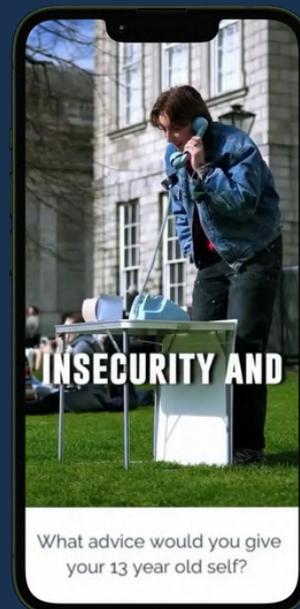


We also offered workshops such as 'Self Care During Exams', "Winter Wellbeing" and even a "Wellbeing in the Workplace" across the DBS, RCSI, NCAD, and IADT campuses. These initiatives allow us to create a safe space where we collaborate with students and equip them with the crucial skills to foster resilience, self-compassion and wellbeing. We are hopeful that each student walks away with a blueprint for how to mind themselves and strengthen their support networks. We are confident that going forward they know we are here to listen every night of term should they need another safe space along the way.

## Collabs

Extending beyond campus life, we have branched out to publicising our service in Jigsaw centres. As well as this, we worked with Yugo student accommodation and Bottleback on an 'EcoCollab' initiative. When students living at Yugo accommodations recycled their bottles in these special NiteLine branded bins, the deposit refunds supported our charity. Building a rapport and a strong presence in these environments is at the heart of what we do.

Our collaboration with HUH clothing was a huge success and stands as one of our simplest yet most profound events. We set up a phone on a stretch of green in Trinity and watched as curious passerbys approached, picked up the phone and answered a poignant question about mental health. We are proud of how engaging this event was and how it manifested into personal heartfelt revelations. It was especially beautiful to see students bravely raising the phone to their ear and in doing so raising awareness about mental health. Just like our wonderful call-taking volunteers, they made a huge difference just by being there to pick up the phone.



# Media Engagement

## NiteLine Radio Interviews

In addition to building our physical presence on campus, we aim to reach students through radio broadcasts. This year, NiteLine representatives donned headphones and radio mics when they appeared on various local, regional and national radio shows to publicise the service. We were honoured to feature on DCU FM, Limerick Today, KFM, 92.5 Phoenix FM and Lucan Live FM.

During these shows, our Public Face representatives delved into what NiteLine is and how we support students; in turn making it easier for people to understand and use NiteLine.



No problem is too big or too small!



## NiteLine Newspaper Articles

This year, NiteLine has also been featured in print, such as the Trinity Student Newspaper, providing vital coverage of NiteLine. This article anchored us in the university community and aligns with our wider publicity plan. Jamie, our former Head of Publicity, outlined our pillars and broadcasted the news of the recent UL affiliation. He echoed our beloved motto, cementing it for each listener;



**“We really do mean it when we say no problem is too big or too small [...]. it’s as simple as that. We are available and able to listen and help in whatever way possible.”**

# National Rail Campaign

This year, NiteLine released its first ever nation-wide advertising campaign through Irish Rail. Across 15 train stations in Dublin and Limerick, with two bus stops in Limerick, NiteLine publicised its service with the below poster. The campaign lasted eight weeks and helped increase awareness and expand our publicity to heights greater than previous years.



## Listening to and supporting you



**Run by students  
for students**



**Every night of term  
9pm to 2:30am**

**Confidential**

**Non-directive**

**Anonymous**

**Non-judgemental**

**No problem is too big or too small**



**Freephone 1800 793 793**



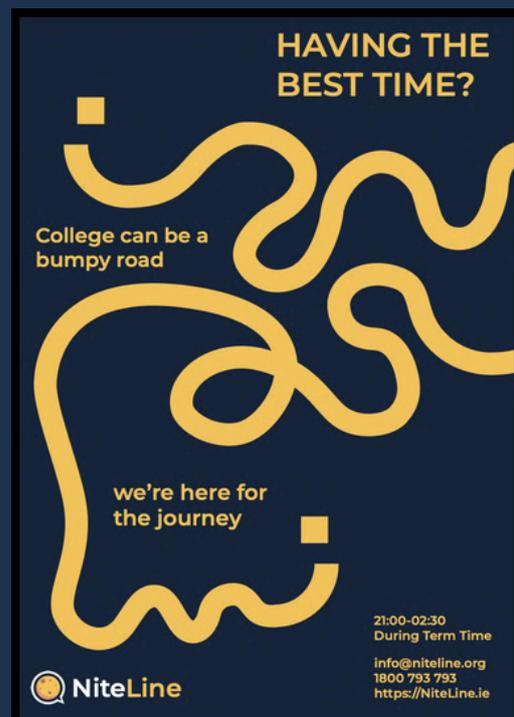
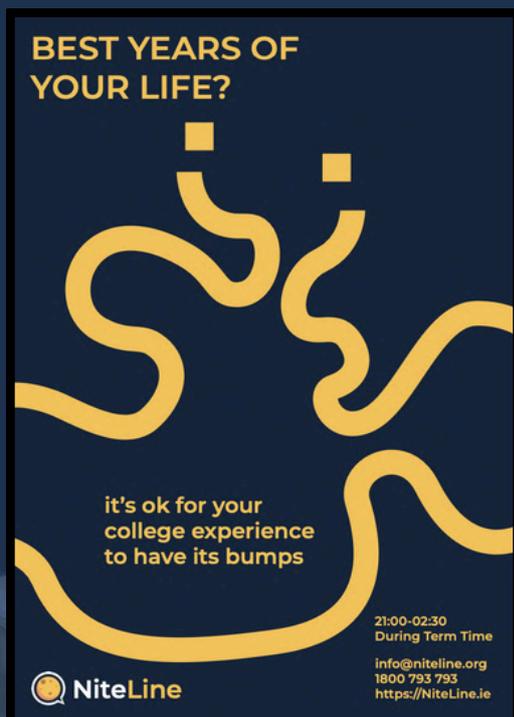
**Instant messaging [niteline.ie](https://niteline.ie)**

# Designed by Students for Students

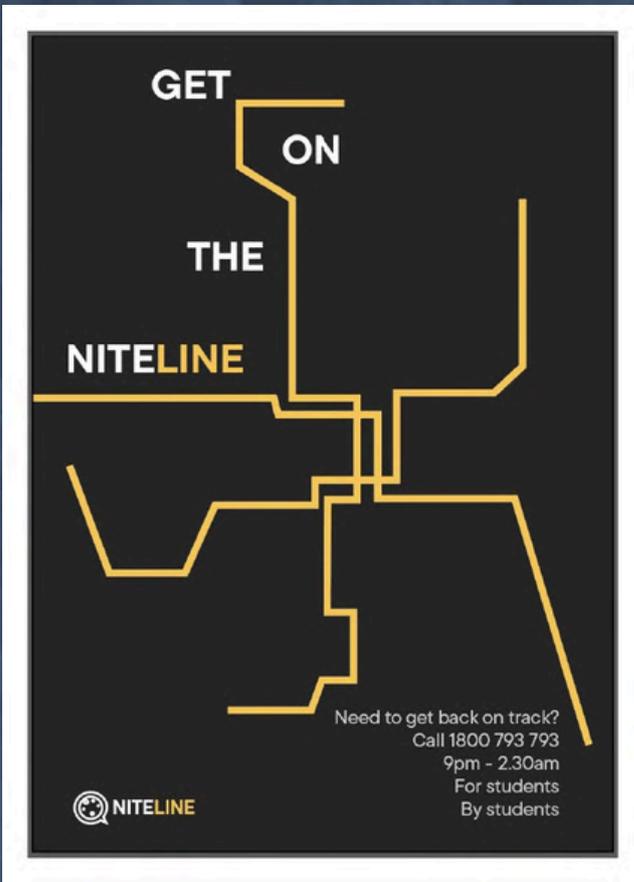
## NCAD Bureau Plus x NiteLine

In the first semester of the academic year 2024/2025 NiteLine worked with the 3rd year Bureau Plus students of NCAD to create new visual merchandise for the publicity of NiteLine. The brief was two fold: a traditional college-wide campaign featuring digital and print implementation of the idea, and an 'elevated campaign' that extends outside of traditional advertising means. While the traditional campaign would mainly consist of posters and flyers, the elevated campaign could bring the idea into a new or unique environment, such as a novel web-based campaign or a series of workshops. Mock-ups and prototypes would be made of the students' ideas, with NiteLine volunteers judging the entries.

The students were given the first semester to complete the project. We had a midway project check in where our NCAD Public Face could view the projects and critique them along with the Bureau Plus lead. There were 25 total completed presentations with the overall winner being Rosa Weissenmayer, with three honourable mentions with the elevated campaign being Luke Carvill's 'NiteLine Lite', Mollie Murphy with the Spotify Collab, and Bronagh Hogan with her TFI collab. Weissenmayer's insight for her project was to address the pressures put on college students during 'The best years of their lives', highlighting the reality of college and the constantly changing emotions that students experience, both bad and good. She created a poster system that was based on a standard smiley face that opened up to reveal the journey one had to take to get there with the overall message being: It's not that straightforward. Her design can be seen below, with some other of the other students' creations being seen on the next page.



# NCAD STUDENTS



Zoe Davis



Miranda Klockars



Luna Oriana



Luke Carvill



Miranda Klockars



Katie McCorley

# College Fundraiser Events



## NiteLine Spinathon



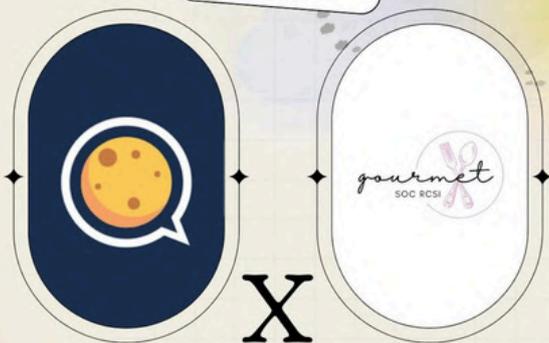
After its success last year, DCU's Enterprise Society's 24-hour charity spinathon in aid of NiteLine returned during November of 2024. They were able to raise over €600, collaborating with societies in DCU to help spread awareness and raise money for charity. Many different clubs and societies all united with the goal of raising money for NiteLine. Clubs and societies that participated included the Snowsports club, Law society, and the Archery club, all of which raising awareness of NiteLine to their members. Their generosity reinforces the commitment to ensuring students have access to crucial resources during challenging times.



RCSI STUDENT SERVICES

## BAKESALE

with



NITELINE

GOURMET SOC

12 - 3 PM

MONDAY 21 OCTOBER @ EXPO STAGE

We are fundraising for NiteLine: a listening service for students, run by students

## NiteLine Bake Sale



On October 21st, NiteLine teamed up with the RCSI Gourmet Society for a bake sale at the Expo Stage. This event brought students and staff together over homemade treats, raising funds and awareness for NiteLine's anonymous and confidential listening service.

This event highlighted the impact of student collaboration in supporting mental health, with all proceeds going toward sustaining our service throughout the academic year.

# NiteLine at Pride 2025

This year, NiteLine had the pleasure of walking in the Dublin Pride Parade in June 2025, for the second year in a row. Inclusion has always been a guiding principle at NiteLine and being able to be part of such a special day that aligns so closely with our values was truly an honour.

The theme of this year's parade was "Taking Liberties", marking 10 years since many milestones were reached in Ireland's recognition of the LGBTQ+ community. Milestones, such as marriage equality and gender recognition, are liberties that were hard fought for. At NiteLine, we recognise, respect, and celebrate these liberties. Our pillar of non-judgemental is integral to taking LGBTQ+ calls at NiteLine, empathising with the hardships experienced by the LGBTQ+ community.

A great day was had by all of those who represented NiteLine at this event and we are grateful for the space at such an event to express our unwavering support for the LGBTQ+ community. All of our volunteers are trained in taking LGBTQ+ calls to ensure that callers feel understood, heard and seen. Thank you to all involved in creating a day that encapsulated hope. We look forward to continuing to celebrate the beauty and power of diversity with such events in the future!



# BATTLE OF THE *Bands*



As part of NiteLine Awareness Month, we launched our first-ever *Battle of the Bands*—a high-energy fundraiser held at TwentyTwo in Dublin. The event brought six talented student bands from across the country together to perform and compete in front of a sold-out crowd. The top three scoring bands, as selected by our panel of music society representatives and student musicians, were awarded cash prizes.

With strong momentum on Instagram (@battleofthebandsnl) and enthusiastic support from students across our affiliated colleges, the event was a resounding success. All proceeds went directly toward sustaining our service.

As our largest fundraising initiative of the year, *Battle of the Bands* not only raised vital funds but also helped amplify awareness of NiteLine's work. The event was a vibrant celebration of both student creativity and the sense of community at the heart of NiteLine's mission. The overwhelmingly positive feedback from performers and attendees alike has laid the foundation for it to become a recurring event.





# Project Bloom at a Glance



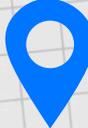
Since NiteLine's establishment in 1993, NiteLine has remained committed to achieving one of its core objectives; providing free, empathetic peer support to all third-level students. While this remains an ongoing goal, Project Bloom represents our mission to expand our service and move to closer to an all-Ireland model of support.

 **2021**

Affiliation of  
TUDublin

*Expanding our reach to  
over 100,000 students*

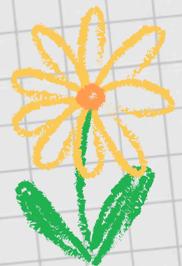


 **2022/23**

Affiliation of Dublin City  
University, Dundalk Institute  
of Technology and Dún  
Laoghaire Institute of Art,  
Design and Technology

 **2024**

Affiliation of University of  
Limerick and the opening  
of our first satellite office  
in Limerick



 **Today**

Now supporting over 150,000  
students nationwide, copper  
fastening our mission of  
becoming a national presence  
in student mental health.



# Project Bloom

## Building a Stronger Future

### A Stronger, More Diverse Volunteer Community

The expansion does more than allow more students to use our late-night phone line and instant messaging service, it opens the door for students from new colleges to volunteer with NiteLine.

This growing diversity within our volunteer base brings fresh perspectives and experiences, strengthening NiteLine as a whole. It makes us more adaptable as a charity and helps us extend our services to even more students in the future.



### Blooming Into the Future

The pace of our growth over the past few years is a testament to the growing demand for NiteLine within third-level institutions, particularly as mental health support services continue to change and expand.

Project Bloom has already outgrown its initial targets, evolving from a simple expansion project to a key strategic priority. This is only the beginning. Project Bloom will continue to drive NiteLine's growth in the coming years, as we prepare to bring our services to even more students and campuses across Ireland.

1993

2020

2010

2025



# Mental Health Reform



Since joining Mental Health Reform in 2024, NiteLine has become an active member of this group of organisations. Mental Health Reform is a coalition and effort from 86 different institutions across Ireland aiming to hold the Government accountable in its delivery of policies. NiteLine has ingrained itself in this community, voicing our opinions and lending our data to the group to support this movement.

In September 2024, NiteLine's Coordinator at the time, Mikayla Morton, was invited to represent NiteLine in Leinster House as part of a campaign with Mental Health Reform. The day involved meeting several TDs from across different parties and advocating for greater funding to be put aside for mental health charities and services in the new budget. This also allowed Mental Health Reform members to voice their opinions on and identify amendments needed for the Mental Health Bill 2024 to attending TDs.

It was wonderful to be able to share NiteLine's mission of every third level student across Ireland having access to a free, out of hours peer support service with TDs and stress the importance of peer support and services like NiteLine.

It was great to unite with other representatives from Charities and mental health organisations, such as the Samaritans and ADHD Ireland, to highlight the need for support and funding for mental health supports and services across Ireland. Being a part of such an important community of voices reflects our continued commitment to improving services and building our community into the wider space of advocacy work.



*Leinster House 2024*





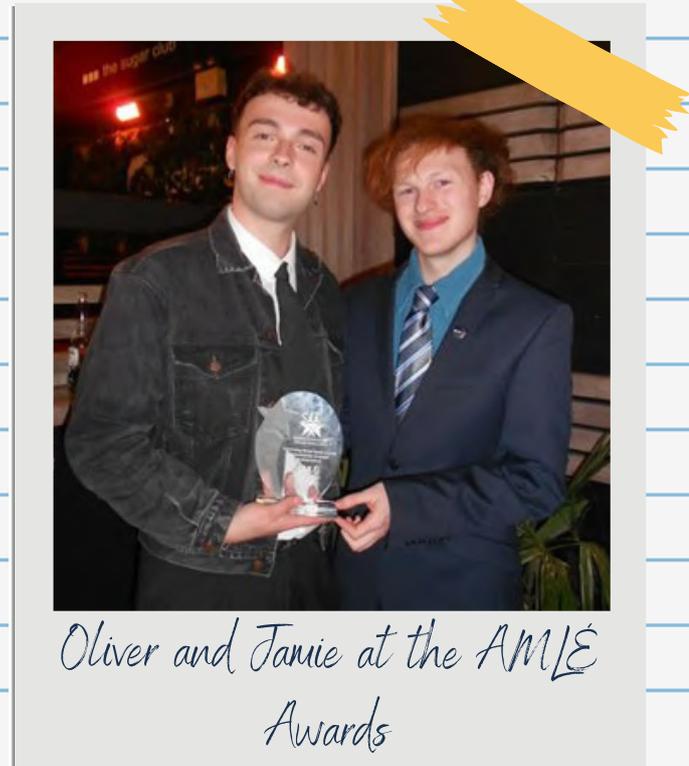
# AMLÉ Student Achievement Awards



This year, one of NiteLine's Public Faces, Oliver, was nominated for an award at the Aontas na Mac Léinn in Éirinn Student Achievement Awards for "Outstanding Mental Health Activism" for his work with NiteLine! Oliver has volunteered with NiteLine since 2023, and during 2024/2025 was the DCU Public Face. Oliver was nominated for the award alongside fellow DCU alumnus Alex Candon and ATU Donegal's Áine Hotzer.

The award ceremony celebrates students and student unions across the country who campaign and strive for change. While it is unfortunate that Oliver did not win the award, it is such an incredible feat for one of NiteLine's Public Faces to be recognised for their work advocating for mental health. NiteLine strives to increase mental health awareness across all of our 11 affiliated colleges, and Public Faces such as Oliver help achieve this goal. Oliver had this to say about his nomination:

"It's still so surreal that I was nominated for an award for the little publicity bits I did throughout the year. This nomination truly goes out to all of my fellow Public Faces in the past year, a lot of whom I think deserve this recognition more than I do for publicising our service in their college. Thank you to the previous Co-ordinator and Head of Publicity Mikayla and Jamie as well as the DCUSU's vice-president for Wellbeing Jamie for enabling me to reach the heights I did!"





# Staff Ambassadors



At NiteLine, we believe that the staff within our affiliated colleges can help to bridge the gaps between our service and third-level students. College staff's consistent, direct contact with students puts them in a unique position to help spread the word about our service. The Staff Ambassador Programme is a collaborative effort between NiteLine and the Academic Staff within each college.



Lecturers, counsellors, tutors and other staff members can help publicise our service in a number of ways. In general, our Staff Ambassadors might add our email banner to their email sign off or use a NiteLine Information Slide at the end of their lecture slides. Over the past year, we have also been included in emails sent by staff around exam supports and some staff members have displayed our cards and flyers in their office.

## Caroline Togher

NCAD Counsellor



It has been a pleasure and a privilege to facilitate NiteLine's Support Meetings. This offers us as student counsellors the opportunity to witness and experience first hand the genuine, vibrant dedication of the volunteers as they put into practice the very high standard of training they have received, alongside the many ongoing inbuilt support structures. There is at NCAD a very keen recognition of the significant benefits of student peer led services, and so we are very pleased to promote NiteLine to our students - a service that during term time offers a kind, patient, non-judgmental listening and information service, provided in those late (and often lonely) hours of the night and small hours of the morning. It is very rewarding for me to be invited by NiteLine to make a contribution, however small, to the wellbeing of our wonderful student communities.

# Anonymous Volunteer Testimonials

Have a look at what some of our volunteers have to say about their experience being a part of the NiteLine community!

“I have loved every minute of volunteering with NiteLine. From the friends made to the genuine feeling you are helping someone. I would not change my experience for the world and would recommend it to anyone and everyone who even has an inkling of thinking of applying!”

“I had no idea what an amazing community NiteLine had before applying, but once I started training I realized that it was so much more than just taking calls and supporting others. I have met the most amazing people here and have a lot of fond memories from chatting away nights on phones, training weekend, and social events. It has become such an important part of my life and I am really grateful for it!”

“Volunteering with NiteLine has shown me the profound impact of an empathetic, compassionate, and non-judgemental ear. Whether it's being there for callers in the middle of the night or supporting fellow volunteers, NiteLine has always been a community where support is at the heart of everything we do... Being part of a community built on such strong values and a powerful vision for student mental health is one of my greatest privileges.”

“I don't study psychology or medicine, so I wasn't sure that I would be a good fit, but since joining NiteLine I've realised that we are such a diverse group of people from all different backgrounds!”

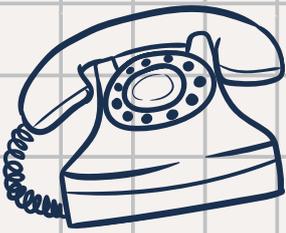
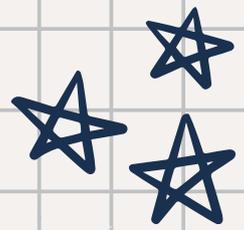


# Internal Activities



# Training at a glance

## 2024/2025



**37**

new volunteers

**75**

overall  
call taking  
volunteers

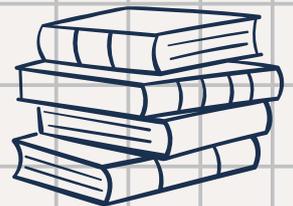


**200+**

applications  
to volunteer

**100**

hours of group  
training



## Training Timeline

**April & May**

Recruitment drive for  
new volunteers &  
applications open

**July**

Interviews &  
Preparation for  
training begins and  
reviewing materials

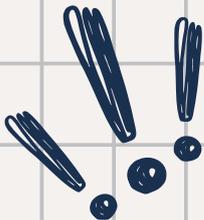
**September &  
October**

Autumn Training  
Group



**June**

Grading applications  
& Interviews begin



**August**

Summer Training  
Groups in  
Dublin and Limerick



# Training

## Highlights

- Continued our 6-hour training blocks rather than short sessions for Dublin training
- Introduced 3-hour online training blocks for our volunteers in Limerick and an in-person 6-hour block
- Created new self-harm flowchart
- Trained 37 new volunteers
- Restored morale for new volunteers post-training including post-training social events & certificate ceremony
- Our annual 'training weekend' returned after being absent last year



## Recruitment

Every year, NiteLine's expression of interest form gathers information for those wishing to volunteer with NiteLine. In addition to this form, our training team work tirelessly between April and June to ensure that as many students as possible know that NiteLine is recruiting new call-taking volunteers. Our application form was launched in May and stayed open until early August 2024. In total, over 200 applications to volunteer with NiteLine were received, which were all graded by training officers. Furthermore, we scheduled over 70 interviews to allow us to identify the most passionate, enthusiastic, and dedicated applicants, many of whom were invited to participate in training. Training sessions were organised to accommodate the growing interest, with one group beginning at the end of July 2024, the second group at the end of August 2024, and the third and final group beginning at the start of September 2024. Additionally, new UL volunteers were trained through online training sessions which ran throughout August, as well as one in-person training day in September.

[Apply Now](#)

# Training

## Targeted Recruitment

Over the past year, we have re-evaluated the way in which we recruit volunteers and implemented several new strategies this year. We aimed to recruit a more diverse and inclusive team, and to ensure representation from each of our affiliated colleges. To achieve this, emails were sent to different college department heads and professors, who kindly agreed to circulate our recruitment campaign to their students in their respective colleges. Additionally, student clubs and societies were contacted to spread the word to students about the opening of NiteLine's volunteering applications, which also allowed our campaign to reach a diverse range of students.

Furthermore, our Public Faces helped spread the word about our volunteer applications by talking to students at publicity stands and through advertising our recruitment campaign on social media. We sought to appeal to students from diverse backgrounds and diverse courses beyond our current volunteer base, enriching the perspectives and experiences within our organisation.

## Review of Training Content

Due to the ever-changing needs and challenges faced by students in our affiliated colleges, it is important that every year we review and update, if needed, our training and policies so that they reflect best practice within the field at the time. Throughout the training of the 2024 incoming volunteers, the NiteLine Training Team made considerable strides in improving our training programme and ensuring that the approach we take on certain topics aligns with best practice, including reviewing our policy regarding self-harm calls. This review resulted in a new self-harm flowchart being developed, which aims to provide all volunteers with a clearer guideline on how to best approach self-harm calls, including policy procedure around contacting emergency services. Reviews such as these ensure our volunteers have the most up-to-date and evidence-based information, consolidating our dedication to being at the forefront of mental health support and providing the highest standard of care to our callers.





# Training



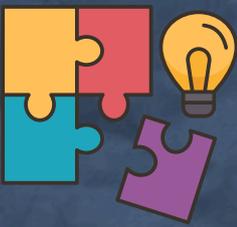
## Review of Buddy Materials

At NiteLine, “Buddies” are the term given to experienced volunteers that carry out mock calls with those in training to prepare them for call-taking shifts. Before our training groups began this year, the training team conducted a thorough review of our Buddy Materials, which included our buddy handbook, the practice calls they do with incoming volunteers, and the feedback forms used. This review was necessary to ensure that these important resources are relevant to those taking on the role of being a Buddy, in turn, ensuring the highest standard of one-on-one training for incoming volunteers. Buddies are a key component of our training programme, giving invaluable personalised feedback on calls to new volunteers and being one of their first points of contact and friendly faces within our service. The Buddy programme provides new volunteers with the opportunity to apply what they have learned in training to practice calls, allowing them to develop their newly acquired skills and increase their confidence in a nurturing, constructive, and safe environment. This peer-to-peer training support fosters a sense of community among new and returning volunteers, enriches their learning experience, and allows for new volunteers to have a smooth transition into the wider volunteering community.

## UL Volunteer Training

In the August of 2024, the first ever UL training began to prepare our new volunteers from the University of Limerick to be call-taking volunteers with NiteLine. UL applicant filled out the same volunteering application and underwent the same grading process as Dublin-based volunteers. The first 18 hours of training were spread across six three-hour training sessions in August, while the final six-hour session was held in-person on the UL campus, which two trainers travelled to in order to give the training and socialise with the new UL volunteers. In total, around 12 UL volunteers underwent training. Following this, the first-ever UL volunteers completed buddy calls and OPs, after which they attended their observation night in UL.





# Retraining



At the start of each academic year, returning NiteLine volunteers are required to attend a retraining session. In this training session, volunteers have ample opportunity to refresh their knowledge of topics, practice skills covered in initial training, and learn about any policy changes that have been made or new training topics made that year. Retraining returning volunteers ensures we are maintaining the high standard of support provided by our service.

There are three main retraining points throughout each academic year: our retraining session at the start of term, our retraining weekend which took place in February 2025 this year, and our bimonthly support meetings.

The first retraining that happens for returning volunteers is the one that takes place between August and early September every year. In September 2024, an in-person re-training session was held in Dublin, which allowed returning volunteers to get a refresher on their call-taking skills, and receive any updates regarding policy procedures. For returning volunteers who were unable to attend the in-person session, an online training session was offered to ensure all volunteers underwent retraining prior to resuming call-taking. The retraining sessions involved a presentation, group work in small groups, and roleplays, where volunteers pair up and practise taking calls with one and another.



A survey was also sent out prior to the retraining, which allowed all volunteers to highlight any specific topics they wish to be covered. Additionally, topics were added to align with call topic trends from the previous year. Any updates or changes made to the initial training were presented to returning volunteers at this session. As per our policy, it is mandatory that returning volunteers attend retraining before they can begin taking calls that academic year.

# Retraining

## Training Weekend

Every year, our volunteers pack up for the weekend to take part in our Training Weekend Retreat. This weekend gives volunteers the opportunity to bond and to brush up on their call-taking skills. Retraining on this weekend involves a six-hour session in small groups of five to six volunteers and roleplays in pairs. This year, our annual Training Weekend retreat for volunteers took place in early 2025 with around 40 volunteers attending, including three volunteers from our Limerick base. Along with the training portion of the weekend, volunteers also engaged in group games, one-on-one roleplays, and even a scavenger hunt created by a couple of NiteLine volunteers, all of which encouraged volunteers to get to know each other and bond.



## Support Meetings

Finally, our volunteers undergo retraining on a continuous basis at our bimonthly support meetings. These meetings, which are facilitated by a counsellor, allow volunteers to discuss calls in a manner that upholds our pillar of confidentiality. Every support meeting is an opportunity to hear other volunteers' experiences of call-taking and to learn from their experiences and acquired knowledge. This year, we structured our support meetings around specific topics, such as cyclical calls or serious crime calls, where volunteers were encouraged to share their experiences and concerns around taking such calls, fostering a space for peer-to-peer learning. In addition, a Kahoot quiz on serious crimes policy was created, as several volunteers voiced that they would like to have a refresher. This gave volunteers the opportunity to reflect on their own confidence and knowledge regarding serious crimes policy, and refresh their knowledge on serious crimes policy and procedure. In the coming year, we aim to increase the amount of retraining present in support meetings, with fun policy testers, such as the Kahoot, occurring on a more regular basis.



# External Training



This year, NiteLine aimed to strengthen our volunteers' skills by providing multiple external training opportunities throughout the year. Doing so has given volunteers access to training they may not have received outside of the NiteLine community, strengthening their call-taking abilities in the process.

## Dublin Rape Crisis Centre Sexual Violence Awareness Training



In January of 2025, the Dublin Rape Crisis Centre facilitated a three-hour online training session for NiteLine volunteers that focused on awareness and disclosure of sexual violence. The training provided a greater insight into sexual violence than that of NiteLine's training, highlighting its impact and the importance of volunteer wellbeing. Volunteers found this training to be enlightening, making them more confident in taking a difficult call topic such as sexual assault, which had seen a rise in over the previous year.

## HSE's SafeTALK Suicide Alertness Training

Another external training provided for NiteLine volunteers was the HSE's SafeTALK suicide alertness training. Volunteers participated in this in-person training, focusing on recognising and talking to individuals with suicidal thoughts or intentions, bolstering their awareness of and ability to handle suicide calls. This training equipped volunteers with additional knowledge and awareness of suicide, thanks to the training's mix of instructor-led learning, videos, and role-plays making the content more engaging for our volunteers.



NiteLine hopes to continue our collaboration with external agencies in the coming years to provide more external training opportunities to our volunteers!



# NiteLine's Support Structures

As our volunteers can take calls related to some distressing topics, it is important for their wellbeing and their ability to continue taking calls that we have strong support systems in place to help our volunteers cope with the more challenging aspects of their role.

While volunteers are taking a shift, they have access to a dedicated off-site 'support leader,' being a trained volunteer to provide support for volunteers throughout the shift. Volunteers can contact their support leader during a shift if they have any questions or want to talk about a difficult call. Additionally, in the days following a shift, support leaders will check in with volunteers who have taken difficult calls and provide them with any support and resources that they feel are necessary.



Volunteers must also attend one support meeting each month. These are held bi-weekly, alternating between an online and in-person format. Volunteers are broken up into small groups and are given the opportunity to discuss any difficult calls that they have taken recently. Volunteers use the **IDEA** format (**I**ssues, how you **D**ealt with the call, **E**motions felt, **A**cquired knowledge) to discuss calls in a manner that upholds our pillar of confidentiality. Volunteers provide peer-to-peer support and advice to one another, with a support leader being present in each group to facilitate the discussion. Once volunteers are finished discussing any difficult calls, they are given a specific aspect of call taking/volunteering to discuss. Topics over the past year have included dealing with repeat callers, sexual assault calls and self-harm calls. Volunteers discuss what they find difficult about these calls and work together to come up with strategies that make these calls easier to take. There is also a college counsellor present at each support meeting who provides advice on how to handle more difficult situations and techniques for how to support yourself and others after a difficult call.

**IDEA:** Issues, how you **D**ealt with the call, **E**motions felt, and **A**cquired knowledge





# NiteLine's Support Structures

Additionally, volunteers have access to priority counselling sessions with their college counsellors should they need more support than their fellow volunteers are able to provide. This can be helpful when volunteers have taken a very difficult call or feel that they need extra support. Volunteers are also encouraged not to take shifts if they don't feel like they have the emotional capacity to do so. You can't pour from an empty cup, so it is important that our volunteers take care of themselves before taking care of others.

It is vital that our support structures meet the needs of our volunteers. According to our volunteer survey, the majority of our volunteers are extremely happy with the support we provide (mean rating of 4.66 out of 5, with 75% of volunteers rating it as a 5/5). Research has shown that crisis helpline volunteers tend to have lower levels of resilience than people who don't volunteer (Spafford et al., 2023; Willems et al., 2020). However, unlike other helplines, NiteLine volunteers who have been volunteering for two years actually show levels of resilience that are comparable to non-volunteering university students. This was demonstrated through our current vice-coordinator's, Julianna Aitken's, thesis, and is thought to be due to NiteLine's strong support systems and emphasis on creating a volunteer community (Aitken, 2024).

**75% of volunteers rated our support structures as being "outstanding"**



## Looking Ahead

However, while we are proud of the work we do to support our volunteers, we are committed to continually adapting and improving our support structures. Discussion topics at our biweekly support meetings change depending on recent call topic trends. Based on feedback from both our volunteers and our support leaders, we plan to create a support leader handbook and more formalised support leader training over the next few months. This will allow us to better support our volunteers and ensure that the work they do for NiteLine does not have an adverse impact on their mental health.



Aitken, J. (2024). Factors Predicting University Students' Decision to and Motivation for Crisis Helpline Volunteering. Unpublished undergraduate thesis. Trinity College Dublin.

Spafford, S. G., Schuler Adair, E., Baker, S., & Dedrickson, D. (2023). Mental Wellbeing and Resilience in Suicide Prevention Crisis Line Volunteers. *Community Mental Health Journal*, 59(8), 1562-1567. <https://doi.org/10.1007/s10597-023-01143-9>

Willems, R., Drossaert, C., Vuijk, P., & Bohlmeijer, E. (2020). Impact of crisis line volunteering on mental wellbeing and the Associated Factors: A systematic review. *International Journal of Environmental Research and Public Health*, 17(5), 1641. <https://doi.org/10.3390/ijerph17051641>



# Morale in NiteLine



Another area we take great pride in at NiteLine is the community fostered among our volunteers. This is encouraged throughout the year through the form of morale events organised by the morale officer and in collaboration with other departments. For example, we held a mug painting event in September, which was a great hit and promoted bonding for both the newly welcomed and returning volunteers. We hosted both our annual Halloween and Christmas parties, with the Christmas party having the largest attendance of any morale event in the previous year and a half. In collaboration with the training department, morale was woven into this year's training weekend, holding a talent show, a treasure hunt, volunteer awards, and celebrating volunteers' birthdays during the weekend.



On top of morale done outside of our traditional call taking space, there were improvements added to the room we take calls in, such as a custom NiteLine themed boardgame handcrafted by two of our volunteers, the addition of compliment envelopes for each volunteer, and a jar of volunteers' favourite memories whilst in NiteLine. There were also some practical additions to the room such as curtains, a side table, a coat rack and a box for the deposit return scheme as well as some stuffed animals and blankets. Our annual alumni ball was hosted in early May with a 'Mamma Mia' theme, with many in attendance as it was our last official morale event of the year before our phone lines closed at the end of May.

While there is a morale officer who tries to bolster morale and community within the service, the volunteers themselves are often the ones who bring the most morale and community to the service that is NiteLine. Volunteers would often meet up early before shifts, or see each other outside of volunteer hours and throughout the summer to bond and spend time with each other, reinforcing the incredible community we have built at NiteLine.



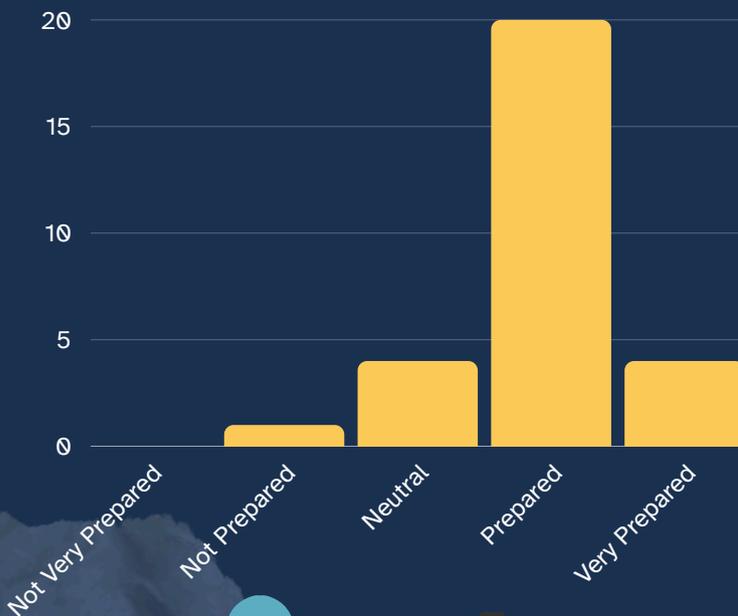
# Volunteer Survey 2025



First implemented in 2021 as part of our 5-year strategic plan, NiteLine conducts an annual volunteer survey to assess volunteer perceptions and experiences with volunteering for the betterment of our organisation. This year, **32 volunteers completed the survey**, providing their opinions on various topics such as the training process, support, morale, and engagement in NiteLine, and the running and integration of the new UL satellite office. Similar to the goal of NiteLine as a service, this survey took a “no problem is too big or too small” approach, allowing for any experience to be brought forward regardless of how unimportant it may seem.



## How Prepared for Call-taking did you Feel After your Initial Training?



To highlight some of **the key findings** of the survey, volunteers were generally satisfied with the application process in NiteLine; however, they would have preferred a clearer timeline of it when applying. NiteLine’s training was rated positively by volunteers, with some room for improvement being noted. The buddy process was seen as a highlight for both new volunteers and old volunteers who were buddies, helping them either **learn or refresh themselves on our policy and call-taking skills**. Engagement in activities outside of call-taking shifts was rated on average as being 3.71 out of 5, which is the **highest it has been since 2021**. The survey illustrated the effectiveness of the support systems in NiteLine, with their aptitude being rated **4.66 out of 5 on average**, matching or exceeding scores from previous years. The survey also highlighted some of the shortcomings when it came to running the UL branch of NiteLine, such as the need for more in-person events and training for UL volunteers.



# Volunteer Survey 2025



The final part of the survey asked our volunteers about what they thought was important for the future of NiteLine. On average, **increasing the number of calls from our current affiliated colleges** was deemed of utmost priority for NiteLine's future, followed by training more volunteers, and improving our fundraising. Volunteers stated that they would like to see NiteLine **as a nationally recognised charity in the future**, expanding to more colleges around Ireland. This part of the survey also identified some challenges for the future of NiteLine, such as our current call volume and potential issues with volunteer retention if volunteer demands continue to increase. Regardless, volunteers appeared to be satisfied with how NiteLine is currently run, as seen in the figure on the right, and seem optimistic about NiteLine's future!



The findings of this survey were presented to the committee across two meetings. Feedback from the survey was divided into specific action points for each department, being presented at a departmental heads' meeting. For example, the need for improved training on topics such as information calls, more regular ongoing training, or more diverse and inclusive morale events was highlighted and brought to the respective departments. The survey also provided some discussion points about the future of our service, such as how to keep engagement rates high and concerns surrounding expansion. The volunteer survey is an integral part of NiteLine's inner workings, and these action points will be taken forward with the committee of 2025/2026 to improve the overall experience of volunteering with NiteLine!



# The Nightline Europe Network



Launched in 2023, the Nightline Europe Network has rapidly grown to include 36 member Nightlines across Austria, France, Germany, Ireland, Switzerland, and the United Kingdom. NiteLine Ireland is proud to be one of Nightline Europe's original founding members and remains central to the network's continued growth and development.



The combined data from Nightline members in 2023/2024 show that Nightlines had:



15,000 contacts

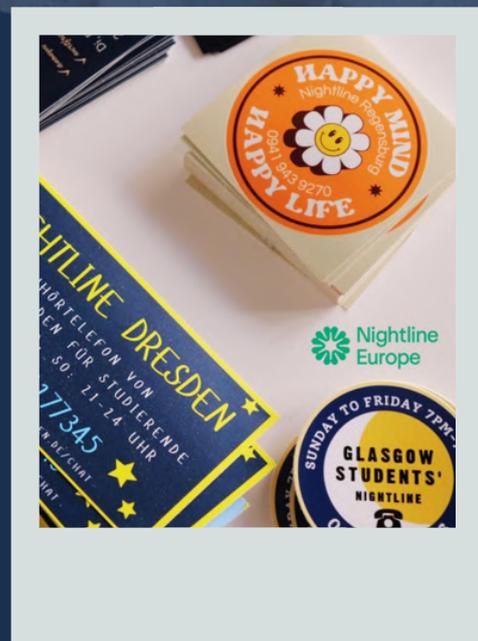


1,112 volunteers

In 2025, as part of its aim to expand the influence of European Nightlines and become an independent organisation, Nightline Europe established a Board and an Executive Council, appointed by its General Assembly. The General Assembly is made up of 72 members with two representatives from each member Nightline. The Executive Council is made up of twelve elected delegates, two of which are NiteLine Ireland members (our Coordinator Jamie Dugdale and alumni Mikayla Morton). The Board is led by Co-Presidents Eve Carcas and Audran Borella, two longstanding Nightline Europe members.

Nightline Europe is driven by a commitment to building European-wide support through collaborative projects, funding opportunities, increased visibility, and shared knowledge. It also plays a key role in connecting Nightlines across borders and safeguarding the quality, accessibility, and availability of student mental health services throughout the continent.

Currently, Nightline Europe is working in many projects including a European Starter Kit: a kit to create a Nightline from scratch. Other working groups are focusing on data collection, abusive caller policy and the animation of Nightline Europe.



*Our Coordinator Jamie presenting at the Nightline Europe Conference*

In February, Jamie, NiteLine Ireland's current Coordinator, was successfully elected to the Executive Council of Nightline Europe, where he now works alongside the wider Executive and Board to help bring the organisation's objectives to life. In his dual role as Coordinator of NiteLine Ireland and Executive Council member, Jamie had the privilege of travelling to Paris to attend the 3rd Annual Nightline Europe Conference, a vibrant and productive weekend that brought together over 50 representatives from more than 35 Nightlines across six countries.

A wide range of workshops took place, with key discussions focused on topics such as training models, data handling, policy development, and volunteer welfare. Jamie also had the opportunity to lead a workshop on the longevity and sustainability of Nightlines, offering insight into the strategies, campaigns, and policies that NiteLine Ireland has developed and championed. It was a meaningful space to share knowledge and support the continued growth and resilience of the Nightline model across Europe.

# Research within Nightline Europe



## The Student Mental Health Report

Last year, members from Nightlines across Europe, including NiteLine in Ireland, prepared a report on student mental health. The paper was published in January of 2025 and can be seen in the NiteLine Europe Mental Health Report. A training officer and Public Face volunteer from NiteLine Ireland, Tara Breslin, is listed as one of the authors of the report, helping construct and write the now-published paper. Volunteers from Ireland, as well as London, France, and Germany, have all played a role in the data collection, comparison, writing and editing of the paper.

A significant aspect of the white paper is the initiative to collect and analyse data from individual NiteLines across Europe. This effort aims to better understand the mental health landscape among students by examining demographics, common topics of concern, and the volume of calls received. Aggregating this information will help identify trends and guide policy development. Additionally, the paper reviews existing mental health policies at local, national, and international levels, as well as within specific institutions.

Data from almost 15,000 calls and online chats were presented in the report. Despite the rising prevalence of mental health issues like anxiety and depression among university students, comprehensive data on this group remains scarce. The literature review identifies several key risk factors contributing to mental health challenges, including membership of certain demographic groups, social isolation, and financial stress. The report details recommendations and provides a blueprint for collective action that universities and civil society organisations across Europe can take. The full report is available on the [Nightline.fr](https://www.nightline.fr) website.



# Strategic Plan



# Reflecting on our Strategic Plan

## 2021-2025

NiteLine's first strategic plan was established in December 2020, alongside the formation of our first Board of Trustees. Five objectives were created as a part of this plan, aiming to strengthen NiteLine's community and improve our activities as a call-taking charity. Each goal was accomplished to varying success throughout the past five years, with each goal being paramount for the development of NiteLine from a small community of students supporting other students to a nationally recognised charity. A reflection of these original goals are detailed below.

### Best Practice

This goal centred around NiteLine's aim to guarantee the best possible support for students. This goal saw the implementation of many protocols to continuously develop our service and ensure the quality of our service. For example, NiteLine collaborated with other helplines and charities such as BodyWhys in 2022 and Samaritans, Aware, and Dublin Rape Crisis Centre in 2024 to ensure our training is of a high standard and to gain insight into best practice, quality assurance, and volunteer support. We introduced our Volunteer Survey in 2021 to incorporate feedback from our volunteers, being run annually since to meet the ever-changing needs of our volunteers. The Board are also in full compliance with the Charities Governance Code, ensuring best practice among members. However, a formal method of presenting call-taking policies to volunteers to demonstrate the evidence behind each policy still needs to be implemented, which was one of the original goals stated.

### Efficiency

NiteLine's aim when it comes to efficiency was to continuously review our organisational model to meet the demands of our service. This goal led to many reforms in our committee structure, such as the introduction of departmental heads in 2023, creating a clearer reporting line for each committee member. The Board of Trustees recruited members with certain expertise, such as a human resource trustee and an IT trustee in 2024, to help with the demands of our service. However, there are some areas in which this goal has not been fully achieved. For example, NiteLine's current volunteer base has expressed a lack of knowledge when it comes to the Board and their roles, something seen in this year's volunteer survey, despite our goal to integrate these two bodies. Additionally, it was planned for the coordinator to become a full-time role under this goal, which is yet to be completed.



## Expansion of Services

NiteLine's goal to expand our services exceeded the original precedent set in the strategic plan. NiteLine originally planned to expand the number of students with access to our service by 20%, which was accomplished upon our expansion to five new colleges (TUD, DCU, DkIT, IADT, and UL), increasing the number of students who have access to our service by 215%, from 70,000 to 150,000. Our first satellite office opened in Limerick during 2024, recruiting call-taking volunteers from outside of Dublin. Despite these expansions, our current call volume does not reflect the number of students who have access to our service. We had originally planned to increase the number of contacts we receive annually by 50%; however, our call volume has decreased instead. Additionally, there were few new support services provided by NiteLine in the past five years, despite being an originally outlined goal. NiteLine had also expected to review our opening hours, but these have remained unchanged.



## Awareness of Services

NiteLine aimed to improve knowledge of our service across all of our affiliated colleges. While the COVID-19 pandemic interfered with the initial plans, NiteLine still carried out many online and in-person publicity events in all of our colleges throughout the past five years using our Public Face volunteers. Over the last two years, our publicity campaigns have expanded in size, with the 2024/2025 and 2025/2026 committees having the largest number of Public Face volunteers to date. We ran our first-ever large national campaign through Irish Rail, increasing awareness of our service throughout Ireland. NiteLine also launched our first social media collaboration with the mental health clothing brand "How's Ur Head" in 2025. While we did work on our social media reach through various campaigns, NiteLine's social media following did not reach the targeted increase of 80% (changed from 100% due to COVID-19). As there is still room to improve for this goal, it will be expanded upon for our upcoming 5-year plan.

## Funding and Partnership

This goal detailed the need to diversify NiteLine's funding to make the charity more sustainable. While this goal saw the successful implementation of our annual large-scale fundraising events beginning in 2023, the Incognito Ball and Battle of the Bands, NiteLine is still heavily reliant on college affiliation fees for our income streams. This goal continues to be something we strive towards, and will be a key objective in the next five years.



# Strategic Plan

2026 - 2030



NiteLine has begun developing its new Strategic Plan for 2026–2030, which will outline the core ambitions of our service for the next five years. This plan has been shaped through careful reflection on our previous strategy and created in collaboration with volunteers, representatives from our affiliated colleges, members of our advisory board, and third-level students.

The plan is currently in development and will be finalised in December 2025, ensuring that the voices of those who engage with and support our service are embedded in every step of the process.

## Strengthening Our Future

Our vision remains clear: that every third-level student in Ireland should have access to an empathetic peer listener. Our mission is simple yet powerful — to support student mental health through a confidential, late-night listening and information service.

The next five years will be guided by four strategic pillars, supported by key enablers and underpinned by measurable outcomes. Together, these elements will form a roadmap to expand, strengthen, and secure NiteLine’s long-term impact and sustainability, furthering our goal of ensuring every student has access to high-quality, confidential peer support.

## Strategic Pillars 2026-2030



Service  
Excellence



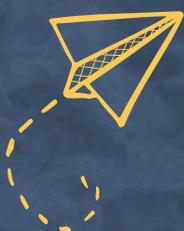
Volunteer  
Sustainability



Financial  
Resilience



National Reach



# Strategic Pillars 2026-2030

## (1) National Reach

We will extend our affiliation until every third-level institution in Ireland is connected to NiteLine, ensuring that all students can access our services. This means:

- Expanding our footprint beyond Dublin and Limerick, opening regional offices to better serve local student populations.
- Growing our presence on campuses through stronger partnerships with Students' Unions, societies, and counselling services.
- Investing in digital outreach to ensure students know about NiteLine, wherever they study.

Target by 2030: Full coverage of all third-level students in Ireland.



## (2) Volunteer Stability

Our volunteers are the lifeblood of NiteLine, and sustaining their wellbeing is central to our future. We will:

- Implement structural reforms to reduce the administrative burden on volunteers, supported by centralised administrative resources and systems.
- Create new roles for non-call-taking volunteers, broadening pathways to contribute while safeguarding the call-taking team.
- Enhance supervision, peer support, and morale initiatives to ensure every volunteer feels equipped and supported.

Target by 2030: High volunteer satisfaction, with reduced attrition and a more balanced workload across the organisation.

## (3) Financial Resilience

Sustainable growth requires financial independence. We will:

- Diversify income beyond affiliation fees by expanding national fundraising, developing corporate partnerships, and securing philanthropic grants.
- Strengthen financial planning and reserves to safeguard continuity in times of uncertainty.
- Increase transparency and reporting to deepen trust with funders, stakeholders, and the student community.

Target by 2030: Increase income from non-affiliation sources.



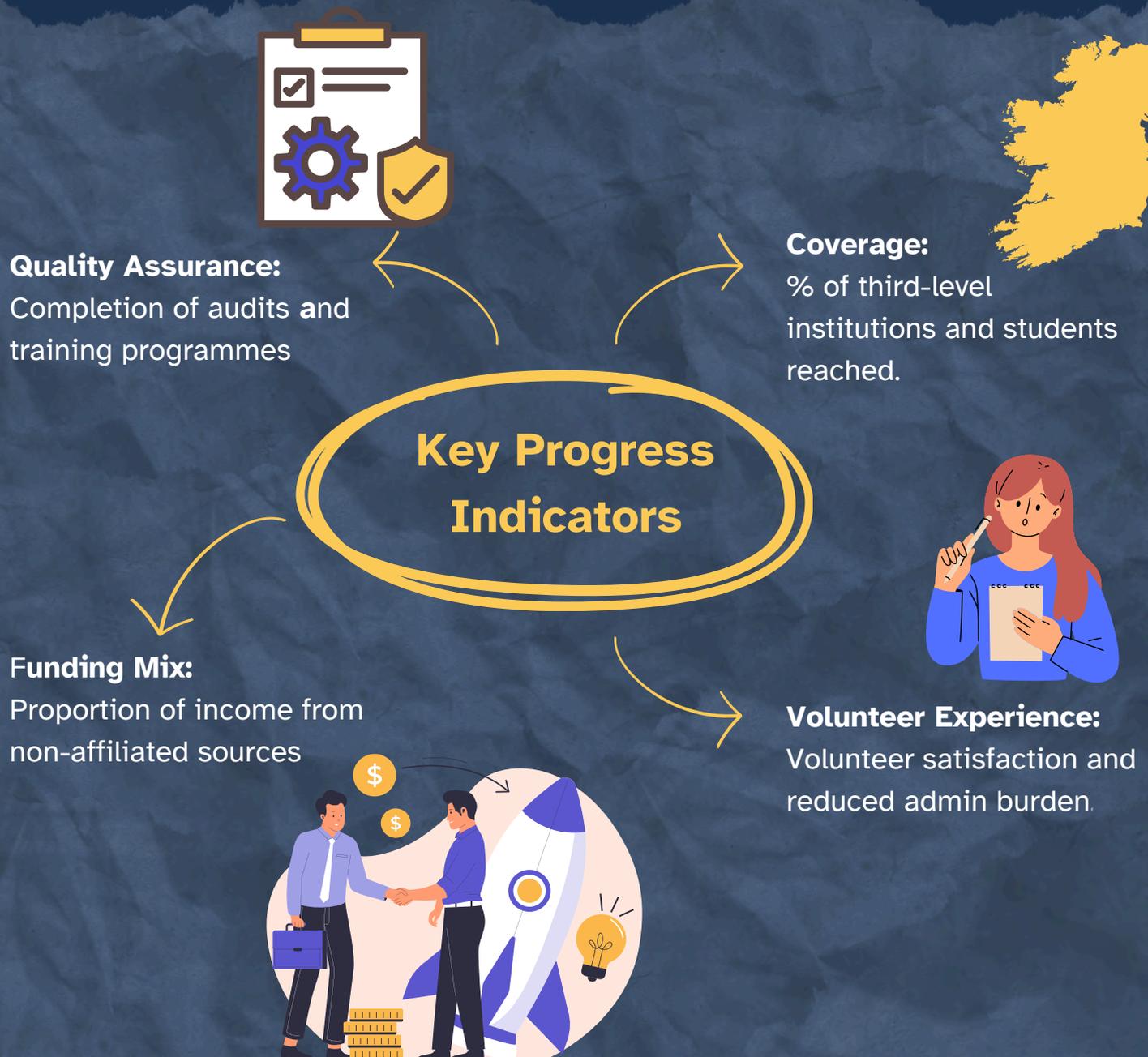
# Strategic Pillars 2026-2030

## (4) Service Excellence

Quality is at the heart of our mission. We will:

- Strengthen our training and quality systems, ensuring volunteers are fully prepared to handle sensitive and complex issues.
- Enhance monitoring, evaluation, and quality assurance audits to measure and continuously improve our service.
- Expand research and collaboration with national and European partners, contributing to the evidence base on student mental health.

Target by 2030: Completion of quality assurance audits and training programmes on a regular cycle, with evidence of measurable service impact.



# Governance





# Committee



At NiteLine, our volunteers are dedicated to ensuring that the third-level students in Ireland have access to the highest quality peer support call service. Our committee, which is made up of passionate, motivated and dedicated volunteers, are there to ensure we reach this standard. This subgroup of volunteers are resolute in ensuring our service meets the needs of our student callers. Each year, our elected committee is given the task of overseeing and managing the service. The committee works alongside counsellors and other essential staff members and external stakeholders from our affiliated colleges to corroborate the effective operation of our service.

Last year was the first full year of our committee restructure which introduced departmental heads, which has resulted in a clearer understanding of the different departments, the requirements of roles and has ultimately resulted in greater interest in and engagement with the roles available. As NiteLine's community continues to expand, our committee structure needed to grow and adapt along side the service. This restructuring has allowed for a more even delegation of work load across departments and a clearer reporting line for each committee member has been established.

**The committee consists of six key departments which include:**

**Finance**

**Training**

**Research &  
Development**

**Welfare**

**Publicity**

**NiteLine  
Limerick**



# Committee Structure



# Board of Trustees

NiteLine's Board of Trustees plays a vital role in providing governance, oversight, and strategic direction, while ensuring that the service remains rooted in its identity as a student-run organisation. The Board works closely with the student-led Committee, maintaining a strong link that balances professional guidance with the unique peer-to-peer ethos that defines NiteLine. Committee members such as the Coordinator, Vice Coordinator, and Head of Finance regularly attend Board meetings, while trustees frequently engage with subgroups and projects, creating a collaborative model of governance.

In recent years, this partnership has supported significant organisational growth, including the successful expansion of NiteLine's services to new institutions and thousands more students. Just as importantly, the Board has helped to embed strong governance frameworks, ensuring that NiteLine's growth is matched by accountability and sustainability.

The Board's commitment to best practice has been recognised externally. NiteLine was awarded Carmichael's Best Governance Improvement Initiative and subsequently received two Good Governance Awards for our Annual Reports in 2022 and 2023. These accolades reflect the Board's dedication to transparent reporting, continuous improvement, and robust oversight.

We remain committed to maintaining and strengthening these governance structures as NiteLine moves forward under its new Strategic Plan 2026–2030. With the combined efforts of our volunteers, Committee, and Board, we will continue to deliver on our mission and ensure that students across Ireland can access safe, empathetic peer support.



# Board of Trustees



**Alex McQueen**

Chairperson

I joined NiteLine as a volunteer while in college and I saw the massive impact that just listening to someone had. It opened my eyes to the deep range of issues which face students, the same students if you met them in the street and asked how they were, would say "I'm grand". When the opportunity came up to join the Board I was delighted. While I can't take calls anymore, I feel excited that I can give back by supporting the continued good work of the volunteers today from a governance and strategic perspective.

**Bláthín Peirce**

Company Secretary

I joined NiteLine as a legal trustee in 2020. As company secretary I manage the company filings and assist with other legal requirements. I'm always so impressed with the professionalism and work ethic of the committee and volunteers and am proud to be part of the organisation during such an exciting period.



**Kirsty Ettershank**

Finance Trustee

I wanted to fulfil the role of Finance Trustee at NiteLine as I was driven by my desire to contribute my financial experience and skillset to a meaningful cause. What I enjoy most about this role is witnessing the direct correlation between sound financial decisions and NiteLine's ability to create a lasting impact on both students' and volunteers' lives. It's immensely gratifying to witness the growth that NiteLine has experienced since joining and I look forward to seeing what else we can do to bring this valuable service to more students across Ireland.



*ee*

# Board of Trustees

## Catherine O'Connor

Marketing Trustee

Since joining the board in 2020, it's been a privilege to support the growth of the service. Our recent expansion to reach even more third level students would not be possible without the dedication and hard work of our volunteers.



## Irina Lopatina

IT Trustee

I joined NiteLine's Board in 2023, and I'm fascinated by volunteer's commitment and inspiration to help others. I'm happy to be supporting NiteLine in this journey. As a mom of two teenage kids, who are about to enter their adulthoods, I see how much pressure life puts on young adults, and how much it means for them to have someone to simply talk to.



## Kate Killeen

HR Trustee

I was appointed to the Board of Trustees in early 2024 and each day since I have been completely in awe of everything the NiteLine volunteers do. They are incredibly professional, highly trained, committed, and compassionate. I echo the sentiments of the board and I am really looking forward to supporting NiteLine in the next chapter. I'm confident we will see continued success in the future.



## Alex Burke

Alumni Trustee

I joined NiteLine as a volunteer in 2019 while still in college and it quickly became a huge part of my life. NiteLine's goal of providing an empathetic listening ear to students really resonated with me and it was a privilege to take calls from my fellow students and also to work with the other incredible volunteers. After graduation, I was delighted to join the Board of Trustees so I could keep doing my part to help NiteLine expand and grow, and as someone with recent experience as a volunteer, I feel I can act as a link between the Board and NiteLine's volunteers as we work together to make NiteLine even better.



# Board of Trustees

## Rotation of Trustees

At NiteLine, we are committed to nurturing innovation and adhering to best practices. We firmly believe that trustee rotation plays a pivotal role in achieving this objective. Consequently, we have established a policy wherein no NiteLine Trustee can hold their position for more than two consecutive terms on the Board. Furthermore, no Trustee can serve for a cumulative duration exceeding nine years.

## Induction and Training of Trustees

Upon the appointment of a new Trustee, our practice at NiteLine involves a comprehensive induction process. This includes a meeting with the Coordinator, Chairperson, and select Trustees to provide essential guidance. As part of this induction, an Induction Pack is distributed, comprising vital policy documents, organizational history, strategic plans, and business plans.

Similar to our approach with NiteLine volunteers, we place a strong emphasis on continuous training for our Board members. All Trustees have already received training in the roles and responsibilities of Charity Trustees through the Carmichael Centre.

## Conflicts of Interest

Alongside our training and rotation practices, NiteLine has implemented a Conflict of Interests Policy, aligned with the guidelines provided by the Charities Regulator. This policy serves as a crucial safeguard to uphold NiteLine's integrity. It empowers the Board to proficiently recognize, document, and navigate any potential conflicts of interest, thereby ensuring that all Trustees consistently act in the best interests of NiteLine.



## Stakeholders

NiteLine has a collection of stakeholders which includes our volunteers, the students, student service departments and the student unions of affiliated colleges.

NiteLine receives its' funding from its' affiliated colleges, which include Dublin Business School (DBS), Dublin City University (DCU), Dundalk Institute of Technology (DKIT), Dún Laoghaire Institute of Art, Design and Technology (IADT), Maynooth University (MU), National College of Art and Design (NCAD), Royal College of Surgeons in Ireland (RCSI), Technological University of Dublin (TU Dublin), Trinity College Dublin (TCD), University College Dublin (UCD) and University of Limerick (UL).

In return for this funding, each semester NiteLine provides extensive reports on its activities to the students' unions, counselling and student services of each affiliated college. Furthermore, NiteLine posts frequent social media posts which update colleges about its activities.

NiteLine will update students' unions and other college stakeholders with any other relevant information, outside of the semester reports, via email, which can then be circulated to students. Updates may include changes to opening hours and upcoming activities. These updates are also easily accessible via our website, niteline.ie, and social media channels.

## Risk Management

In order to identify, mitigate and prevent potential risk which may arise, NiteLine has a risk management policy. The risks include, but are not limited to; Governance and Management, Environment, Compliance, Operational and Financial Risk. The risk management policy details the responsibilities of everyone in NiteLine in combatting risk. Procedures for foreseen risk are documented, including the management of the risk register. The risk register is regularly updated. The risk register outlines reporting risks and the training of volunteers and trustees with regard to their responsibilities around risk.

Each risk is assigned a probability score of 1-5 and an impact score of 2-5, which are then multiplied to give a risk rating which can be categorised as follows:



# Financial Narrative



## Income

This year, our primary source of income for operational expenses came from affiliation fees contributed by our eleven affiliated colleges. Additional funding was received through donations, fundraisers, and grants.

Looking ahead, our key objective is to broaden and diversify our income streams. To achieve this, we plan to:

- Establish partnerships with local businesses to cover operational costs.
- Expanding our grant applications to secure additional funding.
- Improve our current and launch new fundraising initiatives.



## Expenditure

Our expenditure is allocated across different departments, each with varying needs and a budget to cover those needs. This year, our largest expense went towards operational costs of running the charity, which include transportation for volunteers and maintaining our phone line. Additionally, significant expenses were incurred by the publicity department, and the training department following behind.



## Sponsorships

NiteLine is delighted to receive sponsorship-in-kind from one local business. Reads Design and Print has generously covered the cost of some of our advertisement material such as stickers and posters since 2012 which enables our charity to spread awareness of the services that we provide.



## Position

This financial year, we maintained a significant excess in our budget as a result of effective financial controls and continuously monitoring our spending to ensure it is in line with our budget. Our budget was reflective of best practices and was designed based on the previous year's trends and projected needs for this year, while also anticipating the rise in costs. We saw an increase in expenditure for this year to adjust for the addition of new affiliated colleges.

## Reserves

We aim to keep our reserves equal to between three and six months of expenditure. When the reserves go over this value, they may be spent provided that the necessary approvals are obtained. Reserves are usually spent on projects that support the charity's long term vision. For example, this year we spent some of our reserves on publicity, releasing a nationwide rail ad campaign.



**Company registration number:  
439123**

**Students Niteline Listening Service Company Limited by Guarantee  
Unaudited financial statements  
for the financial year ended 30 June 2025**

## Students NiteLine Listening Service Company Limited by Guarantee Financial Statements

### Contents

Directors' and other information	F-3
Directors' report	F-4
Statement of directors' responsibilities	F-5
Statement of Financial Activities	F-6
Statement of Financial Position	F-7
Cashflow Statement	F-9
Notes to the financial statements	F10 - F15

**Directors and other information**

**Directors**

Alex McQueen  
Bláthín Peirce  
Kirsty Ettershank  
Catherine O'Connor  
Irene Lopatina  
Kate Killeen  
Alex Burke (appointed 1 November 2024)

**Secretary**

Bláthín Peirce

**Registered office**

House 6 Regent House  
The University of Dublin Trinity College  
College Green  
Dublin 2

**Banker**

Bank of Ireland  
2 College Green  
Dublin 2

**Registered number**

439123

## **Students Niteline Listening Service Company Limited by Guarantee Financial Statements**

### **Directors' report**

The directors present their directors' report and financial statements for the year ended 30 June 2025.

### **Principal activities and business review**

The principal activities of Students Niteline Listening Service Limited by Guarantee ("the Company") is the provision of a listening service for students. During the year ended 30 June 2025 the Company continued its charitable activities through the provision of anonymous peer to peer support to college students.

### **Results for the year**

The results of the Company for the year are set out in the profit and loss account on page 6 and in the related notes.

### **Political contributions**

The Company made no political donations or incurred any political expenditure during the year.

### **Subsequent events**

There are no subsequent events to report.

### **Accounting records**

The directors believe that they have complied with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to adequate accounting records by employing accounting personnel with appropriate expertise and by providing adequate resources to the financial function. The accounting records of the Company are maintained at House 6 Regent House, The University of Dublin Trinity College, College Green, Dublin 2.

This report was approved by the Board of Directors on the 10th of September 2025 and signed on its behalf by:

**Alex McQueen**  
Chairperson

**Bláthín Peirce**  
Company Secretary

Date: 10th September 2025

**Statement of directors' responsibilities in respect of the trustees' report and the financial statements**

The directors are responsible for preparing the directors' report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law they have elected to prepare the financial statements with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities, and financial position of the Company and of its incoming resources and application of resources including its income and expenditure for that year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable Accounting Standards have been following, subject to any material departures disclosed and explained in the financial statements;
- assess the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless they either intend to liquidate the Charitable or cease operations or have no realistic alternative but to do so.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at the time the assets, liabilities, financial position and its incoming resources and application of resources including its income and expenditure of the Company and enable them to ensure that the financial statements comply with the Companies Act 2014. They are responsible for such internal controls as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Company and to prevent and detect fraud and other irregularities. The trustees are also responsible for preparing a trustees' report that complies with the requirements of the Companies Act 2014.

On behalf of the board

**Alex McQueen**  
Chairperson

**Bláthín Peirce**  
Company Secretary

Date: 10th September 2025

**Statement of Financial Activities**

## Students Niteline Listening Service Company Limited by Guarantee Financial Statements

For the year ended 30 June 2025

	Notes	Unrestricted funds €	Restricted funds €	Total 2025 €	Total 2024 €
<b>Income from</b>					
Donations and legacies	4	5,155	-	5,155	12,684
Charitable activities	5	41,764	4,777	46,541	43,504
<b>Total Income</b>		<b>46,919</b>	<b>4,777</b>	<b>51,696</b>	<b>56,188</b>
<b>Expenditure from:</b>					
Raising funds	7	2,514	-	2,514	2,313
Charitable activities	6	40,097	4,777	44,874	49,703
<b>Total Expenditure</b>		<b>42,611</b>	<b>4,777</b>	<b>47,388</b>	<b>52,016</b>
<b>Net income</b>		<b>4,308</b>	<b>-</b>	<b>4,308</b>	<b>4,172</b>
<b>Total funds carried forward</b>		<b>52,5210</b>	<b>-</b>	<b>52,210</b>	<b>47,902</b>

Notes 1 to 18 form part of these financial statements.

Signed on behalf of the Board of Students Niteline Listening Service Company Limited by Guarantee

**Alex McQueen**  
Chairperson

**Bláthín Peirce**  
Company Secretary

Date: 10th September 2025

Statement of Financial Position

## Students Niteline Listening Service Company Limited by Guarantee Financial Statements

As at 30 June 2025

	Notes	2025 €	2024 €
<b>Non-Current Assets</b>			
Intangible assets		-	-
Property, Plant and Equipment	9	1,031	1,374
		<u>1,031</u>	<u>1,374</u>
<b>Current Assets</b>			
Receivables	10	-	13,275
Cash and cash equivalents	11	55,226	44,406
<b>Total current assets</b>		<u>55,226</u>	<u>57,681</u>
<b>Total assets</b>		<u>56,257</u>	<u>59,055</u>
Payables: Amounts falling due within one year	12	300	(6,782)
Deferred grant income	13	3,747	(4,371)
<b>Net Current Assets</b>		<u>51,179</u>	<u>46,528</u>
<b>Total assets less current liabilities</b>		<u>52,210</u>	<u>47,902</u>
<b>Financed by</b>			
Retained Reserves		<u>52,210</u>	<u>47,902</u>

Notes 1 to 18 form part of these financial statements.

## **Students Niteline Listening Service Company Limited by Guarantee Financial Statements**

We, as directors of Students Niteline Listening Service, state that:

- (a) the company is availing itself of the exemption provided for by Chapter 15 of Part 6 of the Companies Act 2014;
- (b) the company is availing itself of the exemption on the grounds that the conditions specified in s.358 are satisfied;
- (c) the members of the company have not served a notice on the company under s.334(1) in accordance with s.334(2);
- (d) we acknowledge the company's obligations under the Companies Act 2014, to keep adequate accounting records and prepare Financial Statements which give a true and fair view of the assets, liabilities and financial position of the company at the end of its financial year and of its profit or loss for such a year and to otherwise comply with the provisions of Companies Act 2014 relating to Financial Statements so far as they are applicable to the company,

**Signed on behalf of the Board of Students Niteline Listening Service**

**Alex McQueen**  
Chairperson

**Blathin Peirce**  
Company Secretary

Date: 10th September 2025

## Students Niteline Listening Service Company Limited by Guarantee Financial Statements

### Cashflow Statement

For the year ended 30 June 2025

	Notes	2025 €	2024 €
<b>Net cash flows from operating activities</b>			
Excess income		4,308	4,172
<i>Add back non-cash items:</i>			
Depreciation		343	343
(Increase) / decrease in receivables		13,275	10,050
(Decrease) / increase in payables		(6,482)	(5,126)
(Decrease) / increase in deferred income		(624)	
<b>Net cash flow from operating activities</b>		<b>10,820</b>	<b>9,439</b>
<b>Cash flows from investing activities</b>			
Payments to acquire intangible assets		-	-
Payments to acquire property, plant and equipment		-	-
<b>Net cash flows from investing activities</b>		<b>-</b>	<b>-</b>
<b>Cash flows from financing activities</b>			
Net grant income received		-	4,371
<b>Net cash flows from financing activities</b>			<b>4,371</b>
<b>Net increase in cash and cash equivalents</b>		<b>10,820</b>	<b>13,810</b>
<b>Cash and cash equivalents at 1 July</b>		<b>44,406</b>	<b>30,596</b>
<b>Cash and cash equivalents at 30 June</b>		<b>55,226</b>	<b>44,406</b>

Notes 1 to 18 form part of these financial statements.

Signed on behalf of the Board of Students Niteline Listening Service CLG

**Alex McQueen**  
Chairperson

**Bláthín Peirce**  
Company Secretary

Date: 10th September 2025

## Notes to the financial statements

### 1. General Information

Student Niteline Listening Service is a company limited by guarantee incorporated in the Republic of Ireland “(the Company)”.

### 2. Accounting policies

#### ***Basis of preparation***

The financial statements have been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP (FRS 102) the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2014.

The financial statements have been prepared on a going concern basis.

The preparation of financial statements required the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the Company’s accounting policies.

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company’s financial statements.

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through profit or loss.

#### ***Income***

##### *Donations*

Donations are accounted for when Niteline is entitled to the monies or assets donated.

##### *Charitable activities*

Income from charitable activities is derived from affiliation fees from the Company affiliated colleges. Affiliation fee is recognised in the period to which the fee relates.

#### ***Expenditure***

##### *Charitable activities*

Expenditure of charitable activities comprise of costs incurred by the Company in providing training, support services.

##### *Raising funds*

Expenditure of raising funds comprise the costs incurred by Niteline in raising funds for its charitable purposes.

Notes to the financial statements (continued)

**Receivables**

Receivables are initially recognised at fair value and thereafter stated at amortised costs using the effective interest method less impairment losses for bad and doubtful debts except where the effect of discounting would be immaterial. In such cases the receivables are stated at cost less impairment losses for bad and doubtful debts.

**Cash and cash equivalents**

Cash is represented by cash in hand and short-term deposits with financial institutions.

**Payables**

Payables are initially recognised at fair value and thereafter stated at amortised cost using the effective interest rate method, unless the effect of discounting would be immaterial, in which case they are stated at cost.

**Property, plant and equipment**

Items of property, plant and equipment are measured at cost less accumulated depreciation and any impairment loss. Depreciation is calculated to write off the cost of items of property, plant and equipment to a residual value of nil using the straight-line method for the current and comparative periods. Depreciation is charged for the first time in the year following acquisition. The useful lives of property, plant and equipment for the current and comparative periods are as follows:

- Fixtures and fittings                      5 years

Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

**Grants Received**

Grants received by the entity are recognized as income when they are received or receivable, depending on the terms of the agreement. The recognition of grant income is governed by the following criteria:

- **Non-refundable grants** are recognised as income in the period in which they are received, provided the conditions for receipt have been met.
- **Grants with conditions** are recognised as income when the conditions attached to the grant are satisfied, and the entity has reasonable assurance that the funds will be received.
- **Restricted grants** are treated in accordance with the specific purpose outlined in the grant agreement. These grants are recognised as income when received, with any unspent amounts carried forward as a liability until used for their intended purpose.
- **Unspent Grant Funds:** Any unspent amounts from grants are carried forward as liabilities in the statement of financial position, and are recognised as income in subsequent periods when the funds are utilised in line with the grant's intended purpose.

The entity consistently applies these accounting policies in recognizing and disclosing grants received in the financial statements.

Notes to the financial statements (continued)

**3. Critical accounting judgements and key sources of estimation uncertainty**

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income, and expenses. Judgements and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

**4. Income from donations and legacies**

	Unrestricted	Restricted	2025	2024
	€	€	€	€
Donations	5,155	-	5,155	12,684
<b>Total donations and legacies</b>	<b>5,155</b>	<b>-</b>	<b>5,155</b>	<b>12,684</b>

**5. Income from charitable activities**

	Unrestricted	Restricted	2025	2024
	€	€	€	€
Affiliation fees	41,764	3,777	45,541	38,875
Grant income	-	1,000	1,000	4,629
<b>Total income from charitable activities</b>	<b>41,764</b>	<b>4,777</b>	<b>46,541</b>	<b>43,504</b>

Each of the Company affiliated colleges pay an annual fee which is used to sustain the daily operation of the service. For more information on the grant income, see note 13.

Notes to the financial statements (continued)

6. Expenditure on charitable activities

	Unrestricted	Restricted	2024	2024
	€	€	€	€
Operational expenses	40,097	4,777	44,874	49,703
Total expenditure on charitable activities	<u>40,097</u>	<u>4,777</u>	<u>44,874</u>	<u>49,703</u>

7. Expenditure on raising funds

Expenditure incurred on raising funds in the period amounted to €2,514 (2024: €2,313).

8. Directors' emoluments

The Company does not pay any remuneration to the volunteer Board of Directors. Directors are reimbursed for receipted expenses which in 2025 totalled €Nil. (2024: €Nil).

9. Fixed assets

	Fixtures & fittings	Total
	2025	2025
	€	€
<b>Cost</b>		
At beginning of year	1,717	1,717
Additions in year	0	0
	<u>1,717</u>	<u>1,717</u>
<b>Depreciation</b>		
At beginning of the year	343	-
Depreciation charge for the year	343	-
	<u>686</u>	<u>-</u>
<b>Net book value</b>		
At 30 June 2024	<u>1,374</u>	<u>1,374</u>
At 30 June 2025	<u>1,031</u>	<u>1,031</u>

Notes to the financial statements (continued)

**10. Receivables**

	2025	2024
	€	€
Receivables	-	13,275
<b>Total Receivables</b>	<b>-</b>	<b>13,275</b>

Receivables related to outstanding balances due from affiliated colleges. As at 30 June 2025, all affiliation fees were received.

**11. Cash and cash equivalents**

	2025	2024
	€	€
Cash on hand	-	-
Cash and bank balances	55,226	44,406
<b>Total Cash and cash equivalents</b>	<b>55,226</b>	<b>44,406</b>

74

**12. Payables**

*Amount falling due within one year*

	2025	2024
	€	€
Payables	300	6,782
<b>Total Payables</b>	<b>300</b>	<b>6,782</b>

Payables in the prior year relate to outstanding balances due to Trinity College Dublin. The Trinity College Dublin Student's Union pays the Company's liabilities as they fall due. After the reporting period, the Trinity College Dublin Student's Union issue the Company an invoice for an amount equal to expenses for the period. As at 30 June 2025, there was no outstanding balance to Trinity College Dublin. The payables balance relates to expense claims owed to volunteers.

**Notes to the financial statements (continued)**

**13. Grant received**

During the year ended 30 June 2025, the entity received a grant of €1,000 (2024: €9,000) from VHI for the purpose of supporting charitable activities related to opening a Niteline location at the University of Limerick (UL). The grant funds are restricted and can only be used for the specific charitable activities outlined in the grant agreement. Any unspent amounts at the end of the reporting period will be carried forward and applied to future expenditures within the scope of the grant's intended purpose. There are conditions that would require the repayment of the grant unless the funds are not used as stipulated, being for the expansion of the service to UL.

As of 30 June 2025, the full balance of the grant has been spent.

**14. Limited by guarantee**

The Company is limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding €1 towards the assets of the company in the event of liquidation.

**15. Contingent Liabilities**

The company had no contingent liabilities at the reporting date.

**16. Related Party Transactions**

There were no related party transactions in the reporting period.

**17. Subsequent Events**

There are no subsequent events to report.

**18. Approval of the financial statements**

The board of directors approved the financial statements on 10th September 2025.

# Contact Us

For general enquiries, or if you are interested in affiliating with or collaborating with NiteLine, please contact [info@niteline.org](mailto:info@niteline.org).

However, if there are questions specific to this annual report please do not hesitate to contact:

- [researchanddevelopment@niteline.org](mailto:researchanddevelopment@niteline.org)
- [coordinator@niteline.org](mailto:coordinator@niteline.org)



## In Need of Support?

We offer both a phone helpline and an online messaging platform. We are open seven nights a week during term from 9pm to 2:30am, to support you through whatever is on your mind. Students of our affiliated colleges can call **1800 793 793** or visit [niteline.ie](http://niteline.ie) to get in touch with an experienced volunteer for free.

A list of useful resources is available on our website [niteline.ie](http://niteline.ie) for when our phone lines are closed.

## Call to action

Would you like to see your college as one of our affiliated colleges and your students have access to our out of hours peer support listening and information service?

If so, please send an email to [coordinator@niteline.org](mailto:coordinator@niteline.org) for more information.

Are you an organization or Charity that would like to work with NiteLine?

If so, please send an email to [info@niteline.org](mailto:info@niteline.org) to discuss further.

