AGM 2026

CHAIRMAN'S REPORT

Welcome to all of you, both those here in person and those tuning in online, of which we have quite a number. For the benefit of those online, if you have any questions or comments you can raise your hand and Kate will let you in at the appropriate time.

My name is **Joe Keane,** now retired from the *Revenue Commissioners* and it is my honour to present this report as Vice Chairperson of the Committee of Management, in lieu of the Chairman Sean Treanor who can not be with us today.

I'd firstly like to thank the Revenue Commissioners for providing this ideal space for us today to hold our AGM. In particular, Shay, Declan and Owen who have ensured that we have been well looked after and that everything is running smoothly.

With regard to the Committee of Management, we have a few members who have served us well over the number of years who are now stepping back and a number of new members who will be joining us and we will come to that in our elections.

So, firstly to the facts and figures for the year 2025.

GRANT AID 2025

Later on, our treasurer, John Meagher, will take you through the Accounts for 2025. So, I will only concentrate on some of the headline figures for 2025.

A total of **€733,904** (approx) was granted by way of grant or loan in **2025 in 822** cases. This figure also includes the additional promotional activities that we undertook last year, including the student bursary, Christmas vouchers and back to school vouchers which totalled **€25,250.**

The amount of assistance decreased by just **3%** from **2024's** total of **€758,299** (approx.), while the number of cases decreased by just **1%.**

Of the **€733,904** total, just under **€362,308** was by way of non-repayable grants, which was a decrease of approx. **15%.**

€346,345 was by means of interest-free loans, an increase of **5%** over 2024.

Overall, figures remain in line with 2024 statistics, with the key differences in how it was allocated.

MEMBERSHIP 2025

New member figures decreased slightly from 2024 with 211 new members in the year, a decrease of 15% on 2024. Contributions however increased by 1% with the annual contributions at €549,614 for 2025.

PROMOTION OF THE SOCIETY

Department Presentations

The Society continues to promote the work with a mix of online and physical presentations, talks and information stands. Overall, there was a significant increase in requests to attend events in Departments as focus on staff well-being and networking increases.

We attended Health & Well-being days with the Dept of Social Protection, the OPW and the Revenue Commissioners in various locations around the country and tailored events for the Central Bank and the Department of Transport. We delivered presentations, both online and in person to the Irish Human Rights and Equality Commission, the CSO, to GSOC, to the Revenue Commissioners Partnership Group, for the CSEAS, the AP HR Network quarterly meeting and the AHCPS Conference in Killarney.

Ezine

The Society's newsletter is now issuing twice a year. It goes out to all of the members who we have valid email addresses for, to all of our contacts in Departments for distribution on their internal websites and it goes up on our own website.

Promotional Offers/Member Rewards

2025 saw the first year of our new promotional offers and the promotional area is active and updated on the PSFS website. These included what will now be ongoing annual promotions:

1. The 'back to school' draw – wherein members who are approved for an educational grant are automatically entered into a draw for 1 of 10 €500 Curry's/PC world vouchers toward the cost of IT equipment for school.

2. The college bursary – which is open to all members to apply for who have a dependent entering full-time education for the first time. There are 5 bursaries of €2,000 per year each to all those who qualify. The first 5 bursaries issues in Sept/Oct 2025 and these will continue for each year confirmed of these courses. The 2nd new year of applications will begin in September/Oct this year.

3. A voucher of €250 was awarded to a member chosen at random who attended the AGM either in person or online.

4. The Christmas Vouchers – 10 vouchers of €1,000 for Supervalu/Dunnes Stores were awarded without prejudice from the list of all successful applications received between 1st January 2025 and 31st October 2025.

Further promotions are still being worked on and we hope to make them available later this year and early next year.

WORK PRACTICES

Online

Our online practices continue to increase and close to 95% of the Society's work is now done online including payments, membership and grant applications and meetings. We still of course offer paper application forms and payments by cheque and we are only too happy to continue to provide this service. While we do most of the case working over the phone and by email, we also still visit people when it is appropriate to do so.

Our Cases Committee meetings continue to be held on a fortnightly basis in a combined in person/online format. This is to create a more expedient process with a reduced wait time for case decisions, although we still deal with urgent/emergency cases via email when necessary. So far it has worked for our Cases Committee members, although their commitment and dedication cannot be underestimated and which are hugely appreciative of.

IT

Our IT operations are now run via wireless systems and our phones are now online. On the outside there are no changes to our phone numbers but it now makes it more possible for staff to take phone calls anywhere and has created greater flexibility and autonomy from an IT perspective. It has also opened up the opportunity for more remote working or been able to stay connected to work when attending conferences and meetings. This has really helped with our blended working opportunities in the office.

Counselling

As the work we do in the Society can be very challenging and the people we help support can often prove demanding, a counselling service was set up at the suggestion of the Committee for staff to help support them in their work. This has been taken up and feedback has been positive.

MANY THANKS TO …

There are many people who help to make the work of the Society run smoothly…

1. ***Cases Committee***

The Cases Committee give so much commitment and dedication to help us process our applications and keep the work on track and we owe a massive debt of gratitude to them**.** So thank you to Eileen Horgan, Joe Keane, David Cleary, Sarah Cox and John Meagher who continued through 2025 with their ongoing commitment and dedication to helping our members. Everyone on the Cases Committee give their assistance with such empathy, experience and understanding and, I know that all the staff in HQ are extremely appreciative of their contribution.

2. ***Trustee and Supervisory Committee***

The Supervisory Committee also perform an importance function in the running of the Society, and we are very grateful to Michael Stapleton, Declan O'Brien, and our Trustee, John McKeon who make up the Supervisory Committee.

Our 3 Trustees, Mr Niall Cody, Chairman of the Revenue Commissioners, Mr John McKeon, Secretary General of the Dept of Social Protection and Ms Mary Hurley, Secretary General of the Department of Rural & Community Development are always

very supportive of the work of the Society and their experience and expertise are an invaluable source of help and guidance for the Society.

3. Committee of Management

I also wish to thank my colleagues on the full Committee of Management.

We are delighted to have some new members put their names forward for the Committee this year and we have a good mix of working and retired colleagues now which are a great representation of members across the board. We are always very appreciative of the time, expertise and support we receive from the Committee, who guide and govern the work that we do.

4. Employee Assistance Service

As ever, we value our relationship with the Employee Assistance Service and in doing so, ensure that the confidential ethos of both the EAS and the Society are honoured. The Employee Assistance officers continually look out for our members and also promote the Society on our behalf at every opportunity. And we are very glad to have representation from the EAS on the Committee of Management both past and present. So thank you Susan Clarke and all at the EAS.

5. Credit Unions

I would like to thank Susan Lynch in CANA Credit Union and Paul Ryan in the PSCU for their ongoing support and to their respective staff who work with us for the common good of easing financial concerns for our members.

6. Lyons Financial Services

I would like to thank Roisin and her colleagues in Lyons Financial who continue to work closely with the Society to provide Benefits most appropriate for PSFS members but have also provided support and advice to the Society staff on an ongoing basis of which we are very grateful.

HQ Staff
And many thanks are due of course to our staff in HQ, Karen, Linda, Kate and Frances for handling the day-to-day calls of the Society and looking after our members in their times of need.

Go raibh mile maith agat

Joe Keane
Vice-Chairperson
Public Service Friendly Society