



# SURE STEPS:

## WHAT AN IMPACT YOU'VE HAD

Homelessness is already incredibly tough – but for so many, it also brings addiction and mental health struggles.

So in 2012, we started Sure Steps. The idea was beautifully simple: no matter where people find themselves, they should be listened to, supported, and helped find a way forward.

Everyone walking through our door tells a unique story - and our counsellors take time to genuinely hear and respond to it. We started with two part-time volunteers. Today, 20 counsellors bring not just years of expert training, but real warmth and understanding to every single conversation.

New services, and more counsellors supporting clients monthly - we constantly want to do more.

And behind all this, your generosity has been the quiet but essential force. The whole Sure Steps team says a massive thanks!

That's 2,064 hours of someone saying 'I believe you. I hear you. You matter.' - all thanks to you!

**2,064:** total number of hours of counselling in 2025 (9% higher than 2024).

**DOUBLED:** the number of people our Out of Hours Suicide Prevention service has helped since 2019.

**82% INCREASE** in clients successfully moving on from using our treatment services compared to 2019.



"I have found counselling to be a beautiful experience and would recommend it to anyone who wants or needs support to help change their lives for the better."

Heartfelt words from a Sure Steps client

Help others be heard and supported.

**BECOME A SURE STEPS REGULAR SUPPORTER BY GIVING €15/MONTH.**



Dear Martina, You have shown us that: "Hope springs eternal." How true! Keep on trucking, you're great! I will pray for you.  
From: Dave & Morissa

Good luck Martina I hope everything works out for you. You are very brave.  
From: Alice

Thank you for your letter with the good news that you are making progress in your own life. To hear from you gives me more pleasure than any donation may give to Simon Community. God bless you in every way.  
From: David

## CONFIDENCE IS ON THE CARDS

**YOU SENT MORE THAN MESSAGES. YOU SENT MARTINA A REASON TO KEEP GOING.**

A few months ago, we mailed you a letter and card telling you about Martina. We also asked you to send her some words of support. She was facing tough days, and a few notes of positivity would make a world of difference.

Well, you delivered – literally! The cards came back and Martina read every kind word on them. Each has added to her self-belief, told her she's not alone and helped give her strength and hope. So, thank you for taking the time to share so much encouragement.

On the left, you'll get a flavour of the cards she received.





# A SANCTUARY OF SAFETY AND CARE

A full sweep of vital services is now available under one roof.

Usher's Island Year 1

## WHAT YOU'VE HELPED US TO ACHIEVE:

- 788 people referred to us
- 487 cared for
- 43 caregiving staff
- 75 beds now in use
- 50% of referrals came from hospitals

Imagine the sheer effort needed to overcome serious illness or addiction. Now think of doing it without a home...

That's the reality for so many people we work with - and it's why we're so proud and grateful to tell you about Usher's Island.

Here, we opened our new Health and Addiction Care Facility in 2025 to offer Dublin something genuinely ground-breaking. **For the very first time, specialist treatment is available alongside proper accommodation, all under one roof.** No scattered services. Just joined-up, compassionate care, exactly where it's needed.



Just some of Usher's Island's amazing staff

Usher's Island has 43 dedicated staff - GPs, nurses, addiction specialists - and 75 beds already in place. We're hoping to reach 100, so no one has to wait for help. Being just a short walk from the city centre, people leaving hospital can carry on their treatment without missing a beat.

**Usher's Island really is somewhere special** - a team of brilliant, caring people, sharing skills and knowledge to help some of the city's most vulnerable people to get through.

But here's the thing: nothing would exist without you. Your incredible generosity made everything possible. We're more grateful than words can say!

# THANK YOU!



*CELEBRATION TIME! Catherine Kenny, CEO of Dublin Simon Community, with a delighted new resident.*

## 14 PEOPLE. 14 KEYS.

### AND IT'S ALL DOWN TO YOU!

What a moment! You're handed the keys to your very own home – and you're flooded with a feeling of possibility, safety, and a future you can grab with both hands.

Recently, 14 people experienced this when Dublin Simon presented them with the keys to their beautiful new homes at Carpenters Court, Arbour Hill. And you helped make this incredible moment happen.

#### **You've created a community!**

The people who now call Carpenters Court home

are a wonderfully diverse group: men and women, aged from their 20s to their 50s, each with their own story. Built sustainably to the highest standards, and close to everything residents need, these are homes designed for fulfilling, independent living.

#### **300 homes, and counting...**

Here's something that still takes our breath away: **thanks to your generosity, we've now helped people into over 300 homes.** Each one represents a life steadied, a future unlocked, and someone who can look forward with excitement and pride.

## REGULAR GIVING MEANS MORE SUSTAINABLE PLANNING

Could you make a regular monthly gift to Dublin Simon? If so, we promise we'll use it where it will do the most good - providing vital emergency accommodation, healthcare and long-term housing to people hit by homelessness.

**Can you donate this way too? Find out more about regular giving at [dublinsimon.ie/donate](https://dublinsimon.ie/donate)**

*"I'll probably never meet the people I'm helping. But I often think about how much they have to overcome. So I'd really encourage you to give regularly - even a small amount each month can make a real difference."*

*Anne, monthly donor since 2020.*



**IF YOU'D LIKE TO BECOME A MONTHLY DONOR, DON'T FORGET TO FILL IN YOUR RETURN DEVICE.**

