Merchants Quay Ireland Annual Review *2025*





MQI

Merchants Quay Ireland
Homeless & Drugs Services

mqi.ie

Merchants Quay Ireland CLG ("MQI") is incorporated as a Company Limited by Guarantee and not having share capital. MQI is registered for the charitable purpose of promoting health and to provide the stepping-stones for every point of a man or woman's journey out of homelessness and addiction, and toward a drug free life.

MQI provides services ranging from crisis intervention and health promotion services to day-support programmes, residential detox and rehabilitation, a Medically Supervised Injection Facility (MSIF), and prison-based counselling.

MQI is governed by its Constitution (comprising the Memorandum and Articles of Association) updated 26th June 2019. The Company is a public benefit entity, is registered with the Charities Regulator, and is granted charitable tax exemption.

Merchants Quay Ireland CLG is one of three companies operating under the banner name of Merchants Quay Ireland (MQI) carrying out activities for social justice for homeless persons and drug users on a nationwide basis. The other companies are:

- St. Francis Housing Association CLG (SFHA)
- Merchants Quay Project CE Scheme CLG (MQPCE)

Strategic Plan 2025 - 2027

One year into MQI's Strategic Plan 2025–2027, we have begun delivering on our priorities across four pillars: Client Services, Innovation, People & Culture, and Governance & Reputation. The plan is grounded in a consistent focus on our clients, ensuring lived experience informs how we design, deliver and improve supports. In the first year, we have sustained essential services under increasing demand, strengthened our organisation and partnerships, and progressed key initiatives that will shape delivery through to 2027.

MQI

Merchants Quay Ireland
Homeless & Drugs Services

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Merchants Quay Ireland CLG
CRO Number: 176421
Revenue CHY Number: 10311
CRA Number: 20026240

St Francis Housing Association CLG
CRO Number: 449783
Revenue CHY Number: 18159
CRA Number: 20069117

Merchants Quay Project CE Scheme CLG
CRO Number: 533762
Revenue CHY Number: 21187
CRA Number: 20084325

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> *This is the first time in my life I've ever felt safe. I'm not constantly looking over my shoulder anymore. I can look at everything I've been running away from.*
>
> *Peter, MQI Client*



At MQI we respect everyone who turns to us for help – and many are just beginning their fresh start in life. So while client stories are genuine and true, names are changed and stock photographs of models are used for illustrative purposes and to protect client privacy. Thank you for your understanding.

Introduction

This year at Merchants Quay Ireland (MQI) we have been stepping up our response to the growing demand for services that support those experiencing homelessness and addiction.

Support systems like those provided by MQI are under pressure. Demand continues to rise at a time when we are increasingly relied upon to provide basic human needs for the most vulnerable in society, delivering multi-faceted homelessness, addiction and mental health services.

A proactive, health-led response to a changing landscape

New trends, polydrug use, and dual diagnosis are making service provision increasingly complex. Ireland's first Medically Supervised Injection Facility (MSIF) at our Riverbank centre has demonstrated the value of a health-led approach to harm reduction.

In addition to this our women's service, Jane's Place, is becoming an increasingly trusted and relied upon outlet for women at a time when support is needed more than ever.

MQI continues to provide essential and non-judgemental support

In this document, you will see the scale, significance and impact of the care provided by staff, teams, and services across the country via MQI's network of regional and residential centres.

We have adapted and will continue to evolve in response to the changing landscape, to ensure every person experiencing homelessness and addiction in this country are supported on their own personal journey and are treated with the dignity and respect they deserve.



Our Riverbank Centre, 13-14 Merchants Quay, Dublin 8.

Our Vision, Mission, and Values

Our Vision

We want to create an inclusive society that supports the integration and well-being of all. An inclusive society where everyone is treated with dignity and respect.

Our Mission

To offer people dealing with homelessness and addiction, accessible, high-quality and effective services, which meet their complex needs in a non-judgemental and compassionate way.

Our Values

Collaboration
We work together

Compassion
We meet people where they are

Courage
We speak up, challenge & advocate

An ethos rooted in kindness

MQI was founded in the late 1980s as a response to the growing need for support services among people experiencing homelessness and addiction in Dublin city centre. MQI's origin is in the Tea Rooms set up by the Franciscans in the 1960s and 1970s, serving tea and sandwiches to homeless men. Today, a simple cup of tea can mean so much to someone who comes through our doors. It's a warm welcome, a conversation, a bit of hope for the future.



Our Work at a Glance

Overall Impact

183,763
overall engagements with clients

11,974
unique clients supported

83,667
meals for people who are homeless and hungry

Service Spotlight

255
women supported by the team in Jane's Place

1,470
people accessed the MSIF in it's 1st year

177
people admitted to MQI residential recovery programmes

Meals, Showers & Counselling Services

2,723
showers provided in Riverbank

2,421
people accessed a Sunday meal at Riverbank

15,480
in-prison counselling engagements

Interventions and Patrols

4,241
interventions by MQI Jane's Place

3,769
interventions by our Dual Diagnosis team in Riverbank

2,159
interventions by MQI CAMDAS

2,027
interventions by MQI North East

2,261
interventions by the Riverbank Contacts Team

787
Patrols carried out by our Community Engagement Team

Support and Engagement

811
people supported by MQI Midlands

157
family members supported by our North East Family Support Service

6,273
engagements supported by MQI CRIS in the East

Chairperson and CEO Welcome

Reflecting on 2025, it was a year of delivery, consolidation and strengthening across Merchants Quay Ireland (MQI). As demand for our services continued to grow, we remained focused on what mattered most: providing safe, low threshold supports, delivering healthcare and harm reduction interventions, and helping people take steps towards recovery and stability. We are pleased to present MQI's Annual Report for 2025, capturing the work delivered across our services and the progress made in strengthening the organisation for the years ahead. Across the country, homelessness and addiction have continued to intersect with mental health challenges, poverty and trauma, creating complex realities for the people who turn to MQI.

> *Building on its opening in late 2024, this year was about embedding the MSIF into everyday service delivery, providing a safe, clinical environment while strengthening pathways into healthcare, harm reduction supports and treatment options.*



In response, MQI continued to provide support that is practical, accessible and grounded in dignity. For many people, MQI remains a first point of contact for safety, connection and care and we recognise the responsibility that comes with being a trusted support in moments of vulnerability.

A defining development in 2025 was the first full year of operations of Ireland's first Medically Supervised Injection Facility (MSIF) at MQI's Riverbank Centre. Building on its opening in late 2024, this year was about embedding the MSIF into everyday service delivery, providing a safe, clinical environment for people who inject drugs, while strengthening pathways into healthcare, harm reduction supports and treatment options. The MSIF reflects MQI's commitment to evidence-based, health-led responses that protect life, uphold dignity and support safer communities.

During the year, MQI recorded **183,763 client engagements** and supported **11,974 people** across our services. Behind every engagement is a person seeking support, safety, or care. It's our job to make sure every person is met with respect and compassion and offered a pathway forward.

> *During the year, MQI recorded 183,763 client engagements and supported 11,974 people across our services. Behind every engagement is a person seeking support, safety, or care.*

Last year was also the first full year of delivery under MQI's Strategic Plan 2025–2027, which sets out a clear direction for the organisation across four priorities: **Client Services, People and Culture, Innovation, and Governance & Reputation**. Throughout the year, we progressed work under each of these pillars, delivering essential services under pressure, investing in staff support and capability, strengthening innovation and evidence, and continuing to build resilience through strong governance and oversight.

None of this work happens in isolation. We extend our sincere thanks to our staff for their professionalism, care and resilience; to our volunteers for their time and commitment; and to our Board of Directors for their leadership and governance. We also acknowledge the crucial role of our partners and funders, including the Department of Health, the HSE, the Dublin Region Homeless Executive (DRHE), the Irish Prison Service (IPS), Tusla Child and Family Agency, the Department of Justice through the Probation Service, local Drug and Alcohol Task Forces and community partners, as well as our donors and supporters, whose generosity continues to strengthen and sustain the work of MQI.

Above all, we thank the people who use our services. Your trust shapes our work every day. We remain committed to ensuring MQI is a place of safety, respect, support and opportunity and to delivering services that are compassionate, evidence-led and focused on positive outcomes.

As we look ahead, MQI remains focused on sustaining essential frontline responses, strengthening pathways to recovery and housing, investing in our people, and advocating for health-led solutions that meet the reality of need across Ireland.

Ray Langton
Chairperson

Eddie Mullins
Chief Executive Officer

Cathy's Story: A lifeline after years of abuse

Cathy grew up with nine siblings, and her parents turned to alcohol when they were unable to make ends meet. "Mammy and Daddy were both big drinkers, that's how they dealt with things." She lived in constant fear of violence and suffered physical abuse at the hands of her father from a young age. One incident left a significant impact on Cathy. "I couldn't move for two days after. My sister had to carry me up the stairs. I was in a bad way."

For Cathy, addiction wasn't a sudden fall, but a gradual slide that began within a violent childhood.

Descending into Drug Use and Controlling Relationships

Cathy began smoking cannabis and experimenting with pills to numb the emotional pain. Desperate to feel like she mattered, she found herself experiencing homelessness and began looking for love and support in all the wrong places. "I just wanted to make the fear and pain go away. I wanted to feel a bit of love and like I mattered to someone."

Her pain only deepened when her mother passed away. It was at this time that Cathy became involved in an abusive relationship that would last almost a decade. Cathy's partner was violent and controlling like her father, and in her words "Our relationship went hand-in-hand with my addiction. He'd give me drugs, and I'd need them to cope with the abuse."

Cathy was living in fear once again, afraid to raise her eyes or open her mouth. "My face never looked normal when I was with him. I always had a black eye or a swollen lip. People would look at me and look away quickly. They didn't want anything to do with me."

The Danger of Homelessness for Women

For a woman, homelessness comes with the threat of violence and exploitation. For Cathy, each night on the streets brought intense fear. "I felt like nobody cared about me. I remember once walking down the street and seeing two of my oldest friends, and they just walked straight past me. That destroyed me, I felt worthless. I wanted to disappear."

Rehabilitation Provides a Lifeline

St. Francis Farm Detox and Rehabilitation Centre was a lifeline for Cathy. Through the programme, and later MQI's aftercare programme, Cathy began the journey of healing and self-discovery. "I'm not afraid to say what I want or how I feel anymore. I've found my voice and found myself again. I hadn't felt like myself in such a long time I didn't know who I was anymore. That's what Merchants Quay and my case worker have done for me. They've given me back my life"

Cathy is now studying social care in college, with a clear goal of working with children from difficult or abusive homes. She wants to provide the comfort and understanding she never had growing up.

> *I felt like nobody cared about me. I remember two of my oldest friends walking straight past me. That destroyed me. I felt worthless. I wanted to disappear.*
>
> *Cathy, MQI Client*



I'm not afraid to say what I want or how I feel anymore. I've found my voice and found myself again. That's what Merchants Quay and my case worker have done for me. They've given me back my life.

Cathy, MQI Client

Our Work in 2025

In this report we will showcase the incredible work carried out by our team in 2025. We will start by highlighting the impact of our services by sharing details of how we support our clients. From that point we will share how other aspects of our work align with our values by providing details of how we work together, how we meet people where they are at and our work speaking up, challenging and advocating for the most vulnerable in society.

1 **OUR SERVICES**
How we support our clients

2 **COLLABOTARION**
We work together

3 **COMPASSION**
We meet people where they are

4 **COURAGE**
We speak up, challenge & advocate



Homeless Services



> *At MQI, I was surrounded by women I could trust and be vulnerable with. I could finally talk about what happened.*
>
> *Lisa, MQI Client*

Riverbank – Dublin Services

For people experiencing homelessness, our drop-in services at Riverbank House continued to provide essential low threshold support in 2025, including a safe space, hot food, showers and opportunities for social inclusion. Building works throughout the year meant that some facilities were limited at times, creating additional pressures for both clients and staff. Despite these challenges, teams maintained engagement and continued to offer consistent support, building relationships and providing information, advice and advocacy on housing and tenancy sustainment, social welfare access, financial budgeting, and pathways into health services. Importantly, this period of disruption was part of a wider investment in Riverbank, helping to create a more welcoming environment and improved facilities for clients by the final quarter of 2025.

Support for Young People

The Riverbank Team has two dedicated workers providing targeted support to young people aged 18–24: an Assertive In Reach worker who visits emergency hostels to work with young people who have become homeless after leaving care, and a Riverbank based worker who supports young people in crisis. In 2025, the team supported 173 unique clients and provided 1,087 interventions, helping young people to access public services, navigate housing applications and take steps towards education, training and employment.



Client enjoying a hot meal at MQI's Riverbank Service

Meals

In 2025, a total of 83,667 meals were provided at our Riverbank Service in Dublin. This represents a 22% increase compared to 2024, driven by rising homelessness rates and expanded outreach efforts, even as building works posed logistical challenges. The meal service is often the first point of contact for many people experiencing homelessness, creating opportunities for clients to engage with staff and receive support to address their homelessness and related health and welfare issues. Clients can access advice on housing options, mental health support, and referrals to medical care through their interactions with staff during mealtimes, demonstrating the holistic approach taken by Riverbank Service staff.

Showers

In 2025, MQI rebuilt the existing shower block in Riverbank. As a result, showers were unavailable to clients from January to mid-August. Throughout this period, staff worked to minimise the impact by proactively signposting clients to nearby services where similar facilities were available. When the shower block reopened, 604 unique clients were able to access hot showers in Riverbank. This equated to 2,723 showers in total, with clean clothes and a hot meal offered after every shower to support the dignity, comfort and wellbeing of clients.

83,667
meals
provided
to Riverbank clients

2,723
hot showers
provided
in Riverbank

Sunday Service

The MQI Sunday Service is fully funded through donations from the public and operates each Sunday until 2pm, providing breakfast and dinner to clients. As one of the few services open on Sundays in Dublin city centre, it offers an important point of access to a free hot meal and practical support, including showers and a change of clothes, as well as assistance to access emergency accommodation. Where building works at Riverbank affected facilities during the year, staff worked to maintain continuity of support. In 2025, the Sunday Service provided 11,939 meals to 2,421 unique clients, an increase of 13% on the previous year.

Crisis Contact

When people in crisis present to our Riverbank service, they can access practical support through our expert Crisis Contact Team. The team provide information, advice, and advocacy to clients around housing support including registration on the Pathway Accommodation and Support System (PASS), access to the Local Authority Housing Waiting List, and Housing Assistance Payment (HAP) applications. The team supports clients in obtaining social welfare payments, securing identification documents and PPS numbers, overcoming language barriers, accessing medical and harm reduction services, and connecting with specialist support agencies through signposting and referrals. In 2025, the team supported 924 unique clients. In total, 2,261 interventions were provided for these clients.

Community Engagement Team

Central to our partnership with the Dublin 8 community is the MQI Community Engagement Team. The team carries out high visibility patrols in the area around Riverbank to build and maintain constructive relationships with local residents, businesses, and stakeholders. They also collect discarded drug paraphernalia and proactively engage with people who use drugs or are sleeping rough, supporting them to access appropriate services, including the MSIF.

In addition, the team responds to calls and queries from the public and carries out regular check ins with local businesses. In 2025, they completed 787 patrols, engaged with 644 residents and local businesses, and collected 2,729 needles and 806 crack pipes.



MQI's Community Engagement Team on patrol.

Primary Healthcare Services



MQI's Medically Supervised Injection Facility booths

Medically Supervised Injection Facility (MSIF)

Last year was the first full year of operation for the landmark Medically Supervised Injection Facility (MSIF). The MSIF is a life-saving service, providing a safe, hygienic, and clinically supervised environment for people to inject drugs they have sourced elsewhere. In 2025, 1,470 individuals used the MSIF, equating to 15,171 visits. Of those who used the service, 77% were men, and 63% were aged 25 to 44 years. In addition, 89.5% of MSIF clients had previously engaged with other MQI services.

During 2025, MSIF staff successfully managed 244 non-fatal overdoses in the service, using oxygen only or a combination of oxygen and naloxone. Heroin was the most commonly reported substance at the MSIF, used as the primary drug in 72% of all visits. The MSIF is operating as an 18-month pilot project.

Riverbank Clinical Service

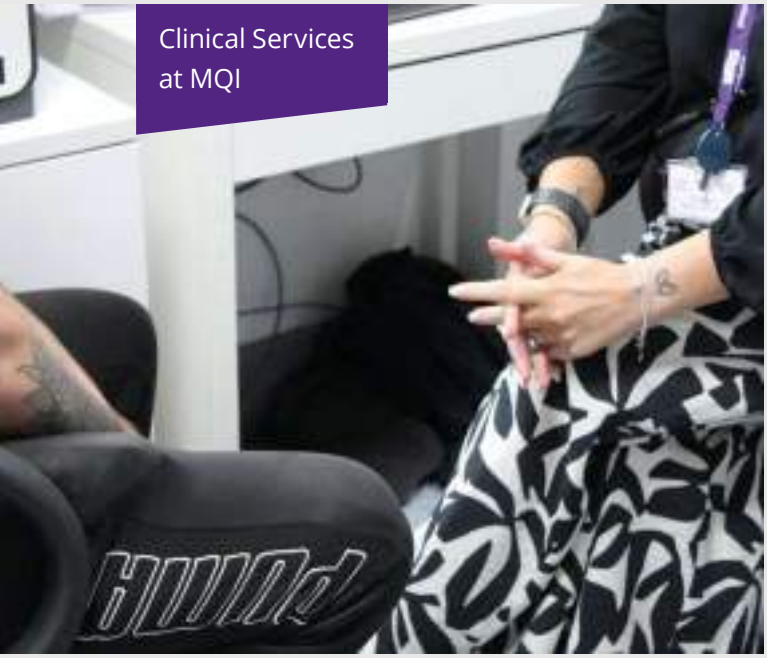
The MQI clinical team continued to respond to the complex medical and psychosocial needs of clients throughout 2025. People experiencing homelessness and addiction are at heightened risk of multiple adverse health events linked to social exclusion and substance use, and experience significantly poorer health outcomes. This is reflected in a mortality rate estimated to be eight times higher than the population average for men and 12 times higher for women.

GP Service

The GP service in Riverbank is available to clients accessing homeless supports who, due to their circumstances, may find it difficult to engage with mainstream primary care. The GP service continued to provide a full range of medical services, working closely with the wider MQI clinical team to support assessment, treatment and onward referral where appropriate. This service has been delivered in collaboration with the HSE, Safetynet Primary Care and independent general practice providers.

Nursing Services

The MQI nursing service continued to provide primary care interventions for clients between 9:30am and 4:30pm, Monday to Friday. Following the successful recruitment of a second registered general nurse (RGN), opening hours were extended to 8am–7pm, Monday to Friday, with a nurse also on site every second Sunday. In 2025, the service delivered 2,514 individual consultations, including wound care, physical health checks, blood testing, psychological support, and onward referral to additional healthcare services where required.



Clinical Services at MQI

Dual Diagnosis Team

Mental ill health continues to disproportionately affect people experiencing homelessness and addiction. During 2025, MQI combined our Mental Health and Addiction teams into a single Dual Diagnosis unit to strengthen and streamline the support available to people with co-occurring mental ill health and substance use. The team provides one-to-one interventions, inter-agency advocacy and coordinated engagement with the HSE's Homeless Community Mental Health Services.

The multidisciplinary team, including a part-time counsellor, works with clients to develop person-centred care plans and to manage symptoms of mental ill health. Support is delivered through a structured, step-by-step approach, including assistance with accommodation-related issues, medication management and onward referral to appropriate services.

In 2025, the team supported 668 unique individuals and delivered 3,769 tailored mental health interventions. The team also provided guidance and consultation to colleagues across Riverbank, strengthening overall capacity to respond to complex presentations and maintaining a clear referral pathway for the most vulnerable clients, including those at risk of suicidality and those requiring additional behaviour support.

Dental Service

The HSE, in partnership with MQI, provides a dental service in Riverbank two days per week. The dental team delivers screening and treatment, alongside oral health promotion and education. The service also supports referral pathways for clients with multiple comorbidities to access dentistry and oral surgery in the most appropriate setting. In 2025, the dental service provided 236 consultations.

Addiction Support Services



> *When you're in addiction, you feel so alone. There is so much stigma and shame around being a drug user, it can totally destroy you as a person.*
>
> *John, MQI Client*

Northeast Family Support Service

This service has operated in counties Louth and Meath since 2022. The team provides a specialised family support service for adult family members affected by a loved one's addiction, with a focus on personal wellbeing and self-care, strengthening knowledge and understanding of addiction, as well as building awareness of coping strategies and responses. In 2025, the service worked with 157 people, representing a 66% increase in group and one-to-one engagements compared to the previous year.

Cavan and Monaghan Drug and Alcohol Service (CAMDAS)

CAMDAS provides community-based drug and alcohol services in Cavan and Monaghan, delivering trauma-informed, person-centred support to individuals, families and the wider community. In addition to addiction services, CAMDAS manages the Drug Rehabilitation Community Employment (CE) Scheme, funded by the Department of Social Protection (DSP), supporting people in recovery to progress education, training and employment pathways. In 2025, CAMDAS supported 375 individuals and received 376 new referrals during the year.

Jane's Place

Jane's Place is a women-only service supporting individuals experiencing homelessness and addiction. It provides a safe, warm and welcoming environment, offering holistic, trauma-informed supports including one-to-one case management, psycho-educational health and wellbeing groups, and holistic therapies.

Last year was the first full year of operation for Jane's Place in its newly renovated facility in Dublin 2. Designed in close collaboration with the women who use the service, the building provides a trauma-informed setting that promotes safety and support. Facilities include a fully equipped doctor's surgery, nursing room, counselling rooms, group room, kitchen, beauty room, and showers.

The service also delivers programmes focused on recovery and healing from trauma, including art therapy, mindfulness, maintaining physical and mental wellbeing, and developing an understanding of trauma. In 2025, the service was accessed by 255 women, with a total of 4,241 interventions, alongside 146 group sessions with 84 clients.

During 2025, 39% of clients in Jane's Place did not access any other MQI service, highlighting the service's role in engaging women who are often excluded from wider supports.

Midlands Drug and Alcohol Treatment Supports (MDATS)

MDATS delivers community-based prevention and treatment supports for people over 18 and their families across four midland counties: Laois, Offaly, Westmeath and Longford. The team provides mobile harm reduction and needle exchange in each county, a dedicated family support service, and rehabilitation and aftercare supports. In 2025, MDATS supported 811 individuals through 6,783 interventions, and 117 new clients were referred to the family support specialist.



Counselling sessions at Jane's Place

Irish Prison-based Addiction Counselling Service

MQI works in partnership with the Irish Prison Service (IPS) to provide addiction-focused counselling and support work in 11 prisons across Ireland. The service offers people in prisons access to one-to-one counselling, group programmes, and key work as part of individual treatment plans to help maintain stability and progress towards abstinence from alcohol and/or other drugs. In 2025, counselling supports were provided to 1,768 unique individuals, with a total of 15,480 interventions delivered.

MQI operates a bespoke Treatment and Rehabilitation Programme (TARP) in the medical unit of Mountjoy Prison. The programme runs in eight-week cycles and can support up to nine people per cycle. During 2025, MQI implemented the findings of an independent review and appointed a dedicated Co-ordinator to oversee programme development and delivery. Over four cycles, 36 people enrolled and 31 completed the programme, representing an 86% completion rate.

East Coast Community and Recovery Integration Supports Project (CRIS)

The East Coast Community and Recovery Integration Supports (CRIS) project provides community-based drug and alcohol treatment for people experiencing addiction across Wicklow, including dedicated family support services and peer support programmes for those over 18. The service operates from support centres in Greystones, Arklow and Wicklow town, with outreach supports provided for those unable to travel to clinics. Treatment is delivered through one-to-one interventions and group work. In 2025, CRIS increased its capacity, supporting 476 unique clients and delivering 6,273 engagements, an increase of 5% on the previous year.

> *At MQI, I was surrounded by women I could trust and be vulnerable with. I could finally talk about what happened.*
>
> *Katheleen, MQI Client*

Harm Reduction Service

MQI's harm reduction services aim to reduce the negative health and social impacts associated with drug use, supporting positive change through non-judgmental, person-centred engagement. In 2025, 2,891 unique clients received 23,359 health-led harm reduction interventions, including needle exchange, through MQI's Riverbank service. The team also delivered 214 safer injection training sessions, helping to reduce the risk of injury and other harms associated with unsafe injecting practices.

Counselling Service

Our part-time addiction counselling service provides holistic, trauma-informed support to individuals experiencing substance use and homelessness. The counsellor offers one-to-one interventions across a range of issues, including depression, anxiety, bereavement, low mood, mental ill health, and relationship difficulties. In 2025, the service delivered 339 interventions to 58 unique clients.



Residential Recovery Services



A piece of woodwork crafted by a client at SFF

Residential Detox Unit – St Francis Farm

This eight-bed unit supports clients detoxing from a range of substances including combined methadone and benzodiazepines, methadone only, benzodiazepines only, and suboxone, and is based on a combined psychosocial and medical delivery model. The service provides an agile response to emerging needs, and in 2025 admission criteria were broadened under the guidance of the Clinical Governance Committee.

During 2025, referrals to the detox unit decreased by 70%, influenced by a range of factors including improvements in referral protocols which have strengthened the links between St Francis Farm and community-based providers of addiction support. Following improvements to the referral criteria, admissions remained stable in 2025 with 57 people admitted to the unit, consistent with the previous year. 89% of clients who accessed the programme successfully completed their detox in 2025.

Residential Rehabilitation Unit – St Francis Farm

The residential rehabilitation programme in St Francis Farm is a holistic model combining individual and group-based interventions to support participants to maintain a drug-free lifestyle. In 2025, the service received 108 referrals aligned to programme criteria. Overall, 45 people were admitted, with an 81% successful completion rate. The unit achieved an average monthly bed occupancy rate of 79% during the year.

Residential Rehabilitation – High Park

This residential programme operates from High Park, Dublin and is delivered over a 14-week rehabilitation cycle. It provides clients with structured treatment in a drug and alcohol-free environment. The facility has capacity for 13 clients at any given time.

The programme is grounded in an ethos of openness and inclusion, supporting service users to build insight into the factors underpinning substance use and to develop practical relapse-prevention strategies. Supports include individual care planning, one-to-one key-working, group work, psychoeducational sessions, fitness and gym activities, outdoor pursuits and recreational activities. The service also facilitates weekly online Narcotics Anonymous meetings. In 2025, the service received 217 referrals, completed 218 assessments, admitted 52 clients, and 41 (80%) successfully completed treatment.

Aftercare Service

This service provides supports to clients who have completed primary residential treatment in MQI's High Park or St Francis Farm services. The Aftercare programme includes a drug-free transitional housing project in Kildare, developed in partnership with Respond Housing Association. The programme is designed to help clients sustain and further develop the skills needed for a healthy and productive lifestyle. It also supports clients who wish to progress into education, training or employment.

In 2025, the Aftercare service received 83 referrals, completed 30 assessments, and supported 23 admissions. A total of 17 clients (74%) successfully completed the programme.

Aftercare also hosts a 'life-after' group, supporting clients to maintain their recovery journey and connect with others who share similar experiences. This includes an LGBTQI+ recovery group. All groups meet monthly.



Outdoor space at MQI's High Park service

Peter's Story: Facing up to a Lifetime of Pain

Peter was just seven years old when he first experienced abuse. "My abuser picked me out because he saw I was vulnerable. My father was out of the picture, and my mother was working hard, so I was often alone. The abuse made me feel even more isolated. I couldn't tell anyone what had happened, so the shame ate away at me. I became angry at the world and I started acting out."

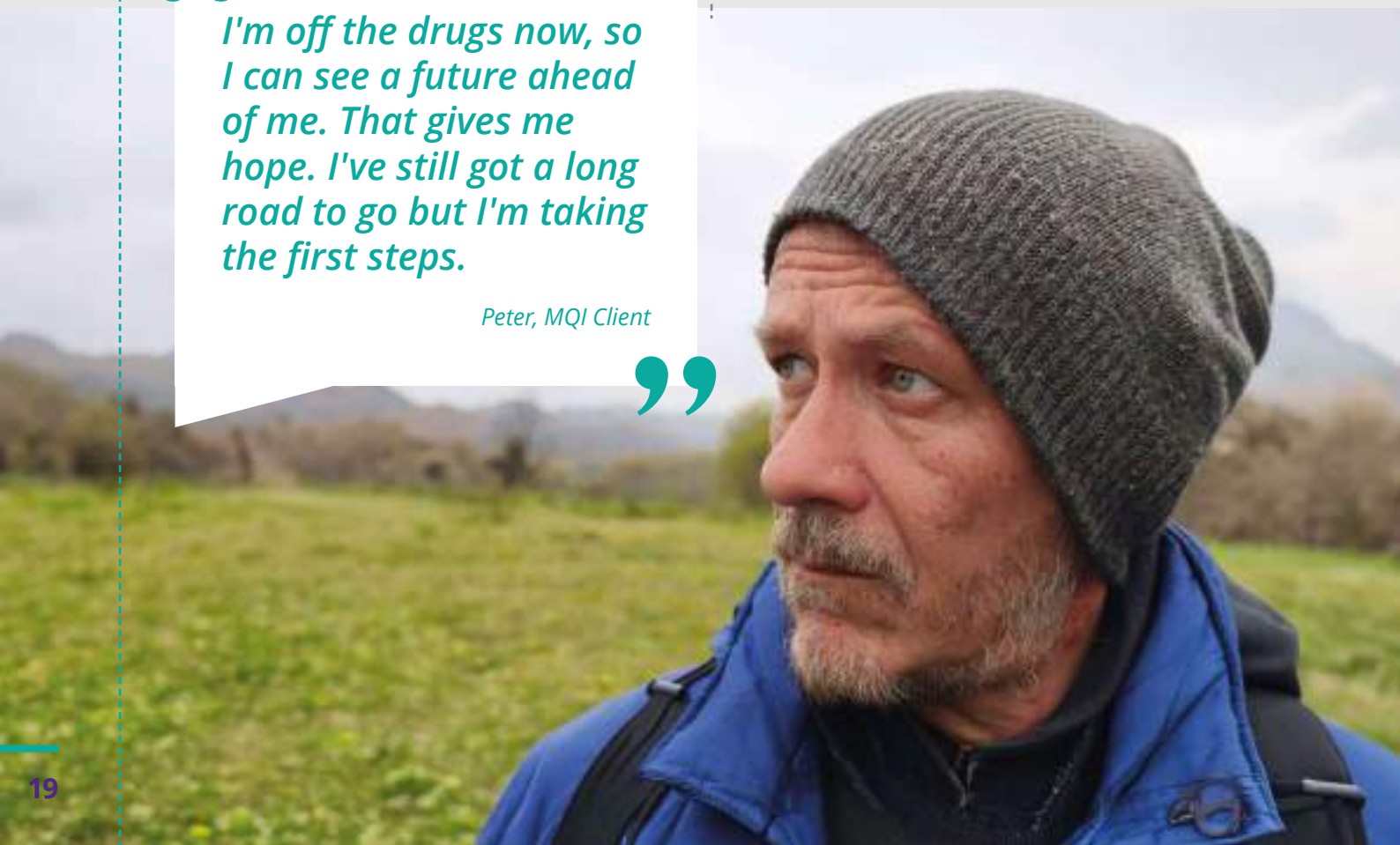
Some people saw Peter as a problem child but in reality, he was just a little boy dealing with trauma. "My head was full of painful emotions. I wanted to block it all out. I got offered drugs when I was about ten. It seemed like the only way I could stop hurting." Drugs numbed the pain, but Peter continued to struggle. "I kept pushing people away, teachers, friends, family, everyone in my life. Suddenly I found myself out of school and out of home."

> *I'm off the drugs now, so I can see a future ahead of me. That gives me hope. I've still got a long road to go but I'm taking the first steps.*
>
> *Peter, MQI Client*

Navigating Homelessness, Addiction, and Parenthood

What followed for Peter was years of homelessness, addiction, and fear. "Some nights I was in a hostel, other times I slept rough. It was terrifying. I didn't know if I'd wake up in the morning, or if I'd make it through the day." Trauma had led to addiction which in turn led to homelessness. It was a spiral that Peter found impossible to break on his own.

Then Peter met Cara and for a while, everything changed. "When I met Cara, I just knew she was the one. Her love helped me turn things around. I found a job and got us a place to live. We saw a future together as a family and all our dreams came true when we had our son." Despite the love he felt for his new child, things changed when Peter became a father. The vulnerability of his son brought back everything he had spent his life running from.



The weight of unhealed trauma, on top of the pressures of a new family, became too much and Peter reached for familiar but unhelpful coping mechanisms. "Cara didn't want me around her or our son anymore, understandably. I found myself back on the streets again. The life I always hoped for, I had it and then it was gone. The love of my life, my child, my home, I'd lost everything. I thought I was finished."

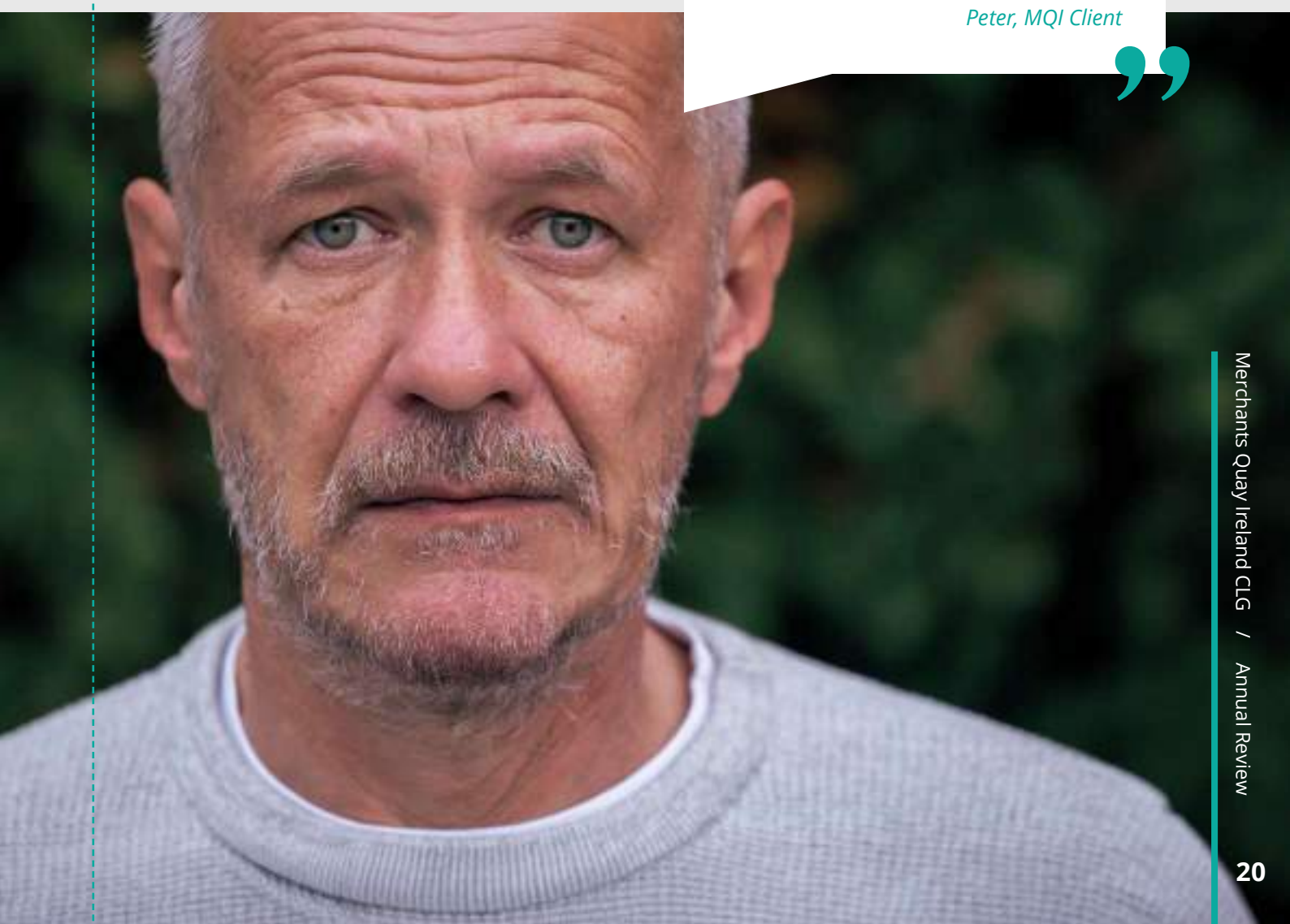
Safety, Space, and Stillness

Peter came to MQI's residential recovery programme with nothing left. But for the first time in his life, he was given something simple and radical, safety. A warm bed, nourishing food, clean clothes. Peter found space to breathe and space to heal. "This is the first time in my life I've ever felt safe. I'm not constantly looking over my shoulder anymore. I can look at everything I've been running away from. Recovery is all about facing yourself and I'm finally doing that here."

As Peter speaks, there's a stillness about him that wasn't there before. The guard is still there, and it may never fully leave, but underneath it something has shifted. "I'm off the drugs now, so I can see a future ahead of me. That gives me hope. I've still got a long road to go but I'm taking the first steps."

Peter spent a lifetime running. Now, for the first time, he's standing still.

> *This is the first time in my life I've ever felt safe. I'm not constantly looking over my shoulder anymore. I can look at everything I've been running away from.*
>
> *Peter, MQI Client*



Collaboration *and* Partnerships



> *I fell from grace. I was a nurse. I had a problem. I ended up by the grace of God finding out about Jane's Place. It has saved me.*
>
> *Michelle, MQI Client*

Homeless Probation Team

The Riverbank crisis service continued to support clients to engage positively with the criminal justice system. Representatives from the Homeless Probation Team and local Community Gardaí held monthly clinics in Riverbank, providing accessible advice and support and strengthening pathways between services.

Safetynet Primary Care

Our partnership with Safetynet Primary Care is a core component of clinical service delivery across MQI's Dublin Day Services. Safetynet doctors provide general practice clinics in the MSIF and in Riverbank. In Jane's Place, Safetynet delivers a weekly women's GP clinic with nursing supports. These clinics help ensure that people experiencing significant vulnerability can access timely primary healthcare in a safe and supportive setting.

Mountjoy Prison

MQI continued to deliver the Treatment and Recovery Programme (TARP) in Mountjoy Prison, supporting people who have become drug free in custody to maintain and strengthen their recovery. With the support of the Irish Prison Service (IPS), MQI recruited a dedicated Coordinator to oversee programme delivery in line with the recommendations of independent research completed in 2025. TARP is further supported by a range of external agencies that deliver specialist programme components.

Peer Engagement with Uisce

In 2025, MQI continued to work in partnership with UISCE, the National Advocacy Service for People who Use Drugs in Ireland. Supported by the Department of Justice Community Safety Fund, this partnership ensures that people who use MQI's services have a meaningful mechanism to provide feedback and inform the design and delivery of services. Activities in 2025 included coordinated peer outreach and in reach at Riverbank.



Research *and* Evaluation



> *I'm coming here because I'm lonely. I only want company. Someone to talk to that I can trust.*
>
> *Paul, MQI Client*

In 2025 MQI marked a major milestone with the establishment of MQI's dedicated Research Department, created to ensure that the voices and experiences of the people we support shape policy, practice, and national understanding of homelessness and addiction. Guided by compassion, evidence, and strong governance, the department laid essential foundations in its first year.

Building Research Governance

During 2025, the department introduced MQI's Research Policy and new research management structures. These frameworks now guide ethical approval and oversight, data protection and confidentiality and governance of all internal and external research involving MQI clients, staff, and services.

Supporting Academic Research

MQI supported five undergraduate and postgraduate research projects across topics including homelessness, addiction, trauma, stigma, women's health, and professional practice. Several students completed theses, with findings shared directly with MQI teams to support service development and reflective learning.

Collaborations & Research Partnerships

MQI strengthened national and academic partnerships through four new external collaborations that will inform policy and service design in the years ahead. MQI also continued its leadership role in Phase Two of Output 2.4 of the WHO Europe–EU initiative, Transforming Mental Health Through Lived Experience: Roadmap for Integrating Lived and Living Experience Practitioners into Policy, Services and Community. Dr Ronda Barron served as Senior Research Lead and taskforce member, contributing to research and evaluation design, best practice data collection and analysis and the development of thematic learning sets.

Spotlight: Commissioned Research

Drug Related Attitudes and Beliefs in Ireland (2025) MQI commissioned Ipsos Behaviour & Attitudes to undertake a nationally representative study comparing public attitudes toward drug use and dependency with those recorded in 2000.

Key findings include:

- Growing recognition of drug dependency as a health issue, not a moral failing
- Increased support for harm-reduction measures and needs-based treatment
- Younger adults showing more empathetic, progressive views
- Persistent stigma and discomfort, underscoring the need for continued public education

Commissioned Research

Throughout 2025, MQI completed several significant commissioned studies to strengthen the quality, safety, and impact of our services. These projects provide valuable insight into what is working well and where further improvements are needed, helping to ensure that the organisation remains responsive to the needs of the people we support.

A Vision for Jane's Place (2025)

MQI completed an independent review of Jane's Place, evaluating its role as a woman-only, trauma-informed, low-threshold service. The study confirmed the service's strong positive impact on safety, trust and engagement for women experiencing homelessness and related challenges, while also identifying priorities such as enhanced mental health supports and increased outreach to improve accessibility. The findings will inform future planning and strengthen MQI's commitment to gender-responsive, trauma-informed practice.

Clinical Governance Review (2025)

MQI commissioned an external review of how we oversee the safety and quality of our clinical services. The review found that, while many strong practices are already in place, a more streamlined and coordinated approach is needed across the organisation. This work will support stronger accountability, improve learning, and further develop safe, high-quality care.

TARP Review (Mountjoy Prison)

MQI and the Irish Prison Service completed an independent review of the Treatment and Recovery Programme (TARP) in Mountjoy Prison. The study found that TARP has a strong positive impact on participants, offering a rare structured, drug-free space focused on recovery. Participants consistently described the programme as motivating and supportive. Recommendations include modernising the programme, improving communication and assessment processes, and expanding addiction support across the wider prison system. This research provides a roadmap for strengthening addiction treatment in prison nationally.

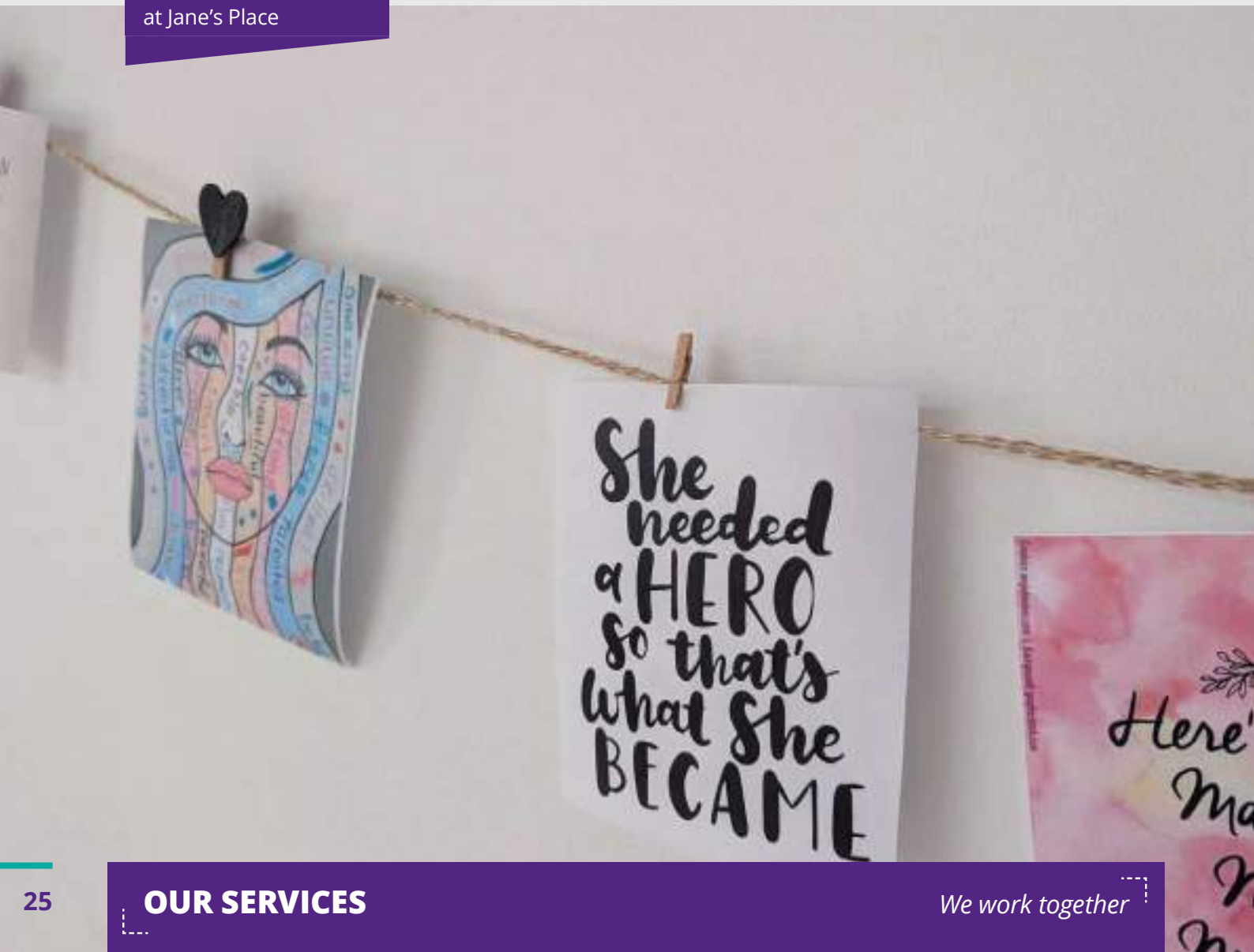
MQI-Led Research

MQI progressed a scoping review titled 'A Two Dimensional Approach to Gendered Facilitators and Barriers in Medically Supervised Consumption Clinics'. A full protocol was published in 2025, with further work continuing into 2026.

Advisory Roles & Capacity Building

Dr Ronda Barron joined two national research advisory groups, contributing expertise on homelessness, addiction, and justice while MQI also hosted a postgraduate placement from UCD's SPIRE programme, supporting the development of future researchers committed to social inclusion.

Client's share their art at Jane's Place



Beth's Story: Running from danger, with nowhere to go

Beth grew up with a mother who was an alcoholic, exposed from a young age to things no child should ever see or experience. “My mother was an alcoholic. I was made to do things at an early age that a child isn’t meant to and exposed me to things a child shouldn’t even know about.”

She became street-smart out of necessity, started drinking as a teenager to cope, and eventually escaped her family home to find a place of her own. Living alone, young and vulnerable, she became a target. Dangerous and violent men in her community made her life a constant source of fear. Six months ago, after a particularly savage attack, she was forced to flee. “I had to get away, and the only place I had to go was the streets.”



Every city needs a place like this for women. Without it, I don’t know where I’d be.

Beth, MQI Client

Life on the Streets

Homeless and afraid, she began a new life sleeping rough having initially found herself sleeping in a tent. She was heartbroken to return one day and find her tent, the only thing she owned, gone. Since then, she has been sleeping under a plastic tarp on a Dublin beach, a place she chose because she feels safer on the outskirts than in the city centre. “I’d tell any woman sleeping rough to get out of the city centre. In the city I was afraid to sleep, I was too wary, on high alert all the time. I felt safer outside the city.”

A violent attack had triggered something deeper, bringing suppressed memories of childhood trauma flooding back. Beth was later diagnosed with PTSD. She describes her brain as having gone inside out. "I was living on my nerves. If I'd stayed, I don't think I'd be here today."

Gradual Support and a Resilient Spirit

Beth first discovered MQI’s Riverbank service as a place where she could get a meal. Through this simple interaction, she discovered a network of support she hadn't known existed. She received warm meals, showers, trauma counselling, and addiction support. Beth found comfort in the safety and sanctuary of MQI’s female-only space at Jane’s Place. She describes it as a lifeline, “Fantastic, a very, very, very important space. Every city needs a place like this for women. Without it, I don’t know where I’d be.”

Right now, the thought of living in a house again still terrifies her. Many times, in her life, home was the most dangerous place she could be. But with the right support around her, that is beginning to change. Beth's spirit remains unbroken. Every day, she is working to overcome her past and build something new. It may take a long time. But she will not be doing it alone.

Our People



Our people are central to MQI's mission and to the delivery of compassionate, trauma-informed services to individuals and communities affected by homelessness and addiction. In 2025, we continued to focus on strengthening the skills of our workforce. We recognise that delivering sustainable, quality service depends on the capability, engagement and wellbeing of our people.

MQI's workforce brings together a broad range of professional expertise and lived experience, including frontline, clinical, specialist, operational and support roles. This diversity enables MQI to respond effectively to complex needs across services, while remaining grounded in our values of Compassion, Courage and Collaboration.

Recruitment and Retention

Workforce sustainability remained a priority in a challenging national recruitment and retention environment. Targeted recruitment activity supported service continuity, while retention efforts were strengthened through investment in employee recognition, local and central support structures and consistent people management practices.

Employee feedback continued to inform People & Culture priorities under the MQI 2025–2027 Strategic Plan, with a focus on people management capability, staff development and effective communication across the organisation.

During 2025, MQI implemented the Workplace Relations Commission pay agreement for eligible staff. This followed careful consideration by the Executive and Board and reflects our commitment to fair remuneration, staff retention and the sustainability of essential frontline services.

In August 2025, MQI reduced its standard working week from 39 hours to 37.5 hours, aligning more closely with sector norms and acting on feedback gathered from staff via the 2024 employee engagement survey.

Establishing Effective Feedback and Communication Systems

A new performance management approach was introduced in 2025, focusing on setting clear expectations, establishing regular two-way feedback channels and promoting development centred conversations.

MQI also launched Quay Connect, a new staff intranet designed to strengthen internal communication, improve access to information and build connection across teams and services throughout the country.

We are deeply grateful for the valuable contribution of volunteers across our services. Our priority for 2025 was to ensure that those who give their time are supported and integrated within MQI. Volunteers support a range of activities including catering, hairdressing, barbering and provide meaningful support to clients. They enhance the experience for our clients and promote dignity and connection.

As MQI looks ahead, we remain committed to supporting our people to navigate change as we work together to continuously improve our services.



We meet people where they are

People & Culture Highlights 2025

- Quay Connect Staff Intranet – Launched to strengthen internal communication, improve access to information and support engagement across a dispersed workforce.
- Workforce Sustainability – Continued targeted recruitment and retention initiatives to support service delivery in a challenging labour market.
- Volunteering – Continued to benefit from the valued contribution of volunteers across services, with a focus on ensuring appropriate support and integration.
- Learning, Development and Leadership – Ongoing investment in induction, mandatory training and management and leadership capability across the organisation.
- Employee Voice – The Great Place to Work survey and other feedback mechanisms informed People & Culture priorities under the MQI 2025–2027 Strategic Plan.
- Equality, Dignity and Respect – Continued commitment to embedding equality, diversity and inclusion across policies and practices.
- Application of WRC Pay Agreement – Implemented the national WRC pay agreement for eligible operational staff.
- Standard Working Week – Reduced the standard working week from 39 hours to 37.5 hours in August 2025.

> *I thought I was alone for a long, long time. But I found out I wasn't alone in what I was going through.*
>
> *John, MQI Client*



Staff Stories

Zoe Wells, Northeast Regional Manager, shares her 360° experience at Merchants Quay Ireland



Zoe Wells, Merchants Quay Ireland North East Regional Manager

"I've been working in social care for over 20 years, but I actually started my career in the corporate finance and IT sector. After having my children, I made the decision to move into social care, a choice that felt more meaningful and aligned with the kind of work I wanted to do. I joined in January 2021 when the service I had been working in merged with MQI.

Since then, I've built from the ground up, starting out in a student placement role and progressing to my current role as Regional Manager. I feel like I've been a part of all aspects of the service. It's given me a sense of what services are like on the ground, how to best support clients, ways to improve service responses, and a clear understanding of what client's need from us.

Ensuring No One Falls Through the Gaps

My current role as Regional Manager involves overseeing the delivery and development of services across CAMDAS, the Rehabilitation CE Scheme, and the Northeast Family Support Service. Day-to-day, it involves supporting staff teams, strengthening how services work together, and ensuring that individuals and families receive consistent, high-quality support.

At its core, it's about keeping services responsive and making sure no one falls through the gaps.

MQI's values come through in our everyday interactions, in how we treat people, how we listen, and how we continue to show up, even when progress is slow. For me, this work is about ensuring that no matter how difficult things become, people know there is somewhere they can come where they will be met with dignity, compassion, and respect. I think knowing that there is someone there who will not give up on you can be the first step towards change.

While much of the work across the year happens behind the scenes, the overall impact is seen in improved access to support, stronger engagement, and a more connected service where people feel supported and less alone in navigating their situation.

Resilience, Consistency, and Small Steps Forward

I'm always blown away by the resilience of the people we work with. Many are managing addiction alongside trauma, mental health challenges, and isolation, often with very limited support. Despite that, they continue to show up, take small steps forward, and try again.

We often meet people at very difficult points whether that's someone coming in for the first time and unsure of what to expect, a person returning after a relapse, or a family member trying to cope with the impact of a loved one's substance use. Sometimes the most important thing we can offer is a space where someone feels safe. That moment of connection can be the starting point for change.

My journey at MQI has given me a strong understanding of the challenges people face. It's really given me a 360° view of this vital work."

Karl Ducque, Treatment and Rehabilitation Coordinator (Irish Prison Service, Mountjoy), is helping identify men in prison who are suitable for treatment

"I've been working at Merchants Quay Ireland for almost a year now. I grew up in an area crippled with addiction and fell into addiction myself, so I've always been drawn to help people in that space.

I love the Franciscan ethos of treating people with dignity and respect. I think that the value of compassion and being there for people in addiction has been massive for me. My gateway to working with people in recovery was doing Recovery Coach Training before getting qualifications in community drugs and alcohol support and leadership.

Enhancing the Prison-based Support Service

My role involves overseeing and implementing evidence-based practice within the prison system. It involves identifying men in the national prison system that are suitable for treatment and rehab programmes. They then get transferred from different prisons to Mountjoy. I currently have one Project Worker and a few Addiction Counsellors supporting me.

> *I love the Franciscan ethos of treating people with dignity and respect. The value of compassion and simply being there for people in addiction has been massive for me, and it's something I try to bring into my work every day.*
>
> *Karl Ducque, MQI Staff*



Karl Ducque, MQI Treatment & Rehabilitation Program Coordinator, Mountjoy Prison

I've been working on the treatment and rehab programme in Mountjoy. We've been engaging the men on the programme by letting them express themselves creatively by painting the therapeutic room.

We also have a music therapy group where we get the men to describe addiction, and what recovery means to them. A song has even been recorded with the assistance of a therapist who has a music background.

Proud to be Making a Difference

I'm really proud to be improving the quality of care for men in prisons. We've been able to make incredible progress in a short space of time and I'm excited about what's coming next."

Richard Kennedy, Volunteer (Merchants Quay Ireland, Open Access Service), reflects on his experience volunteering at Riverbank

"I've been volunteering at Merchants Quay Ireland for roughly nine months now. The empathy staff have for clients is lovely to watch and the clients here are so polite and nice too. I've really learned a lot during my time here so far.

I was drawn to volunteering here as my wife worked in addiction about thirty or forty years ago. She worked in that area for years and my daughter currently works in addiction services in Limerick.

Personally, I come from the corporate world, and I used to pass by the Riverbank service on Merchants Quay on my way to work. I don't think most people are aware of the services being provided by MQI. It seems like people in general look down on the clients outside as they're walking by.

An atmosphere of Gratitude and Appreciation

My main task is tidying up in the canteen during and after breakfast. I've also volunteered at the Medically Supervised Injection Facility and Needle Exchange and would like to try it again. When I'm there, I help out by supporting the staff to do their jobs. I've found that I really connect with some of the older clients.

Last week, I was speaking to one of the clients as he returned his tray. When I took it from him, he said, "Thank you very much," and I could tell he genuinely meant it. It meant a lot to me too, as it had been a long time since someone had said that with such sincerity.

Every day that I come in the staff at Merchants Quay Ireland thank me for helping. It's a lovely environment and I really feel appreciated."



Fundraising *and* Communications



Merchants Quay Ireland had a strong year in 2025, with fundraising income reaching €7m. This outcome reflects the commitment of our supporters, partners and community champions, whose generosity enables us to deliver compassionate, evidence-based care.

MQI remained firmly focused on good governance and ethical fundraising, fully compliant with the Charities Act, Charities Regulator guidelines and the Charities Governance Code. We continued to apply SORP (Statement of Recommended Practice), which guides our financial reporting to ensure clarity and consistency, and our audited financial statements guarantee strong stewardship of all funds. We were proud to maintain the Triple Lock Standard, which demonstrates transparency, accountability, and integrity across all fundraising activity. By upholding the Triple Lock Standard, we ensured that every donation was tracked and reported, providing donors with clear updates on how their contributions were used and building trust with our stakeholders.

Corporate and Major Giving

With a focus on Major Giving fundraising in 2025, corporate and major donor engagement grew significantly. More than 250 companies supported MQI through events, donation drives and direct funding of service enhancements. Support from Trusts and Foundations reached €450,000, including key contributions from Community Foundation Ireland, The Ireland Funds and ESB Energy for Generations Fund. We are deeply grateful to the TC Charitable Trust for its generous €600,000 commitment over three years, which will help strengthen recovery services at St. Francis Farm (€500,000) and support staff initiatives across MQI (€100,000).

Supporter Engagement

Supporter engagement continued to strengthen in 2025. Donor tours at the Riverbank Centre and open days at St. Francis Farm, High Park and Jane's Place gave supporters a direct insight into the impact of their contributions. Our annual Gratitude Concert provided an important moment of reflection and thanks. These touchpoints remain central to MQI's relationship-driven fundraising approach.

Sustainable Income

Growing sustainable income streams remained a strategic priority. Appeals and newsletters continued to perform well, supported by more impact-led reporting. The Tax Revenue Campaign again performed strongly. Legacy gifts delivered €311,000, supported by the continued development of our Legacy Programme and our Annual Book of Love. Grants and Foundation income increased by 40% on the previous year, enabling both service innovation and core delivery. Regular giving continued to be the backbone of our fundraising model. Despite changes to online advertising platforms, digital lead generation remained effective, and our Direct Response Television (DRTV) programme delivered another strong year of new monthly supporters.

Recovery Month and Awareness

Recovery Month 2025 strengthened national understanding of addiction and recovery. Minister Jennifer Murnane O'Connor launched MQI's 2024 Annual Review at St. Francis Farm, reinforcing recovery as a central pillar of our work. The Road to Recovery Challenge brought together clients, staff, public figures and community supporters, including An Taoiseach, in a visible show of solidarity.

Looking Ahead

Demand for MQI's services continues to grow. In the year ahead, we will focus on diversifying income streams, deepening supporter journeys and strengthening major giving and digital fundraising. Above all, we remain committed to ensuring every supporter clearly sees the impact of their generosity in the lives of those we serve.

> *I didn't know who I was for years. Now I do. I'm a father. I'm a role model. I'm someone who came through hell and made it out.*
>
> *Darren, MQI Client*



Des's Story: Finding hope after homelessness

Des was a plumber by trade. He worked all his life to provide for his family, but the hard graft took its toll. His knees started playing up, and eventually he had to get two knee replacements, forcing him to retire early. "Things just went downhill after I stopped working. First, my marriage broke down. I was forced to move out and rent a small place of my own. Then one day I came home and the landlord had thrown my stuff out into the garden."

Experiencing Homelessness Later in Life

At 72 years old, after a lifetime of working hard, Des was homeless. He found himself standing outside Merchant Quay Ireland's Riverbank Centre not knowing what to do next.

"I was evicted. I had to leave my house and take everything I had in the world away with me in plastic bags. I lost my hearing aids along the way. A friend let me sleep on his couch for a few weeks, or I would've been out on the streets. When I arrived at the front door of MQI, I had nothing. The clothes on my back. No money for food even. I didn't feel confident speaking to anyone, because I was struggling to hear what they were saying. Without my hearing aids everything was more difficult, crossing the roads was dangerous and I felt vulnerable. To be honest, I don't think I ever felt so alone before. It felt like I had nothing to live for. I just didn't know where to turn."

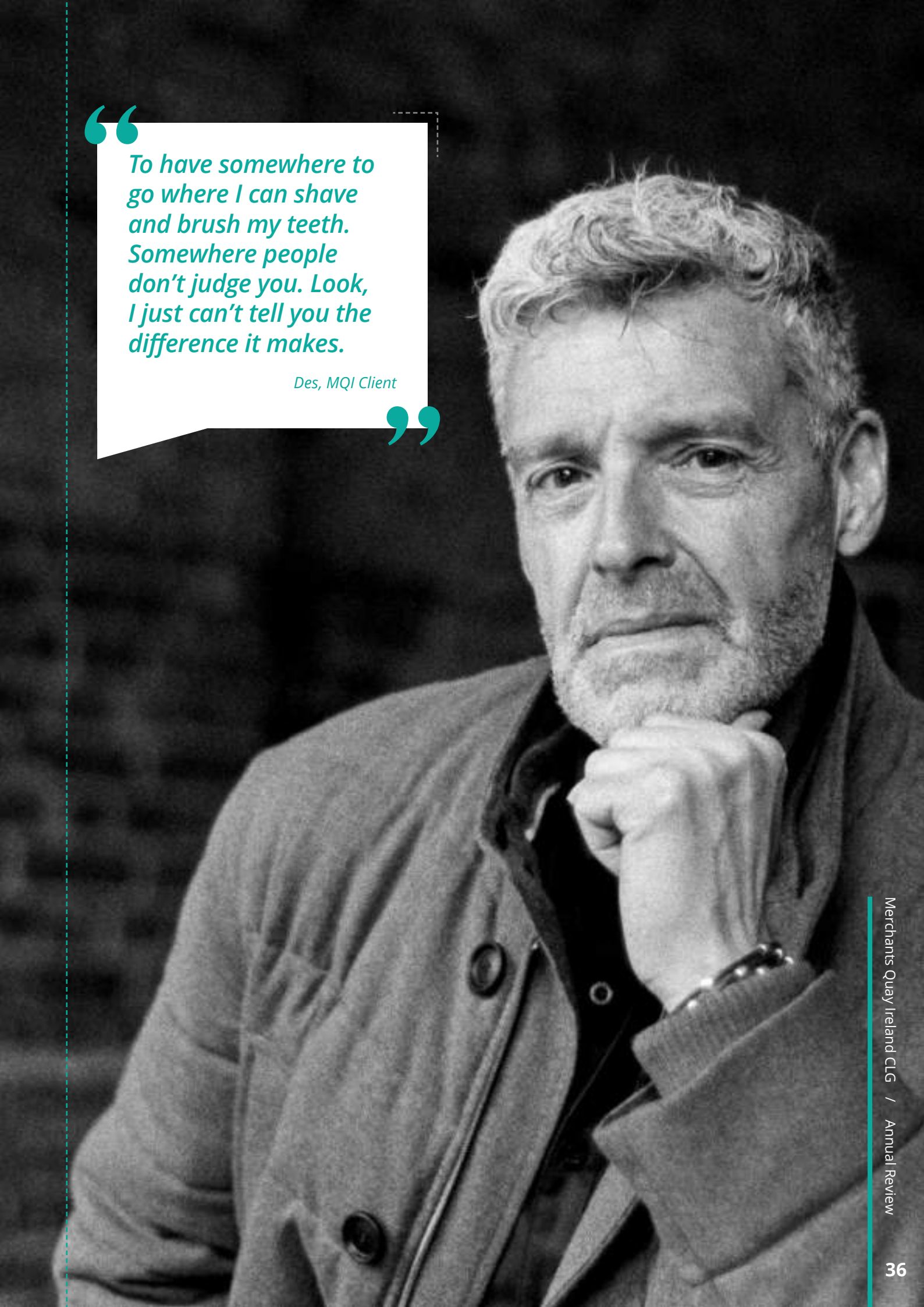
> *When I arrived at the front door of MQI, I had nothing. The clothes on my back. No money for food even. I didn't feel confident speaking to anyone, because I was struggling to hear what they were saying.*
>
> *Des, MQI Client*

Finding Safety and Support at Merchants Quay Ireland

Des was struggling with the unimaginable trauma of being elderly and homeless. But as he stepped through our door, he was welcomed into a warm, safe service and met with non-judgment and kindness. Hot showers, meals, dry clothes. These small kindnesses help to build hope for the future for people who are very often at the darkest point of their lives.

Our case workers immediately sorted Des out with new hearing aids and supported him to access emergency accommodation and his pension, because he was struggling with filling out the forms on a computer. Our mental health team also worked with Des and supported him to believe he could rebuild his life.

"I was getting up early and leaving my friend's house as soon as I could. I didn't want to be a burden. I didn't want to eat his food. I suppose I was afraid he would want me to move on. The stress of not knowing where you're going to be living, it's hard going. I've always been able to provide for myself. The not knowing what the future holds, feeling unsafe all the time, it takes its toll. Being able to come into MQI at 8 o'clock every morning and get a breakfast. To have somewhere to go where I can shave and brush my teeth. Somewhere people don't judge you. Look, I just can't tell you the difference it makes."



To have somewhere to go where I can shave and brush my teeth. Somewhere people don't judge you. Look, I just can't tell you the difference it makes.

Des, MQI Client

2025 Financial Summary

MQI present the annual review and the extract from the audited financial statements of the company for the financial year ended 31 December 2025. The Statement of Financial Activities is set out on page 39. The full set of audited financial statements are available on the company's website.

In line with our Strategic Plan, MQI is committed to protecting and developing our sustainable income. We are constantly seeking new opportunities and funding lines to maintain and grow our service offerings to meet client needs. MQI is financed by a mix of statutory and voluntary funding and in 2025, MQI raised a total income of €15m.

State funding increased by €348k, reflecting MQI's first full year operating the MSIF alongside additional services, and increased funding for posts as agreed under the WRC S39 pay agreement. Fundraised income decreased by €152k, mainly due to a decrease of €300k in donations from Corporates and trusts, and legacies bequeathed and this was offset by a gain of €156k from Individual giving campaigns.

Our work to support those experiencing homelessness and addiction would not have been possible without the continued support of state and voluntary funders. We would like to acknowledge the generosity of all our donors. Their contributions will allow MQI to focus on the implementation of our strategic priorities and to ensure we give the best of care and service to our clients whilst remaining a sustainable and compliant organisation.

Commitment to Best Practice in Corporate Governance

MQI is committed to upholding A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland. We embed its principles of leadership, control, transparency, accountability, effectiveness and integrity through regular risk reviews and ongoing monitoring of statutory and regulatory obligations, supporting a strong culture of compliance across the organisation. MQI must comply with a range of legislative requirements and voluntary standards, reflecting our commitment to best practice in corporate governance. Key compliance areas include:

- Safeguarding Vulnerable Adults
- Companies Acts, including required filings with the Companies Registration Office
- Charities Acts, including required filings with the Charities Regulator
- Financial Reporting in accordance with FRS 102 and the Charities SORP
- Regulation of Lobbying Acts
- Tax legislation under The Office of the Revenue Commissioners
- Charities Institute Ireland Triple Lock Standards
- General Data Protection Regulations
- Employment Legislation
- Health and Safety Legislation

Commitment to Standards in Fundraising Practice

The Board of MQI is committed to fully implementing the Guidelines for Charitable Organisations Fundraising from the Public, ensuring that our fundraising activity is responsible, compliant and aligned to our mission. The Board provides oversight through regular review of fundraising strategies and performance, monitoring of income trends and variances, and scrutiny of how funds are allocated in line with organisational priorities.

MQI's core fundraising principles are:

- Respect: ensuring dignity and consideration for supporters and beneficiaries
- Honesty and integrity: ensuring all communications and activities are conducted truthfully and ethically
- Transparency and accountability: providing clear reporting on fundraising and the organisation's expenditure
- In addition, MQI holds the Charities Institute Ireland Triple Lock Certification, demonstrating our commitment to high standards of governance, ethical fundraising and transparent financial reporting

Reserves Management

MQI's reserves policy is to maintain adequate reserves to support continuity of client services during periods of economic uncertainty. Reserves also enable investment in opportunities to develop and enhance services, improving outcomes for clients. Maintaining appropriate reserves demonstrates accountability to our beneficiaries and other stakeholders and supports the long-term sustainability of the organisation.



Statement of Financial Activities

Statement of financial activities for the financial year ended 31 December 2025

	Notes	Designated Funds 2025 €	Unrestricted Funds 2025 €	Restricted Funds 2025 €	Total Funds 2025 €	Total Funds 2024 €
Income from:						
Charitable activities	*4*	-	-	8,584,784	**8,584,784**	8,236,664
Donations and legacies	*5*	-	6,059,622	882,093	**6,941,715**	7,094,059
Other income	*6*	-	225,024	10,650	**235,674**	408,219
Total Income		**-**	6,284,646	9,477,527	**15,762,173**	15,738,942
Expenditure on:						
Charitable activities	*7*	193,846	3,507,849	10,901,101	**14,602,796**	13,538,836
Raising funds	*8*	-	2,304,126	-	**2,304,126**	2,239,891
Total Expenditure		193,846	5,811,975	10,901,101	**16,906,922**	15,778,727
Net income/ (expenditure)	*10*	(193,846)	472,671	(1,423,574)	(1,144,749)	(39,785)
Actuarial loss in respect of pension scheme	*17*	-	(338,232)	-	(338,232)	-
Transfer between funds	*18*	(982,379)	88,631	893,748	-	-
Net income/ (expenditure)		**(1,176,225)**	**223,070**	**(529,826)**	**(1,482,981)**	(39,785)
Other recognised loss	*17*	-	-	-	-	(26,327)
Net movement in funds		**(1,176,225)**	**223,070**	**(529,826)**	**(1,482,981)**	(66,112)
Reconciliation of funds						
Total funds brought forward	*18*	11,273,570	2,553,966	9,683,482	23,511,018	23,577,130
Total funds carried forward	*18*	**10,097,345**	**2,777,036**	**9,153,656**	**22,028,037**	23,511,018

The Statement of Financial Activities includes all gains and losses recognised in the financial year.

MQI Nationwide

MQI operates across multiple locations throughout the Republic of Ireland.

Dublin Based Services

Riverbank Open Access (including MSIF),
13/14 Merchants Quay,
Dublin 8

Jane's Place Female Service,
Denzille Lane,
Dublin 2

Residential Rehab Unit,
High Park, Drumcondra,
Dublin 9

Aftercare & Drugfree Day Programme,
St. John Bosco Youth Centre,
Davitt Road, Dublin 12

Head Office,
Merchants Court,
24 Merchants Quay,
Dublin 8

Regional Services

Residential Detox & Rehabilitation Centre,
St. Francis Farm,
Tullow, Co. Carlow

Aftercare Housing,
Leixlip,
Co. Kildare

Northeast Family Support Service,
Dundalk Co. Louth
(Louth and Meath services)

Community Recovery & Integration Supports (CRIS) Project,
Co. Wicklow

Midlands Drug & Alcohol Treatment Service,
The Tanyard, Tullamore,
Co Offaly (Laois, Longford, Offaly and Westmeath)

Cavan and Monaghan Drug & Alcohol Treatment Services,
Farnham Road, Drumnavanagh,
Co. Cavan

Irish Prisons Addiction Support Services:

Mountjoy Prison,
Dublin 7

Dóchas Prison Centre,
Dublin 7

Cloverhill Remand Prison,
Dublin 22

Wheatfield Prison,
Dublin 22

Cork Prison,
Co. Cork

Limerick Prison,
Co. Limerick

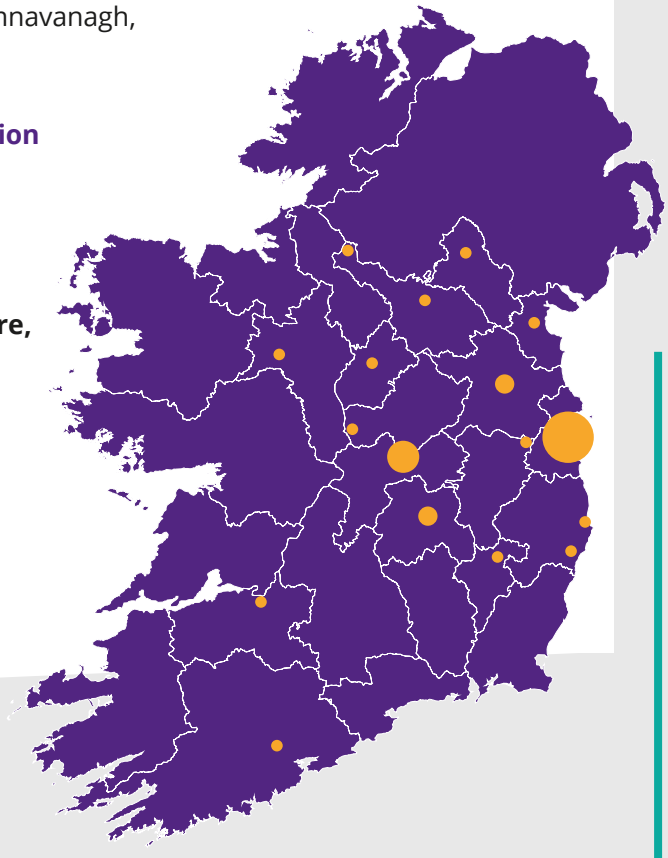
Portlaoise Prison,
Co. Laois

Midlands Prison,
Co. Laois

Castlerea Prison,
Co. Roscommon

Shelton Abbey,
Co. Wicklow

Loughan House,
Cavan



Merchants Quay Ireland
Homeless & Drugs Services

Thank you

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, voluntary and statutory agencies, charitable trusts and foundations. Without their steadfast support, we would be unable to deliver our vital services to those in need in Ireland. To all our supporters – to you – we extend our enduring gratitude. Thank you for caring about Ireland's most vulnerable.

Get in touch

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