

# annual report 2014-2015



## **About True**

True is a non-profit organisation that provides expert reproductive and sexual healthcare.

For over 40 years, True has been prominent in the delivery of clinical services and professional training for medical practitioners, teachers and sector professionals.

True is also a leading provider of relationships and sexuality education, experienced in the delivery of tailored social programs, consultancy and the creation of resources.

### Vision

Reproductive and sexual health and safe, respectful relationships for all.

## Mission

#### True delivers:

- · expert reproductive and sexual health care;
- high quality resources and training in reproductive and sexual health; and
- relationships and sexuality education for professionals, families and communities.



Family Planning Queensland t/a True Relationships & Reproductive Health ACN 009 860 164 ABN 61 009 860 164 Registered 7/4/1972







## Strategic objectives

Leadership and excellence:

Be recognised as the state leader and centre of excellence in reproductive and sexual health, including relationships education.

Co-design and deliver services:

Develop deep relationships and partnerships to improve the design and delivery of reproductive and sexual health services.

Product and service innovation:

Create, promote and market innovative products and services that support safe, healthy and informed communities, domestically and internationally.

Corporate and philanthropic partnerships:

Cultivate partnerships with businesses, philanthropic foundations and individual donors to support flexible and responsive services.

Enhance focus on service delivery:

Provide infrastructure and business services for smaller NGOs, enhancing investment in community outcomes rather than overheads.

Profit for purpose:

Establish a social enterprise that serves True's charitable purpose, enabling us to increase community impact while reducing reliance on government funding.

## Acknowledgments

True Relationships & Reproductive Health (True) is trusted by many organisations to represent them in the delivery of social services. Rigorous program management, transparent reporting and a collaborative approach underpins successful, long term partnerships in Australia and internationally. True works with peers from the non-profit, government and corporate sectors, recognising the diverse capabilities that this brings to service delivery.

True would especially like to thank the Queensland Government for its support, including Queensland Health; the Department of Communities, Child Safety and Disability Services; the Department of Education and Training and Employment and the Department of Justice and Attorney-General.

True has also received funding from the Australian Government Department of Health and The Smith Family.





















































## Chairperson's report

#### Annabel Hickey

In 2014-2015, we responded to a changing external environment with resolve, addressing areas of significant, strategic importance. Family Planning Queensland was originally established because basic contraception was difficult to access. This is no longer the case for most people; however access to more complex reproductive and sexual health services remains a challenge.

To address this need, True has introduced new clinic services to position True as an intermediate or 'secondary' health care provider. The clinics can now form part of the referral pathway between general practice and hospitals. This enables True to treat non-urgent, gynaecological conditions in a community setting.

This approach provides faster access to specialised health services, while reducing hospital waiting lists and public health costs. It is well aligned with the public health strategy and it is also the subject of bipartisan political agreement. It is pleasing to see the progress being made in this area, as we support Hospital & Health Services and general practitioners in partnership with Queensland Health.

In our other main area of service, we are noticing increasing demand for relationships and sexuality education. The importance of this work was evident in Recommendation 24 of the Report of the Special Taskforce on Domestic and Family Violence in Queensland:

The Taskforce recommends that the Queensland Government leads and facilitates the introduction of programs in state schools to embed through the school life of all secondary and primary state schools a culture that emphasises:

- · Developing and maintaining respectful relationships
- · Respecting self
- Gender equality<sup>1</sup>

True has been providing respectful relationships education to students for many years. As we evolve to serve contemporary needs in the community, we must now increase the scale of this work to reduce the incidence of domestic and family violence. It goes to the core of our existence, identity and purpose.

On behalf of the Board, thank you for your support of True.

<sup>1</sup>Not Now Not Ever - Putting an End to Domestic and Family Violence in Queensland Special Taskforce on Domestic and Family Violence in Queensland



New community gynaecology clinics position True as an intermediate or 'secondary' health care provider ...

## CEO's report

#### Alice Evans

True arrived at the end of the financial year on a strong footing, having taken on an ambitious agenda of change. The most visible example was the new brand identity for our core services: True. Over time, 'family planning' has lost currency as a euphemism for contraception services. This is especially noticeable among younger people and it is a trend unlikely to reverse. We responded to this, introducing a contemporary brand that better reflects the breadth of our services. The new name refers to our commitment to evidence-based practice and the tagline draws a more explicit link to our work in relationships education.

During the year, our clinic operations developed new capabilities. These are helping to position True more firmly as an intermediate or secondary service between primary and tertiary health care systems. Referral pathways were established with general practitioners and Hospital & Health Services in several regions, including Rockhampton, Ipswich and Toowoomba.

Several new professional education courses were introduced during the year, which took advantage of a new, online-learning platform. The adoption of this system was a vital step in providing flexible training opportunities to people at any time and wherever they are located. We provided education to over 30,000 professionals and community members during the year.

True introduced several innovative products and services in the past year, including the Traffic Lights app. This product puts professional knowledge in the hands of parents and carers, providing an intuitive way for people to apply the renowned Traffic Lights framework. True has now licensed Traffic Lights to several organisations in Australia and abroad and saw its formal adoption in education guidelines in the Northern Territory.

At a corporate level, we sold our property holdings in Brisbane, moved into a state of the art clinic and established a \$3 million investment fund. These steps were taken to guard against funding volatility and improve our liquidity profile.

Further, we are proud to have delivered our services for the last two years with zero lost-time injuries. I am proud of the team at True for their commitment to service and their agility in addressing the contemporary needs of the community. On behalf of the True Senior Leadership Team, I would like to thank our partners wholeheartedly for their support as we reflect on how far we have come in such a short period.



We provided education to over 30,000 professionals and community members during the year.

## Community impact

## Access to quality reproductive and sexual health (RSH)

For many women, it can be difficult to access expert health services within a reasonable time. This is especially the case if their needs are more complex. For example, non-urgent gynaecological services can attract considerable waiting times.

#### Community gynaecology

During 2014-2015 True continued the development and implementation of specialised community gynaecology clinics. This approach positions the clinics between general practitioners and hospitals, providing accessible, expert care and formal referral pathways to hospitals for surgical intervention. The service has been modelled on the United Kingdom's community gynaecology model and is one of the first of its kind in Australia.

An important aspect of this model is the capacity to accept clients on referral from general practitioners and Hospital and Health Services (HHSs). From initial steps in the previous financial year, True has now accepted referrals from doctors across the state. Negotiations commenced with hospitals in regions such as Brisbane, Cairns, Gold Coast and Emerald with a view to boosting referrals in 2015-2016.

True also expanded its range of clinic services. A new colposcopy service was established. This service is likely to become increasingly important with the introduction of DNA testing for cervical cancer in 2017.

To support healthy pregnancies, we expanded our antenatal services in Ipswich and Rockhampton. We also trialled two new services: antenatal classes in the Ipswich area and a well-woman check day in Rockhampton. These services will be continued and expanded to other locations.

#### System capacity

For decades, True has played an important role in the creation and delivery of education and training for doctors, nurses and other health professionals. This improves access to services and the quality of the services delivered. It also reinforces True's identity as a trusted source of contemporary expertise.

One of the most important achievements of the past year was the launch of a new, online learning platform. Its introduction coincided with the renewal of several medical and nursing education courses, as well as the ability to improve the mixed mode offering of several short courses, such as the Connections programme for medical professionals. The system enables an opportunity to integrate high quality video content, bespoke graphics, voice over and animation to support learning outcomes and assessment.

Other key achievements during the year included:

- increased uptake of the FPAA Sexual and Reproductive Health Certificate course for doctors.
- renewal of the online Sexual and Reproductive Nurse Authorisation course, and
- improvements to the Pap Smear Provider course, with the opportunity for a one-on-one training session on intimate examination.

## Support healthy relationships free from violence and harm

Since its inception, community education has been a cornerstone of the organisation. True has a well established statewide presence, with nine education centres across Queensland. During 2014-2015, 31,882 people participated in education and training provided by True. This included 10,316 children and young people and 2,462 teachers.

While many people view sexuality education as having a focus on the biology of sex and reproduction, True has always included a broader perspective on relationships and sexuality. This has enabled True to address issues of contemporary concern to the community:

- Respectful relationships education as a vehicle for violence prevention
- · Child protection
- · Sexual assault services

#### Respectful relationships education

True offers a range of education and workforce development solutions that are tailored for the needs of specific individuals or groups. It also manages projects with a high degree of customisation. During 2014-2015, several projects received external recognition. The True team in Rockhampton was especially successful, receiving a NAPCAN Play Your Part award for its Wellness & Wellbeing program and the 2014 Innovative Program award from the Australian Council of Health, Physical Education & Recreation.

#### Do you know the signs?

True partnered with the Ipswich City Council in this project, which received a regional Child Protection Week award. The project helped parents/carers, teachers and early childhood workers to identify and respond to young children's sexual behaviours and to initiate conversations and learning opportunities. This in turn, helps to protect children from harm and support healthy sexual development. Of the 92 teachers and early childhood workers who participated, over 90% indicated an increase in their awareness about child sexual development, child protection and personal safety strategies.

#### What's Up?

In North Queensland, True worked with five youth service organisations to enhance the delivery of relationships education programs. The project drew on input from local youth to identify subjects of interest.

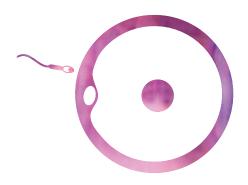
The project featured an innovative arts based program, in which young people designed postcards with positive messages about body image, sexuality and mental health. It was successful in stimulating conversations, essential for the development of healthy relationships.

#### National programs

True was active in a number of national programs and partnerships during 2014-2015, such as the Safe Schools Coalition. The Coalition helps schools across Australia to be safe for same sex attracted,

intersex and gender diverse students, their families and teachers. The program was expanded to Queensland in 2014-2015, with True selected as the service delivery partner with Open Doors. The Safe Schools program works to establish partnerships with school communities and local organisations to help schools develop safe environments for students, their families and teachers. The program is funded by the Commonwealth Department of Education and Training and is convened at national level by the Foundation for Young Australians.

True also collaborated with the Parenting and Family Support Centre at the University of Queensland to explore parental confidence and preferences when communicating about sexuality education. The research outcomes suggested that parents are already playing a role in providing sexuality education for their children, albeit in a way that is reactive and ad hoc. To respond to this, a research project was established to explore the inclusion of sexuality education in the Centre's Positive Parenting Program.



#### Child protection

In recent years, the Traffic Lights framework has become widely regarded as an effective method in identifying, understanding and responding to child sexual behaviours. During 2014-2015, True trained over 2,000 professionals to use the framework. True also launched a Traffic Lights app to provide parents and professionals with a fast, intuitive way to access this information. The Traffic Lights framework was also licensed to organisations in Australia and abroad for the first time, creating an income stream to be reinvested in child protection programs.

True's approach to child protection was recognised with an Innovative Program award by the Australian Council of Health, Physical Education & Recreation (ACHPER). The award followed True's Protection Thru Play program in Rockhampton, which promotes discussions between parents/carers and children about sun safety, water safety, nutrition and being active as well as personal safety programs. This model helps parents/carers feel just as comfortable with messages of personal safety, as they do with 'Slip, Slop, Slap.'

During the year, True supported a number of policy development initiatives at state and federal level. This included several submissions to the Royal Commission on Institutional Responses to Child Sexual Abuse. True also hosted a forum to explore the link between relationships and sexuality education and violence prevention. The event was held in partnership with the Australia Forum on Sexuality Education and Health, with support from the Equality Rights Alliance. It highlighted a number of education and program responses that promote respectful relationships.

#### Sexualisation of Children Project

True undertook research in Australian primary schools under two national policy documents; the National Framework for Protecting Australia's Children and the National Plan to Reduce Violence Against Women and Their Children. In partnership with the Australian Institute of Family Studies, Our Watch and Family Planning Alliance Australia members, True facilitated focus groups with over 200 participants aged 9-11. Feedback was obtained on their perceptions of gender, stereotypes, sexualisation and relationships.

The process built capacity for critical engagement with gender stereotypes, the sexualised representation of girls and young women and the representation of sexualised interactions in relationships. The project highlighted the importance of schools as platforms for sexual, domestic and family violence prevention. It also prompted exploration of ways to expand national and state based funding for respectful relationships education in schools.

#### Sexual assault services

In Cairns, our sexual assault service (CSAS) worked at full capacity across the year, serving 483 people. The service provides a 24/7 acute on call response to sexual assault in addition to its client services, professional development, community education and secondary consultations.

In October 2014, CSAS hosted its annual Lifting the Lid seminar to coincide with Sexual Violence Awareness month. The seminar featured speakers from Adults Surviving Child Abuse (ASCA), the Office of the Director of Public Prosecutions and the Queensland Corrective Services' Offender Intervention Unit.

CSAS developed its outreach capacity to Yarrabah Aboriginal community during the year. This included group sessions with young Indigenous men to address concerns about sexual behaviours and relationship attitudes. CSAS also supported the women of Yarrabah by facilitating a weekly support group. This provided a forum for conversation about sexual abuse and sexual assault. This work was carried out in collaboration with numerous agencies in Yarrabah.

## Prioritise the delivery of services to people in greater need

Everyone benefits from relationships and sexuality education but some people have a greater need than others.

#### People with disability

True has worked closely with the disability sector for many years, with support from the Department of Education and Training through the Non-School Organisations funding program. This funding continues to support our provision of relationships and sexuality education in Special Schools and Special Education Programs around Queensland.

In the past year, True introduced Looking After Me, an individualised support service for people with disability. The introduction of this service aligns with the pending arrival of NDIS in Queensland and supports the delivery of relationships and sexuality consultation. The service was introduced as a pilot in Brisbane, Gold Coast and Toowoomba, with plans to extend to other regions in 2015-2016.

True also collaborated in a number of projects to boost training and education for professionals in the sector, such as the development of an online training module for workers in the mental



health field. The module, Supporting Connection, Intimacy and Relationships, is for professionals supporting people with severe, persistent mental health issues. It aims to support their work in enabling the creation of successful relationships.

True also established international links with disability service providers in Singapore, hosting a residency program for the Rainbow Centre Early Intervention Programme. The aim of the program was to share information to support the development of policies, practices and resources in Singapore.

## Aboriginal & Torres Strait Islander communities

True increased its engagement with indigenous community organisations during 2014-2015. The NAPCAN award-winning Wellness & Wellbeing program was a notable success, working with indigenous students and community groups in Central Queensland. Students engaged in personal safety education lessons, which led to the publication of a beautiful storybook called Ngathu Bimbi Bulba (My Safe Place). The book combines the student's artwork with their stories of being safe, including content written in the local Darumbhul language. It was also published as an iBook, available worldwide.

## Culturally & linguistically diverse populations

As part of True's efforts to prevent female genital mutilation (FGM), it increased the number of consultations provided to medical professionals and midwives. Training sessions were held in the greater Brisbane area with a focus on hospitals.

Partnership was an important aspect of the work. True worked with peer institutions to develop a number of educational resources. This included the development of:

- a program on FGM and human rights to be implemented nationally by TAFE, in partnership with Granville College and African Women Australia,
- an online module to help health professionals diagnose and respond to FGM, in partnership with the University of Sydney,
- a national FGM health professionals website, in collaboration with the College of Midwives,
- a national FGM training guide for community leaders and social workers, in association with the Multicultural Women's Health Centre, and
- a national FGM data collection program with Family Planning NSW.

### Our directors

#### Annabel Hickey

(MMSc Clin Epi), BAppSc (OT)

Chairperson; Member, Governance Committee.

Annabel has been a health services manager for fifteen years, with a clinical and academic background as an occupational therapist and clinical epidemiologist. Since 2006, she has been the Queensland Health coordinator of chronic heart failure disease management teams, a role requiring management of regional and remote health service delivery. She has led large health programs involving multi-disciplinary and multi-site participation related to high quality medication management, integrated palliative services, improved access to care, and a state-wide clinical indicator reporting system. With a background in clinical education she has extensive experience in curriculum development and training and has recently led the development of an online clinical resource. Her research interests and publications are related to implementing evidence based care and measurement of clinical outcomes.

#### Robert Edwards

BCom FCA

Chair, Audit & Finance Committee.

Robert is a Chartered accountant, Registered Tax Agent, Registered Company Auditor, Registered Self-Managed Super Fund Auditor and Registered Green House Auditor, Justice of the Peace (Qualified) and formerly a fellow of the Australian Institute of Company Directors. His career experience has been predominantly in public practice of accounting in Brisbane. Robert has extensive knowledge of the public accounting industry and for nearly twenty years has been an accredited Quality Assurance Reviewer of other accounting firms for CPA Australia and CAANZ. Robert is currently the Managing Director of C&N Audit Services Pty Ltd.

#### Dr. Graham Neilsen

MBBS [Qld], Dip Ven [Liv], MM [Sexual Health] [Syd], FAFPHM, FAChSHM, MASM.

Graham has worked in RSH for over 25 years in both clinical and public health roles. He holds a Master of Medicine degree in Sexual Health as well as two specialist Fellowships from the Royal Australasian College of Physicians, one in Sexual Health Medicine and the other in Public Health Medicine. He is currently the President-Elect of the Australasian Chapter of Sexual Health Medicine, Royal Australasian College of Physicians; President of the Sexual Health Society of Queensland; President of the Society of Australian Sexologists (Qld Branch) and is a Senior Lecturer at the University of Queensland. His local and international experience includes working with marginalised groups such as indigenous populations, transgender people, sex workers, gay men and other men who have sex with men, lesbians, and injecting drug users. Previously, Graham was the Regional Technical Advisor on Sexual and Reproductive Health with Family Health International, based in Bangkok, Graham works in private practice as a Sexual Health Physician.

#### Zoe Ellerman

LLB, BA (Hons)

Chair, Governance Committee.

Zoe works as a member of the executive in a notfor-profit organisation at the Cape York Institute where she plays a leading role across a wide-ranging Indigenous reform agenda working in partnership with Cape York people, the private sector and the Queensland and Australian Governments. Zoe is fortunate to have had the opportunity to listen to, talk with and work for Aboriginal and Torres Strait Islander people in Queensland, South Australia, the Northern Territory and Western Australia. She has held senior roles in government and outside of government as a lawyer, in research and policy development and senior organisational management.

#### Bob Beusekom

MSc, CA, FCPA, PMP, GAICD

Member, Audit & Finance Committe.

Bob is a chartered accountant, has master degrees in information management and economics and is a member of CPA Australia (fellow), CA Netherlands, Project Management Institute and Australian Institute of Company Directors. He has worked in large consulting firms, own enterprises and in executive roles in companies and governments. His roles included finance director, controller, chief information officer, change manager, program director, auditor and consultant. Most of these roles have been in finance, IT and risk/governance, serving as strategic business partner. Next to his working life, Bob has supported the community by volunteering during his travels, for Amsterdam Arts, Aids and Cancer fundraising and Gay, Lesbian, Biand Transsexual events. These activities focused on supporting interest groups and creating liberal and safe environments for minorities in particular.

#### Antony Ziemek

BA, F Fin, CFTP (Snr), GAICD

Member, Audit & Finance Committee.

Tony Ziemek is a consultant and qualified board member with extensive experience in energy, renewable technologies, treasury, banking, agribusiness, retail, health and the arts. Tony has over 30 years of commercial experience in Australia and England across a range of industries and significant infrastructure projects, major acquisitions, floats and restructures. As a corporate treasurer, Tony has held roles with large ASX listed corporations (Adsteam and Elders) and with the Queensland electricity generators, Tarong Energy and Stanwell Corporation. Current board roles are Chairman of Barrington Treasury Services and Chair of the Queensland Poetry Festival, together with non-executive directorships of Maleny Credit Union and Perpetuwave Power.

#### Giuseppe Taddeo

Assoc Dip Diagnostic Radiography, Grad Dip Bus Admin, MBA (International Business)

Gus started his career as a technical representative for Cook Medical During the last 26 years he has held roles in regional and international sales, business development and as Managing Director. He has been a board member and Chair of the Medical Industry Association; ran a digital production company; has been on several industry advisory groups and worked as an executive coach. He is currently COO at Artius Pty Ltd which provides employment and health services to help people, businesses and communities reach their potential.

#### Donna Bonney

M. Ed, M. Nursing, Grad Cert Emergency Nursing, B. Nursing Donna has over 25 years of experience as a clinician, educator, manager and leader in both public and private healthcare organisations. As CEO of Mater Education, she is responsible for the design and delivery of a number of nationally recognised healthcare qualifications and a suite of clinical education and simulation programs for the continuing professional development of the workforce. Donna has adjunct Associate Professor roles with both ACU and UQ. She holds a number of undergraduate and postgraduate qualifications in nursing, education, project management and corporate governance.

#### Natalie Bain

B Arts, Grad Dip Public Relations

Natalie is a communication and engagement specialist with 15 years' experience in corporate communication, partnership building and stakeholder engagement at community, state, national and international levels. Her work, predominantly in the resources sector, has focussed on building and maintaining relationships between organisations and communities and creating strategic partnerships with charities. Natalie joined multinational mining services company Orica in 2013 as their Global Community Manager, responsible for leading a strategic approach to community engagement.

## Financial reports

#### Directors'report

#### PRINCIPAL ACTIVITIES AND REVIEW OF OPERATIONS

The principal activities of the company remained unchanged during the year and were to provide sexual and reproductive health and family planning services in accordance with the Constitution and to ensure all services are adequately funded.

Total revenue increased by \$357,080 to \$8.7m compared to 2013/14. This was primarily due to increased funding.

Total expenditure increased by \$436,200 to \$8.7m compared to 2013/14. The main increase related to payments to suppliers relating to materials, consumables and other expenses.

The net effect resulted in a surplus of \$9,391 for the period. This compares to a surplus of \$88,511 in 2013/14.

#### **FUTURE DEVELOPMENTS**

Family Planning Queensland trading as True Relationships & Reproductive Health (True) will continue to strengthen its delivery of reproductive health and community education services across the state. Expansion of its community gynaecology services, in partnership with Queensland Health, will provide support for Hospital & Health Services and General Practitioners. This will benefit consumers, who will have easier access to these specialist services.

The organisation will work to build recognition of its new branding and trade name. True Relationships & Reproductive Health (True) as a trade name, better represents the diverse services provided by the organisation.

True will play a lead role in the roll out of the new DNA testing programme, to better predict risk of cervical cancer and be positioned as the key educator for the health professional workforce.

True will implement an enhanced online education programme for doctors, through its development of interactive, theoretical modules. These modules will comprise the FPAA national certificate for Doctors and be accessible as individual refreshers. The programme will make education more accessible to rural and remote practitioners.

True's partnership with the Department of Communities, Child Safety and Disability will enable the continuance and development of child protection and domestic violence services as well as the provision of the sexual assault service in Cairns. True is poised to support the whole-of-government sexual and reproductive health strategy currently under development. With nine centres across Queensland and new satellite services planned, True is well placed to execute new strategies through its education & clinical services.

With a future fund established True will continue to monitor and manage this investment to ensure it is indeed preserved for the future. True will continue to seek alternative income streams to support its programme delivery and enable innovative products and services to be developed. The Traffic Lights framework and related resources (including the recently released App) are attracting global attention. It is hoped that a USA version will be released in the coming year. Closer to home, the Northern

Territory government has recently adopted Traffic Lights as part of its education policy and licensed the framework for public consumption through its website. Consulting work related to this framework is expected to grow.

During the 2015-2016 financial year, True will review the parameters of its social purpose and frame clear, measurable social objectives for the years ahead. The ability to measure and report against social outcomes is an important factor for engagement with governments, community agencies, philanthropists and funders. Most importantly, it provides a basis for improved performance. Operationally, with a new brand and website and the introduction of new, online learning channels, True will focus on enhancing our customer experience. Real-time measurement of our customers' experience will also increase the agility of our services.

#### **MEMBERSHIP AND CATEGORIES**

The two categories of membership of the company are: Individual or Organisational membership. Eligible members must be over 18 years of age.

#### **MEMBERSHIP GUARANTEE**

The liability of the Members is limited strictly to an obligation for each Member to contribute \$30, if demanded, to the assets of FPQ if it is wound up while he or she is a Member, or within one year afterwards. Each member guarantees to make such payment if demanded.

#### **AUDITOR'S INDEPENDENCE DECLARATION**

The Independence Declaration of the lead auditor is included.

Signed in accordance with a Resolution of the Directors.

**Annabel Hickey** DIRECTOR

Tollickey

Date 8/10/15

#### Declaration of independence

## DECLARATION OF INDEPENDENCE BY C J SKELTON TO THE DIRECTORS OF FAMILY PLANNING QUEENSLAND

As lead auditor of Family Planning Queensland for the year ended 30 June 2015, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Family Planning Queensland and the entities it controlled during the period.

C J Skelton

Mai Moto

Director

**BDO Audit Pty Ltd** 

Brisbane 8/10/15

#### REVENUE

	\$	percentage
Product sales	189,192	2.17%
Individual donations	20,452	0.23%
Queensland Health Reproductive Health Program	4,737,754	54.43%
Grants for education and community projects	1,954,627	22.46%
Clinic revenue	913,908	10.50%
Interest received	42,011	0.48%
Course fees	455,524	5.23%
Other income	391,141	4.49%
Total revenue	8,704,610	100.00%
Course fees breakdown:	\$	
Clinical	177,508	38.97%
Education and community sector	278,016	61.03%
Total	455,524	100.00%

#### **EXPENDITURE**

	\$	percentage
Education & Community Services	865,849	9.96%
Clinical Education	287,555	3.31%
Clinical Services	2,620,514	30.14%
Education and Community Projects	1,955,627	22.49%
Operational Support Services	1,444,109	16.61%
Innovation & Branding	320,400	3.68%
Building Occupancy & Sundries	1,201,165	13.81%
Total	8,695,219	100.00%

#### **REVENUE AND EXPENDITURE 5 YEAR TREND**

		Revenue	Expenditure
FY201	0-2011	7,559,028	7,834,550
FY201	1-2012	8,656,933	8,931,866
FY201	2-2013	8,292,649	8,252,530
FY201	3-2014	8,282,338	8,193,827
FY201	4-2015	8,704,610	8,695,219

This summarised financial report is an extract from the financial report. The Financial statements and specific disclosures included in the summarised financial report have been derived from the financial report. The Summarised Financial cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the company as the financial report. Further financial information can be obtained from the complete financial report which is available, free of charge, upon request to the company.

#### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 June 2015

	2015	2014
	\$	\$
	0.704.040	0.04==00
Revenue	8,704,610	8,347,530
Employee benefits expense	(6,074,744)	(6,209,730)
Staff associated costs	(137,667)	(149,228)
Consultancy costs	(166,678)	`(194,769)
Client support and information	(345,239)	(337,412)
Accommodation costs	(569,421)	(428,234)
Materials and consumables	(130,495)	(90,565)
Depreciation and amortisation expense	(148,394)	(143,759)
Loss on disposal of non-current assets	(282,754)	(78,579)
Other expenses	(839,827)	(626,743)
Surplus (Deficit) before income tax	9,391	88,511
Income Tax expense		
Surplus (Deficit) for the year	9,391	88,511
Other Comprehensive income (Deficit)		
Asset revaluation reserve movement	<u> </u>	2,872,714
Total Comprehensive Income (Deficit)	9,391	2,961,225

#### STATEMENT OF FINANCIAL POSITION **AS AT 30 June 2015**

CURRENT ASSETS         \$           Cash and cash equivalents         2,259,475         1,410,030           Trade and other receivables         226,500         114,024           Inventories         30,772         66,377           Other current assets         79,374         57,017           TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         1,074,915         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           FO		2015	2014
Cash and cash equivalents         2,259,475         1,410,030           Trade and other receivables         226,500         114,024           Inventories         30,772         66,377           Other current assets         79,374         57,017           TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         Property, plant and equipment         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437		\$	\$
Cash and cash equivalents         2,259,475         1,410,030           Trade and other receivables         226,500         114,024           Inventories         30,772         66,377           Other current assets         79,374         57,017           TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         Property, plant and equipment         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437			
Trade and other receivables         226,500         114,024           Inventories         30,772         66,377           Other current assets         79,374         57,017           TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         8           Property, plant and equipment         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         2         114,131           Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY	CURRENT ASSETS		
Inventories   30,772   66,377   Other current assets   79,374   57,017   TOTAL CURRENT ASSETS   2,596,121   1,647,448	Cash and cash equivalents	2,259,475	1,410,030
Other current assets         79,374         57,017           TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         3         5,639,217           Property, plant and equipment Investments         3,000,000         5,639,217           Investments         3,000,000         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         1,074,915           Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -<	Trade and other receivables	226,500	114,024
TOTAL CURRENT ASSETS         2,596,121         1,647,448           NON CURRENT ASSETS         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	Inventories	30,772	66,377
NON CURRENT ASSETS           Property, plant and equipment         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES           Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	Other current assets	79,374	57,017
Property, plant and equipment         965,753         5,639,217           Investments         3,000,000         -           Intangible assets         317,239         23,895           TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES           Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         1,074,915           Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	TOTAL CURRENT ASSETS	2,596,121	1,647,448
Investments	NON CURRENT ASSETS		
TOTAL NON CURRENT ASSETS	Property, plant and equipment	965,753	5,639,217
TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	Investments	3,000,000	-
TOTAL NON CURRENT ASSETS         4,282,992         5,663,112           TOTAL ASSETS         6,879,113         7,310,560           CURRENT LIABILITIES         Trade and other payables         2,413,936         1,578,804           Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	Intangible assets	317,239	23,895
CURRENT LIABILITIES         Trade and other payables       2,413,936       1,578,804         Interest bearing liabilities       4,499       114,131         Short-term provisions       363,946       447,518         TOTAL CURRENT LIABILITIES       2,782,381       2,140,453         NON-CURRENT LIABILITIES       -       1,074,915         Long-term provisions       26,295       34,146         TOTAL NON-CURRENT LIABILITIES       26,295       1,109,061         TOTAL LIABILITIES       2,808,676       3,249,514         NET ASSETS       4,070,437       4,061,046         EQUITY         Accumulated Surplus       4,070,437       1,188,332         Reserves       -       2,872,714			
Trade and other payables       2,413,936       1,578,804         Interest bearing liabilities       4,499       114,131         Short-term provisions       363,946       447,518         TOTAL CURRENT LIABILITIES       2,782,381       2,140,453         NON-CURRENT LIABILITIES       -       1,074,915         Long-term provisions       26,295       34,146         TOTAL NON-CURRENT LIABILITIES       26,295       1,109,061         TOTAL LIABILITIES       2,808,676       3,249,514         NET ASSETS       4,070,437       4,061,046         EQUITY         Accumulated Surplus       4,070,437       1,188,332         Reserves       -       2,872,714	TOTAL ASSETS	6,879,113	7,310,560
Trade and other payables       2,413,936       1,578,804         Interest bearing liabilities       4,499       114,131         Short-term provisions       363,946       447,518         TOTAL CURRENT LIABILITIES       2,782,381       2,140,453         NON-CURRENT LIABILITIES       -       1,074,915         Long-term provisions       26,295       34,146         TOTAL NON-CURRENT LIABILITIES       26,295       1,109,061         TOTAL LIABILITIES       2,808,676       3,249,514         NET ASSETS       4,070,437       4,061,046         EQUITY         Accumulated Surplus       4,070,437       1,188,332         Reserves       -       2,872,714	CUDDENT LIADILITIES		
Interest bearing liabilities         4,499         114,131           Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714		2 413 936	1 578 804
Short-term provisions         363,946         447,518           TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         1,074,915           Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714			
TOTAL CURRENT LIABILITIES         2,782,381         2,140,453           NON-CURRENT LIABILITIES         1,074,915           Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714			
Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	·		<del></del>
Interest bearing liabilities         -         1,074,915           Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714	NON-CURRENT LIABILITIES		
Long-term provisions         26,295         34,146           TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714		-	1,074,915
TOTAL NON-CURRENT LIABILITIES         26,295         1,109,061           TOTAL LIABILITIES         2,808,676         3,249,514           NET ASSETS         4,070,437         4,061,046           EQUITY           Accumulated Surplus         4,070,437         1,188,332           Reserves         -         2,872,714		26,295	
NET ASSETS       4,070,437       4,061,046         EQUITY       4,070,437       1,188,332         Reserves       -       2,872,714	TOTAL NON-CURRENT LIABILITIES	26,295	1,109,061
EQUITY         Accumulated Surplus       4,070,437       1,188,332         Reserves       -       2,872,714	TOTAL LIABILITIES	2,808,676	3,249,514
Accumulated Surplus       4,070,437       1,188,332         Reserves       -       2,872,714	NET ASSETS	4,070,437	4,061,046
Reserves 2,872,714	EQUITY		
	Accumulated Surplus	4,070,437	1,188,332
TOTAL EQUITY 4,070,437 4,061,046	Reserves		2,872,714
	TOTAL EQUITY	4,070,437	4,061,046

#### STATEMENT OF CHANGES IN EQUITY FOR YEAR ENDED 30 June 2015

	Accumulated Surplus	Reserves	Total
	\$	\$	\$
Balance at 1 July 2013	1,099,821	-	1,099,821
Surplus/ Deficit for the year	88,511	-	88,511
Asset Revaluation Reserve	-	2,872,714	2,872,714
Balance at 30 June 2014	1,188,332	2,872,714	4,061,046
Surplus / Deficit for the year Transfer of reserve	9,391 <b>2,872,714</b>	- (2,872,714)	9,391
Balance at 30 June 2015	4,070,437	_	4,070,437

#### CASH FLOW STATEMENT FOR THE YEAR ENDED 30 June 2015

	2015	2014
	\$	\$
Cash flows from operating activities:		
Receipts from trading	2,190,519	2,485,843
Receipts from grants	7,699,151	6,506,875
Interest received	42,011	45,220
Payments to suppliers and employees	(9,088,198)	(8,584,418)
Net cash provided by/(used in) operating activities	843,483	453,519
Cash flows from investing activities:		
Payment for plant, property and equipment	(309,491)	(254,240)
Proceeds from sale of plant, property and equipment	4,500,000	-
Investment of funds	(3,000,000)	
Net cash used in investing activities	1,190,509	(254,240)
Cash flows from financing activities:		
Proceeds from borrowings		-
Repayment of borrowings	(1,184,547)	(71,298)
Net cash used in financing	(1,184,547)	(71,298)
Net increase/(decrease) in cash held	849,445	127,982
Cash at beginning of the financial year	1,410,030	1,282,048
Cash at the end of the financial year	2,259,475	1,410,030

#### Directors' declaration

The directors of Family Planning Queensland declare that:

- 1. The financial statements, comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of cash flows, statement of changes in equity, and accompanying notes, are in accordance with Division 60 of the Australian Charities and Not-for-profits Commission (ACNC) Act 2012 and:
  - a. comply with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
  - **b.** give a true and fair view of the entity's financial position as at 30 June 2015 and of its performance for the year ended on that date.
- 2. In the directors' opinion, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors

On behalf of the directors by:

Annabel Hickey DIRECTOR

THickey

Brisbane Dated 8/10/15

#### Independent auditor's report

#### To the members of Family Planning Queensland

#### Report on the Financial Report

We have audited the accompanying financial report of Family Planning Queensland, which comprises the statement of financial position as at 30 June 2015, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and directors' declaration.

#### The Responsible Entities' Responsibility for the Financial Report

The responsible entities of the entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not for Profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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#### Independent auditor's report (cont)

#### Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration which has been given to the responsible entities of Family Planning Queensland, would be in the same terms if given to the responsible entities as at the time of this auditor's report.

#### **Opinion**

In our opinion the financial report of Family Planning Queensland is in accordance with the *Australian Charities and Not for Profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entities financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the *Australian Charities and Not for Profits Commission Regulation 2013.*

**BDO Audit Pty Ltd** 

BDS

C J Skelton Director

Brisbane: 8/10/15



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### Our locations

#### Brisbane

230 Lutwyche Road Windsor Q 4030 Clinic: 07 3250 0200

Education/Admin: 07 3250 0240 or info@true.org.au

#### Bundaberg

Education services only c/- 83 Bolsover Street (PO Box 11) Rockhampton Q 4700 07 4921 3655 or bundabergedu@true.org.au

#### Cairns

Ground Floor Solander Centre 182 Grafton Street (PO Box 1678) Cairns Q 4870

Clinic: 07 4051 3788 or cnsadmin@true.org.au

Education: 07 4031 2232 or cairnseducation@true.org.au

Sexual Assault: 07 4031 3590 or csas@true.org.au

#### Gold Coast

Education services only Level 3 7 Short Street

(PO Box 1733) Southport Q 4215

07 5531 2636 or gcoastedu@true.org.au

#### **Ipswich**

Shop 5, 54 Limestone Street

Ipswich Q 4305

Clinic: 07 3281 4088 or ipsadmin@true.org.au

Education: 07 3281 4088 or ipswicheducation@true.org.au

#### Rockhampton

83 Bolsover Street

(PO Box 11)

Rockhampton Q 4700

Clinic: 07 4927 3999 or rckadmin@true.org.au

Education: 07 4921 3655 or cqeducation@true.org.au

#### Sunshine Coast

Education services only

Palmyra Building

43-45 Primary School Court

(PO Box 674)

Maroochydore Q 4558

07 5479 0755 or scoastedu@true.org.au

#### Toowoomba

First Floor

4 Duggan Street

(PO Box 3361)

Toowoomba Q 4350

Clinic: 07 4632 8166 or twbadmin@true.org.au

Education: 07 4632 8166 or toowoombaedu@true.org.au

#### Townsville

Education services only

07 4723 6537 or townsville@true.org.au

