

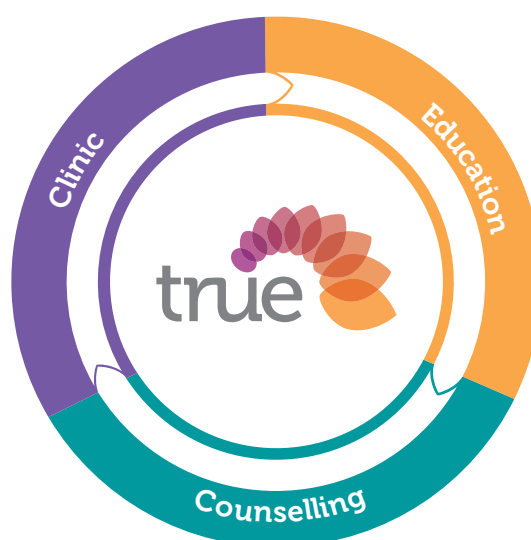


CONTENTS

About True	2
Strategic Pillars	3
Social Impact Goals	3
Achievements	6
Our Primary Clients	11
True Beneficiaries	11
Clinic	14
Education	16
Counselling	19
Social Enterprise	20
Staff Recognition	21
Financials	22

True Strategy 2016 - 2021

True's goal is to achieve substantial, positive social impact by improving reproductive and sexual health and promoting safe and respectful relationships. True achieves this through the delivery of expert clinical services, education and counselling.



About True

True Relationships & Reproductive Health (True) is a profit for purpose organisation that provides expert reproductive and sexual health care.

For 47 years, True has been prominent in the delivery of clinical services and professional development for practitioners, teachers and sector professionals.

True is also one of the most respected providers of relationships and sexuality education, trusted by schools and social sector organisations for effective programs and resources.



True Relationships & Reproductive Health is a member of Family Planning Alliance Australia (FPAA)



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

OUR VISION:

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

Strategic pillars

ACCESS AND EXCELLENCE

Improve community well-being by raising awareness and increasing access to expert services throughout Queensland and beyond.

EDUCATION WITH IMPACT

Develop and deliver contemporary education and training programs and resources, recognised for the quality of content, delivery and accessibility.

RESEARCH AND LEADERSHIP

Provide sector leadership through collaborative research, evidence-based practice and ongoing service reviews.

CO-DESIGN AND INNOVATION

Continue to improve our products and services with stakeholders through co-design, partnerships and innovation.

PROFIT FOR PURPOSE

Engage in fundraising and social enterprise to underpin our financial sustainability and increase our positive social impact.

Social impact goals



COVID-19 IMPACT

Australia was exposed to COVID-19 in January 2020 and the impact from the pandemic was felt across the nation. True followed the Australian and Queensland Government directives throughout the pandemic and continues to do so.



Our internal Critical Response Team met weekly to develop responses and communication to our teams in order to ensure we were complying with government protocols. At least one representative from True attended each of the online meetings with Queensland Health, Community Funding Branch to discuss impacts, work adaptations, PPE needs, supply chains and work pressures. This was a valuable source of information and support for the organisation and we thank Queensland Health for having the insight to provide this level of engagement with funded organisations.

Throughout the Queensland restriction period, Queensland Health kept reinforcing that our services were essential and encouraged us to continue to provide them while making adjustments to ensure safety for both clients and our staff. During this period a lot of innovation across

the health sector took place and one of the challenges post-COVID will be to continue this momentum and build on new ways to undertake our work and provide our services.

The Windsor office moved to working remotely from mid-March 2020 and this continued until Monday 13 July when the team started to return in some capacity to the office. The organisation will continue with a blended work environment for the immediate future. Our COVID safe plans are in compliance with government guidelines.

Our five clinics remained open throughout this period with an adjusted work protocol. Telehealth was embraced by both our clinical team and our clients. Over 30% of bookings at True during the pandemic have been for telehealth sessions. True experienced a 5% increase in new clients during this period accessing reproductive

and sexual health services in part due to the telehealth access to care. Because of concerns of transmission, our outreach services were suspended during the pandemic with plans to recommence in July 2020. Some outreach clients accessed True through telehealth appointments from March – June 2020.

Our sexual assault services in Cairns also transitioned to an online model and ceased travel into Aboriginal and Torres Strait Islander communities in adherence with Queensland government guidelines. Service delivery continued with some innovation and adaptation to the situation with the needs of clients always put at the forefront. Feedback from clients has been extremely positive.

Our clinical education team shifted focus onto an online platform, revising old courses and building



An important True update
regarding COVID-19

It's business
as usual
here at True



new ones, offering 50% off for selected online courses which will continue until September 2020. This promotion saw an increase in registrations not only from remote and rural Queensland, but across Australia. With agile adaption the team has commenced development of new online courses as well as converting our current face-to-face courses into an online format. One of these courses is an Implanon NXT® course which has a self-paced section combined with a live small number format practical training component that has generated international attention by the manufacturer of this Long Acting Reversible Contraception (LARC).

The True Community Education team was unable to deliver into schools however, staff used this period to review resources and transition some face-to-face service delivery into an online offering that was well received by clients. Our

Looking After Me Program (LAMP) was converted into an online delivery course via Zoom.

Funded projects were also impacted by the pandemic however True was agile in quickly responding to the situation and moving from face-to-face delivery into an online offering. So, while elements of projects may have changed or the order in which delivery was to occur changed, the overarching objectives and deliverables have been maintained.

While in some areas our numbers are down as a result of COVID, overall True maintained market share throughout this period. This is an indication of the continued need in Queensland of specialised reproductive and sexual health services, relationship and reproductive health education and sexual assault counselling.

Achievements

True's goal is to achieve substantial, positive social impact by improving reproductive and sexual health and promoting safe and respectful relationships. True achieves this through the delivery of expert clinical services, education and counselling.

Our activities during the 2020 financial year has resulted in:

Minimal impact of COVID-19 to service delivery during the period March – end of June 2020.

Continued recognition of True as a secondary health service as a result of a sustained support for HHS referrals which increased during this period.

Establishment of telehealth for reproductive and sexual health consultations during COVID-19.

Programs such as Under 25s in both Ipswich and Toowoomba clinics funded by the Darling Downs West Moreton Primary Health Network continued uninterrupted.

The Is It True program supported by the Central Queensland Wide Bay and Sunshine Coast Primary Health Network was adapted to provide an online component if necessary, however this was not needed. Face to face delivery is continuing in October 2020.

Completion of the GP Cancer Screening project which will provide those in primary health care access to information and training on the population screening pathways associated with breast, bowel and cervical cancer in Queensland.

Progress on projects funded by Queensland Health which includes the Syphilis Health Education Project (SHEP), Syphilis Professional Education Project (ASK) and Relationship and Sexuality Support in Schools Project (Relationship Ready), which will assist True in contributing to the Queensland Government's goal of reducing STIs and BBVs in Queensland communities.

Health for Every Body (Perpetual funded) project was extended and will continue to support migrant and refugee women in gaining access to reproductive and sexual health services as well as increasing knowledge in this area.

In addition, True undertakes projects across the State with a focus on improving knowledge and skills in relationships and reproductive health as well as developing numerous resources.

Acknowledgements

True is trusted by many organisations to represent them in the delivery of social services. Rigorous project management, transparent reporting and a collaborative approach underpins successful, long term partnerships in Australia and Internationally.



**Queensland
Government**

True works with peers from the profit-for-purpose, government and corporate sectors, recognising the diverse capabilities that this brings to service delivery. True has also received funding from the Australian Government, Department of Health.

True would especially like to thank the Queensland Government for its support, including:

- Queensland Health
- Department of Child Safety, Youth and Women
- Department of Communities, Disability Services and Seniors
- Department of Education
- Department of Justice and Attorney-General
- The Queensland Police Service

Our project partners have included:

The E Robert Hayes & Alison L Hayles Charitable Trust, E T A Basan Charitable Trust, Cecil & Neita Quail Charitable Trust, The Samuel And Eileen Gluyas Charitable Trust, Estate of the late William Wyper Charitable Trust.



DIRECTORS



Natalie Bain

BA, GRAD DIP PUBLIC
RELATIONS, GAICD

Chairperson and Member,
Governance Committee



Donna Bonney

RN, M NURSING, GRAD CERT
EDUCATION, GRAD CERT
EMERGENCY NURSING,
B NURSING

Deputy Chairperson,
Member, Governance
Committee



Giuseppe Taddeo

MBA, GRAD DIP BUS ADMIN,
ASSOC DIP DIAGNOSTIC
RADIOGRAPHY

Chair, Clinical
Advisory Committee



Julia Duffy

BA, MA, LLB (HONS), LLM (HONS),
ADMITTED AS A SOLICITOR
TO THE SUPREME COURT OF
QLD AND THE HIGH COURT OF
AUSTRALIA

Chair, Governance
Committee



Dr Clare Boothroyd

MB BS (HONS) M MED SCI MBA
(EXEC) FRACP FRANZCOG CREI
GAICD

Member, Clinical
Advisory Committee



Dr Clare Maher

FRACGP, DIP O&G, MPH

Member, Clinical
Advisory Committee



Bob Van Beusekom

MSC, CA, FCPA, PMP, GAICD

Chair and Member, Audit
and Finance Committee
(excluding 27 Feb to 26 May
2020)



Tania Hillman

BCOM CA

Member, Audit and Finance
Committee
Chair, Audit and Finance
Committee (27 Feb to 26
May 2020)



Christine Ip

BE(CHEM)(HONS), MBUS(ACC),
GAICD

Member, Audit and
Finance Committee

No one could have predicted a pandemic would have such an impact on the world in 2020.

True had an agile response to the numerous social and economic challenges the pandemic presented, adapting quickly to a COVID-19 environment. It was remarkable to witness True rapidly embracing technology through telehealth and online training and emerge from the Queensland lockdown not only relatively unscathed, but blossoming. This is thanks to the innovation that occurred during this period and our employees rising to the challenge, as well as supportive messaging from Queensland Health about True's essential service status. As a result of this combination, True can now boast new offerings and claim further reach across Queensland communities.

Client demand for True's services has increased. The rate of referrals from Hospital and Health Services (HHSs) and the number of self referrals to our clinics highlights the importance of reproductive and sexual health for the wellbeing of Queenslanders.

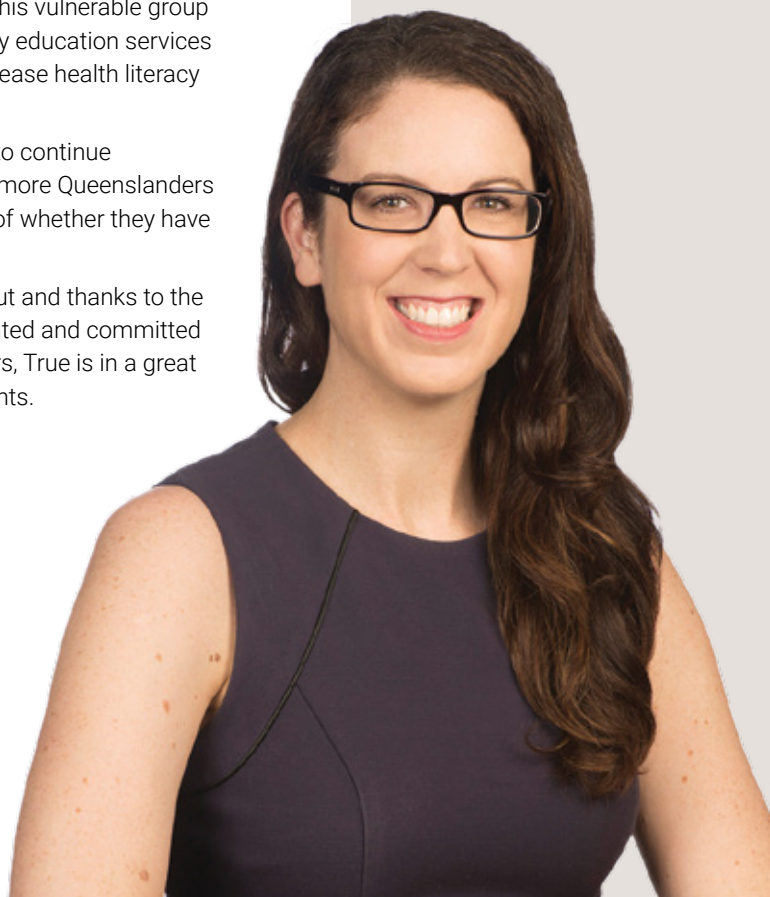
True continues to partner with Queensland Health and other key stakeholders to assist the Queensland Government achieve its goals for the community. I would like to acknowledge Queensland Health's support and reaffirm our commitment to prioritising objectives that align with those goals.

At the Federal level, True continues to submit papers in response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. True has been working with this vulnerable group for many years, delivering relationships and sexuality education services to children and young people with disabilities to increase health literacy with a preventative focus.

True has also added its voice to a broad-based call to continue telehealth-specific MBS item numbers so that even more Queenslanders can access clinical expertise from True, regardless of whether they have not attended in the past 12 months.

This calendar year has had its share of difficulties but and thanks to the dedication and focus of our senior leaders and talented and committed team, as well as the dedication of my fellow directors, True is in a great position to deliver quality services to even more clients.

Natalie Bain



True continues to engage with funders, clients, stakeholders and employees to seek feedback and continually improve service offerings and delivery.

This feedback has been particularly important as True has developed a new strategic plan for 2021 – 2025 with consideration of Government priorities & policies, and with consideration of True's growth trajectory in bringing services closer to Queensland's population.

Whilst the overarching strategy for True remains the same it has aligned the new strategic pillars with Queensland's Human Rights Act 2019 supporting the Queensland Government's vision for a harmonious, united and inclusive Queensland.

The strategic pillars with which True will align its work over the coming years include:



Ensure Availability

Prioritise availability of clinical, education and counselling services, information and resources on relationships and reproductive health for all. True achieves this through a highly trained workforce and the training of professionals to maximise capability and capacity within local communities for substantial positive impact.



Foster Acceptability

Co-design and develop acceptable services that are respectful of diversity and inclusivity through their design, delivery and pricing structure in partnership with key stakeholders.



Maximise Accessibility

Develop, design and deliver non-discriminatory services that consider and address barriers to access including physical and economic, enabling health literacy.



Promise Quality and Excellence

Undertake all activities across the organisation at a high level of quality and excellence recognized by maintaining accreditation in all standards.



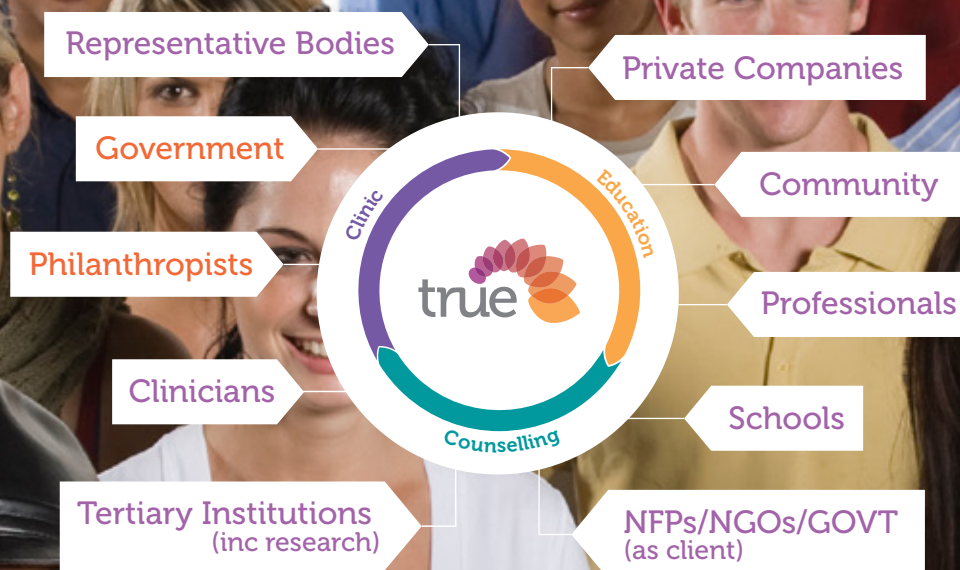
Focus on Sustainability and Growth

True strives towards economic viability allowing the sustainable delivery of our services and supporting investment in programmes that serve the community.

These areas have always been a focus for our services and business decisions however our alignment to the Human Rights Act 2019 for 2021-2025 strengthens that focus for the benefit of Queensland communities.

Alice Evans





Our Primary Clients

True's primary clients are people aged 13+, mainly women, children and young people from diverse backgrounds including those living in remote and rural areas. Over the past few years, True clinics have had increased clientele with complex needs in relation to reproductive and sexual health. This includes migrant and refugees, Aboriginal and Torres Strait Islanders, LGBTIQ+ and those from culturally and linguistically diverse backgrounds.

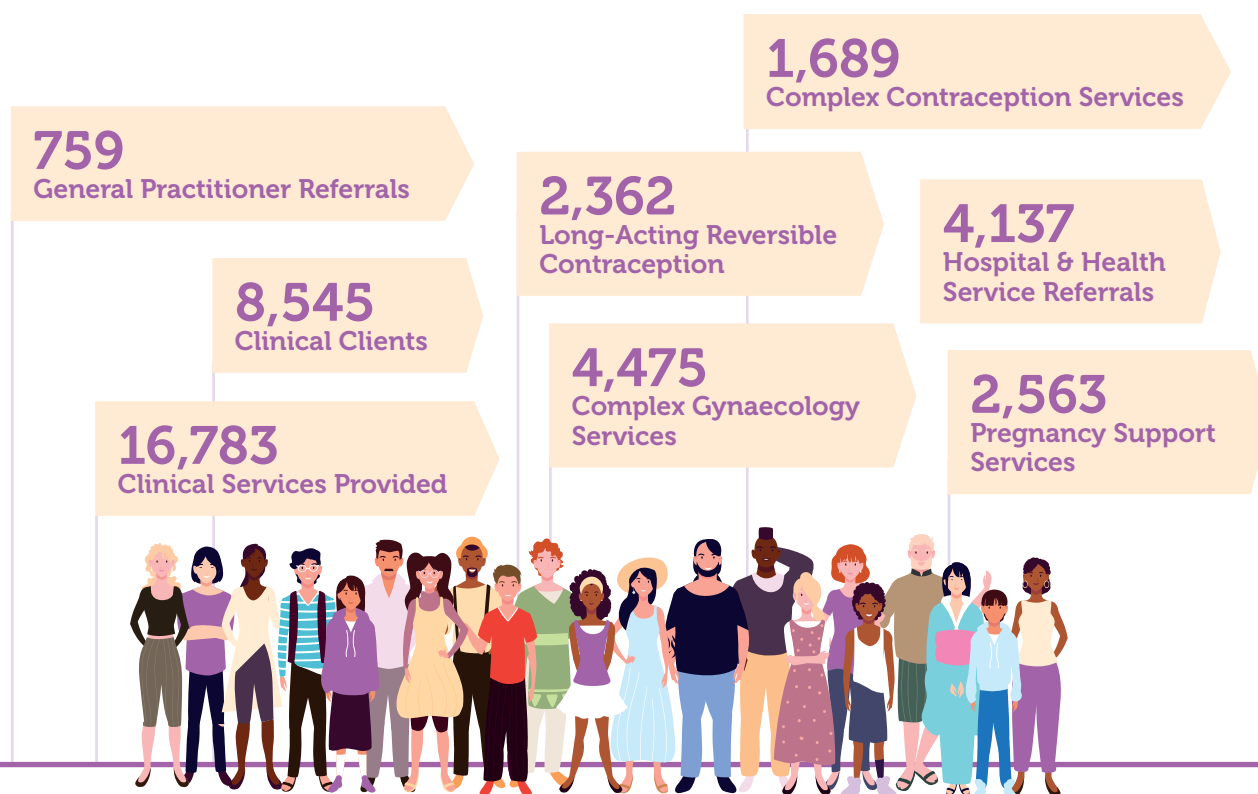
We also provide services to clinicians, GPs, nurses, nurse practitioners, practice managers, translators and interpreters as well as allied health professionals. Other services support professionals who work with children and young people including teachers, principals, school based youth health nurses, social workers and psychologists.

True also works in collaboration with other organisations and professionals in the education, health, communities, child safety, corrections, justice, legal and disability sectors as well as representative bodies. Our Cairns Sexual Assault Service and our Child & Family Service provide support for adults, children and families affected by sexual violence.

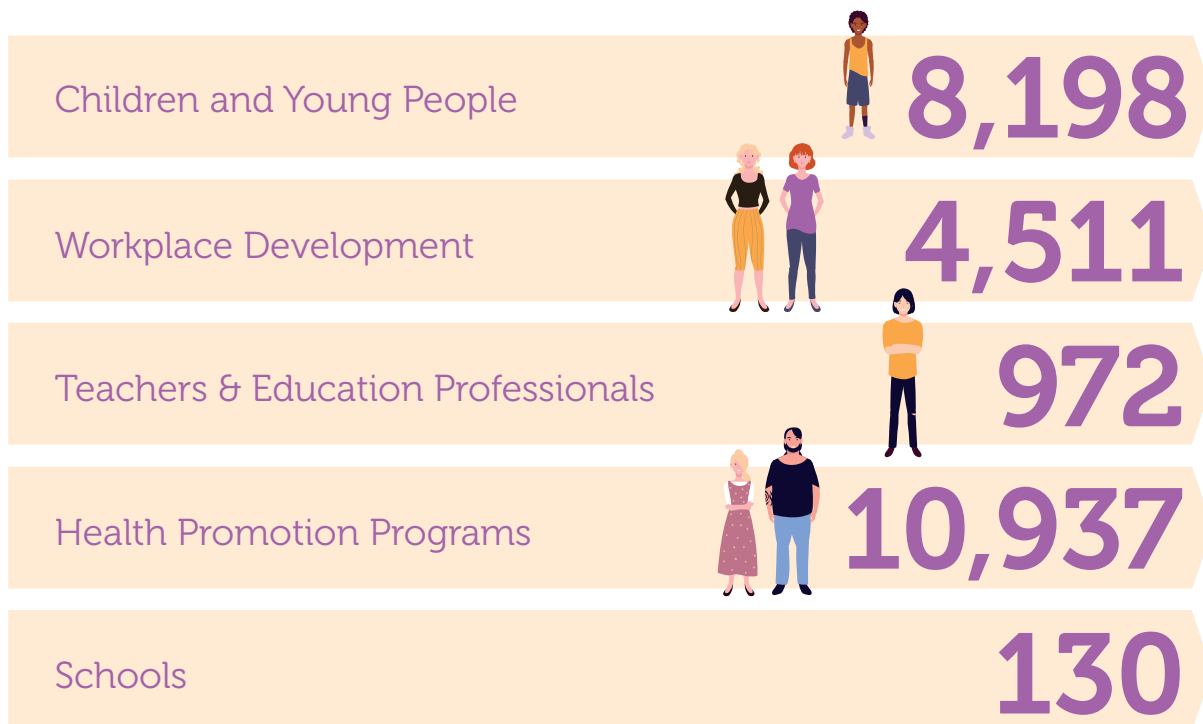
True Beneficiaries

The beneficiaries of the work that True undertakes is the community in which we live, work and play. In particular, vulnerable communities such as those with disabilities, migrants and refugees, Aboriginal and Torres Strait Islander people and the LGBTIQ+ community. The activities that True provides aims to improve health literacy and health outcomes in relation to relationships and reproductive health. By improving health literacy levels and supporting individuals to make informed choices, True believes that the flow on long term effects will assist in reducing social issues such as domestic violence, gender violence, sexual abuse, unhealthy relationships, unintended pregnancies and stigma associated with sexual choices. In the health sector, increased health literacy facilitates informed decision making in reproduction and contraception choices, improved sexual health outcomes (prevention and earlier presentation), reduction in sexually transmitted infections and blood borne viruses and improved quality of life for all.

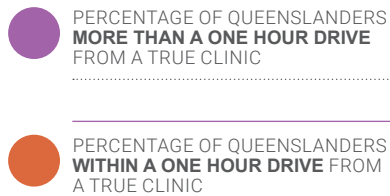
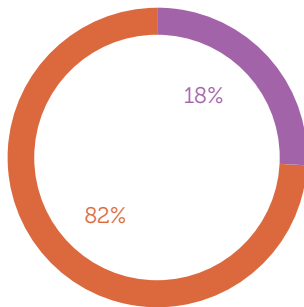
PERFORMANCE SNAPSHOT:



EDUCATION PROGRAM PARTICIPANTS

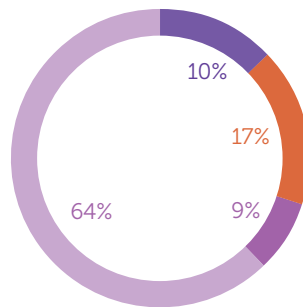


Access to True clinical services continues to grow into remote areas*

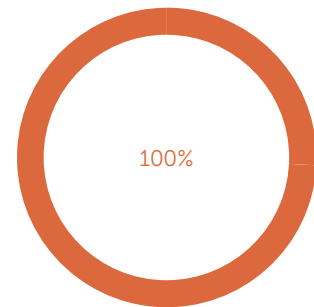


*figures based on latest population data

Long-Acting Reversible Contraception Services (LARC[^])

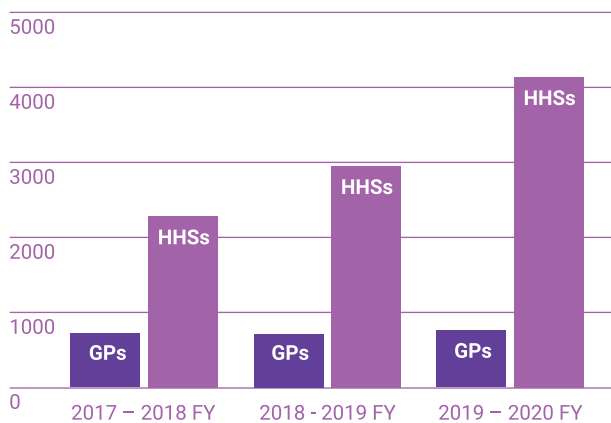


Access to True Education across Queensland via online and face to face

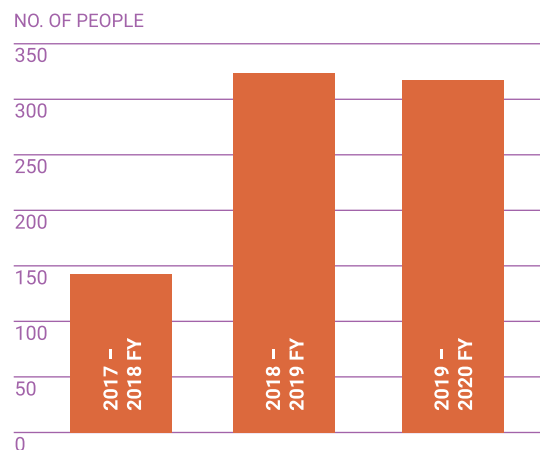


*figures based on latest population data

Number of Referrals: Financial Year comparison



Number of Attendees Multicultural Health Program: Financial Year comparison



[^]LARCs are an important form of contraception as it is more effective than other forms and also offers a longer term option. They are suitable for women of all ages. However, the use of less effective forms of contraception continue to be higher than LARCs. True remains a trusted provider and has an important role in ensuring the community remains well informed of their choices and have access to all forms of contraception.

Clinic

True's clinic extends its services to clients by being pro-actively involved in providing expertise in reproductive and sexual health with education into communities to improve health literacy, increase accessibility of young people to services and to break down stigma in order to improve overall community wellbeing.

Telehealth

True's Outreach Clinic

true

Reproductive and sexual health care over the phone.

Telehealth gives you access to speak to the same trusted, expert clinicians on:

- Contraception advice
- Menopause advice
- Sexual health checks
- Pregnancy

Book your confidential, 100% bulk-billed Telehealth appointment
07 4927 3999

Taking bookings for
Wednesday 20 May

true.org.au/agneswater

Clinic, Education, Counselling true.org.au

True's Outreach Clinic

Pregnancy: You know all about it, are thinking about it, or don't want to know about it! Whichever stage you're in, we can support you.

Book your confidential, 100% bulk-billed Telehealth appointment
Ph 4051 3788

#TrueClinic

True's Outreach Clinic

Speak to our trusted reproductive & sexual health clinicians. Now with Telehealth

Book your confidential, 100% bulk-billed Telehealth appointment
Ph 4051 3788

#TrueClinic

True's Outreach Clinic

EXPERT CONTRACEPTION ADVICE:

Using condoms helps to avoid pregnancies AND to avoid sexually transmitted infections (STIs)

Book your confidential, 100% bulk-billed Telehealth appointment
Ph 4051 3788

#TrueClinic

True's Outreach Clinic

Having night sweats? Sleep deprived? Forgetful? Anxious & irritable? Suddenly feeling depressed?

You may be experiencing the symptoms of Menopause.

Book your confidential, 100% bulk-billed Telehealth appointment
Ph 4051 3788

#TrueClinic

Clinical services provided during the period January to June 2020 were heavily impacted by the Covid-19 pandemic across March-June. As lockdowns and social distancing regulations came into effect, True's bricks and mortar clinics responded with appropriate reductions in face-to-face client encounters and changes to the layout and staffing of our centres. This was coupled with a substantial increase in the uptake of telehealth within the clinics after the Federal Department of Health's introduction of MBS items numbers supporting clients accessing care remotely.

As a direct result of Covid-19, we stopped all face to face outreach services to our rural and remote locations. During March-June, True offered clients in these regions, telehealth appointments which were appreciated by the communities, however due to the nature of the consults, many of these could not be undertaken via telehealth. There is a current waiting list across all 15 locations. The decision to stop service was difficult but was aligned with the need to help prevent the spread of Covid-19 among vulnerable populations in rural Queensland and to respect the wishes of local communities.

The partnership with Headspace Inala also changed during this period. The monthly face to face clinics did not continue, with clients being given the opportunity to access telehealth if required. True worked with the management of Headspace to ensure young people were still aware of the service and how to access it during this time.

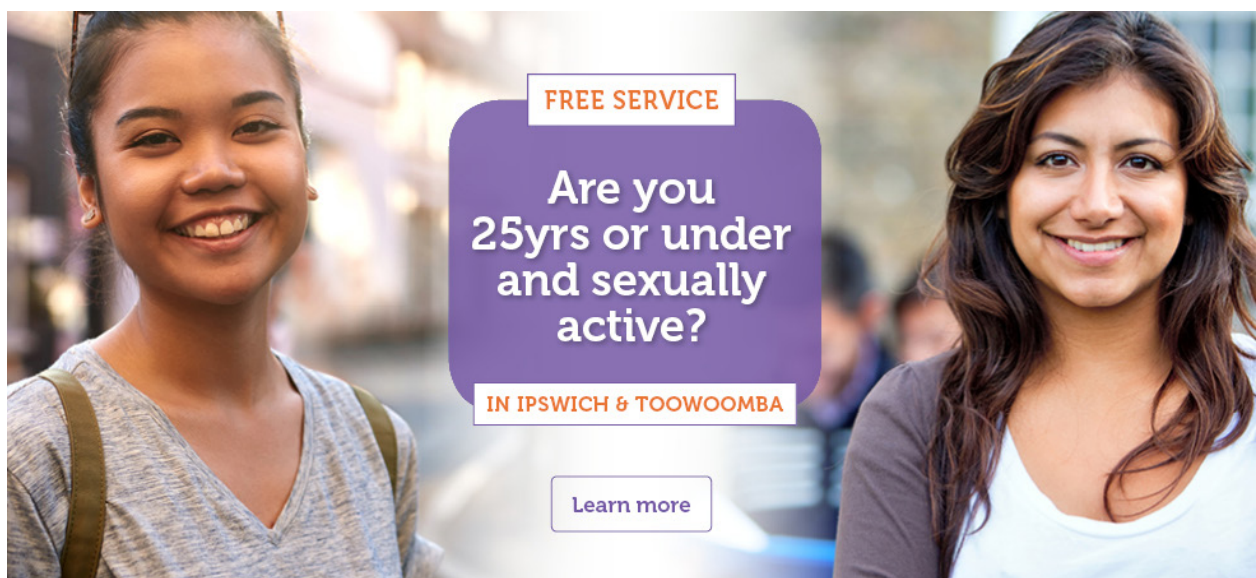
While the circumstances created an initial downturn in face to face appointments, our numbers recovered as telehealth services were rolled out and as notification of our rigorous compliance with safety measures encouraged clients to access clinics for essential services.

This is evidenced by our results, which indicate only a 9.4% reduction in the number of clients seen during the period and a 7.9% reduction in the number of services offered.

As the Covid-19 emergency is not over, we expect to address further interruptions, working closely with Hospital and Health Service staff to minimise impact to clients.

Is it True

The pandemic also delayed this program which was set to commence in high schools in Central Queensland and the Sunshine Coast. The program, which provides Year 11 and 12 students with access to information around sexual health and an opportunity for confidential STI screening and a sexual health consultation was unable to proceed due to school closures, social distancing regulations and uncertainty around logistics in the longer term. The program is funded by the Central Queensland Wide Bay and Sunshine Coast Primary Health Network and has been rescheduled for delivery in the Central Highlands in October 2020 and the Sunshine Coast in 2021.



Under 25s Toowoomba and Ipswich

The Under 25s program has continued in both Toowoomba and Ipswich throughout this period. Clients were seen both face to face and via telehealth. The feedback from clients around the programs continuing has been very positive, ensuring that this demographic was continually supported this year. These programs provide fully funded consults, medications and treatments to those clients who are Under 25 in the Ipswich and Toowoomba regions. Both clinics have seen over 1000 visits completed in the last 12 months, almost double what was expected. The Toowoomba clinic has been providing this program for over 7 years and the Ipswich clinic for over a year now, both funded by the Darling Downs West Moreton Primary Health Network.

Education

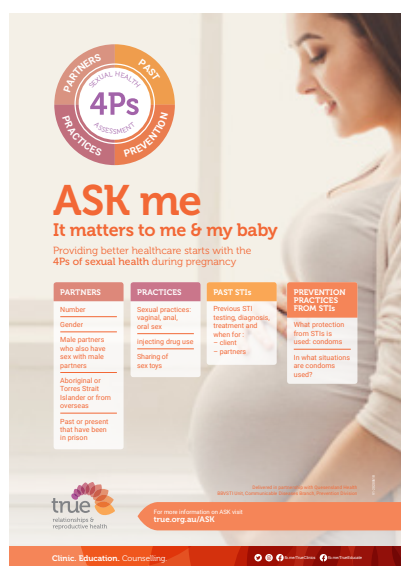
True develops and delivers education, information and resources to encourage healthy, positive and safe relationships as a preventative strategy to address complex social problems such as domestic violence, loneliness, mental health and child sexual abuse.



Syphilis Health Education Project – Lady Peeps

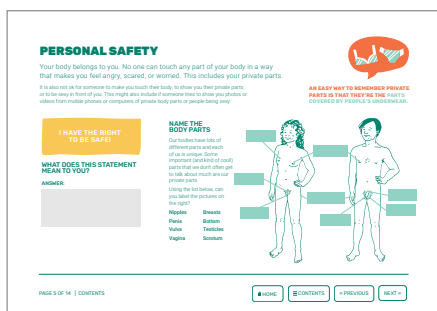
True was successful in being awarded funding from Queensland Health, Communicable Diseases Branch, to develop and deliver a public health education campaign to vulnerable populations to raise awareness of the impact of untreated syphilis on an unborn child.

A clip was developed through engagement with Blue Seat Studio which featured Lady Peeps informing people about syphilis, impact to pregnancy, testing and treatment. The launch of the clip and associated advertising campaign of radio, booklets, social media promotion, care packs for vulnerable people and back of toilet door advertising was delayed due to COVID-19 impacting Queensland from the beginning of April to the beginning of July.



Antenatal Sexual health Kit (ASK)

Sexually transmissible infections (STIs) are on the rise across Australia and Queensland. STIs can increase risk of miscarriage, preterm labour and many other problems during pregnancy. The number of congenital syphilis cases in Queensland over the last 10 years has increased. Syphilis has concerning health impacts on all that are infected; however, it has a potentially fatal outcome on foetuses, neonates and infants. For this reason, the ASK course has been developed in a bid to increase awareness about the importance of sexual health assessments throughout pregnancy, with further education on contact tracing and partner notification once an STI has been detected for clinicians. This project was funded by Queensland Health, Communicable Diseases Branch.



Relationship Ready

Funded by Queensland Health and in partnership with the Department of Education, Queensland Teacher's Union, Queensland Association of State School Principals (QASSP), P&Cs Queensland, Queensland Secondary Principal's Association (QSPA), Queensland Association of Special Education Leaders (QASEL) and School Based Youth Health Nurses (SBYHN), this project aims to:

- increase the confidence and capability of teachers in delivering relationships and sexuality education in Queensland public schools;
- increase the confidence and capability of parents/carers in discussing relationships and sexuality with their children in the home environment; and,
- to deliver a program to senior students in selected areas as a pilot to educate them about relationships and sexual health with a particular focus on STIs.

Delivery of Professional Development aimed at teachers and schools was intended for face-to-face delivery but with the impact of the pandemic, sessions were delivered via our online platform.

The parent/carer modules were always intended for online access for free. An interactive puberty workbook has been designed and created for parents and carers to use with their child/ren. This project continues until the 30 June 2021.



Resources to raise awareness of LGBTIQ+ needs

True has developed resources and courses to raise awareness of needs of LGBTIQ+ students and provide visual elements that can quickly define a 'safe space' or person within a school or other organisation (there are a range of posters available for download on the True website). In addition, training courses are available for free on increasing knowledge and support for students who identify as LGBTIQ+. True has also produced a lanyard with the rainbow and transgender flags on them to provide additional visual cues of support for LGBTIQ+ needs in any organisation which have proven to be very popular.

All Schools Central Queensland Wide Bay Sunshine Coast Primary Health Network Pilot

This pilot was funded by the CQWBSC PHN to address identified needs in a community in their region and provide fully funded All Schools service delivery to relevant schools. This project was well received by the community identified and the majority of delivery was provided prior to COVID-19 impacts.

Health For Every Body

True was successful in being awarded a Perpetual Philanthropic grant to run a pilot aimed at migrant and refugee women to increase sexual health literacy, an understanding of the Australian health system and to assist in facilitating clinical consultations in relation to sexual health. This project was automatically extended by Perpetual when the pandemic was declared.

A variety of activities have been undertaken as part of this pilot including direct clinical consultations at a True clinic, community based information sessions on sexual health, translations of information regarding sexual health such as cervical screening, focus groups with young migrants and refugees to understand their needs in terms of relationships and sexual health information.

LGBTIQ+ Relationships: Voices from Diverse Communities

This event was a joint initiative between the Queensland Council for LGBTI Health (formerly Queensland Aids Council) and True which provided a platform for the voices and experiences of people who are Aboriginal, Torres Strait Islander and from migrant and refugee backgrounds as well as sexuality and/or gender diverse. A panel discussion was focused on conversations about lived experiences in relation to relationships, domestic and family violence and sexual health.

Counselling

In North Queensland True provides a range of sexual assault services to respond to different situations to encourage healthy, positive and safe relationships from a trauma-informed base.

During the pandemic, both the adult and child/family services adapted their service provision to include telephone counselling, physical activity packs and other support delivered via online platforms. These adaptations have been well received by clients and stakeholders, both appreciating the continuation of the services during this time.

Be Strong, Be Connected – Strengths card project



True Child and Family Service provide therapeutic counselling to children and young people who have experienced sexual assault or sexual abuse and those who display problem sexual behaviours or harmful sexual behaviours. Located in Cairns, Far North Queensland, approximately 35% of our client group identify as Aboriginal and/or Torres Strait Islander. True provides an outreach service to an Indigenous community 50 minutes south of Cairns and works with many children from the Cape and Torres region (this service ceased during the pandemic).

After struggling to find a resource suitable from a cultural context we decided to create our own. Funded by a successful Perpetual Philanthropic grant application, our strength cards project incorporates photographs taken with young people reflecting self-identified 'strengths', 'values' and 'passions'. Adding to the photographs, local Aboriginal artists Nathan Mundraby, painted a series of breathtaking images reflecting the diversity of First Nation people. The

cards and associated products are a representation of our intention to offer a therapeutic space that is grounded in respectful and meaningful partnerships with the communities of Far North Queensland. Our dream is to have the "Be Strong, Be Connected" strengths cards in all schools, youth centres and counselling services Australia wide.

Social Enterprise

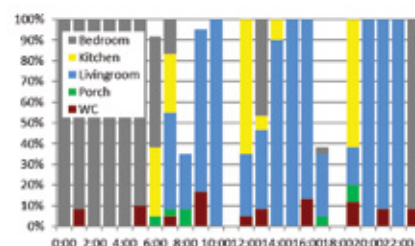
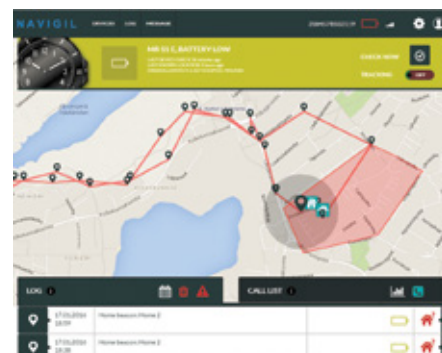
Curae Technology is a social enterprise supported by True. Profits from Curae Technology will be reinvested back into True boosting sustainability and enabling expansion of services.

The target market segments for Curae include:

- Aged care (including in-home)
- People with medical conditions
- Disability support workers
- Remote and rural workers
- Lone Travellers
- Personal Safety

Curae Technology's future suite of products will improve personal safety through technology with the first product being the Navigil system. The Navigil system includes a wearable device combined with a powerful back end system.

The watch is a fully functional mobile phone, activated by a single button press. It features GPS tracking and geo-fencing capability, providing a reliable and discrete mobile alarm and locating system.





20+

Over 20 years

Fiona Mack

Sonya Megram

15+

Over 15 years

Julie Adrian

Maryna Brands

Danielle Haller

Robyn Kavanagh

Jodi Mauro

Elvira Salom

Julie Todhunter

Helen Wiltshire

Angela Wunsch

10+

Over 10 years

Yvonne Black

Helen Crabtree-
Spencer

Ana De Los Reyes

Heather Fageant

Daniella Fraser

Lisa Harrison

Martyn Hyatt

Angela Johnson

Keita Lilwell

Chyrel Moyle

Sarah Shaw

5+

Over 5 years

Amanda Blinco

Sandi Brown

Sheena Callaghan

Anna Catchpole

Joanne Clark

Sue Cordell

Sian Edwards

Alice Evans

Amy Groundwater

Donna Harris

Amy Kilford

Svend Kling

Tracey Johnson

Audrie Jurgens

Francesco Micale

Natasha Milner

Kelsey Powell

Genelle Spencer

Suzanne Stack

Sharon Stokell

Irene Tjhung

Analyn Wood

Albert Zhang

Linda Zimmerman

Staff recognition

Without our wonderful and talented staff, True would not be able to do all the amazing things that we do. Above is recognition of our long serving team members (in alphabetical order by surname).

Financials

Summarised financial report

The following information is an extract from the Annual Financial Statements. Comprehensive financial information can be obtained from the complete Annual Financial Statements which can be downloaded from www.true.org.au or is available free of charge upon request to the organisation.

Principal activities

The principal activities of the company during the year were to provide sexual and reproductive health and community gynaecology services in accordance with the Constitution and to ensure all services were adequately funded and professionally delivered.

Review of operations

The 2020 consolidated comprehensive income of \$423,994 includes Curae net results of (\$14,441). The operating surplus of True RRH (parent entity) for the year ended 30 June 2020 was \$438,435.

Total revenue for the Group increased by \$1,195,100 to \$10,969,058 compared to 2018/19 financial year. The main increases relate to the Federal Government JobKeeper subsidy due to COVID-19, the requirement to recognise \$196,000 of project grants paid in advance (although not expended) due to the adoption of new accounting standards (AASB1058 and AASB15) governing revenue recognition, the Federal Government ATO cash flow boost, new grant income for projects in the Education area undertaken during 19/20 and minor government grant indexation. Main revenue decreases related to Fee for Service user pays income in Education and training of \$145,000 noting the impacts of COVID-19 disrupting patronage, and investment dividends down \$40,000 as global stock markets recoiled under adverse economic conditions.

Total Group expenditure increased by \$969,603 to \$10,545,064 compared to 2018/19. The main increases relate primarily to labour, consumables, labour top up expenditures funded from COVID-19 Jobkeeper subsidy, additional equipment expenditures funded by the Queensland Government to support us during COVID-19 impacts, depreciation and amortisation costs for property leases due to the new accounting standard AASB 16 leases, and also due to AASB9 gain and loss in changes in fair value of financial assets.

The Department of Communities Human Services Quality Framework (HSQF) audit was successfully undertaken this financial year. This audit is now mandatory for anyone receiving funds from the Department and is completed by external auditors every 18 months. True has also continued to successfully gain accreditation with NSQHS and ISO 9001:2015.

Consolidated statement of profit or loss and other comprehensive income

FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
Revenue	10,969,058	9,773,958
Employee benefits expense	(6,918,330)	(6,522,124)
Staff associated costs	(199,399)	(292,815)
Consultancy costs	(302,050)	(238,478)
Client support and information	(121,476)	(119,274)
Occupancy costs	(174,401)	(842,284)
Materials and consumables	(499,375)	(348,627)
Depreciation and amortisation expense	(830,553)	(199,310)
Loss on disposal/sale of non-current assets	(40,566)	(35,794)
Gain/(loss) in changes in fair value of financial assets	(291,562)	(22,586)
Other expenses	(1,167,352)	(954,169)
Surplus (Deficit) before income tax	423,994	198,497
Income Tax expense	-	-
Surplus (Deficit) for the year	423,994	198,497
Other Comprehensive income		
<i>Item that will not be reclassified to profit and loss:</i>		
Change in fair value of land and buildings	-	-
Total Other Comprehensive Income	-	-
Total Comprehensive Income	423,994	198,497

The above statement should be read in conjunction with the accompanying notes provided on the full version of the Annual Financial Statements.

Consolidated statement of financial position

AS AT 30 JUNE 2019

	2020	2019
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	2,456,780	1,371,924
Trade and other receivables	56,915	24,622
Inventories	44,714	51,612
Other current assets	459,585	202,932
TOTAL CURRENT ASSETS	3,017,994	1,651,090
NON CURRENT ASSETS		
Property, plant and equipment	1,080,574	1,069,182
Right-of-use assets	2,086,591	-
Financial assets at fair value through profit or loss	3,537,400	3,717,488
Term Deposits	289,159	283,821
Intangible assets	68,430	136,489
TOTAL NON CURRENT ASSETS	7,062,154	5,206,980
TOTAL ASSETS	10,080,148	6,858,070
CURRENT LIABILITIES		
Trade and other payables	1,647,731	1,680,900
Contract liabilities – deferred income	676,322	-
	573,688	-
Interest bearing liabilities	-	19,558
Provisions	352,789	289,101
TOTAL CURRENT LIABILITIES	3,250,530	1,989,559
NON-CURRENT LIABILITIES		
Provisions	96,625	125,897
Lease liabilities	1,600,423	-
TOTAL NON-CURRENT LIABILITIES	1,697,048	125,897
TOTAL LIABILITIES	4,947,578	2,115,456
NET ASSETS	5,132,570	4,742,614
EQUITY		
Accumulated Surplus	5,132,570	4,734,352
Reserves	-	8,262
TOTAL EQUITY	5,132,570	4,742,614

The above statement should be read in conjunction with the accompanying notes provided on the full version of Annual Financial Statements.

TRUE LOCATIONS

Brisbane

230 Lutwyche Rd, Windsor Q 4030
(PO Box 215 Fortitude Valley Q 4006)

CLINIC:

07 3250 0200
clinicreception@true.org.au

EDUCATION/ADMIN:

07 3250 0240
info@true.org.au

Cairns

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

CLINIC:

07 4051 3788
cnsadmin@true.org.au

EDUCATION:

07 4031 2232
cairnseducation@true.org.au

CAIRNS SEXUAL ASSAULT SERVICE:

07 4031 3590
csas@true.org.au

TRUE FAMILY AND CHILD SERVICE:

07 4031 3590
childandfamily@true.org.au

Gold Coast

Level 15, Corporate Centre One
2 Corporate Court
Bundall Q 4217
(PO Box 1733 Southport Q 4215)

EDUCATION SERVICES ONLY:

07 5531 2636
gcoastedu@true.org.au

Ipswich

Shop 5, 54 Limestone Street
(PO Box 429), Ipswich Q 4305

CLINIC:

07 3281 4088
ipsadmin@true.org.au

EDUCATION:

07 3281 4088
ipswicheducation@true.org.au

Rockhampton

Glenmore Shopping Village
10-11/301 Farm Street
Norman Gardens Q 4701
(PO Box 3198 Red Hill
Rockhampton Q 4701)

CLINIC:

07 4927 3999
rockadmin@true.org.au

EDUCATION:

07 4921 3655
cqeducation@true.org.au

Sunshine Coast

Unit 4/8 Denna St
(PO Box 674)
Maroochydore QLD 4558

EDUCATION SERVICES ONLY:

07 5479 0755
scoastedu@true.org.au

Toowoomba

Level 1, 661 Ruthven Street
(PO Box 3361 Village Fair Q 4350)
Toowoomba Q 4350

CLINIC:

07 4632 8166
twbadmin@true.org.au

EDUCATION:

07 4632 8166
toowoombaedu@true.org.au

*Additional education services
located in Bundaberg.*

Rural and Remote clinics

Agnes Water

Discovery Coast
Community
Health Centre
2 Rafting Ground Rd
Agnes Water Q 4677

Augathella

Augathella Hospital
Cavanagh St
Augathella Q 4477

Bowen

Bowen Hospital
59 Gregory St
Bowen Q 4805

Clermont

Clermont Multi-
Purpose Health
Service
2 Lime St
Clermont Q 4721

Collinsville

Collinsville
Multi-Purpose
Health Service
81-91 Garrick Street
Collinsville Q 4804

Dysart

Dysart Hospital
28 Queen
Elizabeth Drive
Dysart Q 4745

Hughenden

Hughenden
Multi-Purpose
Health Service
Richmond Hill Drive
Hughenden Q 4821

Julia Creek

McKinlay Shire
Multi-Purpose
Health Service
1 Burke Street
Julia Creek Q 4823

Mitchell

Mitchell General
Hospital
95 Ann Street
Mitchell Q 4465

Mount Morgan

Mount Morgan
Multipurpose
Health Service
Black St, Mount
Morgan QLD 4714

Moura

Moura Community
Hospital
14 Nott Street
Moura Q 4718

Quilpie

Quilpie Medical
Practice
30 Gyrica St
Quilpie Q 4480

Richmond

Richmond Hospital/
Richmond Health
Service
Gallagher Drive
Richmond Q 4822

Texas

Texas Multi-
Purpose Health
Service
Lot 1 Mingoola Rd
Texas Q 4385

Thargomindah

Thargomindah
Community Clinic
Dowling Street
Thargomindah
Q 4492

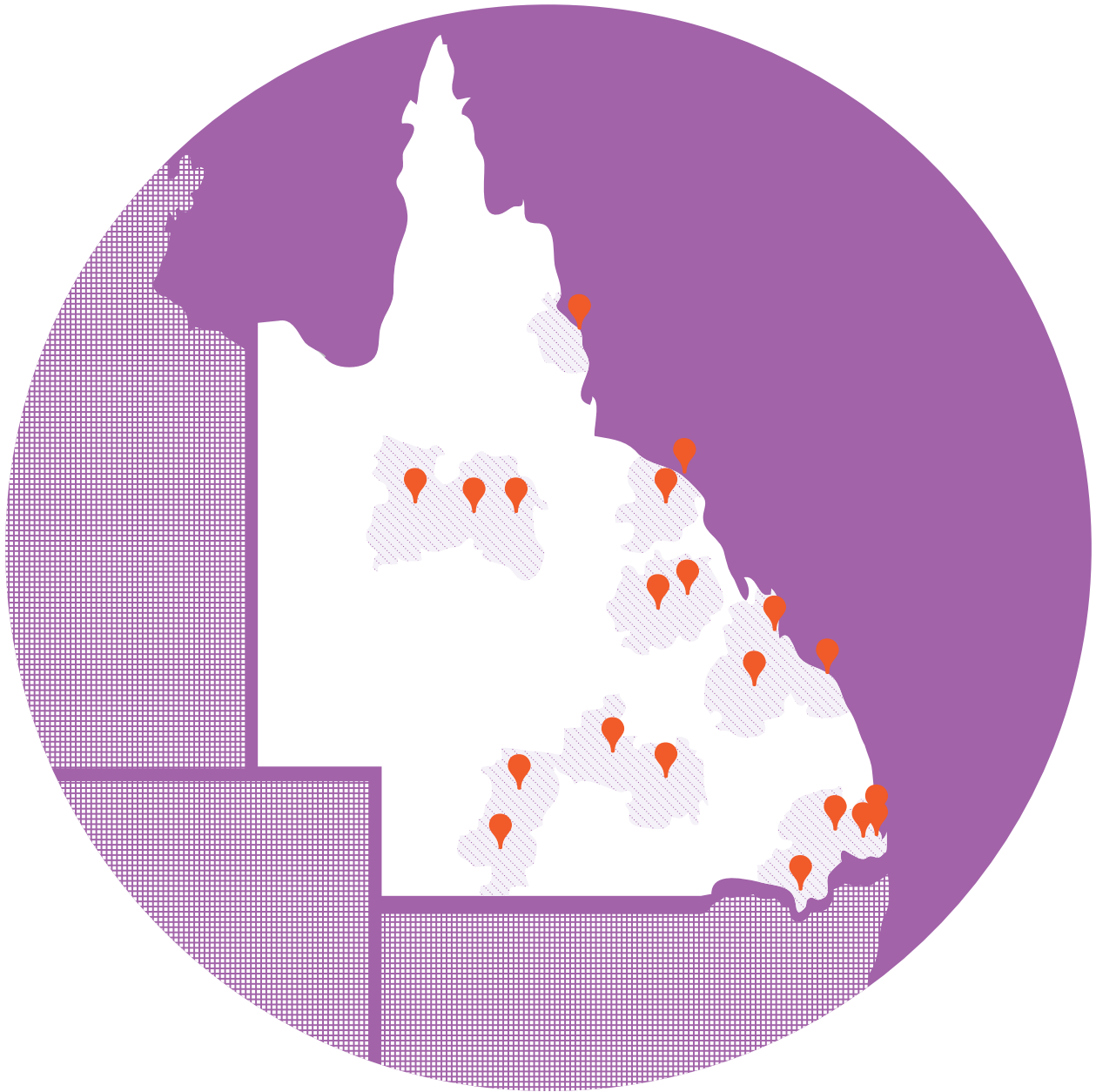


a safe space

Your safe space rep: _____

This space is inclusive and respectful and supports all students, including those who identify as gender diverse and/or LGBTIQ+ and their families. If you need to talk to someone, your safe space rep is here to support you.





For all your relationship and reproductive health needs visit:
true.org.au

Disclaimer: True Relationships & Reproductive Health (True) has taken every care to ensure that the information contained in this publication is accurate and up-to-date at the time of being published. As information and knowledge is constantly changing, readers are strongly advised to confirm that the information complies with present research, legislation and policy guidelines. True accepts no responsibility for difficulties that may arise as a result of an individual acting on this information and any recommendations it contains.

V5/2018/1221

Clinic. Education. Counselling.



fb.me/TrueClinics



fb.me/TrueEducate