



About True

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

For over 40 years, True has been prominent in the delivery of clinical services and professional development for medical 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.

Vision

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

Social impact goals

- Improve access to quality reproductive and sexual health
- Facilitate healthy, positive and safe relationships
- Prioritise the delivery of services to people in greater need



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

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

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.

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

- Queensland Health
- Department of Communities, Child Safety and Disability Services
- Department of Education and Training
- Department of Justice and Attorney-General
- The Queensland Police Service.

True has also received funding from the Australian Government Department of Health.

True works with peers from the non-profit, government and corporate sectors, recognising the diverse capabilities that this brings to service delivery.

Our project partners have included:

- Non-Schools Organisations Program (NSO)
- Darling Downs and West Moreton PHN
- Central Queensland, Wide Bay, Sunshine Coast PHN
- Foundation for Young Australians
- Perpetual Trustees
- The Daniel Morecombe Foundation
- Northern Territory Government, Department of Education
- Family Planning Alliance Australia
- Queensland Community Foundation
- Cairns Regional Council
- Mission Australia, Communities for Children (Inala to Ipswich).

Strategic pillars 2016 - 2021

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.





Report from the Chair

On behalf of the Board, I would like to thank the team at True and its partners for their work in the past year. This has established a strong foundation for the execution of True's updated strategy which emphasises collaboration and agility.

- 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

Access to quality services remains as important as ever. True is addressing more complex health needs than in the past. As a result, new clinics are planned for Rockhampton and Toowoomba. These new clinics represent a milestone for the organisation and will boost women's health in regional areas.

Relationships will be the key to success. True's ability to collaborate effectively will support integration in referral pathways as well as the creation of delivery models to serve more remote parts of the state.

This is also the case in education, where True will work more closely with schools and universities to provide more comprehensive services, aligned with the national curriculum. The education unit will embark on an ambitious change program in the next 12 months. Key elements of that approach include:

- the creation of a new 'all school' education program, which will encompass content for children with a disability
- the formation of a new team to focus on 'population projects' geared to the needs of Indigenous communities, immigrants and other minority groups
- the construction of online education related to *Traffic Lights*[®], delivered in partnership with Central Queensland University.

To improve access to True's clinic services, a range of back-end improvements are also planned for the coming year, including online clinic bookings and centralised telephone support. Such changes will continue to build on True's already high client satisfaction.

We can be proud of the organisation's recent transformation. As we look ahead, True remains committed to its social mission. Its achievements in recent years have placed it on a trajectory through which it can achieve its potential and deliver lasting public health benefits.

Antony Ziemek



Report from the CEO

From 2012-2016 True embarked on a renewal program that sought to reposition the organisation for the long-term.

The most critical aspect of the program was True's repositioning as a community gynaecology service, shifting the service profile to more complex health matters. The delivery of prompt, affordable treatment in the community can reduce hospital waiting lists and support general practice.

The value of this approach for the health system has been recognised by stakeholders across the health sector. In the past 12 months, there was a marked increase in referrals from hospitals (up 155% year-on-year) and general practice (up 31% year-on-year).

This highlights the changing composition of True's service portfolio, in which more complex cases become a larger proportion of clinical work.

In addition to the opening of a new 'flagship' clinic in Brisbane, three factors have been critical to this transition: a well-defined range of services that are differentiated from primary care and acute care, upskilling of personnel and brand awareness.

Most importantly, new services such as colposcopy, menopause clinics, antenatal classes and procedural contraception have been introduced or developed following engagement with local hospitals.

In 2015-2016 True built on its history as the leading provider of clinical education, with the introduction of online education for doctors and nurses.

The new modules are seen as an important step in improving access to quality education in remote parts of the state.

It is worth noting that True has trained tens of thousands of doctors and nurses over the past 44 years, boosting the capacity of the state's health system.

True's ability to shift its focus to more complex conditions is an outcome of this work and our trust in the practitioners we have trained.

Beyond the clinic environment, True continued to see widespread take-up of its renowned *Traffic Lights*[®] concept, which helps professionals and parents understand and respond to child sexual behaviour. The launch of the multi-platform *Traffic Lights*[®] app was an important milestone.

The app puts professional knowledge in the hands of parents, enhancing their understanding, establishing common language with schools and improving reporting accuracy.

Finally, I should mention the investment that True has made in infrastructure, such as its new content management system that powers the true.org.au website and True's online learning. Tools such as these are vital for the agile delivery of contemporary services. They will continue to be important as we continue to respond to community need and the evolution of policy within the sector.

Alice Evans

In 2015-2016 referrals grew from 643 to 1494, an increase of 132%.

Access to quality reproductive and sexual health

Since its inception in 1972, True has welcomed an estimated 500,000 women to its clinics. It has also provided education and training to tens of thousands of doctors and nurses.

This upskilling of clinicians has resulted in increased capacity and capability across the health system in Queensland. Crucially, it has enabled True to discontinue some services and shift its focus to more complex conditions.

This represents a significant evolution in True's role from primary to secondary health care.

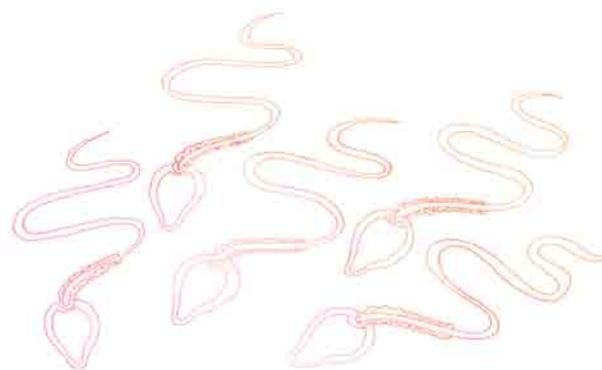
Clinic services

As True moves further into secondary health care, the main measure of success will be the number and proportion of referrals from general practice and hospitals. In 2015-2016, referrals grew from 643 to 1,494, an increase of 132%. The number of referrals from general practice and hospitals grew by 337% and 70% respectively.

An increase in the number of clients presenting on referral or for procedural contraception tends to increase the average length of consultation. Consequently, the total number of client appointments fell by 3% from 17,595 to 17,048.

Key achievements in clinic services included:

- a new colposcopy service in Brisbane and Cairns
- a new vasectomy service in Cairns
- a new menopause clinic in Brisbane and Toowoomba
- a 50% increase in attendance at antenatal classes in Ipswich
- the opening of a flagship clinic in Brisbane and planning for new clinics in Toowoomba and Rockhampton



- ongoing referral pathway negotiations with regional Hospital & Health Services
- NSQHS and ISO accreditation
- a new, real-time, clinic client feedback system
- free WiFi for clinic clients at all True clinics.

System capacity

The training of clinicians across Queensland remained a focal point for the organisation.

True made significant investments in online course development as a means of supporting education for clinicians in rural and remote locations.

Online course development included:

- Introduction to Reproductive & Sexual Health (RSH) for Doctors
- Introduction to RSH for Nurses
- Intrauterine Contraception
- The RSH Nurse Authorisation Module.

True continued to offer popular face-to-face training, with the cervical screening course and the FPAA National Certificate in RSH.

True also led a national review of the FPAA National Certificate in RSH for Doctors and collaborated with other state bodies in the development of the next edition of *The Contraception Handbook*.

In 2015-2016 True provided education services to 10,000 children and young people.

Healthy, positive and safe relationships

True is a leading provider of education to schools, families and organisations. It has a statewide presence, reaching communities through offices in seven locations across Queensland.

Courses encourage healthy decisions by young people, leading to delayed onset of sexual activity and a reduction in the incidence of STIs, unintended pregnancies and violence.

In 2015-2016, True provided education to approximately 18,000 people.

Schools

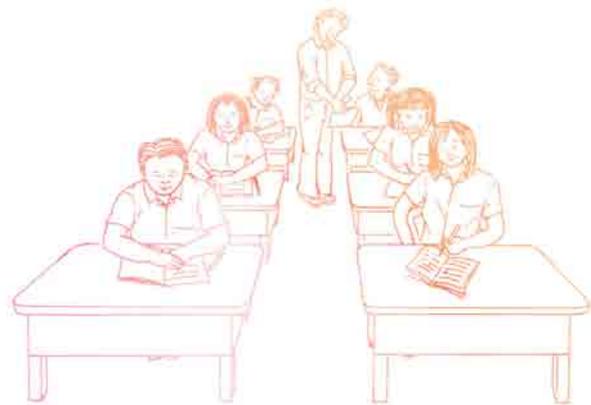
The relationships and sexuality education market in Queensland is fragmented. Procurement in schools is decentralised and a large number of small providers have emerged to serve specific geographical areas. To provide schools with a consistent mark of quality, True commenced work on a new, 'All Schools' program, a P-12 initiative mapped to the national curriculum. All Schools is anticipated to be launched state-wide ahead of the 2017 school year.

Professionals

In 2015-2016, True provided education for 4,752 professionals and introduced several new services and resources.

The introduction of the Traffic Lights® mobile app this year was important. Traffic Lights® is a concept that helps people identify, understand and respond to child sexual behaviour. The app puts expert knowledge in the hands of parents, establishing common language between educators and parents.

Uptake of Traffic Lights® increased and True has now licensed the concept for use in many jurisdictions in Australia and abroad. In the Northern Territory alone,



True trained over 300 school principals this year. True also commenced work on a pre-service, online course related to Traffic Lights®. This will be licensed to tertiary institutions from the start of the 2017 calendar year.

New services and resources are typically informed by engagement across different stakeholder groups. As an example of that engagement, True facilitated the first national Respectful Relationship Forum at QUT in February 2016. The event was a teacher-led forum, addressing the practice of respectful relationships in the classroom.

Sexual assault services

The prevalence of domestic violence and sexual assault has become more widely recognised in recent years. The bulk of True's services are geared towards the prevention of such violence, rather than response; however the Cairns Sexual Assault Service is an integral part of True's service offering. It provides counselling and crisis support to adults and children affected by sexual abuse and assault.

The service is funded under three separate contracts with the Queensland Department of Communities, Child Safety & Disability Services. In early 2016, the adult services contract was extended for a further five years, reinforcing the importance of this work in the community.

"I feel like my both my professional and personal life have benefited greatly from the information. It will improve my practice."

Teacher

Services for people in greater need

As a for-purpose organisation, True's actions are grounded in evaluations of social need. Some people benefit more from our services than others. We try to steer our services towards them.

Aboriginal and Torres Strait Islander communities

True increased its engagement with Indigenous communities this year. Most significantly, True facilitated the National Forum on Aboriginal and Torres Strait Islander Sexual and Reproductive Health in October 2015.

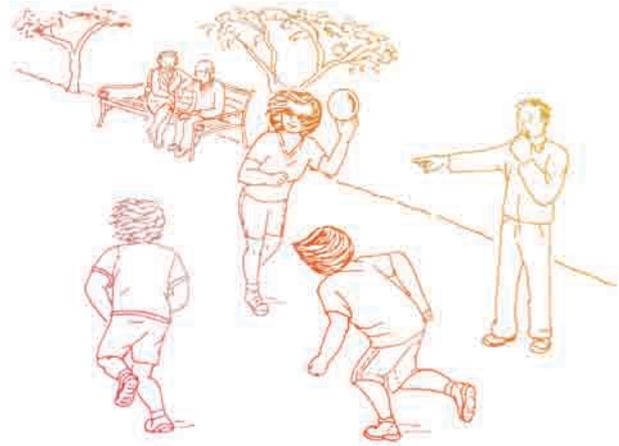
The forum led to the development of a plan to guide collaboration between Aboriginal Community Controlled Health Services (ACCHS) and agencies such as True.

A set of short, medium and long-range targets were agreed, including:

- delivery of community and professional training services in three communities that are under-resourced in reproductive and sexual health
- collaboration with Queensland Health, Primary Health Networks and other ACCHS to increase the rate of annual STI screening among Aboriginal and Torres Strait Islander young people to 50%
- group education sessions on reproductive and sexual health for adults, with separate programs for men and women where appropriate.

True continued to lead the Sunshine Coast Indigenous Young People's Sexual Health project with funding from the Commonwealth Department of Health. The project is now in its eighth year. It uses a community development approach to improve services and access to information among young Indigenous people and their carers.

This year, True trialed a new initiative, the Lion Leadership day, a training event for Aboriginal and



Torres Strait Islander young people. The event focused on their capacity as leaders within their communities.

True Education and Community Services staff participated in cultural awareness training to enhance the unit's work with Aboriginal and Torres Strait Islander communities.

In Rockhampton, True won the 'Inclusive Community Champion' award for excellence in education and awareness-raising and a NAPCAN 'Play your part' award for its Wellness and Wellbeing project. The project taught children from Indigenous communities about being safe, using local language. The children were engaged in a creative project to create a story book called *Ngathu Bimbi Bulba (My Safe Place)*, which was subsequently printed and published as an iBook for international consumption.

With funding from the Daniel Morecombe Foundation, True completed implementation of the Keeping Kids Safe project. True collaborated with the Murri School and Claremont Special School to develop teaching materials addressing the Daniel Morecombe Child Protection Curriculum. The project focused on the specific needs of Aboriginal and Torres Strait Islander children and children with learning disabilities. The adapted materials were subsequently adopted by the Daniel Morcombe Foundation and are available online for use in schools throughout Australia.

Disability

True has long been a leader in the provision of education to people with a disability, their families and the organisations that serve them. *The Looking After Me* individualised service continued in its second year of operation, expanding beyond Brisbane, Toowoomba and the Gold Coast to the Sunshine Coast, Rockhampton and Cairns.

True, supported by funding through the Department of Education and Training's Non School Organisations (NSO) program, provided relationships and sexuality education to 335 students with disability throughout the last year. These students participated in schools across Queensland, including urban areas such as Brisbane and the Gold Coast and regional locations such as Mt Isa and Gladstone.

Education sessions promoted personal safety, healthy relationship skills, decision making, healthy and appropriate social/sexual behaviours and an understanding of puberty, reproduction and birth.

Students with disability often face the risk of exclusion. Understanding appropriate behaviour in social settings is important in overcoming this.

The program, *Everybody Needs to Know* continued in 2015-2016, receiving positive feedback from students and teachers alike. Case studies were conducted during the project. These studies revealed improved understanding of relationship and sexuality topics, leading to improved social/sexual behaviour.

In 2016, True commenced development of a new school program for children with a disability, in conjunction with the All Schools program. This will build on the services provided for many years through support from NSO.

Safe Schools

True continued to implement the Safe Schools Coalition Queensland project in consultation with schools across the state. The program is strongly focused on reducing the risk of self-harm and suicide among young people who are same-sex attracted, gender diverse and/or intersex. Project staff worked with principals to create an environment that is safe for all students, teachers, parents and carers.

The project involves the professional development of guidance officers, chaplains, teachers, administrative staff, school-based youth health nurses and parents.

Information was provided through channels such as webinars, teleconferencing and face-to-face workshops. Safe Schools Coalition Queensland is funded by the Australian Government Department of



Education and Training and convened nationally by the Foundation for Young Australians (FYA).

True continued to work with regional universities to improve educational approaches and roles. This included collaboration with the Parenting and Family Support Centre at the University of Queensland to explore parental confidence and preferences when communicating about sexuality education.

True's university collaboration also included a research project with QUT to evaluate the use of comedy in the delivery of messages about healthy sexual development in young men. A number of focus groups were held with young people and adult stakeholders relating to materials such as the *7: Funny Guys Talk Sex* app. Research outcomes and an evaluation of the app will be published in the coming year.

Socioeconomic disadvantage

True continued to partner with Mission Australia to deliver the project, *Do you know the signs?* The project helps parents, carers, teachers and early childhood workers to identify and respond to young children's sexual behaviours. In essence, it increases awareness of the signs of child sexual abuse. It also helps to develop an awareness of appropriate responses.

Do you know the signs? is funded through the Communities for Children (Inala to Ipswich) project and was delivered to communities in Brisbane's western corridor. It is also the subject of a research partnership with the University of Queensland School of Population Health to determine its efficacy.

Summarised financial report

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 report 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 can be downloaded from www.true.org.au or is available free of charge upon request to the company.

Revenue and Expenditure

Revenue	\$	percentage
Product sales	151,877	1.71%
Individual donations	5,241	0.06%
Queensland Health Reproductive Health program	5,109,558	57.42%
Grants for education and community projects	1,796,089	20.18%
Clinic revenue	988,609	11.11%
Interest received	34,534	0.39%
Course fees	572,607	6.43%
Other income	239,949	2.70%
Total revenue	8,898,464	100.00%

Course fees breakdown:

Clinical	225,668	39.41%
Education and community sector	346,939	60.59%
Total	572,607	100.00%

Expenditure

Education and Community Services	918,035	10.39%
Clinical Education	377,403	4.27%
Clinical Services	2,888,840	32.68%
Education and Community Projects	2,035,733	23.03%
Operational Support Services	1,326,375	15.01%
Innovation & Brand	305,742	3.46%
Building occupancy and sundries	986,631	11.16%
Total expenditure	8,838,758	100.00%

Revenue and Expenditure 5 year trend

	Revenue	Expenditure
FY2011-2012	8,656,933	8,931,866
FY2012-2013	8,292,649	8,252,530
FY2013-2014	8,282,338	8,193,827
FY2014-2015	8,704,610	8,695,219
FY2015-2016	8,898,464	8,838,756

Statement of Profit or Loss and other Comprehensive Income
for the year ended 30 June 2016

	2016	2015
	\$	\$
Revenue	8,898,464	8,704,610
Employee benefits expense	(6,119,948)	(6,074,744)
Staff associated costs	(183,071)	(137,667)
Consultancy costs	(220,467)	(166,678)
Client support and information	(379,598)	(345,239)
Accommodation costs	(780,023)	(569,421)
Materials and consumables	(155,296)	(130,495)
Depreciation and amortisation expense	(87,169)	(148,394)
Loss on disposal of non current assets	(128,080)	(282,754)
Other expenses	(785,106)	(839,827)
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Surplus (Deficit) before income tax	59,706	9,391
Income Tax expense		-
Surplus (Deficit) for the year	59,706	9,391
Other Comprehensive income (Deficit)	-	-
Item that will be reclassified to profit or loss		
Change in fair value of available for sale financial assets	(17,219)	-
	<hr/>	<hr/>
Total Comprehensive Income (Deficit)	42,487	9,391

Statement of Financial Position
as at 30 June 2016

	2016	2015
	\$	\$
Current assets		
Cash and cash equivalents	1,115,604	2,259,475
Trade and other receivables	155,444	226,500
Inventories	26,604	30,772
Other current assets	87,451	79,374
Total current assets	1,385,103	2,596,121
Non-current assets		
Property, plant and equipment	978,770	965,753
Investments	3,034,848	3,000,000
Intangible assets	518,341	317,239
Total non-current assets	4,531,959	4,282,992
Total assets	5,917,062	6,879,113
Current liabilities		
Trade and other payables	1,454,948	2,413,936
Interest bearing liabilities	110	4,499
Short-term provisions	242,871	363,946
Total current liabilities	1,697,929	2,782,381
Non-current liabilities		
Long-term provisions	106,209	26,295
Total non-current liabilities	106,209	26,295
Total liabilities	1,804,138	2,808,676
Net assets	4,112,924	4,070,437
Equity		
Accumulated Surplus	4,130,143	4,070,437
Reserves	(17,219)	-
Total equity	4,112,924	4,070,437

Statement of Changes in Equity
for the year ended 30 June 2016

	Accumulated Surplus	Reserves	Total
	\$	\$	\$
Balance at 1 July 2014	1,188,332	2,872,714	4,061,046
Surplus/Deficit for the year	9,391	-	9,391
Transfer of reserve	2,872,714	(2,872,714)	-
Balance at 30 June 2015	4,070,437	-	4,070,437
Surplus/Deficit for the year	59,706	-	59,706
Change in fair value of available for sale financial assets	-	(17,219)	(17,219)
Balance at 30 June 2016	4,130,143	(17,219)	4,112,924

Statement of Cash Flows
for the year ended 30 June 2016

	2016	2015
	\$	\$
Cash flows from operating activities:		
Receipts from trading	2,018,932	2,190,519
Receipts from grants	7,491,091	7,699,151
Interest received	34,534	42,011
Payments to suppliers and employees	(10,135,808)	(9,088,198)
Net cash provided by/(used in) operating activities	(591,251)	843,483
Cash flows from investing activities:		
Payment for plant, property and equipment and intangibles	(496,163)	(309,491)
Proceeds from sale of plant, property and equipment	-	4,500,000
Payment for Investments	60,000	(3,000,000)
Proceeds from investments	(112,067)	-
Net cash used in investing activities	(548,230)	1,190,509
Cash flows from financing activities:		
Repayment of borrowings	(4,390)	(1,184,547)
Net cash used in financing	(4,390)	(1,184,547)
Net increase/(decrease) in cash held	(1,143,871)	849,445
Cash at beginning of the financial year	2,259,475	1,410,030
Cash at the end of the financial year	1,115,604	2,259,475

Directors of the Board

Directors in office at any time during or since the end of the financial year ended 30 June 2016.



Antony Ziemek

BA, F Fin, CFTP (Snr), GAICD
Chairperson and Member, Audit & Finance Committee



Zoe Ellerman

LLB, BA (Hons)
Chair, Governance Committee



Natalie Bain

(Appointed September 2015)
B Arts, Grad Dip Public Relations
Member, Governance Committee



Annabel Hickey

(Resigned August 2016)
MMSc Clin Epi, BAppSc (OT)



Donna Bonney

(Appointed September 2015)
M. Ed, M. Nursing, Grad Cert
Emergency Nursing, B. Nursing
Member, Governance Committee
and Clinical Advisory Committee



Giuseppe Taddeo

MBA, Grad Dip Bus Admin, Assoc
Dip Diagnostic Radiography
Chair, Clinical Advisory Committee



Clare Boothroyd

(Appointed January 2016)
MBBS, MMSc, MBA
Member, Clinical Advisory
Committee



Bob Van Beusekom

MSc, CA, FCPA, PMP, MAICD
Member, Audit & Finance
Committee
Deputy Chair and Member, Audit &
Finance Committee



Robert Edwards

BCom FCA
Chair, Audit & Finance Committee



Graham Neilsen

(Resigned November 2015)
MBBS (Qld), Dip Ven (Liv), MM
(Sexual Health)

True locations

Brisbane

230 Lutwyche Road
Windsor Q 4030
Clinic: 07 3250 0200
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
Sexual Assault: 07 4031 3590
csas@true.org.au

Gold Coast

Education services only

Level 15, Corporate Centre One
2 Corporate Court, Bundall Q 4217
(PO Box 1733 Southport Q 4215)
07 5531 2636
gcoastedu@true.org.au

Ipswich

Shop 5, 54 Limestone Street
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 11 Rockhampton Q 4700)
Clinic: 07 4927 3999
rckadmin@true.org.au
Education: 07 4921 3655
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
scoastedu@true.org.au

Toowoomba

661 Ruthven Street
(PO Box 3361)
Toowoomba Q 4350
Clinic: 07 4632 8166
twbadmin@true.org.au
Education: 07 4632 8166
toowoombaedu@true.org.au