



**Many people,
Many places:**
THE MANY FACES OF TRUE



Thank you for your support

True is trusted by many organisations to represent them in the delivery of social services. 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 Education
- Department of Child Safety, Youth and Women
- Department of Justice and Attorney-General
- Department of Communities, Disability Services and Seniors
- The Queensland Police Service



Queensland Government

Our project partners include:

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.



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Acknowledgement of country

True acknowledges the Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, water and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders past, present and emerging.



2020-2021 Snapshot

14,037

Education to
children & young
people

18,950

Clinical Services
provided

5,683

Hospital
& Health
Services

4,729

Clinical clients

898

General
Practitioner
referrals

5,909

Complex
Gynaecology
services

2,024

Professional
development
sessions for teachers

2,542

Long-Acting
Reversible
Contraception

4,539

Cairns Sexual
Assault
Service visits

440

Professional
multicultural health
sessions

6,891

True Child &
Family Services
visits

At the heart of all that we do is the community in which we live, work and play. Family Planning Queensland, now known as True Relationships and Reproductive Health, was founded on a need to serve women in the community. Real people working to support, educate and care for others. What the founders of this organisation created has been passed on to a further five generations of carers and educators. The **many people** and the **many faces of True** is a culmination of that need and the opportunity to deliver services across Queensland. Almost 50 years on, their legacy will not be forgotten.



MANY FACES OF TRUE

Meet June Morris Education Director, 1971-1989

It was a happy coincidence that I became a close friend of Marjorie Millburn (former CEO of FPQ) in 1969. Marjorie had the vision, the experience and the ability to found and administer Family Planning Queensland (FPQ). As her friend and a trainee marriage counsellor, I shared this interest. We attended the inaugural meeting to found FPQ in late 1971. I helped Marjorie find and furnish the first premises in Fortitude Valley, and as a nurse and midwife, I was sent to Sydney for training. I then became involved in clinic work, administration and the training of staff as the demand grew. Later in the '70s, I commenced the training programmes that became a necessary part of the expansion of our work, and so became director of a team of educators that responded to the many requests for sexuality education during the eighteen years before my retirement.

Growth of the clinic services was the great contribution to the community in the '70s and '80s and numbers attending clinics throughout the State grew from 178 attendances during the first three months, to 49,691 in the year 80/81. For many years this was the focus of the organisation, as we watched the clinic attendances grow and catered for them. Later, it was older women and people with special needs that made the most use of the facilities.

Sexuality education became an important part of the services, and during my years as Education Director we managed far reaching programmes in spite of the prohibitions of the State government policies of the day.

However, I believe that the most significant contribution was the Medical Practitioner Training courses that took place every year from the start of the organisation. In this way, up-to-date medical knowledge, as well as the specialised counselling skills and values inherent in the work were adopted by doctors in country as well as city areas. This made a unique contribution to women's health throughout the state.

The massive contribution to women's health and to society as a whole continues on through the years.



About True

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

For 49 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.

Our Vision:

REPRODUCTIVE AND SEXUAL HEALTH
AND SAFE, RESPECTFUL RELATIONSHIPS FOR ALL.

Achievements in 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.

Our activities during the 2021 financial year have resulted in:

Minimal impact of COVID-19 to service delivery throughout lockdown periods in 2020-2021.

Continued recognition of True as a secondary health service, both by GPs and the HHS. Referrals continued to grow from both sources during this period.

Reproductive and Sexual Health clinical services were provided across 16 rural and remote locations. This program is continually funded by the Department of Health (Federal) and the support of CheckUp.

The Under 25s program 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 completed in Sunshine Beach. Positive feedback was received by stakeholders, school staff and students. A partnership with **HeadSpace Southport** has seen a monthly **clinical service commence in June 2021**.

An agreement was secured to **partner with YFS Logan in early 2022** to provide a monthly reproductive and sexual health clinic for young people of the area.

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

Finalisation of the ASK (clinician training program) **and Relationship Ready** (teacher, parent and carer training) projects contributing to the Queensland Government's goal of reducing STIs and BBVs in Queensland communities. Stage 3 of Relationship Ready planned for 2022.

Health for Every Body project continues to support migrant and refugee women in gaining access to reproductive and sexual clinical services, information and support.

2021-2025 New Strategic Plan

Over the past four years, True has developed an even stronger partnerships with many of Queensland's health services, hospitals and specialist teams. In addition, True has leveraged its community presence to provide additional non-government funded bespoke projects for the benefit of Queenslanders and communities.

With a vision to increasing our access for Queenslanders (> 85% of the population within one hour's drive), True has developed a new strategic plan for 2021 – 2025 and has worked hard to effectively align this with Government priorities in reproductive and sexual health as we work in partnership with Queensland Health.

True has taken the opportunity to review its strategic pillars and have realigned them to support the Queensland Human Rights Act 2019.

To develop both its strategy and operational plans for 2021-2025, True has also carefully considered the following Government policies and legislation:

- Our Future State, Advancing Queensland's Priorities
- Queensland Sexual Health Strategy 2016 - 2021
- Queensland Multicultural Action Plan, 2019-2020 to 2021-2022
- Queensland's framework to addressing Sexual Violence
- Queensland's Termination of Pregnancy Act 2018
- National Women's Health Strategy 2020

While the overarching strategy has remained the same, True has adopted the AAAQ framework; a framework which also confirms rights to health into its strategic pillars. The framework includes four inter-related and essential elements: confirming effective health care and services must offer Availability, Accessibility, Acceptability, Quality and Sustainability.



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 other 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 & Excellence

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



Focus on Sustainability & Growth

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

Report from the Chair



Not only did the pandemic take us by surprise last year, but it also shocked the world that it would continue into a second year. Business as usual is something of the past and I fully expect may not be the norm for several years to come. For this reason, we need to hold fast to our Strategic Plan and continue to bed it down to ensure longevity for the organisation.

Like almost every team, the Board's established 'ways of working' have changed since COVID-19 arrived. While the challenges of adapting to life and work during a global pandemic have been immense, it's how we rise to meet challenges that matters. To know that True's clinic and counselling doors have stayed open, and that we took the opportunity to build our online education capability is truly impressive.

True continues to partner with Queensland Health, the Department of Education and other key stakeholders, and work closely to build relationships and assist the Queensland Government achieve its goals for the community.

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 and wellbeing for our communities.

True has proudly contributed to a submission by Women's Health Queensland as part of their consultative process for the creation of a new Women's Strategy, focussing on health equity.

"While the challenges of adapting to life and work during a global pandemic have been immense, it's how we rise to meet challenges that matters."

Next year, True will enter its 50th year of operations and its legacy of supporting, educating and empowering Queenslanders, is underpinned by its evolutionary and innovative service delivery to support communities. True would like to thank Queensland Health for its support and reaffirm its commitment to continuing to prioritise objectives to serve the Queensland community.

Natalie Bain
Board Chair

Report from the CEO



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
- Foster Acceptability
- Maximise Accessibility
- Promise Quality and Excellence
- Focus on Sustainability and Growth.

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.

True’s clinical operations continue to go from strength to strength, increasing outreach and satellite sites to include Southport and also Logan in the south east corner of the state.

The Cairns counselling services are value adding with the launch of Strength Cards product. Be Strong, Be Connected with linkages to the Aboriginal and Torres Strait Islander community. They also have a new case management service model initiative - True House - which will enable improved counselling outcomes.

Our Education teams are enhancing pathways to market with more online offerings and a return to face to face delivery.

Lastly, but importantly, True is investing in digital transformation to equip the organisation to deliver online services anywhere anytime, and improve the experience for all staff.

Alice Evans
CEO

Meet our Board



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



Dr Clare Maher

FRACGP, DIP O&G, MPH

Member, Clinical Advisory Committee



Giuseppe Taddeo

MBA, GRAD DIP BUS ADMIN, ASSOC DIP DIAGNOSTIC RADIOGRAPHY

Chair, Clinical Advisory Committee



Bob Van Beusekom

MSC, CA, FCPA, PMP, GAICD

Chair, Audit and Finance Committee



Dr Clare Boothroyd

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

Member, Clinical Advisory Committee



Tania Hillman

BCOM CA

Member, Audit and Finance Committee

Chair, Audit and Finance 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



Christine Ip

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

Member, Audit and Finance Committee



MANY FACES OF TRUE

Meet Meta Goodman Chairperson, 1996-2003

Co-founder, John Campbell recruited me to the board of True in 1996. I was nominated at the AGM and Anthony Walsh who, I think, was the Education Officer at the time was one of my nominators.

My first few months was a time of stress for the organisation. On top of being faced with difficult decisions on how to best service our regions, we were also in the unenviable position of needing to find a new CEO.

Despite various applications from all over Australia and even New Zealand, no suitable candidate had been found. Kelsey Powell, then Education Manager, said she would make an application and it was decided by the Board to accept her as the new CEO and I was elected Chairperson of FPQ at the same time.

Kelsey had a new vision for the organisation and with the Board's approval was able to grow FPQ again with new funding money from the Queensland Government to help promote women's health in the regions. The Board and staff of FPQ did quite a bit of internal structuring, focusing on governance within the whole of the organisation and succession planning for senior executives.

With the governance in mind, when I stepped down from being Chairperson I resigned from the Board which had not been the case in earlier times. Although links with the past gradually were lost at Board level, Kelsey and the succeeding CEOs continued to engage with previous members of the Board, Founding Members and previous staff so that the knowledge and history of the organisation were not lost.

I remember John Campbell very fondly. He delivered my older two children and was superintendent of the Royal Brisbane Women's Hospital. He also believed that I had the capability to help FPQ at Board level and I am eternally grateful for his belief in me.

Our primary clients & beneficiaries

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. Our clients include migrant and refugees, Aboriginal and Torres Strait Islanders, LGBTIQ+ community and those from culturally and linguistically diverse backgrounds.

We provide educational 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 and guidance officers, 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.

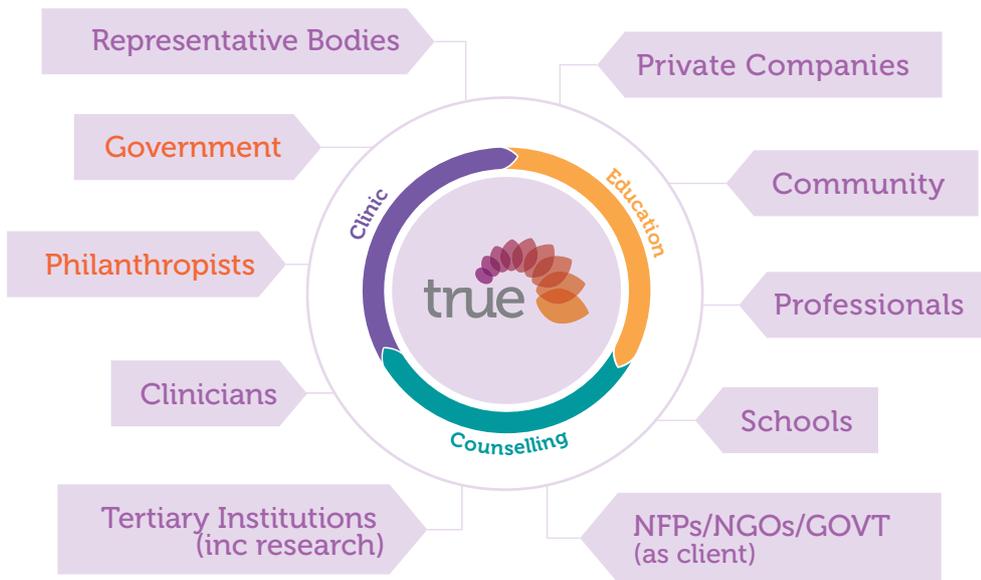


MANY FACES OF TRUE

Meet Al De Los Reyes
Finance Officer – Payroll/Accounts Payable,
2009-Current

What do you believe is the most significant contribution True has made to the community?

The community involvement by delivering sexual health education to people with disability, to multicultural migrant people, inclusivity with LGBTQI+ community, our clinician doing outreach programs and mostly outstanding delivery of reproductive health.



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. True 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, unplanned 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.

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.



MANY FACES OF TRUE

Meet Helen Moore Chair & Director of the Board, 2011-2014

How did you come to know about and become involved in the organisation?

I first found out about Family Planning Qld (as it was then known) in the 1980s as a university student in search of easy access to cheap contraception. I reconnected with FPQ 30 years later in 2011 when I came across an advertised vacancy for a Board director with a finance background. I joined the Board and became the chair of the audit committee in August 2011.

How long have you been a member (staff or volunteer)?

I became the Chair of True from December 2012 until December 2014. Sadly, my workload in my full-time role, as General Manager of Finance and Business Services for the Gold Coast 2018 Commonwealth Games, became so intensive that I was unable to continue to volunteer on the True Board.

How important that role has been for you during your career?

My role with True was an opportunity for me to further develop my skills as a director. It was a very satisfying period during which we welcomed Alice as our new CEO, underwent a major strategic review, rebranded the organisation, sold the Fortitude Valley premises and established the innovation fund. Upon reflection, I'm amazed as to how much we achieved in such a relatively short period of time.

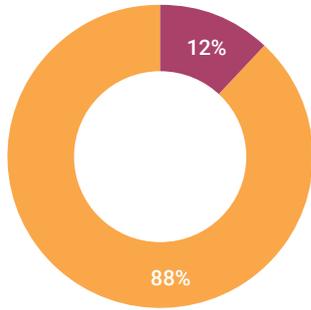
What do you believe is the most significant contribution True has made to the community?

True has firmly established itself as the trusted provider of sexual and reproductive health advice within the community. It is accessible and relevant, especially through its clinics, education, training and other services. The team at True is passionate about what they do and every day they evidence the difference that they make to the lives of so many people.



“True has firmly established itself as the trusted provider of sexual and reproductive health advice within the community. It’s accessible and relevant.”

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

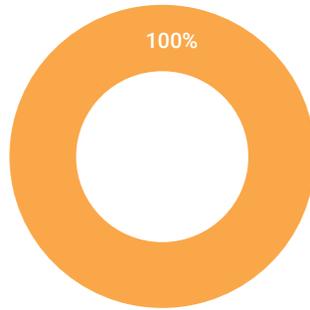


12% % OF QUEENSLANDERS **MORE THAN A ONE HOUR DRIVE** FROM A TRUE CLINIC

88% % OF QUEENSLANDERS **WITHIN A ONE HOUR DRIVE** FROM A TRUE CLINIC

*figures based on latest population data

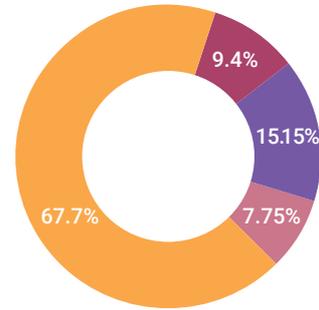
Access to True Education across Queensland via online and face to face



100% % OF QUEENSLANDERS THAT CAN ACCESS EDUCATION SERVICES

*figures based on latest population data

Long-Acting Reversible Contraception Services (LARC^)



9.4% DEPO

15.15% IMPLANON TM

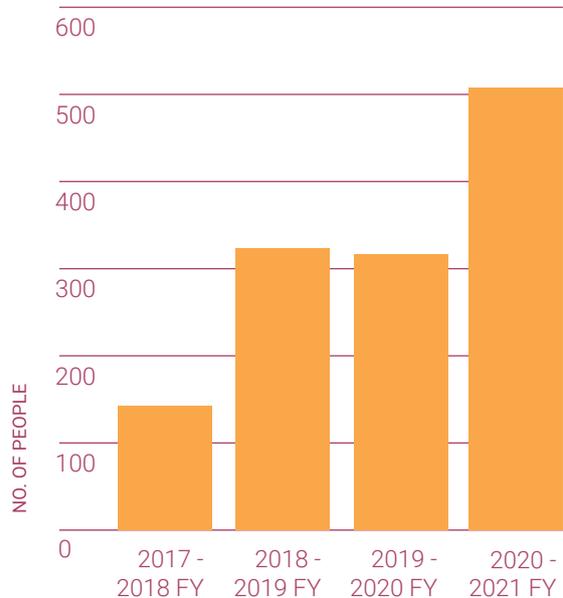
7.75% COPPER IUD

67.7% HORMONAL IUD

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.

CLINICAL SERVICES & OPERATIONS

Community-driven healthcare

True's clinic is 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.

Metro clinics

The COVID-19 pandemic transformed the way True delivers expert reproductive and sexual health care to our clients. While our clinical services continue to be community-driven, True developed and adopted contingency measures to manage periods of lockdown and reduce the potential of clients delaying preventative health care.

In the 12 months to 30 June 2021, True's clinics saw the largest number of clients recorded to date. This can be directly attributed to the introduction of telehealth services, a larger workforce and clients willing to adapt to the changing health landscape. These measures enhanced the trust between True and our clients, allowing continued accessibility to our clinical services.

Outreach services

Queensland's rural and regional communities continue to respond to our outreach clinical services with enthusiasm and demand.

While these communities were largely spared local COVID-19 lockdowns, they have suffered the results of True's sporadic inability to travel from Local Government Areas affected by restrictions. Despite the availability of telehealth services, we have waiting lists in most of the 16 communities that we visit.

The interruption of service, particularly during the first part of 2021 has exacerbated the existing demand for more frequent visits. True has been able to complete many of the visits that were cancelled earlier in the year throughout the rest of 2021, addressing the growing waiting lists in all locations.

Satellite services

Following a hiatus driven by the pandemic, True has restarted its satellite clinical services in partnership with Headspace. This collaboration allows us to reach young people, in a setting that is familiar and helps encourage the 12–25 year old cohort to start their reproductive and sexual health care journey, setting them up for preventative care throughout their reproductive years.

The clinic is currently delivered once a month from the Headspace offices at Southport. There are plans to expand service to their newly opened Upper Coomera office.

Is it True

True has successfully acquitted our contract with the Central Queensland Wide Bay and Sunshine Coast Primary Health Network for the delivery of our *Is it True* program in Emerald and the Sunshine Coast. Both high schools where we delivered this sexual health, lifestyle and relationship program have expressed a desire to continue to provide it to their students. Our current climate with its focus on consent and educating young people on healthy relationships and sexual health has underpinned demand. Other schools across various locations in Queensland have indicated an interest in this program. We seek alternative sources of funding to continue delivering *Is it True*.

Headspace has approached True to undertake a program in Emerald. This will combine clinical service and a delivery of *Is It True*. Further discussions are continuing but it is hoped that this program will commence in early 2022.

Under 25s Toowoomba and Ipswich

Young people face barriers in accessing specialised reproductive and sexual health services, as a result of fear of admitting to risky sexual behaviour, the stigma associated with STIs, and the cost of health care, where they are not willing to use Medicare cards. Consequently, they are at an increased risk of long term health impacts.

Our free, nurse-led service *Under 25s* program continues to grow. This service has helped increase the number of young people tested and treated for sexually transmitted infections, accessing different contraception options and improved community health literacy on unsafe sexual behaviours, contraception options, unplanned pregnancies and the risks associated with undetected cervical and breast changes.

We seek funding to offer this service in our other metro clinics.



MANY FACES OF TRUE

Meet Amy Kilford Admin Officer - Clinic services, 2012-Current

How important has this role been for you during your lifetime?

Having a strong passion for women's health, being able to work for an organisation that provides this vital service is extremely rewarding. I get great job satisfaction out of knowing I contribute to delivering effective and much needed reproductive and sexual health services to Queenslanders of all ages. My roles within True have formed a fantastic foundation for my career in healthcare and I hope to extend on this for many years to come.

EDUCATION & COMMUNITY SERVICES

Encouraging healthy, positive & safe relationships.

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 .

Education snapshot

14,037

Children & young people

3,620

Workplace development

15,920

Health promotion programs

2,024

Teachers & Education Professionals

311

Schools accessed programs

120

Young people with a disability

Child & Family

All School Relationships and Comprehensive Sexuality Education (CSE) program

The All School program delivers comprehensive sexuality education to students in Prep to Year 12, and is mapped to the Australian Curriculum (P – Year 10) and aligned to the QCAA senior syllabus (Yr 11 and 12). The financial year 2020-2021 was our busiest year to date seeing the program reach 14,037 students across Queensland. True education staff continue to see huge demand with many new schools making contact with True to support students in accessing education on topics of personal safety and consent.

The All School program – Special Education

The All School program – Special Education delivers sexuality education to students enrolled in special education from Prep to Year 12 and is mapped to the Australian Curriculum. Funded by Specialist Disability Support in Schools & Queensland Department of Education (SDSS) this program is called the *Every Body Needs to Know* project and includes teacher training, a parent workshop, and 4x1 hour student sessions in class. Bookings for this service have been on the increase over past years with funding sought from SDSS to continue the project from 2022-2024.



Relationship Ready

This project aims to empower teachers to deliver quality, Comprehensive Sexuality Education (CSE) in their school community and to address the unique barriers to delivery; and increase the confidence and capability of parents/carers in discussing relationships and sexuality with their children in the home environment. 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.

Relationship Ready is funded through to 30 June 2022 by Queensland Health with support from Education Queensland, Queensland Teacher's Union, Queensland Association of State School Principals (QASSP), P&Cs Queensland, Queensland Secondary Principals' Association (QSPA), Queensland Association of Special Education Leaders (QASEL) and School Based Youth Health Nurses (SBYHN).

Confidence Capacity & Diversity Initiative

"Being Me" Animation Video project

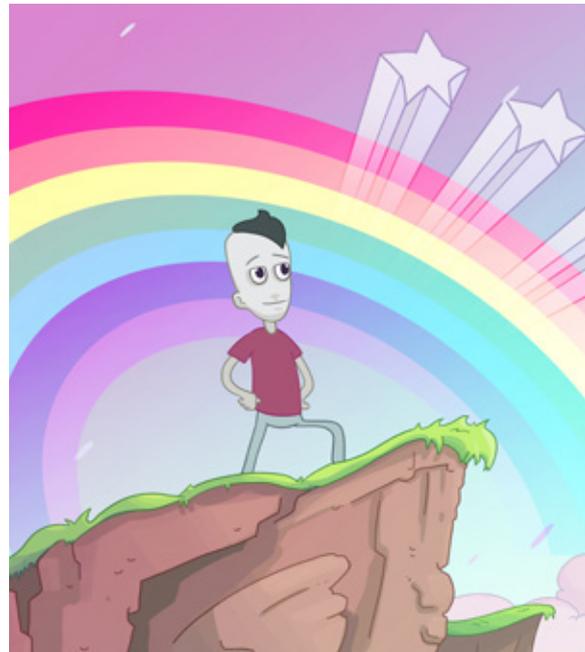
A video has been produced to support young people who may be wondering about their identity. The message is that everyone's experience is different and it's okay to do what feels right and safe for each individual. If a young person needs help, there is support and places like PFLAG+ can help by providing information, resources and support for the person and their family.

Ideally the animation will be relevant to LGBTIQ+ students, school based employees supporting LGBTIQ+ students, and parents/carers and families seeking information to support their LGBTIQ+ child.

The video aims to help LGBTIQ+ students and their parents and teachers to become comfortable with the child's sexual or gender diversity, and to model 'likely', 'best case scenario' and 'reparative' responses with the aim of supporting child wellbeing and family-child relationships.

Ultimately, the message provides reassurance that sexual or gender diversity is natural and okay and that information and support are available.

The video which is on True's YouTube channel will be promoted through social media channels and stakeholder organisations.



The character 'Ash' from the Being Me video



Culturally Responsive Health

Culturally Safe Reproductive and Sexual Health for Migrant and Refugee populations

In 2020/21, True continued to run workshops and provide advice to health professionals, interpreters and translators and community workers and organisations, including schools, TAFE, refugee settlement services, and trauma counselling services who work with people from migrant and refugee backgrounds in reproductive health and healthy relationships.

Codesign with community continued to be a focus in delivering workshops with community groups including Iraqi and Syrian women, the Somali Young Women's group, the Matu Chin community, and Solomon Island seasonal workers.

Most recently, the CRH team co-designed a resource on cervical screening with 10 communities including a Pasifika version with the Pasifika Women's Alliance and in Arabic, Burmese, Chinese, Dari, Hindi, Somali, Swahili, Vietnamese, and simple English.

A Perpetual Philanthropic grant empowered migrant and refugee women to increase their sexual health literacy through education sessions and people from 35 different countries accessed True's clinical services for consultations.

The Culturally Responsive Health Advisory Group, comprising 13 members from a variety of health, interpreter, and multicultural organisations, continues to meet and contribute to content development and community and sector engagement.

Tertiary & Research

The Traffic Lights® program resumed face to face full day professional development training across South East Queensland in late 2020, with sessions held in Brisbane and an online version of the training is now under development as is the development of an Aboriginal and Torres Strait Islander Traffic Lights® resource.

Two research projects commenced in late 2020 involving a PhD project on the Evaluation of Traffic Lights® full day professional development.

Another PHD project - Evaluation of All School program - has received ethics approval and will recruit schools for participation in 2022.

The Tertiary and Research team began scoping a review of national and international resources on sexual consent and have started developing a True resource on sexual consent aimed at young people.

Publications produced:

Moran, C., & Van Leent, L. (2021). Primary school parents' perspectives on relationships and sexuality education in Queensland, Australia. *Sex Education*, 1-14.

Publications under review:

Moran, Walsh, A., Lily, K., Foreman, R., & Taylor, J. (under review). Australian health professionals' perspectives on discussing sexual activity and intimacy with people who have had a heart attack, a qualitative study.

Lily, K., Walsh, A., Foreman, R., Moran, C., & Taylor, J. (under review). Discussing sexual activity and intimacy after a heart attack. A cross sectional survey of Australian health professionals' perceptions and practice

CLINICAL EDUCATION & TRAINING

Leading provider of reproductive & sexual health education

True is proud to be the leading provider of reproductive and sexual health education and training in Queensland. We offer a wide range of certificate and non-certificate courses through our Clinical Education Unit (CEU), delivering professional development and training to doctors, nurse practitioners, midwives and nurses on sexual and reproductive health topics. Training is delivered via mixed mode offerings enabling access by regional, rural and remote health professionals.

The Clinical Education Unit delivered courses to clinicians via multimodal methods including face-to-face, live-online, self-paced online courses and podcasts throughout the 12 month period.

Nine live-online contraceptive implant (Implanon NXT®) courses provided skills to many Queensland rural and/or remote clinicians from as far north as Cairns to Thursday and Murray Islands, Ayr, Ingham, Bundaberg to country south west, Miles.

In addition, five face-to-face Implanon NXT® courses were provided over the year for suburban-based general practitioners, registrars, nurses, midwives and nurse practitioners.

Three cervical screening face-to-face courses incorporating both theoretical and practical tuition concluded with an online assessment component. 100% of 41 participants successfully passed the assessment to progress to the clinical practicum in their workplace with their True endorsed preceptor in order to achieve competency as a non-medical cervical screening provider.

The Family Planning Alliance Australia (FPAA) National Certificate in Reproductive and Sexual Health for Doctors course was delivered for the first time since 2018. After a year of theoretical content writing for blended online and face-to-delivery, the course was released and delivered in May and November this year. The 3-day face-to-face course concluded in written and live role-play assessments with some participants opting to complete a six-session clinical practicum in a True clinic to achieve all clinical competencies required to attain the full national certificate.

The online content of the FPAA course produced six online, stand-alone courses due for release early 2022. These online courses will address physiology and pathology of men, physiology and pathology of women, genital dermatology, sexually transmissible infections, contraception, and legal considerations.

Other online self-paced courses with high enrolments include Assisting in IUD Insertion for Healthcare Professionals, Cancer Screening

Education for General Practitioners, Changes to Cervical Screening Intermediate Risk Pathway and Antenatal Sexual Health Kit with free access to the Cervical Screening Communication and Resource Hub for cervical screening providers.

Antenatal Sexual health Kit (ASK)

The ASK project provided education, practical skills and resources aimed to equip antenatal clinicians to detect early maternal syphilis and management to eliminate the reoccurrence and wider spread of syphilis through the process of contact tracing. The course was also designed to increase awareness and importance of sexual health assessments throughout pregnancy to reduce the impact on the foetus. The long-term aim of the project was to reduce incidences of congenital syphilis. This project was funded by Queensland Health, Communicable Diseases Branch.

The Clinical Education Unit continues to look for opportunities to increase accessibility to RSH courses for health professionals.

COUNSELLING SERVICES

Counselling services for Far North Qld

Cairns Sexual Assault Service

The Cairns Sexual Assault Service (CSAS) provided a range of clinical and support services to individuals impacted, directly or indirectly by sexual assault and sexual violence in the Cairns and surrounding region in 2020 and 2021.

Specialist Sexual Assault services included direct 'face to face', 'trauma informed' therapeutic counselling and support as well as therapeutic telephone counselling services and 24-hour 'crisis support' and 'On Call' service available for anyone impacted by rape or sexual violence presenting at the Cairns Hospital Emergency Department or the Police Service. CSAS also provided targeted information and support for all presenting or referred victims/survivors of sexual violence as well as their non-offending partners, family members, carers, friends and support people. CSAS provided ongoing referral and advocacy for clients throughout police and legal processes as well as accessible linkages and pathways to on-site clinical and medical care, including STI checks, pregnancy testing and emergency contraception in conjunction with organisational partnerships with True Relationships and Reproductive Health clinical service located adjacent the CSAS office.

CSAS also provided vast community education and campaigns throughout the year including 'March for Justice Cairns' in response to parliamentary change to reporting and responding to victims of sexually based violence, equality, justice, respect and to end to gendered based violence. Reclaim the Night Cairns event aimed at raising public awareness via

CSAS participating in a global protest against sexual assault and gendered based violence and supporting women's rights to be free from fear. Partnerships with Children by Choice, Queensland Sexual Assault Network (QSAN), Queensland Police and Queensland Health initiatives. The provision of 'Love Bites' programs aimed at promoting respectful and violence free relationships within Secondary Schools as well as 'Safe Nights Projects' promoting women's safety in night club precincts was also provided in response to community need and particularly enhancing young people's and women's safety in the local area during 2021. During Sexual Violence Awareness month CSAS partnered with a consortium of local organisations, Women's Shelters, DV services and WorkUp Queensland to create an event to collaborate locally within the sector and further collaborate, highlight and raise community awareness about sexual violence.

In 2019, Cairns Sexual Assault Service (CSAS) was invited by WorkUP Queensland to host a practice studio – a project that aims to trial the implementation of the trauma- and violence-informed care (TVIC) framework into practice. The overarching aim of the project was to improve trauma-informed practices across the Cairns region, resulting in the CSAS group therapy program and significant changes to the service environment. The 18 month project was finalised in 2021.

2021 saw the welcome return of Cairns Sexual Assault Service's annual Lifting the Lid seminar designed specifically for the sexual assault and domestic violence workforce in Cairns. The event lifts the lid on subjects of current importance to the sector; this year Intimate Partner Sexual Violence.

CSAS collaborated with local services Cairns Regional Domestic Violence Service, Ruth's Women's Shelter and True Education.



True Child & Family Service

It has been a very big year for True Child & Family Service. As Cairns starts to heat up and we start to wind down, it is a perfect time to reflect on the year it has been. On the 16th of December we will have been in our new location for 12 months. The change of venue has made a significant difference for staff, children and families alike. At Draper St, you will see kids playing a game of handball with staff or sparing with the boxing gloves before a session starts. You will hear drumming, clapping and song. You will see all sorts of arts and crafts, goo and glue. You will see badges with positive affirmations and kindness rocks galore. There are parents relaxing in the lounge room and kids curled up in egg chairs – what's not to like about that. The energy and 'feel' of our new home is very much a part of the therapeutic experience. This takes us one step closer to the realisation of our dream of **True House** a purpose-built healing centre for children who have experienced sexual abuse. The only thing that is missing is a therapy dog.

Be Strong, Be Connected – Strengths card project

After struggling to find appropriate resources for our service 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, paints 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. The artwork is now on display via a virtual exhibition on True's website.



MANY FACES OF TRUE

Meet Daniella Fraser Property & Risk Coordinator, April 2009 – approaching 13 years in 2022

How important has your role been for you?

When I started with FPQ, the role was a shadow of what it has since become, hence the title change a few years back to Property & Risk Coordinator. I've been fortunate to have the opportunity to grow & diversify the role, it's something that really fits my analytical nature. I also love managing relocations and renovations – hands down the most challenging was relocating the head office and Brisbane clinic to our current site in Windsor. It is really rewarding to see months of hard work come together, and the sense of team work and camaraderie that is shared with all those involved with the project.



MANY FACES OF TRUE

Meet Vanessa Siu Lead Medical Educator Education, 2016-present

How did you become involved with True?

I have been aware of True for a long time from when I was doing my medical training. I first became involved with the organisation when I did my IUD insertion training about seven years ago. During that time, I found the staff and clinics to be a wonderful supportive and friendly environment. I felt that it was the type of place that I would enjoy working in. In particular, Fiona Mack and Tina Amies were working here at the time and I wanted to learn from them.

How long have you been a staff member?

I have now worked at True for 5 years.

How important has this role been for you ?

Working as a clinician at True has increased my skills and confidence as a provider of sexual and reproductive health services. This is an area where my interest lies and this role has allowed me to further that interest. It is also great to work with colleagues who share these interests.

I now also work within the education team. I am grateful to be able to combine my clinical interest with educating. I believe being involved in education helps make me a better clinician.

What do you believe is the most significant contribution True has made to the community?

True, as an organisation, sits in a unique position to improve sexual and reproductive health in the community through its clinical services and education programs.

The education programs increase the health literacy in the community. Clinical services provide health care that may be otherwise difficult to access generally and especially for disadvantaged groups, whether it be social, cultural or geographical. The clinical training programs further improve accessibility by increasing the health care providers able to provide these important services.



Staff recognition

Without our wonderful and talented staff, True would not be able to do all the amazing things that we do. The following is recognition of our long serving team members.

Over 20yrs

Sonya Megram
Fiona Mack

Over 15yrs

Julie Adrian
Maryna Brands
Danielle Haller
Robyn Kavanagh
Jodi Mauro
Elvira Salom
Julie Todhunter
Helen Wiltshire
Angela Wunsch
Yvonne Black
Helen Crabtree-Spencer
Lisa Harrison

Over 10yrs

Al De Los Reyes
Heather Fageant
Daniella Fraser
Martyn Hyatt
Angela Johnson
Keita Lilwell
Chyrel Moyle
Sarah Shaw
Sheena Callaghan
Natasha Milner
Genelle Spencer
Analyn Wood

Over 5yrs

Amanda Blinco
Sandi Brown
Anna Catchpole
Joanne Clark
Sue Cordell
Sian Edwards
Alice Evans
Amy Groundwater
Donna Harris
Amy Kilford
Svend Kling
Tracey Johnson
Audrie Jurgens
Suzanne Stack
Sharon Stokell
Irene Tjhung
Albert Zhang
Linda Zimmerman
Lorna Lavaring
Rossana Nemesi
Emily Geraghty
Vanessa Siu
Deborah Sainty
Paavi Davidson
Crystal Ramic
Claire Moran
Gianna Parma
Sarah Gunderson
Annie Park

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 education programmes and health and community gynaecology services in accordance with the Constitution, and to ensure all services were funded and professionally delivered.

Review of operations

The 2020/21 consolidated comprehensive income is an outcome of \$2,353,009. The consolidated operating surplus of True RRH (parent entity) for its core business for the year ended 30 June 2021 was \$1,934,813.

Total revenue for the Group increased from \$10,969,058 to \$12,949,615 compared to 2019/20 financial year. WHRS Government grants indexation increased by \$246,805, offsetting cost increases, other Government grants increased by \$431,247 and other non-government grants increased \$153,000. Fee for Service billings in Education and training increased \$219,134 – a 76% increase - and Clinic revenue increased \$263,709, a 26% increase over the prior year. There was also a \$10,743 increase from sale of resources. There is a minor decrease of \$41,789 on Dividend income and \$30,794 of other income.

Total Group expenditure increased from \$10,545,064 to \$10,704,922 compared to 2019/20. The main increases relate primarily to labour; consumables; labour top up payments funded from COVID-19 Jobkeeper subsidy; additional equipment expenditures funded by the Queensland Government to support us during COVID-19 impacts; and depreciation and amortisation costs for property leases due to the new accounting standard AASB 16 leases.

Consolidated statement of profit or loss and other comprehensive income

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021	2020
		\$	\$
Revenue	2	12,949,615	10,969,058
Employee benefits expense		(7,745,439)	(6,918,330)
Staff associated costs		(276,516)	(199,399)
Consultancy costs		(390,484)	(302,050)
Client support and information		(95,017)	(121,476)
Accommodation costs		(190,994)	(174,401)
Materials and consumables		(505,161)	(499,375)
Depreciation and amortisation expense	2(ii)	(913,829)	(830,553)
Loss on disposal/sale of non-current assets		(5,393)	(40,566)
Gain/(loss) in changes in fair value of financial assets		735,372	(291,562)
Other expenses	2(ii)	(1,317,461)	(1,167,352)
Surplus (Deficit) before income tax		2,244,693	423,994
Income Tax expense	1(b)	-	-
Surplus (Deficit) for the year		2,244,693	423,994
Other Comprehensive income			
<i>Item that will not be reclassified to profit and loss</i>			
Change in fair value of land and buildings		108,316	-
Total Other Comprehensive Income		108,316	-
Total Comprehensive Income		2,353,009	423,994

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 2021

	Notes	2021	2020
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	3	3,746,283	2,456,780
Trade and other receivables	4	25,874	56,915
Inventories		52,809	44,714
Other current assets	5	180,559	459,585
TOTAL CURRENT ASSETS		4,005,525	3,017,994
NON CURRENT ASSETS			
Property, plant and equipment	6	1,258,554	1,080,574
Right-of-use assets	7	2,322,079	2,086,591
Financial assets at fair value through profit or loss	8	4,356,938	3,537,400
Term Deposits		339,427	289,159
Intangible assets	9	200,931	68,430
TOTAL NON CURRENT ASSETS		8,477,929	7,062,154
TOTAL ASSETS		12,483,454	10,080,148
CURRENT LIABILITIES			
Trade and other payables	10	917,113	1,149,960
Contract liabilities – deferred income		436,833	676,322
Lease liabilities	11	638,570	573,688
Provisions	12	1,127,676	850,560
TOTAL CURRENT LIABILITIES		3,120,192	3,250,530
NON-CURRENT LIABILITIES			
Provisions	12	70,512	96,625
Lease liabilities	11	1,807,171	1,600,423
TOTAL NON-CURRENT LIABILITIES		1,877,683	1,697,048
TOTAL LIABILITIES		4,997,875	4,947,578
NET ASSETS		7,485,579	5,132,570
EQUITY			
Accumulated Surplus	13	7,377,263	5,132,570
Reserves	13	108,316	-
TOTAL EQUITY		7,485,579	5,132,570

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
rckadmin@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

RURAL AND REMOTE CLINICS

Agnes Water

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

Agathella

Agathella Hospital
Cavanagh St
Agathella 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



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.

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