true relationships & reproductive health



2025-2026

Annual Impact Report

www.true.org.au

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About True

Our vision

Queenslanders have equitable access to timely, culturally safe sexual and reproductive healthcare, and thrive with comprehensive sexuality and respectful relationships knowledge.

Our purpose

True is a profit-for-purpose organisation improving sexual and reproductive health and advancing safe, respectful relationships for all Queenslanders, through the delivery of clinical, education, and counselling services, and health promotion and advocacy to reduce inequities and improve outcomes. We achieve social change and lasting impact through culturally responsive, evidence-based practice, integrated service delivery and strong community partnerships.

Our values

Respect

We uphold respect, safety, and consent in all that we do. Everything we do is grounded in respect for people's dignity, rights and choices.

Courage

We speak up and stand up for what matters, even when it is challenging. We have a proud history of standing for our principles and values, even when it is politically or socially difficult.

Excellence

We strive for the highest standards in service delivery. As leaders and experts in sexual and reproductive health, we take responsibility for delivering safe, high-quality, evidence-based care and education; we take pride in our professionalism.

Partnership

We achieve Impact through collaboration. Collaboration ensures our services are relevant, trusted, and impactful.



True acknowledges the Traditional Custodians of Country throughout Australia and their continuing connections to land, culture and community. We pay our respects to Elders past and present.

Artwork by Kaisha Leon

Snapshot

9,398
Individual clients supported in clinics

366
Individual counselling clients supported

34,228
Clinical services delivered

2,304
Counselling sessions delivered

90,757
Kms travelled to provide rural and remote services

103,612
Resource downloads

405
Clinicians trained

99.8%
Client satisfaction with the quality of healthcare received

90.9%
Of teachers said they were happy with school sessions delivered

Our strategic focus areas

01

Access and equity

True exists to remove barriers that prevent people from accessing quality sexual and reproductive health. We will strive to ensure all Queenslanders can access safe, high-quality, and culturally responsive sexual and reproductive health services.

02

Safe and respectful relationships

Creating safer communities is at the heart of our purpose. We will scale our services and run campaigns to support communities across Queensland to experience safe, healthy, and respectful relationships, without sexual harm and violence.

03

Service excellence

Excellence in service delivery underpins True's reputation and impact. We will strengthen specialist women's health clinics, expand accredited training for health professionals, and embed evidence-based practice in counselling.

04

Sustainable impact

To achieve lasting change, True must grow and diversify revenue while protecting financial guardrails. Pricing reform, commercialisation of education resources, and new funding partnerships will all contribute.

Board Chair report

True Relationships and Reproductive Health (True) continued its longstanding role as a trusted provider of sexual and reproductive healthcare, counselling, education and information across Queensland. Delivering high-quality, accessible services—particularly for people experiencing vulnerability—remains at the heart of our purpose.

Following thoughtful review and consultation, True launched its Strategic Plan 2026–28, supported by a refreshed vision, purpose and values. The plan provides a clear framework for decision-making and investment, guiding True's response to changing community needs and pursuit of sustainable impact.

Guided by this direction, True expanded access to specialised services, extended rural and remote outreach, strengthened sector capability through clinician and educator training, and advocated for equitable, culturally safe and evidence-based services across Queensland. I acknowledge our Chief Executive Officer, leadership team and staff for their commitment, professionalism and collective achievements in delivering this work.



In support of this strategic direction, the Board enhanced True's governance, risk and policy frameworks; oversaw major investment and service-delivery decisions; and supported leadership, workforce and cultural renewal. Working closely with the CEO and leadership team, we maintained oversight of workplace safety, responsible technology and data, service delivery and organisational performance. Together, these actions strengthened True's foundations for sustainable delivery of its mission.

The Board also progressed its renewal. I acknowledge our departing directors and welcome our new directors, including True's first Aboriginal and Torres Strait Islander Director. These appointments broaden the perspectives, skills and experience informing our decisions. I thank my fellow directors for generously contributing their time, expertise and leadership.

A highlight of the year was our milestone exhibition and the launch of new services, celebrating True's ongoing impact and evolution. We were honoured to be joined by Family Planning Queensland pioneers and Her Excellency the Governor of Queensland, our Patron, as we marked this significant milestone and reflected on more than 50 years of service to Queensland communities.

Looking ahead, the Board remains focused on strong governance, sustainable growth and meaningful outcomes for Queensland communities. We thank our funders and clients for their trust and support.

Christine Ip
Board Chair

CEO report



In 2025–26, True supported thousands of Queenslanders to access trusted sexual and reproductive healthcare, counselling, education and information. At a time of growing demand, persistent inequity, workforce pressure and changing community needs, our focus remained clear: reducing barriers to care, supporting safe and respectful relationships, strengthening service quality and sustaining our impact.

This year, we expanded specialised services and our reach across Queensland, including new endometriosis, pelvic pain and menopause services in Rockhampton and along the Western Queensland corridor. We continued to bring care closer to people through rural and remote outreach, strengthened sector capability through clinician and educator training, and created new opportunities for connection and health literacy through the Menopause Network. Three-year accreditation of all five primary clinics under the National Safety and Quality Primary and Community Healthcare Standards, together with consistently strong client feedback, affirmed the quality, safety and respect at the centre of our services.

Our impact extends beyond the services we deliver directly. Through clinical education, comprehensive sexuality and respectful relationships education, counselling, research, advocacy, and community and professional learning, True helps strengthen the wider systems and workforce on which Queensland communities rely. Our True Symposium brought health professionals, educators, researchers and sector partners together to share evidence, build capability and advance better practice across the sector.

The Strategic Plan 2026–28 establishes four clear priorities—access and equity, safe and respectful relationships, service excellence and sustainable impact—and provides a stronger basis for investment, accountability and measurable outcomes. During the year, we strengthened leadership, people and culture, data and analytics, quality systems and digital capability to support consistent delivery, stronger accountability and measurable outcomes across the organisation.

The State Library of Queensland exhibition recognising True's 50-year contribution celebrated the pioneers, leaders, staff, volunteers and supporters who shaped our organisation. That legacy carries a responsibility to keep responding with courage to inequity, stigma and gaps in access to clinical, counselling and education services. Our work remains grounded in informed choice, culturally safe and evidence-based practice, and the right of every person to be treated with dignity and respect.

None of this work is achieved alone. I thank our clients and communities for their trust and our government, funding, health, education, community and research partners for their collaboration. I am especially grateful to True's employees for their professionalism and commitment through a year of significant organisational change. We welcomed new colleagues and leaders, farewelled valued contributors and continued building the capability and culture needed for the next phase of our work.

In 2026–27, our focus will be disciplined delivery of the Strategic Plan 2026–28. We will expand access to priority services, strengthen Queensland's sexual and reproductive health workforce, progress our Innovate Reconciliation Action Plan, deepen partnerships and continue improving our digital, organisational and financial foundations.

We will measure success through outcomes for communities and our ability to sustain them over time. Reflecting on my first year as CEO, I am proud of what our people have achieved and confident in True's capacity to improve sexual and reproductive health, safety and wellbeing across Queensland.

Donna Bonney
Chief Executive Officer



Meet the Board



Christine Ip

BE(Chem)(Hons), MBus (Acc), GAICD

Board Chair

Special responsibilities

Board Chair

Member – Audit and Finance Committee

Member – Governance, Risk and Culture Committee



Jacqueline Murdoch

Master of Public Health, FRACGP, FAFPHM

Director

Special responsibilities

Deputy Board Chair

Member – Clinical Governance Committee



Clare Maher

FRACGP, Dip O&G, MPH

Director

Special responsibilities

Chair – Clinical Governance Committee



Melinda Wilson

Bachelor of Information Technology, Bachelor of Laws, Certified Project Portfolio Executive (AIPM), GAICD

Director

Special responsibilities

Chair – Governance, Risk and Culture Committee



Timothy Smith

Bachelor of Commerce (Accounting), Bachelor of Laws (General Legal Practice), Masters of Laws (Taxation), GAICD

Director

Special responsibilities

Chair – Audit and Finance Committee



Jean Fenton

Bachelor of Arts (Anthropology)

Director

Special responsibilities

Member – Clinical Governance Committee



Linda Dobe

Bachelor of Science (Geology, Hons), Postgraduate Diploma of Education

Director

Special responsibilities

Member – Audit and Finance Committee



Nick Stenson

Bachelor of Arts (Psychology) (Hons), Master of Organisational Psychology

Director

Special responsibilities

Member – Governance, Risk and Culture Committee

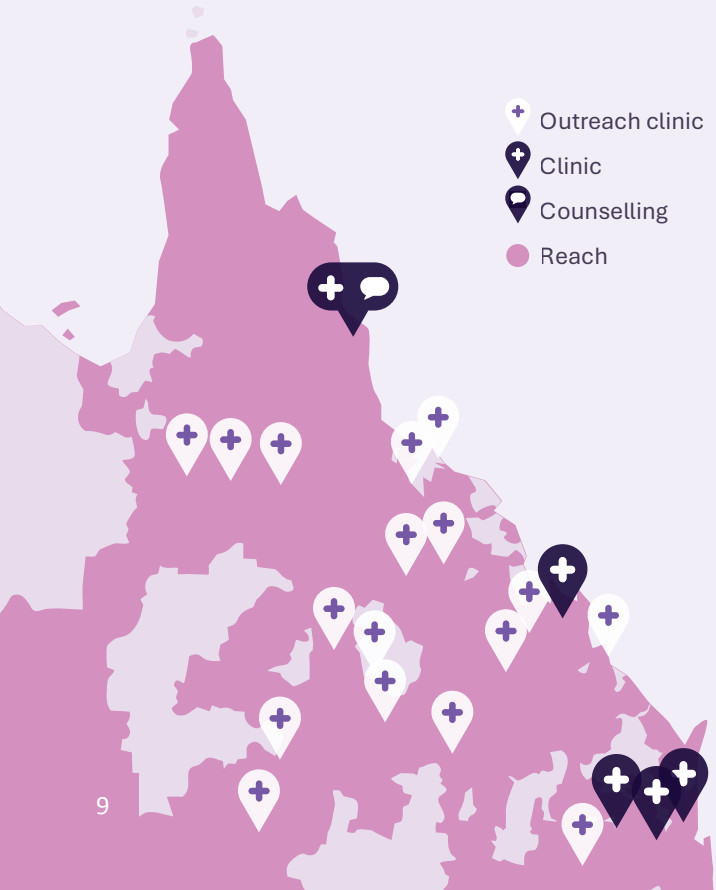
Access and equity

Strategic ambition: *All Queenslanders can access safe, high-quality and culturally responsive sexual and reproductive health services.*

Where people live, their circumstances or their background should not determine their access to sexual and reproductive healthcare. True works to reduce these barriers through specialised services, outreach programs, education and partnerships, helping create a more equitable sexual and reproductive health system across Queensland.

Reaching Queensland communities

Our specialised sexual and reproductive health services reach people who often face significant barriers to care, including rural and remote Queenslanders, Aboriginal and Torres Strait Islander people, people with disabilities, and people who experience various disadvantages. [1-4]



34,228

Clinical services

9,398

Clients

25%

Came from rural and remote communities

6.1%

Identified as Aboriginal or Torres Strait Islander

7.1%

Are people living with a disability

Connecting communities to care

Access to healthcare starts with access to trusted information. Language, cultural and health literacy barriers can make it difficult for people to understand their options and access the care they need.[4]

Through digital resources, community engagement and culturally responsive education delivered in multiple languages, True helps Queenslanders navigate services, access reliable information, and connect with appropriate care and support.



CASE STUDY

01

The power of culturally responsive care

When a young Aboriginal woman attended a True outreach clinic for her first sexual health screening, she had little knowledge of sexually transmitted infections and felt unsure about what to expect.

When the screening returned a positive gonorrhoea result, she felt distressed and ashamed, and initially confused the diagnosis with HIV. True's clinical team provided immediate culturally responsive and trauma-informed support, taking the time to explain the diagnosis, treatment and prevention of sexually transmitted infections in clear, age-appropriate language. Through open, supportive conversations, the team helped acknowledge her fears, provide accurate information, and build trust.

After receiving treatment, the young woman returned for follow-up testing and ongoing screening. As her confidence grew, she began independently booking and attending appointments, taking an active role in managing her sexual health and wellbeing.

KEY STATISTICS

Online resources

85,000 Estimated number of people active on the True website during 2025–26.

Resource downloads during 2025-26:

130

Sexual and reproductive health resources were downloaded **103,612 times**

61

Resources in languages other than English were downloaded **808 times**

Health in My Language program

The *Health in My Language* (HIML) program provides accessible evidence-informed sexual and reproductive health information in easy English and in-language formats, either in person or through easily accessible resources.

2,370

People attended 164 HIML education sessions





Bringing specialised care closer to home

For people living in regional, rural and remote Queensland, distance, cost and limited local services can make it difficult to access specialised sexual and reproductive healthcare (SRH).[2]

True is bringing more specialised SRH much closer to home through:

17 outreach locations in rural and remote communities

1 expanded endometriosis, pelvic pain and menopause (EPPM) clinic in Cairns

2 new EPPM clinics servicing Rockhampton and the Western Queensland corridor

KEY STATISTICS

Outreach and satellite sexual and reproductive health clinics

1,000
Outreach clinic face-to-face appointments

90,757
True travelled kms to provide rural and remote services

407
Face-to-face appointments were delivered to 194 clients in the Caboolture and Redcliffe satellite clinics

Building a workforce for access

Access to sexual and reproductive healthcare depends on having skilled and confident health professionals available where people live. Without local expertise, communities can face greater barriers to care, including longer waiting times, increased travel and fewer options for specialist support.[2]

Through clinician training, professional development and scholarships for rural and remote practitioners, True is strengthening Queensland's sexual and reproductive health workforce. We also support clinicians to deliver culturally responsive care by building their understanding of how culture, language, beliefs, lived experience and health literacy can influence a person's access to and experience of healthcare.



KEY STATISTICS

Training for clinicians

True delivered training in specialised sexual reproductive healthcare, cervical screening, and intrauterine device and Implanon training to 405 clinicians, including:

223
Doctors

169
Nurses, nurse practitioners and midwives

5
Clinicians who identified as Aboriginal or Torres Strait Islander

Culturally responsive healthcare training

During 2025-26, True delivered culturally responsive healthcare training to:

52 clinicians (including doctors, nurses, nurse practitioners and midwives)

115 community workers

38 translators and interpreters



CASE STUDY

When a routine check becomes lifesaving

02

A young woman with an intrauterine device in place attended True for a routine sexual health screening following an episode of unexpected vaginal bleeding.

As part of a comprehensive sexual health assessment, the Nurse Practitioner arranged a pregnancy test, which returned a positive result. Urgent follow-up investigations confirmed an ectopic pregnancy, a potentially life-threatening condition requiring immediate specialist care.

True quickly coordinated an urgent referral to the public hospital gynaecology team where the client underwent emergency surgery.

By combining specialised sexual and reproductive health expertise with timely clinical decision-making, True demonstrated the value of strong referral pathways and coordinated care across services, ensuring a potentially life-threatening condition was identified early and treated without delay.



Removing financial barriers to care



Cost should not be a barrier to accessing sexual and reproductive healthcare (SRH). Financial pressures can delay care, limit access to preventative services and contribute to poorer health outcomes.

Through targeted funding initiatives and tailored programs, True helps reduce financial barriers for priority populations, including young people and culturally and linguistically diverse communities. This includes subsidised SRH nursing consultations for endometriosis, pelvic pain and menopause care, sexually transmitted infection (STI) testing and blood-borne virus consultations which help more Queenslanders access care when they need it.

Our nurses have delivered 1,489 fully funded specialised consultations to 1,232 clients across Queensland including people:

- **Aged 25 and under** accessing sexual and reproductive health and/or STI care
- **Seeking care** for endometriosis, pelvic pain or menopause

STRATEGIC FOCUS AREA 2

Safe and respectful relationships



Strategic ambition: *Communities across Queensland experience safe, healthy and respectful relationships without sexual harm and violence.*

Safe and respectful relationships are fundamental to individual wellbeing, community safety and positive life outcomes.[5,6] Through education, awareness, and support services, True is helping young people develop the knowledge, skills and confidence to understand consent, communicate respectfully, recognise harmful behaviours and seek support, so they are better equipped to build healthy relationships.

Building foundations for safe and respectful relationships

Access to evidence-informed, age-appropriate and inclusive education helps people strengthen relationships, make informed decisions and respond to challenges as they arise.[5,7] True's Comprehensive Sexuality Education (CSE) delivered in schools, community settings and to priority populations, equips children and young people with the knowledge and skills to understand consent, healthy relationships, sexual health, rights and online safety.

KEY STATISTICS

9,549 Students attended 1,099 school-based CSE sessions

1,055 People attended 85 community education sessions, nine of those sessions were delivered to Aboriginal and Torres Strait Islander organisations.



Building a workforce for safer communities

Professionals working with children, young people, families and communities play a vital role in promoting healthy relationships, identifying risks early and responding when support is needed.[8] Equipping these professionals with confidence, knowledge and skills is essential to preventing harm and improving outcomes.

Through professional development, evidence-informed sexuality and relationship education training, and specialist programs such as Traffic Lights®, True is strengthening workforce capability across Queensland and beyond.





KEY STATISTICS

Building a workforce for safer communities

During the year, 845 educators, healthcare workers, social workers, and support workers attended 59 professional development sessions. Of these sessions:

524 people attended 42 Traffic Lights® sessions to learn how to identify and respond to sexual behaviours in children

321 people attended 17 evidence-informed sexuality and relationship education professional development sessions.

9 external organisations across Australia and internationally, were licensed to deliver Traffic Lights®

Specialised support and counselling

When people experience sexual assault, domestic and family violence, or other forms of relationship harm, timely access to specialised trauma-informed support can play a critical role in their safety, wellbeing and recovery.[9]

Through the Cairns Sexual Assault Service (CSAS), True provides counselling, crisis support, advocacy and referral services for victim-survivors of sexual assault, sexual abuse and related trauma.

KEY STATISTICS

Cairns Sexual Assault Counselling Service (CSAS) supported 366 clients across 2,304 appointments. Of those clients:

55
clients aged 12-17 years old

- **84%** were female
- **2%** identified as LGBTQIA+
- **9%** identified as Aboriginal or Torres Strait Islander
- **4%** identified as culturally and/or linguistically diverse

311
clients were aged 18 years or over

- **91%** were female
- **4%** identified as LGBTQIA+
- **4%** identified as Aboriginal or Torres Strait Islander
- **3%** identified as culturally and/or linguistically diverse
- **3%** identified as living with disability

The 24/7 on-call crisis support service

95 Crisis line clients

239 Call out responses

372 Hours of support

CASE STUDY

03

Healing with cultural responsiveness and trust

A young Aboriginal person was referred to True's Cairns Sexual Assault Service. Building trust was a critical first step in their recovery journey.

Through ongoing counselling, they developed a strong therapeutic relationship with their counsellor making them feel heard, safer and more comfortable.

Cultural responsiveness was central to the therapeutic approach. The counsellor adapted sessions to the young person's preferences to help create an environment where they felt respected, comfortable and in control. Using a narrative therapy approach, the counsellor supported them to develop practical skills in emotional regulation, grounding, mindfulness and problem-solving.



This demonstrates the powerful role culturally responsive, trauma-informed care can play in supporting recovery after trauma.



CASE STUDY

Finding calm after trauma

04

A young woman engaged with the Cairns Sexual Assault Counselling Service after experiencing increasing emotional distress and difficulty coping with the ongoing impacts of trauma. These challenges were affecting her relationships, wellbeing and ability to navigate everyday situations.

Using a trauma-informed and strengths-based approach, her counsellor focused on helping her recognise the early signs of distress and develop practical strategies to manage difficult emotions.

Grounding techniques, mindfulness and emotional regulation strategies became an important part of the therapeutic process, helping her move from a state of heightened stress towards greater awareness and self-control.

Over time, the young woman developed a stronger understanding of her emotional responses and began recognising patterns and triggers. Her experience highlights the power of trauma-informed counselling in helping young people who have experienced sexual violence build resilience, confidence and healthier ways of coping.



Service excellence

Strategic ambition: *True's specialist sexual and reproductive health (SRH) clinical care, counselling and education services are recognised for excellence and innovation.*

As Queensland's long-standing expert provider of sexual and reproductive health services and education, True strengthens quality, capability and innovation across the sector through clinical services, education and training, workforce development, research and collaboration.

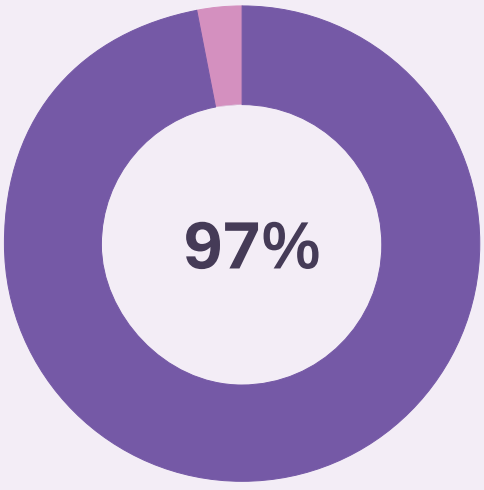
Quality accredited care

High-quality care leads to better client experiences, stronger trust and improved health outcomes. For Queenslanders accessing sexual and reproductive healthcare, accreditation provides confidence that the care they receive is evidence-based, respectful and responsive to their needs.

True's strong clinical governance, continuous improvement and alignment to the National Safety and Quality Primary and Community Healthcare Standards (NSQPCHS) have strengthened the quality and safety of our services. This year, all five of True's primary clinics and 17 outreach clinics were assessed and accredited for three years under the NSQPCHS. The consistently high levels of client satisfaction reflect our commitment to delivering trusted, high-quality care for Queensland communities.

KEY STATISTICS

Client feedback (five primary clinics)



of client feedback survey respondents are likely to recommend True to a friend or colleague

99.5% agreed they were able to include the people they wanted in their healthcare planning and decision-making

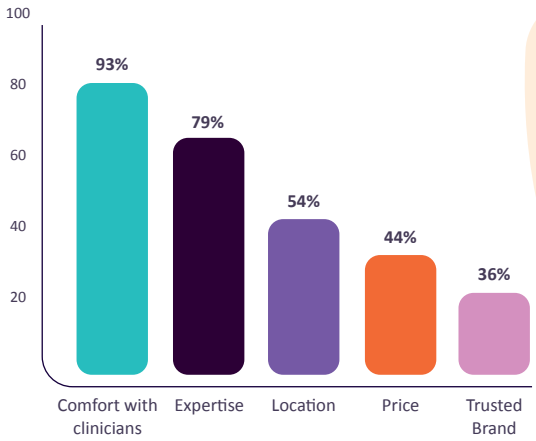
99.5% agreed they were treated as individuals, and with dignity and respect

99.5% agreed their cultural identity, beliefs and choices were recognised and respected

99.8% said they were highly satisfied with the quality of care delivered

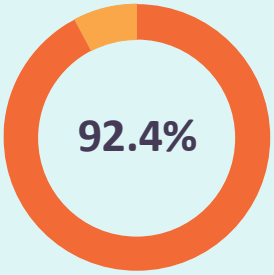
99.8% said they were highly satisfied with the level of staff helpfulness and professionalism

Client feedback tells us what is most important when visiting True:





Education in schools



of teachers were happy with the content of school sessions

90.9%

of teachers said the True educator created a comfortable environment

90.9%

of teachers were happy with the delivery of school sessions

Clinical IUD training

96.4% of clinicians who completed IUD training agreed the training fully met their learning needs

100% of clinicians who completed IUD training agreed that it was relevant to their practice

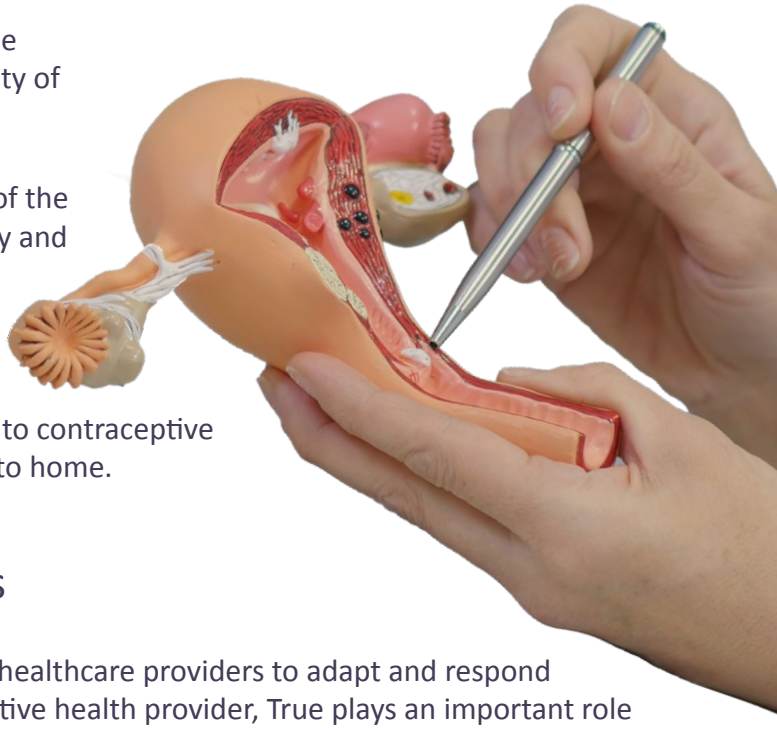
Developing a skilled workforce

Building sector workforce capability is essential to ensuring communities can access safe, evidence-based care when and where they need it.

Through our accredited education and training, including the Sexual and Reproductive Health Australia (formerly Family Planning Alliance Australia) National Certificate for Doctors, long-acting reversible contraception training, cervical screening education and other online short courses, True equips clinicians with contemporary knowledge and skills to deliver best-practice care. We also contribute to national workforce initiatives, communities of practice and workforce development in priority areas such as endometriosis, pelvic pain and menopause care. Together, these efforts help to strengthen Queensland's sexual and reproductive health workforce and expand access to high-quality care across the state.

Expanding access to long-acting reversible contraception (LARC)

Long-acting reversible contraception (LARC) is one of the most effective forms of contraception, but the availability of appropriately trained clinicians can limit access.[11, 12]



Through scholarships funded by AusLARC, an initiative of the Australian Government Department of Health, Disability and Ageing, True delivers competency-based training in IUD and contraceptive implant insertion and removal, helping clinicians build the skills and confidence to provide safe, evidence-based care. By increasing the number of trained providers, we help to expand access to contraceptive options and enable more people to receive care closer to home.

Responding to emerging health priorities

Community health needs continue to evolve, requiring healthcare providers to adapt and respond to changing priorities. As a leading sexual and reproductive health provider, True plays an important role in identifying gaps in care and developing services, education and workforce capability that meet emerging community needs.

Endometriosis, pelvic pain and menopause services



In 2026, True received new funding to expand specialised endometriosis, pelvic pain and menopause services along the Western Queensland corridor and in Rockhampton.

These Federal Government funded services complement the expanded Cairns clinic and improve access to timely, evidence-based support for more people living in those regions.



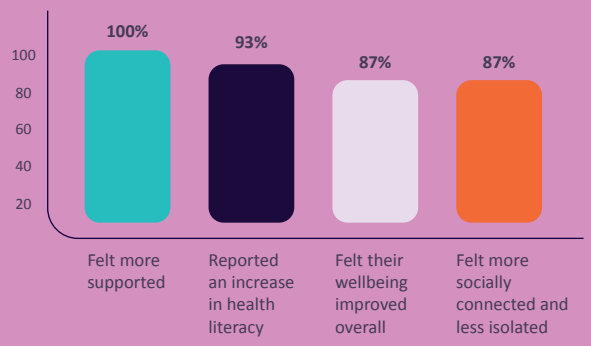
Menopause Network

Menopause and perimenopause can be significant life transitions, yet many people experience them with limited access to information, support and connection.

Launched in July with funding from Queensland Health, True's Menopause Network helps women better understand menopause and make informed decisions about their health and wellbeing through education, evidence-based resources and peer networking opportunities.

The network helps people feel more informed, supported and confident as they navigate this stage of life by reducing isolation and fostering connection.

Participants from 10 education, networking and peer support meetups said:







CASE STUDY

More than contraception: Supporting a vulnerable young person

05

A young woman in the care of the Department of Families, Seniors, Disability and Child Safety came to True seeking reliable contraception. Recognising her heightened vulnerability and risk of unintended pregnancy, an Advanced Sexual and Reproductive Health Nurse and a Medical Officer reviewed her social, emotional and medical history to understand her needs and tailor her care accordingly.

The clinical team carefully assessed her capacity to consent and provided clear, age-appropriate information about the benefits, risks and process of contraceptive implant insertion. Discussions about confidentiality, and her safety and wellbeing, helped ensure she felt informed, supported and empowered to make decisions about her care.



Following a comprehensive sexual and reproductive health assessment, the young woman chose to proceed with a contraceptive implant insertion. Follow-up care was arranged to support her ongoing reproductive health needs. By providing safe, age-appropriate and person-centred care, True helped a vulnerable young person access effective contraception and make informed choices about her reproductive health and care.

Sexually transmitted infection and blood-borne virus detection and prevention

Prevention, early detection and timely treatment are essential to reducing the impact of sexually transmitted infections (STIs) and blood-borne viruses (BBVs).[13]

Through initiatives such as the STI 25 and Under clinics (Speedy Tests and Is it True), and culturally responsive education delivered through the Health in My Language (HIML) program, True helps improve access to testing, information and support.



KEY STATISTICS

560

25 and Under STI/BBV testing provided 560 appointments to 451 clients with a positive test rate of 20% which means that 78 infections were identified and treated

164

HIML sessions were delivered to culturally and linguistically diverse (CALD) Queenslanders

264

Clients received care through 657 appointments across True's three Endometriosis, Pelvic Pain and Menopause (EPPM) clinics

Two Pacific Australia Labour Mobility (PALM) Worker Wellness events were delivered in Mareeba, and Gatton, and additional smaller sessions in Kilcoy and Caboolture reached **324 PALM scheme workers**.

The **two new EPPM clinics** in Rockhampton and along the Western Queensland corridor opened early in 2026, with the third (Cairns) also expanding its service during this time.



Supporting PALM workers to access healthcare

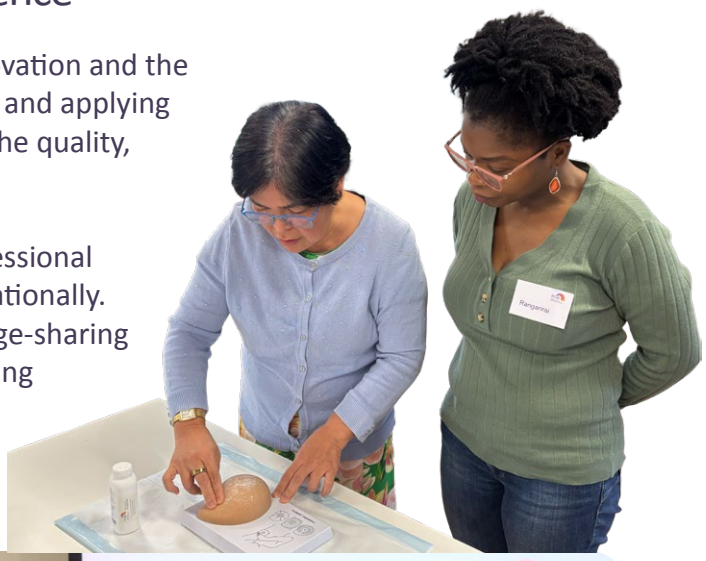
The Pacific Australia Labour Mobility (PALM) scheme enables workers from eligible Pacific Island countries and Timor-Leste to live and work in Australia on a temporary basis. While participating in the scheme, many workers can face barriers to accessing sexual and reproductive healthcare, including low health literacy, language differences, limited familiarity with the Australian health system and cultural stigma.

Through the Health in My Language (HIML) program, True delivers culturally responsive education and resources in easy English and multiple languages. These help PALM workers understand their health, access local services and make informed decisions about their care and wellbeing.

Leading sector learning and advancing evidence

Strong health systems depend on continuous learning, innovation and the application of evidence in practice.[14] By generating, sharing and applying knowledge, healthcare providers can continue to improve the quality, safety and effectiveness of care delivered to communities.

True contributes to research, sector collaboration and professional learning that advances best practice across the state and nationally. Through partnerships, conferences, symposia and knowledge-sharing initiatives, we help translate evidence into practice, equipping clinicians, educators and service providers to respond to evolving community needs and improve outcomes for Queenslanders.





True Symposium 2025 celebrated as a sold-out success!

Bringing clinicians together from across Queensland to explore evidence-based practices in sexual, reproductive and women's health was a great success at the True Symposium 2025.

The strong response to the 2025 event has driven its expansion in 2026, with the program growing to two days and moving to a larger venue to meet demand.



Here's some of that feedback:

92% agreed their practice would change after attending the symposium

100% agreed or strongly agreed they felt more confident treating and managing clients who presented with reproductive and sexual health concerns

"I feel far more confident in treating women's health conditions when they present to the emergency department" – Symposium attendee

**The above reflects those that responded to the survey rather than all attendees.*


true.org.au
true Symposium

Sustainable impact

Strategic ambition: *True is financially sustainable, with diverse revenue streams, robust systems, and the capacity to reinvest in impact.*

True has provided services and support to Queensland communities for more than 50 years. To ensure that services and support continue for decades to come, True must adapt to developing community needs, workforce challenges, changing social and funding contexts, evolving technology and operating environments.

Strengthening our organisation for the future

The Strategic Plan 2026-28 and supporting operational plans have brought strong focus and organisation-wide alignment. This year, work has focused on strengthening our foundations to support the delivery of this long-term roadmap for growth and impact. Improving data visibility has enabled more informed decision making, service model review and design, and more meaningful reporting on outcomes.

True established an Information and Communication Technology (ICT) Governance Group to oversee the ongoing development of systems and digital infrastructure ensuring they remain effective, secure, integrated and aligned with organisational needs.

True also implemented a new Quality Management System making important documents and records easier to access and strengthening efficient governance and operational management.



Increasing revenue and reinvesting for impact

As a profit-for-purpose service provider focused on community needs and outcomes, much of True's growth in service delivery is supported by funding availability. This year we were successful in securing funding for several new services and increased the proportion of Federal Government funding complementing our significant Queensland Government support.

Diversifying our revenue remains an important part of reinforcing our long-term financial sustainability. This year we changed our investment strategy to make better use of funds and improve the contribution they make to our future. Investment income provides an important source of funding for facility and infrastructure improvements, service needs that are not fully funded through government or other sources, and strategic organisational initiatives. This includes the foundational work progressed this year to expand online education delivery, and new course development in response to identified learning needs for broader clinical and professional reach.



Exhibition celebrates 50 years of courage, change and impact

For more than 50 years, courageous pioneers have helped transform sexual and reproductive healthcare, education and advocacy in Queensland. From October 2025, an Extraordinary Stories exhibition at the State Library of Queensland celebrated this legacy and the social change it helped make possible. Opened by Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland and True Patron, the exhibition honoured Family Planning Queensland founders June Morris and Majorie Millburn, together with the clinicians, educators, advocates and supporters who shaped the organisation now known as True.

The exhibition highlighted how far Queensland has come since the 1970s, from advances in contraception and abortion care to comprehensive sexuality and consent education, and trauma-informed sexual assault support.



It also reinforced that progress cannot be taken for granted. Unequal access to services persists, reliable health information is increasingly contested online, and emerging technologies are creating new risks for sexual and reproductive rights, safety and wellbeing.

True's history is more than a record of past achievement. It is a responsibility to continue challenging stigma, protecting informed choice and driving innovation so every Queenslander can make informed decisions about their body, relationships and future with dignity, safety and confidence.

Financial performance overview

Financial sustainability is essential to creating lasting community impact. A sound financial position enables True to invest in our people, services, facilities and infrastructure, and maintain the resilience needed to ensure Queenslanders can continue to access the healthcare, education and support they need.

In 2025-26, True remained in a stable financial position, generating almost $16 million in revenue. We retained our major funding agreements and secured additional funding opportunities that will support the continued delivery and expansion of services across Queensland. True recorded a $1.07 million surplus, which included a significant non-recurring benefit arising from a review of historical accounting provisions. Alongside government funding, balancing our revenue sources is an important part of strengthening our financial sustainability and creating greater capacity to invest in services over the longer term.

Our financial position, including reserves, assets and funds invested for future needs, provides important resilience in a changing funding and cost environment. These resources support service continuity, enable planned investment in facilities, infrastructure and capability, and give True greater capacity to respond to emerging community needs and deliver on our strategic priorities.

Financial sustainability enables us to reinvest in what matters most: strengthening services, investing in innovation and infrastructure, building workforce capability and improving access to care, education and support. By maintaining a financially resilient organisation and responsibly managing the resources entrusted to us, we can sustain our impact today and invest in great impact for the future.

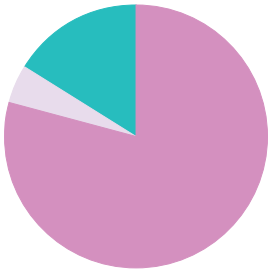


Financial highlights at a glance

KEY HIGHLIGHTS

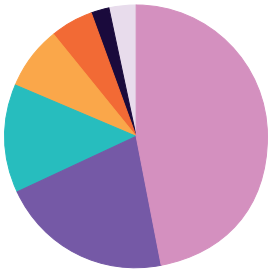
- Government funding remained our largest source of income, representing more than two-thirds of total revenue and reflecting continued confidence in True's services and impact.
- More than 79% of expenditure was invested directly in our workforce, supporting the clinicians, educators, counsellors and support teams delivering services across Queensland.
- Investments, reserves, and assets grew, strengthening organisational resilience and long-term sustainability.
- Growth in education services and project funding has increased our capacity to expand access to sexual and reproductive health services across Queensland.

Expenditure category



79.2%	Salaries & workforce costs
16.1%	Depreciation & amortisation
4.7%	Other expenses

Revenue by source



47.2%	Queensland health block funding
21.1%	Government grants
13.2%	Clinic revenue
7.7%	Other grants
5.5%	Education & training
3.2%	Other income
2.1%	Investment income (interest & dividends)





Our enablers

Creating meaningful and lasting impact requires more than clinical and education expertise alone. Our enablers — people and culture, and digital and technology, provide the foundation that allows us to strengthen service delivery, organisational performance, extend our reach and maximise our impact across Queensland.

People and culture

The impact True creates for Queensland communities starts with our people. Delivering high-quality healthcare, education, counselling and support services depends on a skilled, capable and engaged workforce, supported by strong leadership and a culture where people feel valued, connected and empowered to do their best work.

During 2025-26, True strengthened foundations for future growth through significant organisational renewal, including establishing a Head of People and Culture role, and building a more strategic people and culture function. This work supports our ability to attract, develop and retain the talented and specialised workforce needed to deliver on our purpose and strategic priorities.

Throughout the year, we continued to invest in workforce capability, wellbeing and engagement through professional development opportunities, leadership programs and annual feedback processes that support growth and continuous learning.

Progress towards a new contemporary Enterprise Agreement and the refresh of our organisational vision, purpose and values furthered our commitment to creating a positive and inclusive workplace culture.

Through flexible work arrangements, inclusive practices and opportunities for connection and recognition, True supports people to thrive. Investing in our workforce strengthens our ability to deliver meaningful and lasting outcomes for our clients.



Digital and technology

Technology plays an increasingly important role in enabling accessible, safe and high-quality services. Investing in digital capability helps True respond to changing community needs, improve service delivery, protect sensitive information and create more time for meaningful interactions between clients and the professionals who support them.

During 2025-26, True continued to strengthen digital foundations by implementing new systems and technologies that improve client experience, service quality, and organisational efficiency. This included introducing an Artificial Intelligence (AI) Policy and associated procedures to guide the responsible adoption of emerging technologies and ensure innovation remains aligned with our commitment to human-centred service delivery.

Implementing a new Quality Management System has strengthened quality, risk, and compliance management across the organisation, while enhancements to clinical systems and telehealth capabilities improved client access and streamlined pathways to care. The progressive rollout of an AI clinical note-taker across clinical services is helping reduce the administrative burden on clinicians through faster, more efficient clinical notetaking, allowing more time to focus on client care and improving the overall service experience.

As the use of digital technology in health and education continues to grow, cybersecurity remains a critical priority. During the year, True began implementing the Essential Eight cybersecurity framework, strengthening our ability to protect information, manage risk and safeguarding the trust our clients place in us.

Together, these initiatives are helping build a more connected, secure and efficient organisation, enabling our people to focus on what matters most: improving outcomes for Queensland communities.





CASE STUDY

06

Technology creating more time for care

For Liz Pearman, an Advanced Sexual and Reproductive Health Nurse at True's Brisbane Clinic, AI supported note taking has transformed the way she works by reducing the time spent on documentation and creating more time for patient care.

In a recent Speedy Test (STI) clinic, Liz was able to see seven additional patients while maintaining the high standard of care each person received. The technology captures consultation notes in real time, allowing clinicians to focus on the conversation rather than typing or writing notes.

Liz also highlights a menopause consultation where, instead of concentrating on documenting the appointment, she was able to focus entirely on listening to the client's experiences and concerns. As the conversation unfolded, the AI clinical notetaker captured important details about the client's lifestyle, health history and circumstances that may otherwise have been difficult to record so comprehensively. These insights helped inform a more personalised treatment plan and strengthened the continuity of care between appointments.

The technology has also improved the accuracy of clinical records, including the capture of medication names and medical conditions, while significantly reducing administrative burden. Notes are still reviewed by clinicians, and the process is faster and more efficient, allowing more time to be spent supporting clients.

> *"It's helped us spend less time on paperwork and more time focusing on the person in front of us."*
> – Liz Pearman, Advanced Sexual and Reproductive Health Nurse


IMPLANT PALPATION SIMULATION
>99%
93–99%
WORKS WELL
IF USED
PERFECTLY
EVERY TIME



Moving forward

If 2025-26 was a year of renewal, reflection and strengthening foundations, then 2026-27 will be a year of consolidation, growth and delivery. Guided by our Strategic Plan 2026-28, we will continue building on this year's progress to expand our impact across Queensland.

As demand for sexual and reproductive health and education services continues to grow, our focus remains on improving access, equity and service excellence. We will continue expanding specialised services in priority areas, including LARC, endometriosis, pelvic pain and menopause care, while supporting sector workforce development to ensure more Queenslanders can access timely, high-quality care closer to home.

Partnerships will remain central to how we create impact. By working alongside healthcare providers, community organisations, funders and government agencies, and research partners, we can strengthen service integration, extend our reach and respond more effectively to the needs of Queensland communities.

True is also committed to progressing our reconciliation journey through the development of our Innovate Reconciliation Action Plan. We acknowledge that we have further to go as we walk alongside Aboriginal and Torres Strait Islander people and communities, and work to build more culturally responsive services.

At the same time, we will continue investing in the foundations that support sustainable growth, including our people, technology and infrastructure. Key initiatives for 2026-27 include relocating and expanding our Ipswich clinic, strengthening cyber security and digital capability, enhancing workforce development opportunities, and continuing to improve client experience and service accessibility. As we move into the next financial year, our focus remains clear: delivering meaningful, measurable impact that improves the health and wellbeing of Queensland communities.

Thank you for your support

Patron

Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland

Funders

- Queensland Health
- Queensland Government, Department of Justice and Attorney General
- Queensland Government, Department of Families, Seniors, Disability Services and Child Safety
- Queensland Government, Department of Education
- Australian Government, Western Queensland Primary Health Network
- Australian Government, Sunshine Coast Health Network (Country to Coast Queensland)
- Australian Government, Darling Downs and West Moreton Primary Health Network
- Australian Government, Northern Queensland Primary Health Network
- CheckUP
- Multicultural Centre for Women's Health
- Open Minds Australia Limited
- Micah Projects

Partners

- Sexual and Reproductive Health Australia (formerly Family Planning Alliance Australia)
- International Planned Parenthood Federation
- Institute for Urban Indigenous Health
- Goondir Aboriginal and Torres Strait Islander Corporation for Health Services



TRUE LOCATIONS

Clinics

Brisbane
07 3250 0200
Ground floor, Building 1
230 Lutwyche Road, Windsor QLD 4030

Cairns
07 4051 3788
Ground floor, Solander Centre
182 Grafton Street, Cairns QLD 4870

Cairns Sexual Assault Service
07 4031 3590
216 Draper St, Parramatta Park
Cairns QLD 4870
csas@true.org.au

Ipswich
07 3281 4088
Shop 5, 54 Limestone Street
Ipswich QLD 4305

Rockhampton
07 4927 3999
Shop 4B, Glenmore Shopping Village
301 Farm Street Norman Gardens QLD 4701

Toowoomba
07 4632 8166
Level 1, 661 Ruthven Street, Toowoomba QLD 4350

SATELLITE CLINICS

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Women and Girls' Health Hub Caboolture
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Looking After Me program (LAMP), and All Schools Disability program
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relationships &
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