

Annual Report

2023

Turning the volume up on sexual
and reproductive health.



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Acknowledgement of country

True would like to acknowledge the Traditional Custodians of Country throughout Australia and their continuing connection to land, culture, and community.



Ushering in a new era at True

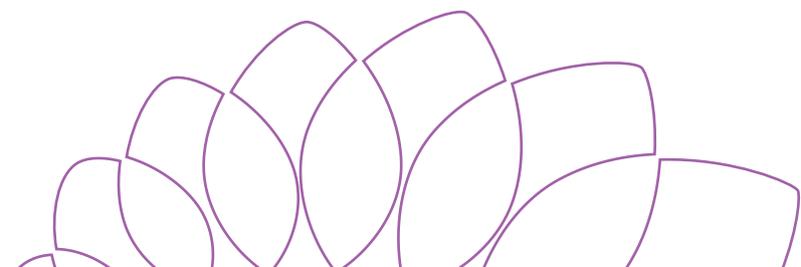
The 2022-2023 financial year was a time for us to reflect and celebrate the achievements of True Relationships & Reproductive Health and Family Planning Queensland over the last 50 years.

With many voices across Queensland and nationally, we turned the volume up on sexual and reproductive health. It became a high priority policy issue. We strengthened our advocacy.

We continued to deliver our Health In My Language bilingual education project to thousands of people from CaLD backgrounds. We expanded our Clinical Education Unit to train even more health professionals. We travelled more than 65,000km to reach people in rural, regional and remote Queensland through our CheckUp partnership. We promoted STI information and awareness about healthy relationships and consent to parents, carers, teachers and young people.

This has been a year for True to seize the moment with unprecedented interest in sexual and reproductive health.

Inspired by the big ambitions of our founders, this year True has recommitted to removing barriers so that all people experience quality sexual and reproductive health and safe, healthy relationships.





Report from the Chair

The True 50th gala was an absolute standout in 2023. The glamour, the fun, the respect for founding members and staff, and the 50 years of ground-breaking achievements of True made this milestone a truly memorable event.

Another highlight of the past year is that sexual and reproductive health has been high on the public agenda – including the policy agenda in Queensland and nationally.

“Our ambition is to ensure that people across Queensland face no barriers to quality sexual and reproductive health care, including medical termination of pregnancy, contraception, cervical screening, and much more.”

This year True actively contributed to the:

- development of a new Women and Girls’ Health Strategy, Queensland
- implementation of recommendations from the Senate Inquiry into Universal Access to Reproductive Care
- review of Family Planning Services commissioned by the federal Department of Health and Aged Care

Together these consultations and strategies have led to unprecedented attention to sexual and reproductive health.

The role of True has been to use all of our persuasive arguments and evidence to secure increased investment in sexual and reproductive health care, comprehensive sexuality education and sexual assault counselling services.

Notable achievements this past year include:

- more than 65,000 km being travelled by our clinicians to service regional and remote community members through our CheckUp funded clinics
- more than 300 young people under 25 yrs receiving free specialised clinical services at Ipswich and Toowoomba
- Clinical Education Unit (CEU) staff delivering 17 contraceptive implant courses (92 clinicians trained) and three cervical screening courses; training 35 clinicians in IUD insertions; and delivering one flagship FPAA course
- our bilingual health educators in our Health in My Language program delivering health and healthy relationships information to 1800+ migrants and refugees in the past 18 months

I am now in my ninth year with True and will soon hand over the reins as Chair. In my time on the Board I have witnessed True expand our range of specialist clinical services, spend thousands of hours providing education to community groups, including schools, and offer counselling services to people in Far North Queensland. It’s been an incredible privilege to work with our dedicated staff, Board members, funders, and partners to make life a little easier and a lot healthier for people in Queensland.

I can’t wait to see what True does next!

Natalie Bain

Chair

CEO Report



One True, One Team for a bigger impact

This will be recognised as a watershed year – a year when community leaders elevated sexual and reproductive health high on the health priority list. The Queensland Government has been developing a new Women and Girls Health strategy. Action to improve sexual and reproductive health has featured in the consultation for this plan. The Senate Inquiry into Universal Access to Reproductive Health Care has set a bold blueprint for action nationally.

This was the year – in the 51st year of True (formerly Family Planning Queensland) - where we began the transformation to **One True, One Team**. We recognised that across our services, across Queensland we can work better together. We can offer better service to our community members with clinics, education and counselling working together more.

In Rockhampton, for example, this means that survivors of sexual assault will be able to receive clinical support and forensic examinations, then receive ongoing trauma-informed care through our clinic. This means in Cairns that our clinical, counselling and education services staff are working more closely together as *One Team* to provide community members with a more connected up support system – *One True*.

This was the year that we focused on impact. We want to tell more compelling stories and present robust data on how we improve wellbeing of our clients. We want to be more evidence-informed in all that we do. We will embed evaluation into every program and project, and equip all of our staff to be **impact active** – to be skilled-up to gather data and case studies, to reflect critically and improve outcomes.

This was the year that we focused on being a **partner of choice**. It is a priority for True to strengthen our allied relationships with Aboriginal and Torres Strait Islander health agencies. We renewed our MOU with the Institute of Urban Indigenous Health (IUIH) and we established a new MOU with Carbal Medical Services, Toowoomba. Our Reconciliation Action Plan is under development in conjunction with First Nations representatives. This is a responsibility that we all take very seriously.

It is a priority for True to scale-up services in education and clinical services in regional areas, through partnerships. We value our longstanding partnerships with CheckUp and Primary Health Networks (PHN).

True clinicians travelled more than 65,000 kilometres this year to enable people in regional and remote communities to have specialist sexual and reproductive health clinical services. I commend all staff – clinicians, counselling, administration, corporate, education and community projects. I commend our Board of Directors for their support. Our people improve lives every day. Our people make True an iconic Queensland service.

For more than 50 years True staff have been specialist service providers and they lead the awkward discussions about sexual health and relationships – we aim to get better, and louder with age.

Karen Struthers

Chief Executive Officer

About True

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

For 50 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.

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

Our continuing partnership with the Queensland Government and other partners allows True staff to ensure that:

- Barriers to quality clinical care, contraception, medical abortion; prevention of sexually transmitted infections and are overcome.
- People with disability get the sexual education they need.
- Health information is delivered by bilingual educators.
- Survivors of sexual assault receive trauma-informed care.
- Children, young people and parents/carers gain confidence in having the awkward discussions on sex and healthy relationships.
- LGBTIQ+ community members can live a life filled with pride and achievement.

These are the things True staff do every day.



2022-2023 Snapshot



65,120

KM travelled to service regional Qld

7,875

Clinical clients seen across Qld

23,295

Clinical Services provided to Queenslanders

17,500

Students & young people received education sessions.

2,416

Complex Gynaecology services

1,816

Professionals received clinical or community training

2,000

Long-Acting Reversible Contraception (LARC) services

1,406

visits to Cairns Sexual Assault Service

345

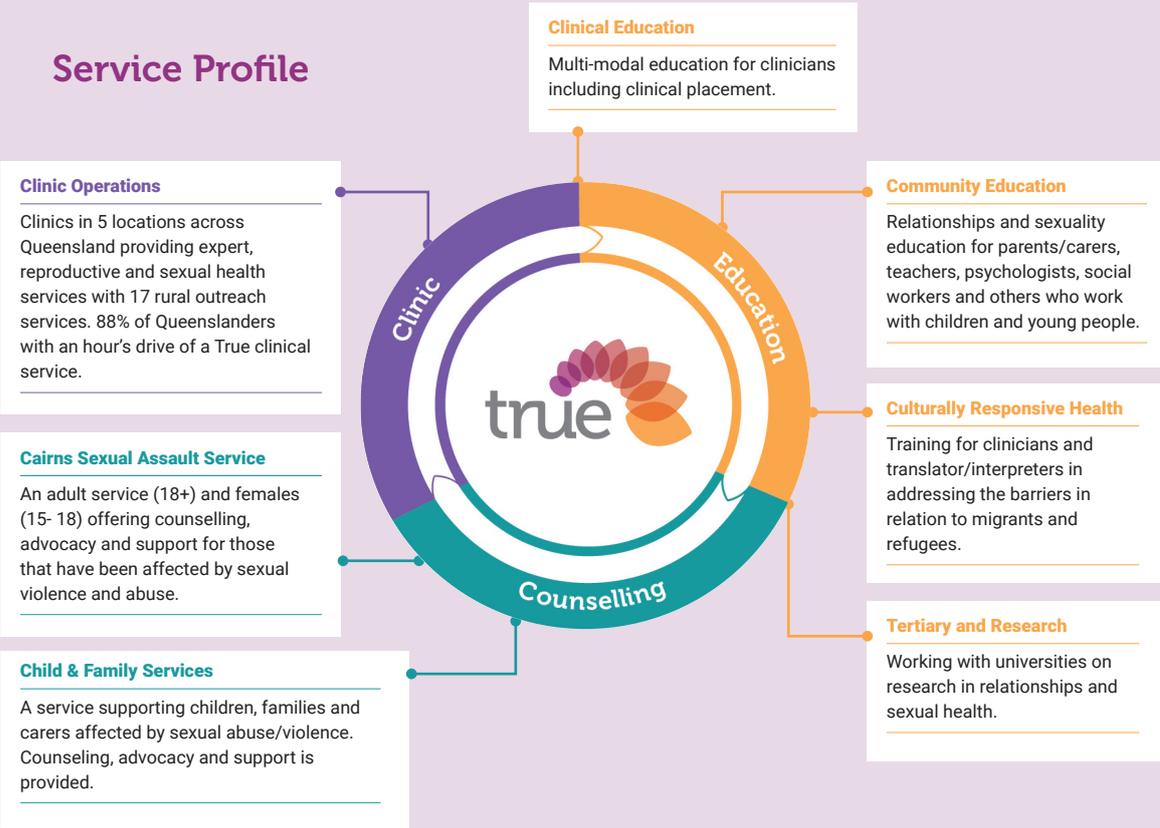
Multicultural health sessions delivered to 3805 participants

2,595

visits to True Child & Family Services



Service Profile



2023 SAW TRUE/FPQ TURN 50!

The pride of being able to deliver health services and educate the community for half a century took centre stage and received the accolades that were well deserved. Founding staff, previous clinicians and current staff enjoyed the collegial celebration of recognising the impact that True has had on the community.

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

Giuseppe Taddeo

MBA, GRAD DIP BUS ADMIN, ASSOC DIP DIAGNOSTIC RADIOGRAPHY

Chair, Clinical Advisory Committee

Dr Clare Boothroyd

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

Member, Clinical Advisory Committee

Chris Doherty

B.BUS (HUMAN RESOURCES & ACCOUNTING)

Member, Audit and Finance Committee

Shannon Foley

B. ED (ADULT EDUCATION), M. ED (ADULT EDUCATION), DIP HRM

Member, Governance and Remuneration Committee

Tamra Bridges

RN B.NURSING, M. MENTAL HEALTH (PSYCHOTHERAPY), GAICD, MBA (IN PROGRESS)

Member, Clinical and Education Advisory Committee

Tania Hillman

BCOM CA

Member, Audit and Finance Committee

Chair, Audit and Finance Committee

Christine Ip

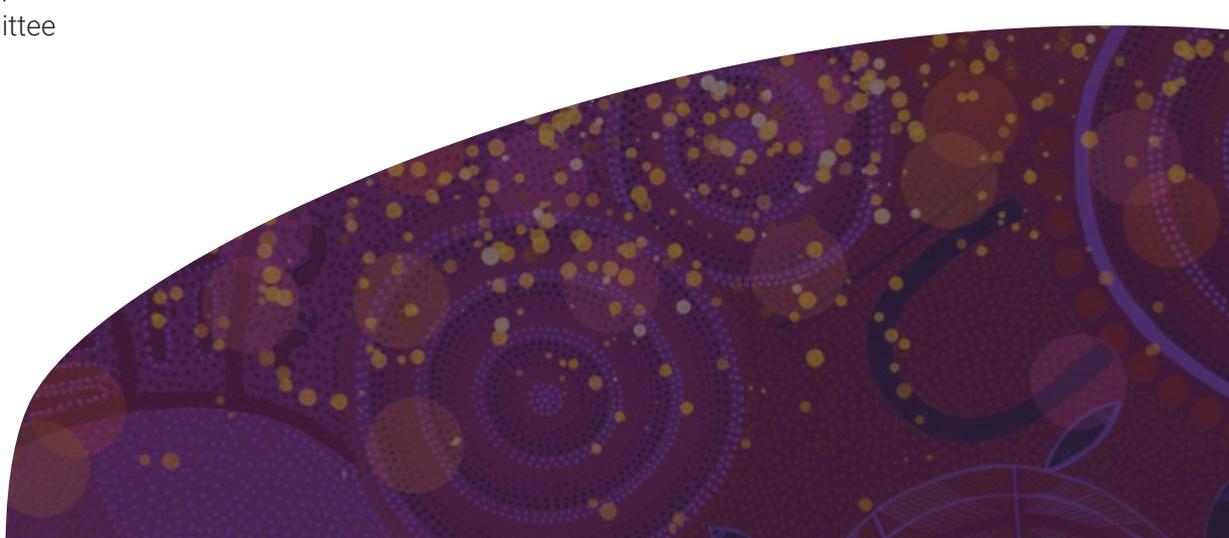
BE(CHEM)(HONS), MBUS(ACC), GAICD

Member, Audit and Finance Committee

Dr Clare Maher

FRACGP, DIP O&G, MPH

Member, Clinical Advisory Committee





True Strategy 2021 - 2025

Our strategic plan for 2021 – 2025 aligns with state and federal government strategies in reproductive and sexual health, including reducing the harm that results from sexual violence, closing the gap in health inequities, and promoting inclusion and diversity.

We are building partnerships for greater impact, working with organisations to increase access to health services outside of the metro areas so we reach as many regional and remote communities as possible; building allied relationships with Aboriginal and Torres Strait Islander peoples and agencies; and working to improve outcomes for every person in Queensland.

Our strategy embeds principles of Queensland's Human Rights Act 2019, including building a culture that respects and promotes human rights. We support and continue working towards the vision for a harmonious, united, and inclusive Queensland¹. We are determined to provide choice and remove barriers to sexual and reproductive care, education and counselling.

We are proud to be a leader in advocating for safe, accessible reproductive and sexual health—not just in Queensland, but throughout Australia.

1. <https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2019-005>



Over the past four years, True has developed even stronger partnerships with many of Queensland's health services, hospitals and specialist teams.



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.

Celebrating 50 years of True & FPQ



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CLINICAL SERVICES & OPERATIONS

Community-driven healthcare

Funding/Partnership Opportunities Awarded

True's Cairns Clinic was one of 20 successful health services around Australia to receive funding from the Federal Government to support the establishment of a focussed Endometriosis and Pelvic Pain Clinic in primary/community care settings. This funding enables a multidisciplinary care focus to improve diagnostic delay and promote early access to intervention, care, and treatment options.

True's Rockhampton Clinic was awarded funding through the Keeping Women Safe from Violence Initiative to implement the True Support Service Hub. The Hub will provide forensic and counselling resources to improve recovery, health and wellbeing for women and girls who have experienced violence and abuse.

Under 25's Toowoomba and Ipswich Program continues to grow with another year of successful funding being granted. The nurse-led, free services enable young people to access specialised reproductive and sexual health services to reduce fear and stigma of accessing health care. It has been an impactful partner in improving community health literacy and participating in long-term health impacts.

Is it True continues to be a popular program sought by high schools. The program, which provides Year 11 and 12 students with access to information around sexual health, consent, healthy relationships, and an opportunity for confidential STI screening and a sexual health consultation, has received funding again in 2023. Two Toowoomba schools are looking forward to this program being delivered in early 2024.



TRULY RESPONSIVE

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, education and counselling services. True is client-centred, and each individual is supported to be safe in all their personal relationships in order to achieve physical, emotional, and social wellbeing in relation to sexuality across their lifespan.

Senate Inquiry into Universal Access and Reproductive Health Care

To ensure that all people can access quality sexual and reproductive health care, it is essential for True to influence government policy and laws. True submitted a powerful submission led by True's Dr Danielle Haller to the Senate in response to an inquiry on universal access to reproductive health care.

True's powerful points for change to enhance access to contraceptives, reducing barriers to reproductive healthcare, delivering appropriate and adapted care, and improving literacy and enhancing employee rights were well accepted and are being used to improve healthcare.



Outreach Health Service Provision with CheckUP

In 2023, Queensland's regional, rural, and remote communities continued embracing True's outreach clinical services with enthusiasm and demand.

True maintains its partnership with CheckUP funding to deliver services to more than 1,600 people this year. True 'popped up' 117 times this year across 17 clinic sites to ensure people were able to access expert reproductive and sexual healthcare. The visits covered 65,170km over the year, more than four "big laps" of Australia!



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. In 2023, our free, nurse-led Under 25s service continued growing.

This year we saw an increase in the numbers of young people returning to our service and a rise in the amount of people requesting long-acting reversible contraception (LARCs). We also received extremely positive feedback for the quality, comprehensive, caring, and free service we can provide within the U25 program.

Most surprisingly, we are seeing even more young people self-referring, particularly with unplanned pregnancies or when symptomatic. Some are seeking out True following a bad experience with their GP where they have felt judged, proving that our reputation as a non-judgemental provider is making an impact. We are also seeing an increase in referrals from Refugee and Youth Services.

In the next year, the team are looking forward to providing a nurse-led MTOP model of care for our U25s and developing programs for transgender prescribing and PrEP. This will enable True to reach those hard-to-reach cohorts that are currently unaware of our services.





COUNSELLING & SUPPORT SERVICES

Counselling services for Far North Qld

Cairns Sexual Assault Service

The Cairns Sexual Assault Service (CSAS) continued providing 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 2023.

Specialist Sexual Assault services included face-to-face counselling, and trauma-informed therapeutic counselling and support. Additionally, we provided 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 Queensland 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 in 2023 as well as accessible pathways to our clinic, which is co-located with the CSAS service.

True Child & Family Service

The True Child and Family Service (CFS) provides therapeutic and education services specialising in sexual assault, sexual abuse, and sexually reactive behaviours.

The service works from a trauma-informed base and understands the specific impact trauma has on a child's development. Our therapists employ a variety of modalities including play, art, experiential, expressive, narrative and talk therapies. Counselling is free, confidential, and always at the child's pace.

Since CFS made the move to its new location on Draper Street, it's made a significant difference for staff, children, and families. There are kids playing games with the staff, drumming, clapping, and singing songs, along with arts and crafts and other activities. The energy and aura of the new home is very much part of the therapeutic experience and we're thrilled to be able to offer this space to little ones and their families in the Cairns area.



CLINICAL EDUCATION UNIT

Clinical-facing training

We're 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.

Training for clinical professionals continues to be a critical part of improving sexual and reproductive health throughout the state. In 2023, the CEU team grew by three medical educators, allowing us to continue offering our expert training both face-to-face and virtually. The team also welcomed back True's lead nursing educator from maternity leave.



We were thrilled to once again offer the Family Planning Alliance Australia (FPAA) National Certificate in Reproductive and Sexual Health for Doctors, the only organisation in Queensland accredited to do so. We also received additional funding for our online courses to be professionally developed, allowing for more health care professionals throughout the state to upskill.

Exciting, we also forged a partnership with IRIS Education that will increase our ability to deliver IUD insertion training.

Quick stats

In FY 2023, CEU:

- Delivered 17 Implanon courses, with 92 clinicians trained on inserting contraceptive implants
- Trained 35 clinicians in IUD insertion, including 10 who work in Central and Far North Queensland
- Delivered 3 cervical screening training courses to 25 clinicians, including 16 from regional and remote Queensland

EDUCATION & COMMUNITY SERVICES

Community-facing education

Educating our communities around sexual and reproductive health is more important than ever before.

At True, we develop and deliver 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.



Relationship & Sexuality Education

PARENT FEEDBACK

A parent commented that the information session prior to student RSE sessions was “fantastic” and stated that they now feel ready to have conversations with their child. Another parent said “I strongly agree with what the speaker said in tonight’s session.

We, as parents, should start conversing with our kids with all honesty about puberty, sexuality and relationships so that they will not feel ashamed, secretive or uncomfortable dealing with those topics.”



Community Education



All School Relationships and Comprehensive Sexuality Education (CSE) program

After a time of many changes the team settled into a steady growth pattern. In 2023, 5 Regional Education Coordinators have been working with schools and communities across Queensland.

These coordinators have already been busy building relationships with new and old connections.

The team have worked with 679 teachers and 17500 students within schools at the end of financial year.

Our All Schools program has been undergoing a PHD evaluation. We are keenly awaiting the final results which we will share on completion.

The team is developing and new updated professional development offerings across the sector, including-

Teaching sexuality education in a variety of school and community settings.

The team have been delivering our popular Traffic lights training both online and face to face across the State. Traffic Light continues to be used widely in schools and the child protection sector with several major organisations having a license with True to utilise the framework.

The team worked with local, statewide and national key agencies to support development of best practice evidence informed programs for schools and community settings.



Specialist Disability Support in Schools

This past year has seen major transformations for our Specialist Disability Support in Schools (SDSS) program.

SDSS runs on the calendar year, and 2022 was a challenging one due to SDSS's reliance on specialised staff knowledge during a time of change at True. Thanks to current staff and management's tireless support, however, there's been a complete turnaround. Education Coordinator Natasha Milner said, "We've gone from the most challenging year to the best year SDSS has ever had."

The program used extra supplementary funds to make much-needed updates to classroom resources. SDSS also responded to community feedback by making parent/carer information sessions more accessible.

In fact, our "Every Body Needs to Know" program was in such high demand that it booked out completely by the end of the financial year.

Direct feedback from survey evaluations of both staff and students was that the program is well-regarded. Student knowledge and comfort with the topics covered improved and school staff became more confident in speaking about topics related to relationships and sexuality.



Relationship Ready

The Relationship Ready project addresses barriers to accessing sexual health and healthy relationships information for teachers and educators, parents and carers, and disengaged youth. This is achieved through online training modules, in-person youth education and professional development sessions, and resource development.

In April 2023, we launched Consent: Beyond Yes and No. This is the latest edition in our suite of self-paced online learning modules that are designed to empower teachers to deliver comprehensive sexuality education (CSE) in their school community and increase the confidence and capability of parents/carers in discussing relationships and sexuality with their children at home. We had a total of 617 registrations across our courses in 2023.

In December 2022, True ran a series of co-design workshops with young people aged 16-25, asking them what was most important to when it comes to relationships and sexuality education. The result is Real Talk: About Sex n' Stuff, an evidence-based, inclusive, and shame-free booklet that empowers young people to:

- Recognise healthy vs unhealthy relationship behaviours.
- Understand consent and communicate with respect.
- Take charge of their sexual health and make informed choices.
- Have enjoyable and safer sexual experiences.
- Embrace their unique identity.

During our co-design process, we learnt that young people are interested in pleasure—it was the second-most requested topic in terms of relationships and sexuality education. Young people wanted frank, shame-free information on how to have safer and more pleasurable sexual experiences.

Moving forward, we are looking forward to sharing Real Talk: About Sex n' Stuff so that it can make a positive impact on as many young people as possible. We are also excited to continue offering fully funded youth education sessions to young people in out of school contexts.



Capability, Confidence & Diversity Initiative

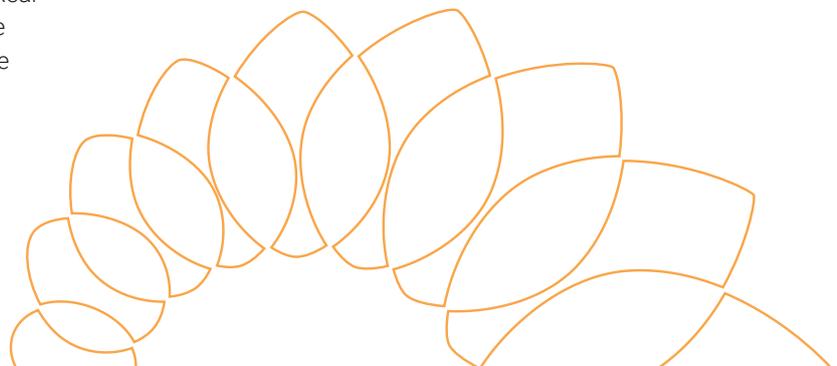
Growing awareness around the importance of supporting LGBTIQ+ young people means that the need for the Capability, Confidence & Diversity Initiative is ongoing, with continued demand for online/phone support, resources, and professional development provided by the project.

While predominately accessed by Queensland state-based school staff, there were opportunities for national reach throughout 2023 via participation in a National Headspace session and workshop presentations at the Diversity in Education Conference held in February 2023 to coincide with World Pride in Sydney.

Additionally, the initiative's project coordinator, Kirstine Hand, was accepted as a member of the Queensland Government LGBTIQ+ Roundtable representing True for a two-year term which commenced at the start of 2023.

Our longstanding support from Shelley Argent (OAM) also resulted in True being connected to and selected as the Pride Professionals charity partner for 2023 in recognition of the LGBTIQ+ inclusion work undertaken within this project.

Since its release in April 2022, the Being Me animation, which promotes supporting the wellbeing of LGBTIQ+ young people, has had more than 2,300 views, our most-watched piece yet. The team is looking forward to developing and releasing some more online module resources, being part of the roundtable, and strengthening the project's reach across Queensland.





Culturally Responsive Health

Our Culturally Responsive Health (CRH) program, funded by Queensland Health, trained, and supported 2,178 health professionals, interpreters, translators, community workers, and members of multicultural communities in 2022.

CRH provides guidance on culturally sensitive healthcare delivery, offers resources, facilitates referral pathways, and upskills the multicultural sector and community in sexual health and healthy relationships. Last year, CRH identified two high-priority areas of need: Female Genital Mutilation/Cutting (FGM/C) and the healthcare requirements of LGBTIQ+ new arrivals.

CRH actively contributed to multicultural networks, conferences (including the Multicultural Health Symposium and the AUSIT national conference for Interpreters and Translators), partnerships, submissions, and events, while the CRH Advisory Group continued regular meetings to inform design and delivery of the project.

An achievement was the release of a self-paced Sexual and Reproductive Health Interpreter and Translator

course, aligned with NAATI's professional development certification standards. CRH continues its commitment to a co-design framework through initiatives like the Culturally Responsive FGM/C Care training, produced in collaboration with NETFA, QPASTT, and community health leaders, as well as the launch of two FGM/C podcasts.

CRH supported QUT and partners to establish the Have Fun Butt Play Safe campaign, to increase HIV health literacy within Queensland's multicultural communities, including resources, videos, and an event launch.

Addressing community feedback, CRH continued the additions of new languages and distribution of thousands of key translated resources: cervical screening; men's health; and consent and sexual assault. Evaluation results were overwhelmingly positive. Of note, qualitative feedback from community members indicated that participants felt more empowered to take action, particularly in areas of healthy relationships and sexual health testing, showcasing CRH's tangible impact.



Health for Every Body

Providing accessible healthcare for people from refugee and migrant background aligns with True's values to ensure availability and maximize accessibility. Everyone, regardless of background or citizenship status, deserves quality healthcare.

The small but vital migrant and refugee clinic access project, funded through Perpetual philanthropic funds, saw a total of 65 clients across Brisbane, Ipswich, Toowoomba, and Rockhampton. The funding prioritises people without Medicare access, who may not have

other means of accessing sexual and reproductive health care services. The funding also covers people from migrant and refugee background who are facing financial hardship and assists their out-of-pocket expenses for testing or medication.

This project has enabled True to strengthen collaboration and referral pathways with Refugee Health Services, Children by Choice, and World Wellness Group. True clinics have seen increasing referrals for migrant and refugee clients and hope that the funding will continue.





Health in My Language

In 2023, the Health in My Language (HIML) project continued. HIML brings together bilingual educators to support refugee and migrant populations in Queensland, giving them access in language to information around reproductive and sexual health.

True conducted 200 sessions with community to more than 3,800 participants and engaged with more than 4,000 people. Sessions were delivered in 12 different languages, including English.

We also continued building capacity of our bilingual health educators through on-going training and upskilling opportunities, seeing their confidence grow within their roles. The year also saw us building and maintaining relationships with multicultural communities.

Initially, it was difficult to establish these relationships with community leaders due to the nature of our work in sexual and reproductive health, which is taboo in most communities, and with no prior connections to True.

However, our bilingual health educators have connected and established these flourishing relationships, either through existing community trust and relationships or new connections through HIML, laying a foundation that True can continue building on.

The federal government's Pacific Australia Labour Mobility (PALM) scheme also provided a new avenue for our educators to reach community members. We were asked to travel to deliver sessions for PALM's seasonal workers.

Two of our educators were highly requested to deliver in-language sessions, establishing a partnership with the Pacific Labour Facility. That collaboration has taken our team interstate and around Queensland, including Cairns, Tasmania, Wagga Wagga, Townsville, and Rockhampton.

This has also opened opportunities to work with the different approved employers through the PALM scheme and stakeholders such as the Townsville Hospital who we collaborated with to conduct education sessions and have a pop-up clinic.

THE HIML TEAM

The Queensland Health in My Language project have a team of 8 including 7 bilingual health educators and 1 project coordinator. Between them, there are 11 languages spoken – Arabic, Farsi/Persian, Hindi, Karen, Kurdish Kurmunji, Mandarin, Nepali, Samoan, Solomon Islands Piin, Tok Pisin and Vanuatu Bislama/Pidgin.

Since starting in May 2022 we have:

- Delivered over 300 sessions to community
- To over 5000 participants
- We have collaborated and worked with over 250 community groups and organizations
- Through events and engagement opportunities we have reached over 5200 people
- Bilingual health educators bridge the gap between community and service providers. Through this project, we have identified the crucial role BHE's have and as a result have started building a BHE workforce. Tina and Levi, have been travelling interstate to deliver in language sessions to hundreds of Pacific Island seasonal workers.



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

Our project partners include:



Corporate Services

Summarised financial report

True Board Directors and staff achieved positive outcomes within budget for clients and the community broadly. The financial stability of True is due in a large part to recurrent funding from Queensland Health, recurrent grants from the Department of Department of Children, Youth Justice and Multicultural Affairs, Department of Justice and Attorney-General other government agencies and annual support from our major philanthropy partner Perpetual.

The True financials indicate that the cash position remains strong. Business as usual (BAU) activities compared to reforecast showed a \$398k positive variance to reforecast and \$541k to budget. Cash at June 30 was \$1.7M and with a transfer from the ICT Innovation Fund (current Investment) this total will increase to \$1.9M. The liquidity ratio for True has increased to 1.17 up from 0.98 last year.

True had a good year showing stability in the efficiency ratios in clinic and education and an overall lift of productivity and reduction of costs. Our labour costs are 72% of total costs which is in line with our reforecast expectations.

The clinics deliver exceptional specialist services, however budget pressures from labour and travel costs for outreach, satellite clinics contributed to results lower than budget expectations.

Clinical fee-for-service efficiency statistics have been quite stable. Our aim is to keep services affordable through low fees and bulk-billing for low income clients as follows. Our service mix has been stable across the year, as follows:

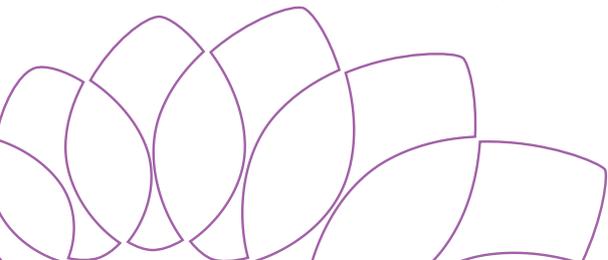
- Private billing rate (versus Medicare) was 75% in June and May, with an average for the year of 71%.
- Our average billing per visit at \$75.50 for the year is above the reforecast rate of \$77.
- Higher labour and travel costs than budget resulted in an overspend for the year of \$12,000 for CheckUp - our much lauded satellite clinics in regional and remote communities.

Education programs performed well with improvements in efficiency and costs over the period that are now showing in their financial results. Traffic Lights marketing has seen an increase in uptake and relicensing, as the high demand for training in healthy relationships and violence prevention continues to escalate. Clinical Education Unit (CEU) is also showing good results.

Funded projects are showing a \$162k positive variance to reforecast and budget, which is unexpected as forecast and budget was prepared for a loss of \$161k due largely to the two wage increases made in the financial year. Counselling services continue to meet client demands with some underspend due primarily to staffing and recruitment delays.

[The Annual Financial Statements provide comprehensive financial information.](#)

We are well positioned for a year of further stability with an ambition for growth.





Information and Communication (ICT) Transformation

To achieve contemporary, high standards of connectivity, record-keeping, reporting and cybersecurity, the True Board invested in an ICT Transformation Fund and strategy.

True has now converged all of our system into the Australian Microsoft Cloud. This is providing streamlined access for our clinicians to health records when they see patients in our clinics or as part of CheckUP in remote parts of Queensland.

Over the last 12 months, cyber security has been a primary focus for us in all we do. True has refreshed our hardware and software platforms, replaced legacy applications, implemented new data protection measures, and established an overarching managed security platform to constantly monitor our networks and ICT activity. Strong data governance guides how data is created, stored, used, reported, archived and (eventually) deleted with informed patient consent. True has also established an ongoing staff training program around cyber security and data privacy.

For FY 2024 we are upgrading online services, including secure online bookings and telehealth consultation, and improving digital delivery of sexual health courses and knowledge around healthy relationships and sexual consent. We are also elevating our impact and evidence strategy with the ambition to significantly improve our reporting and research efforts.

TRUE LOCATIONS

Brisbane

230 Lutwyche Rd, Windsor Q 4030
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CLINIC:

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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:

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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
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EDUCATION:

07 5531 2636
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Ipswich

Shop 5, 54 Limestone Street
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Rockhampton

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Norman Gardens Q 4701
(PO Box 3198 Red Hill
Rockhampton Q 4701)

CLINIC:

07 4927 3999
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EDUCATION:

07 4921 3655
cqeducation@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

Augathella

Augathella Hospital
Cavanagh St
Augathella Q 4477

Bowen

Bowen Hospital
59 Gregory St
Bowen Q 4805

Clermont

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

Collinsville

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

Dysart

Dysart Hospital
28 Queen
Elizabeth Drive
Dysart Q 4745

Hughenden

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

Inglewood

Inglewood
Community Health
Centre84 Albert St
Inglewood Q 4387

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



This program is funded by the Federal Government and managed by CheckUP.

True impact during the 2022-2023 financial year:

True's Patron, Her Excellency the Honourable Dr Jeannette Young PSM, **The Governor of Queensland** officially opened our **50th Anniversary Gala event** in Brisbane at Victoria Park on 16 March.

Our **ICT system was transformed to increase accessibility**, successfully converging our system into the Australian Microsoft Cloud, to provide streamlined access for our clinicians to health records in our metro, regional, rural, and remote locations.

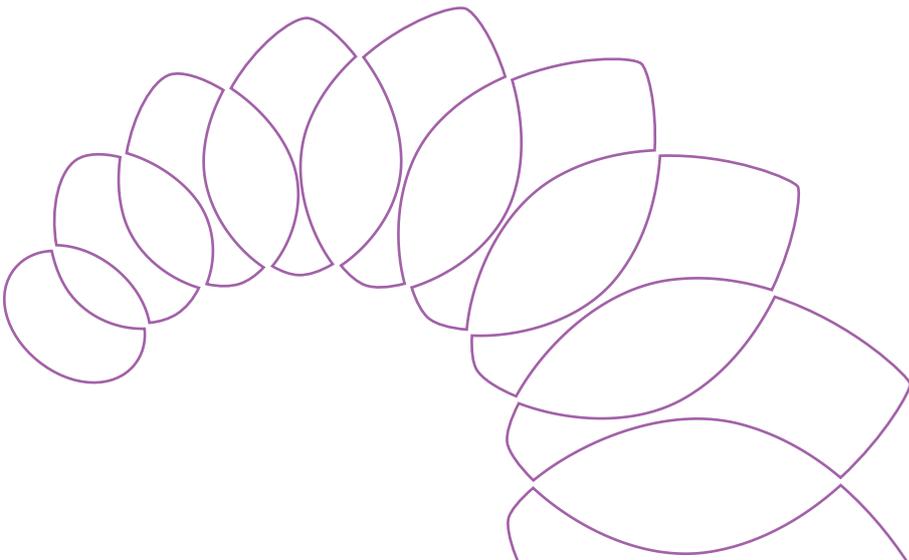
The **Clinical Education Unit re-commenced all face-to-face courses**, increasing the number of Qld clinicians trained in sexual and reproductive health care and the insertion of LARC's – 23% of these clinicians practicing in rural and remote communities.

True's regional clinical services received a boost with Federal Government funding to support the establishment of a focussed **Endometriosis and Pelvic Pain Clinic** primary/community care settings in Cairns. Funding through the Keeping Women Safe from Violence Initiative was awarded to True Rockhampton clinic to implement the **True Support Service Hub**.

Services continue to expand with 117 visits to outreach locations to provide sexual and reproductive services from True, supported by the Department of Health (Federal) and CheckUp. The Under 25s Project, funded by the Darling Downs West Moreton Primary Health Network in Toowoomba and Ipswich continued to grow, with an increase in uptake of clinical services by young people.

True's **community education team delivered more than 17,500 relationships and sexuality education sessions** to students, professionals and the community, supporting people to seek safer and healthier relationships. The Specialist Disability Support in Schools had their busiest year yet with the **"Every Body Needs to Know" program booked to capacity**.

The Health in My Language (HIML) project increasing access in language to information around reproductive and sexual health to workers temporarily migrating to Queensland under the PALM scheme. **HIML events and engagements reached over 5200 people in community across 9 different languages**.





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



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



For all your relationship and reproductive health
true.org.au

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