

# Annual Report

2022

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Celebrating 50 years of True and  
Family Planning Queensland





# Executive Summary

## This year, True Relationships and Reproductive Health turns 50!

The original vision held by Marjorie Milburn, John Campbell, and June Morris in 1972, to support young women throughout Queensland through the founding of Family Planning Queensland (FPQ), has grown into the work that True prides itself on today.

At the heart of all that we do are the communities in which we live, work and play. FPQ was created because of a need to serve women in the community and have real people working to support, educate and care for others.

Throughout this half century of social impact and service delivery, we've grown to embrace inclusivity and diversity, respecting all people, and welcoming not only women but all who need support around healthy sexuality and relationships.

As we embark on our next 50 years of social impact in this sector, we invite the community to join us in our important work through philanthropic donations and support of our programs and events.

Continuing in the footsteps of great people in the sexual health sector, this year we also welcomed Her Excellency the Honourable Dr Jeanette Young PSM, 27th Governor of Queensland, as Patron of True for the duration of her term in office.

We were delighted that Her Excellency agreed to advocate for our mission to improve access to quality reproductive and sexual health, facilitate healthy, positive and safe relationships, and prioritise the delivery of services to people in greater need.



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

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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. We pay our respects to Elders past, present, and emerging.

# Time to reflect and celebrate 50 years of achievement

In December, we launched True's 50th Anniversary at a special celebratory event at Customs House.

Special guests included our Patron, Her Excellency the Honourable Dr Jeannette Young AC PSM the 27th Governor of Queensland, founding members of True, representatives from Queensland Health, and friends of True who have been instrumental in the development of our organisation over the years.



# 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 was focussed on building relationships that assist in the achievement of its goals for the community. Client demand across the organisation for our services has increased greatly over the past year, highlighting the essential nature of reproductive and sexual health as an important element of health and wellbeing for our state's communities.





# Report from the Chair

Our members and staff of years past are particularly important as we celebrate Family Planning Queensland (FPQ) and those who have shaped and influenced our journey to True.

FPQ was founded by ground-breaking leaders in 1972, led by Marjorie Milbourn as founding CEO and John Campbell as Chair.

When FPQ began, it had a daring personality centred on women's right and choices. In fact, women needed a marriage certificate to seek contraception from their GP, and many GPs did not know about prescribing. Our early pioneers changed all that as they set about establishing clinics to provide contraception and to educate GPs. In addition, they advocated for choice for women and funding for women's health. Soon, in-school education began and resources such as The Puberty Book were published.

Much of the hard work was done by 2013, with 'family planning' no longer used as a euphemism for contraception. GPs were now competent prescribers and families had become much more diverse. It was time to embrace a new era of reproductive and sexual health.

Together with Queensland Health, FPQ set about designing a new set of services focused on community gynaecology to decrease the burden on Queensland's hospitals and provide secondary reproductive health services where GPs could refer.

Not wanting to lose our daring and leading-edge personality, we looked to our clients, stakeholders, and staff to shape a new identity. At the heart of this organisation's effectiveness has always been listening to our clients' truths and sharing the latest evidence-based information.

True relationships & Reproductive Health became FPQ's new trading name in 2015. With a new name, we also sought to service new clients. Bringing education and clinical services to people from culturally and linguistically diverse backgrounds and First Nations clients has enriched our organisation and evidenced our commitment to accessibility.

Today our five bricks and mortar clinics support 16 rural and remote outreach clinics and two urban satellite services. Education programs mapped to the Australian Curriculum are provided in schools across the state. Clinical education is offered online and through classroom presentation. Counselling services are offered in Cairns to support those impacted by sexual abuse.

*"At the heart of this organisation's effectiveness has always been listening to our clients' truths and sharing the latest evidence-based information."*

We have leading programs for minority groups, and even an international partner working with us to protect children. Clearly, we did not sit still for 50 years, but have harnessed the energy of our forebears to assist us in paving the path forward and to remain at the leading edge of reproductive and sexual health.

As we reflect on a remarkable half century, we ask that you join us in celebrating our history and share your stories with us. It's been an incredible organisational journey and on behalf of the Board, I thank the supporters and benefactors acknowledged in this report, as well as our members and dedicated staff.

*Natalie Bain*

# Profit with Purpose

The 2021 – 2022 financial year has certainly been a very challenging one with disruptions from a lingering COVID-19 and flooding throughout Queensland. The performance of our employees in the face of these challenges has been truly inspiring and we recognise and appreciate their ongoing contribution to True.

While clinic attendances broke a new record of 24,002 visits, the labour costs required to provide these services within this heightened environment, along with higher personal leave by clinicians, more community cancellations because of illness, and increased cost of personal protective equipment, means that we made a substantial loss in clinical services this year.

Within the reporting period, we discovered a significant wage shortfall. Almost \$1 million was paid to our employees mostly within the Education and Counselling teams, with back payments to both current and former employees in the period from 2016. These amounts were paid out of operations cash holdings and did not result in any debt financing or drawdown of the future fund.

With this new understanding of our cost structure, we rationalised our workforce. Our focus was on reducing administration time, staff working less than four days a week, and improving efficiency overall. While regrettable and painful for the organisation, this allowed us to relieve financial pressure and reassess our priorities in education service delivery. We are committed to rebalancing our costs and activities to ensure we have a sustainable service model that will serve Queensland for another 50 years.

Within the midst of these complications, we demonstrated resilience by securing a number of new grants that allow us to expand our delivery of services to Queenslanders at no cost to recipients:

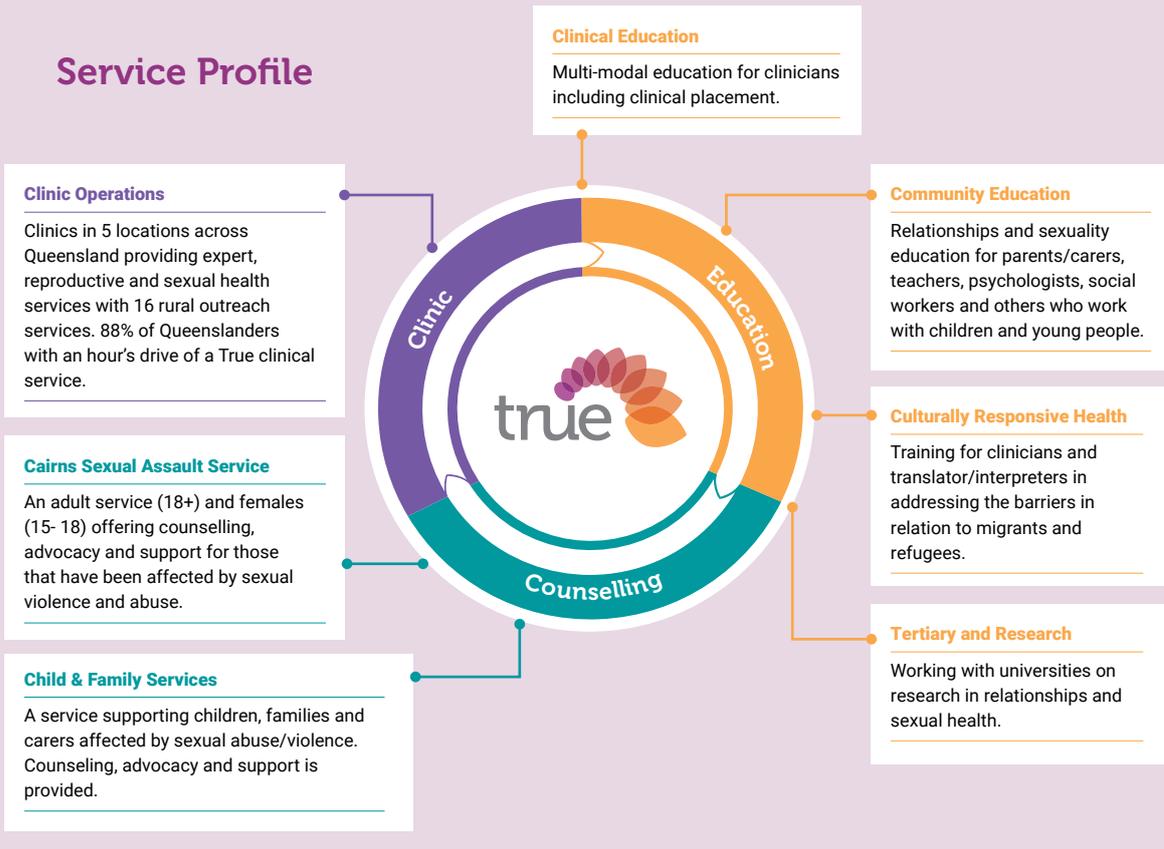
- \$470,000 to provide health education and support to non-English speakers enabling us to reach migrant and marginalised communities.
- \$200,000 to educate and inform health professionals of syphilis and its effects during pregnancy and birth and also educate the community about the risks of congenital syphilis.
- \$43,000 to establish and maintain a victim's support room in our Cairns Sexual Assault Service that will allow victims of sexual assault and violence to be better supported when giving a statement to the Queensland Police Service or any undertakings within the judicial system.
- \$125,000 for Clinic Outreach services increasing our delivery reach, making up for a reduction due to health restrictions in the previous year, and to offset increased travel costs.

Whilst challenging, the 2021-2022 financial year has seen new opportunities for growth and sustainability. Our stakeholders, clients, customers, members and staff, can feel confident that True and the purpose it holds dear will continue well into the next 50 years.





## Service Profile



## FPQ THROUGH THE YEARS

When the Family Planning Association of Queensland (later known as 'FPQ') began in the early 1970s, it did so against the tide of community and political opinion.

Oral contraception became available in Australia in 1961, but the state of Queensland stayed culturally and politically conservative on the topic. Access to family planning was restricted to married couples. Schools offered little sex education and this lack of family planning advice had serious consequences.

FPQ Founder Marjorie Milburn

# 2021-2022 Snapshot

**14,500**

Education to  
children &  
young people

**24,200**

Clinical Services  
provided

**4,300**

Hospital  
& Health  
Services

**4,729**

Clinical clients

**740**

General Practitioner  
referrals

**7,000**

Complex  
Gynaecology  
services

**2,700**

Professional  
development  
sessions for teachers

**3,000**

Long-Acting  
Reversible  
Contraception  
(LARC)

**4,539**

Cairns Sexual  
Assault  
Service visits

**520**

Professional  
multicultural  
health sessions

**7,500**

True Child & Family  
Services visits

## Our activities during the 2021-2022 financial year:

Despite increasing costs of PPE due to COVID-19, **we delivered a record number of services through the clinics and via telehealth.**

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

**Reproductive and sexual health clinical services were provided across 15 rural and remote locations** at Agnes Water, Augathella, Bowen, Clermont, Collinsville, Dysart, Hughenden, Julia Creek, Mitchell, Moura, Mt Morgan, Quilpie, Richmond, Texas, and Thargomindah.

This program is funded by the **Department of Health** (Federal) with support from **CheckUp**.

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

A satellite clinic partnership for young people with **Headspace Southport** continued in 2022.

In partnership with **Youth Family Service** in Logan, we offered a satellite clinic for young people.

**Our GP Cancer Screening project** saw an update to its resources to include self-collection for cervical screening. We've also created a stand-alone self-collection e-learning course.

The **Health for Every Body project**, funded by Perpetual, was successful in providing support to migrant and refugee women in gaining access to reproductive and sexual health services and increasing knowledge in this area.

The **Health in My Language (HIML) project** allowed us to bring together bilingual educators to support refugee and migrant populations in Queensland, giving them access in language to information around COVID-19 vaccines and reproductive and sexual health.

Her Excellency the Honourable Dr Jeannette Young PSM, Governor of Queensland, was named **Patron of True**.



# Meet our Board

## Natalie Bain

BA, GRAD DIP PUBLIC RELATIONS, GAICD

Chairperson and Member, Governance Committee

## Chris Doherty

B.BUS (HUMAN RESOURCES & ACCOUNTING)

Member, Audit and Finance Committee

## Tania Hillman

BCOM CA

Member, Audit and Finance Committee

Chair, Audit and Finance Committee

## Donna Bonney

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

Deputy Chairperson, Member, Governance Committee

## Shannon Foley

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

Member, Governance and Remuneration Committee

## Christine Ip

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

Member, Audit and Finance Committee

## Giuseppe Taddeo

MBA, GRAD DIP BUS ADMIN, ASSOC DIP DIAGNOSTIC RADIOGRAPHY

Chair, Clinical Advisory Committee

## Dr Clare Maher

FRACGP, DIP O&G, MPH

Member, Clinical Advisory Committee

## Tamra Bridges

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

Member, Clinical and Education Advisory Committee

## Dr Clare Boothroyd

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

Member, Clinical Advisory Committee

## Bob Van Beusekom

MSC, CA, FCPA, PMP, GAICD

Chair, Audit and Finance Committee





# True Strategy 2021 - 2025

Our strategic plan for 2021 – 2025 aligns with Queensland Government priorities & policies, and considers True's growth trajectory in bringing services closer to Queensland's population.

Our strategy is linked to the Human Rights Act 2019 and continues to participate in the Multicultural Queensland Ambassador Program, supporting the Queensland Government's vision for a harmonious, united, and inclusive Queensland<sup>1</sup>.

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

With a vision to increasing our access for Queenslanders (> 88% of the population within one hour's drive), True has developed a new strategic plan for 2021 – 2025 and has worked hard to effectively align this with Government priorities in reproductive and sexual health as we work in partnership with Queensland Health. True has taken the opportunity to review its strategic pillars and have realigned them to support the Queensland Human Rights Act 2019.

To develop both its strategy and operational plans for 2021-2025, True has also carefully considered Queensland Government policies and legislation. While the overarching strategy has remained the same, True has adopted the AAAQ framework which also confirms rights to health into its strategic pillars.

<sup>1</sup><https://www.dlgrma.qld.gov.au/multicultural-queensland-ambassador-program/news-and-stories/responsive-health-project.html>



## 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 &amp; OPERATIONS

# Community-driven healthcare

True's clinic is proactively involved in providing expertise in reproductive and sexual health with education into communities to improve health literacy, increase accessibility of young people to services and to break down stigma in order to improve overall community wellbeing.

Our clinics service a diverse group of people including women, children, and young people, including those living in remote and rural areas. We've seen a rise in patients with culturally and linguistically diverse backgrounds, including migrants and refugees, Indigenous Australians and Torres Strait Islanders, and LGBTIQ+ people.

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

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



## FPQ THROUGH THE YEARS

In 1972, FPQ began offering clinics and education on contraception and started training medical staff on reproductive and sexual health topics.

The first clinic opened in a rundown inner city building, with FPQ relying on donations to pay the lease and volunteers to do much of the administrative and clinical work.

Educators with Ansell Bags

## Clinics

The effects of COVID-19 continued throughout this period. Most of past year saw the metro clinics at high risk, which meant continued use of large levels of PPE and a reduction in the numbers of clients seen in person. However, we continued using the COVID-19 framework and saw no delay in providing clinical services during this time.

Our clinics saw the largest number of clients recorded to date in the 2021-2022 financial year. This can be directly attributed to the telehealth services, a larger workforce, and clients prioritising preventative health during the pandemic.

## Outreach services

The state's rural and remote communities continued to embrace our Outreach services during this time.

We continued in-person and telehealth services for the 16 communities we service the entire year. The Outreach service is determined by the needs of the communities that we visit. During this period, the Inglewood community felt that a bespoke service was no longer required, and that the community was happy to attend Texas when required. True and CheckUp extended the visit in Texas to accommodate the extra clients that are now travelling from Inglewood.

Tambo and Blackall have been added this year. Discussion, negotiation, and preparation for the service to commence in October in these western towns has seen a high level of engagement from the communities for this much-needed regular service.

## Satellite services

We've continued our partnership with Headspace in their Southport location, focusing on 12–15-year-olds. This service encourages young people to start the reproductive and sexual health journey from an early age, setting them up for preventative care throughout their lifespan. Negotiations are continuing for us to partner with more Headspace locations in 2022-2023.

## Under 25s Toowoomba and Ipswich

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

Our free, nurse-led service Under 25s program continues to grow. This service has helped increase the number of young people tested and treated for sexually transmitted infections, accessing different contraception options and improved community health literacy over the past nine years in Toowoomba and four years in Ipswich.



## COUNSELLING & SUPPORT SERVICES

# Counselling services for Far North Qld

## Cairns Sexual Assault Service

The Cairns Sexual Assault Service (CSAS) provided a range of clinical and support services to individuals impacted, directly or indirectly, by sexual assault and sexual violence in the Cairns and surrounding region in 2022.

Specialist Sexual Assault services included direct 'face to face', 'trauma informed' therapeutic counselling and support as well as therapeutic telephone counselling services and 24-hour crisis support and on-call service available for anyone impacted by rape or sexual violence presenting at the Cairns Hospital Emergency Department or the 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 2022 as well as accessible pathways to our clinic, which is co-located with the CSAS service. Cairns Sexual Assault service provide In-service support, secondary consultation and resources for other local professionals working alongside anyone who experienced rape, sexual assault/violence or sexual abuse in the local area.

The Reclaim the Night Cairns event was held in October. The annual event raises public awareness against sexual assault and gender-based violence and is held in partnership with Children by Choice, Queensland Sexual Assault Network, Queensland Police, and Queensland Health. CSAS also offered Lifting the Lid, a workshop to highlight different topics within the sector during Sexual Violence Awareness month.

CSAS's Lifting the Lid event was held on 26 October 2022 at the Pullman Reef Hotel and Casino with over 100 people in attendance. The event is one of the activities held for Sexual Violence Awareness Month, held annually in October.



## True Child & Family Service

2022 has been a very busy year for the Child and Family Counselling service in Cairns. We've experienced a record number of enquiries and held an extensive waitlist for most of the year.

Client and community demand for a service would generally be viewed as a positive indicator of success for most business. For ours, it is a double-edged sword.

Cairns continues to see the highest rates of sexual offences against children in the state and has done so for the past six years. Although we can't control the need for our service, we can control the quality care and support provided to this vulnerable client group. Our service continues to carry a solid reputation and is recognised for its work at the state level.

This takes hard work, passion, dedication, and heart. Thankfully, we have a lot of these qualities in our team. To support staff in this journey, we invested in increased training this year. The team attended the International Child Trauma Conference in Melbourne to hear from international experts in the fields of trauma and neurobiology.

## Be Strong, Be Connected – Strengths card project

The Be Strong Be Connected Strengths cards were also showcased at the conference, receiving overwhelmingly positive reviews. We were also able to negotiate training in the AIM3 model of Assessment for harmful sexual behaviours, a UK based model gaining international traction. True Child & Family Service also played a part in setting up the new Queensland Harmful Sexual Behaviours Network; we sailed through our 3rd HSQF audit, hosted a 3rd year social work student, survived a university evaluation of one of programs and counselling in masks. None of this would have been possible without our people.

This amazing project continues to grow this year, with more Strength Cards being sold and used by professionals across Australia. This work continues to fund the dream of True House, a holistic service that wraps around children and families affected by sexual abuse and violence.

## CLINICAL EDUCATION

# 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.



Nine live-online contraceptive implant (Implanon NXT®) courses provided skills to many Queensland rural and/or remote clinicians from as far north as Cairns to Thursday and Murray Islands, Ayr, Ingham, Bundaberg to country south west, Miles. These were clinicians who may not have had the time or resources to leave their town to attend a face-to-face course in Brisbane.

In addition, five face-to-face Implanon NXT® courses were provided over the year for suburban-based general practitioners, registrars, nurses, midwives, and nurse practitioners. We also ran three cervical screening face-to-face courses, with 100

percent of 41 participants successfully passing the assessment. This allows them to progress to the clinical practicum in their workplace so they can achieve competency as a non-medical cervical screening provider.

The Family Planning Alliance Australia (FPAA) National Certificate in Reproductive and Sexual Health for Doctors course was delivered for the first time since 2018. After a year of theoretical content writing for blended online and face-to-delivery, the course was released and delivered in May and November this year.

## FPQ THROUGH THE YEARS

In the '80s, the AIDS pandemic brought new community education demands, especially in the still-conservative Queensland Government.

Prior to the AIDS epidemic, for example, it was illegal for FPQ even to install a condom vending machine on its premises. The pandemic also drove national focus on sexual and reproductive health and new FPQ branches opened in response to the interest of particular communities.



**ASK. It matters to your patient and their baby.**

The Antenatal Sexual Health Kit (ASK) is a FREE course for maternity care providers, covering sexual health assessments and contact tracing during pregnancy. Knowing how to ask is the key.

[Start Now](#)

**Free. Online. Self-paced.**

Logos: true, Queensland Government, am Midwives (CPD Endorsed Activity)

### Antenatal Sexual health Kit (ASK)

From its commencement in 2020, the Antenatal Sexual Health Project (known as ASK) provided education, practical skills, and resources aimed to equip antenatal clinicians to detect early maternal syphilis and management to eliminate the reoccurrence and wider spread of syphilis through the process of contact tracing. A face-to-face and online course was designed to increase awareness and importance of sexual health assessments throughout pregnancy to reduce the impact on the foetus. The long-term aim of the project was to reduce incidences of congenital syphilis.

As of the 30th of June 2022, the online learning package has over 300 registrations, 87 attendees to the face-to-face presentation and over 2,000 accesses to the online modules.

In 2022, ASK received new funding and the project has seen rebranding with a focus on offering webinars to regions of Queensland outside of metropolitan areas in late 2022.



## EDUCATION &amp; COMMUNITY SERVICES

# Community-facing education

This year has seen a redevelopment of the education service offering at True. Education is provided face-to-face and virtually. 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.

## Confidence Capacity & Diversity Initiative

### “Being Me” Animation Video project

Across July 2021 – June 2022 CCDI continued to provide online and phone support to schools around Queensland. Over twenty professional development workshops on LGBTIQ+ Inclusion were also provided to school staff, and two conference presentations were provided including for the QTU Women’s Conference in June. Demand for CCDI resources, including the posters, factsheets and online modules, remained high.

Additional work conducted was made possible by funds provided by Shelley Argent for the development of the Being Me animation (on behalf of Pflag+) which was launched April. The video was launched to support young people who may be looking for support and resources regarding sexual identity in April 2022. Thanks to the Minister for Education, Minister for Industrial Relations and Minister for Racing the Hon. Grace Grace MP and Shelley Argent, the project’s funder and long-time supporter of True.



The character ‘Ash’ from the Being Me video



## Child & Family

### All School Relationships and Comprehensive Sexuality Education (CSE) program

The All School program delivers comprehensive sexuality education to students in Prep to Year 12. It's mapped to the Australian Curriculum (P – Year 10) and aligned to the QCAA senior syllabus (Yr 11 and 12). With our redevelopment of the education offering, All School continues to grow.



### SSDS

The All School program – Special Education delivers sexuality education to students enrolled in special education from Prep to Year 12 and is mapped to the Australian Curriculum. Specialist Disability Support in Schools fund the major portion of these school education programs, delivered in QLD by our educators. The Every Body Needs to Know project teacher training, a parent workshop, and 4x1 hour student sessions in class. Bookings for this service continue to increase.



### Relationship Ready

This project empowers teachers to deliver comprehensive sexuality education (CSE) in their school community, increase the confidence and capability of parents/carers in discussing relationships and sexuality with their children at home, and deliver a program to senior students in selected areas to educate them about relationships, with a particular focus on STIs. This project will continue delivery into 2023.





## Culturally Responsive Health

### Culturally Safe Reproductive and Sexual Health for Migrant and Refugee populations

We ran education programs and provided support for **344** health professionals, **268** interpreters and translators, **439** community workers that work with people from migrant and refugee backgrounds in areas of SRH and healthy relationships. Another **419** community members were engaged in workshops and community events.

Our multilingual cervical screening resources continued to be popular and were updated with Queensland Health input and approval to include changes to self-collection. We launched a new interactive self-paced sexual and reproductive health interpreter and translator course, produced two new podcasts on female genital mutilation/cutting (FGM/C) for health professionals, and created videos on Busting myths on healthy relationships and sexual health for multicultural young people.

Sector cross-collaboration is a key focus, including working closely with Refugee Health, FGM/C services, settlement, and Adult Migrant English Programs, as well as presenting at the Federation of Ethnic Communities Council of Australia (FECCA) Biannual Conference. The Culturally Responsive Health Advisory Group, continued meeting and contributing to content development and engagement.

"I learnt to be non-judgemental and open-minded in navigating conversations and support mechanisms that best allow clients to feel safe around sexual and reproductive health."

Bilingual health educator

"I might go to see a GP to talk about my health in near future because this session made me more aware of my body. It was an extremely helpful session."

Community member



## Tertiary & Research

The Traffic Lights program has resumed face-to-face professional development training across Southeast Queensland and continues to be offered as distance education by online training.

True has developed an Aboriginal and Torres Strait Islander Traffic Lights resource which is being rolled out in November. This has been the culmination of a large amount of stakeholder engagement through a working group over the past 12 months to bring this resource to life. Work is being undertaken to provide Traffic Lights training with an indigenous focus using this resource in early 2023. True is in discussions to partner with an indigenous organisation to co-facilitate Traffic Lights in the near future.

True has also developed a comprehensive consent resource for young people. This was developed in consultation with a number of stakeholders including local schools to ensure that the messaging was aimed at young people in the community. This resource is available on the True website.

True would like to thank our partners in both the Aboriginal and Torres Strait Islander resource and the Consent resource development recently. We appreciate your input and support!



## Health Promotion – Syphilis Project

Similarly to the clinical-facing ASK project, funding provided by Queensland Health, Communicable Diseases Branch also enabled the community facing version of the syphilis awareness project, managed by the Blood Borne Viruses and Sexually Transmissible Infections (BBVSTI) Unit.

The campaign involved the continuation of the 'Lady Peeps' character established with a video, website and information booklet, whose job it was to educate people about the dangers of antenatal syphilis infections and how to detect, treat, contact trace and cure the little known STI quickly and easily. This project concludes at the end of 2022, however the campaign elements and information will continue to be facilitated and promoted by True well into the future.

## FPQ THROUGH THE YEARS

FPQ were renowned for their health promotion campaigns complete with catchy taglines.

Headlines such as "Sex freaking you out?" or "Every child, a wanted child" and the most controversial – "Would you be more careful if it was you that got pregnant?" They had the desired effect as more and more women turned to FPQ for support and advice on everything from contraception to domestic violence and STI related services.



# Thank you for your support

True is trusted by many organisations to represent them in the delivery of social services. True works with peers from the profit-for-purpose, government and corporate sectors, recognising the diverse capabilities that this brings to service delivery. True has also received funding from the Australian Government, Department of Health.

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

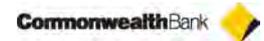
- Queensland Health
- Department of Education
- Department of Child Safety, Youth and Women
- Department of Justice and Attorney-General
- Department of Communities, Disability Services and Seniors
- The Queensland Police Service



**Queensland  
Government**

## Our project partners include:

The E Robert Hayes & Alison L Hayles Charitable Trust



E T A Basan Charitable Trust



Cecil & Neita Quail Charitable Trust

Shelley Argent

The Samuel And Eileen Gluyas Charitable Trust



Estate of the late William Wyper Charitable Trust



# Financials

## Summarised financial report

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

It has been a very challenging year with disruptions occasioned by COVID-19 and flooding throughout Queensland. The performance of our employees in the face of these challenges has been outstanding and we recognise and appreciate their ongoing contribution to True.

Continued COVID-19 restrictions placed on our clinics took a toll on the organisation's ability to maintain profitable throughput. While clinic attendances broke new records at 24,002, the labour costs required to provide these services within this heightened COVID-19 environment along with higher personal leave by clinicians and more community cancellations because of illness, as well as the increased cost of personal protective equipment (PPE), meant that we made a substantial loss on the clinic side.

Within the reporting period, a significant wage shortfall was discovered. Almost \$999,074 shortfall in wages relating to our employees largely within Education and Counselling, and extending back to 2016 in some cases, was rectified with back payments to both current and former employees of that period. These amounts were paid out of operations cash holdings did not result in any debt financing or drawdown of the future fund. With a new understanding of the costs of some of our services, particularly in the education sector, the difficult decision was made to restructure our operations, resulting in several redundancies.

The Education team was impacted by flooding in Queensland, with high number of cancellations from schools due to closures. The restriction of operations was also the cause of disruption late in the financial year resulting in postponement or cancellation of a number of training events.

The 2021/22 consolidated comprehensive income is a loss of \$2,038,754 (2021: surplus \$2,244,693). The consolidated operating loss of True RRH (parent entity) for its core business for the year ended 30 June 2022 was \$2,039,078.

Curae P/L activities has been wound down and will be deregistered in 2022/23. It returned a surplus of \$324 for the year. Total revenue for the Group reduced without Jobkeeper support this income year from \$12,949,615 to \$11,833,320. WHRS Government grants indexation increased by \$92,660 only partly offsetting cost increases. Other Government grants increased by \$9,226 and other non-government grants decreased \$292.

Fee for Service billings in Education and training decreased \$39,042 – a 7.76% decrease - and Clinic revenue increased \$277,113, a 21.93% increase over the prior year. There was also a \$8,225 decrease in sale of inventories. There is an increase of \$129,368 on Dividend and decrease in investment of \$460,381 income due to the stock market fall in June 2023.

Total Group expenditure increased from \$10,704,922 to \$13,872,072 compared to 2020/21. The main increases relate to increase in Labour costs, Personal Protective Equipment and Consumables.

## TRUE LOCATIONS

**Brisbane**

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

**CLINIC:**

07 3250 0200  
clinicreception@true.org.au

**EDUCATION/ADMIN:**

07 3250 0240  
info@true.org.au

**Cairns**

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

**CLINIC:**

07 4051 3788  
cnsadmin@true.org.au

**EDUCATION:**

07 4031 2232  
cairnseducation@true.org.au

**CAIRNS SEXUAL ASSAULT SERVICE:**

07 4031 3590  
csas@true.org.au

**TRUE FAMILY AND CHILD SERVICE:**

07 4031 3590  
childandfamily@true.org.au

**Gold Coast**

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

**EDUCATION:**

07 5531 2636  
gcoastedu@true.org.au

**Ipswich**

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

**CLINIC:**

07 3281 4088  
ipsadmin@true.org.au

**EDUCATION:**

07 3281 4088  
ipswicheducation@true.org.au

**Rockhampton**

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

**CLINIC:**

07 4927 3999  
rckadmin@true.org.au

**EDUCATION:**

07 4921 3655  
cqeducation@true.org.au

**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.





For all your relationship and reproductive health needs visit:  
[true.org.au](http://true.org.au)

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

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