

# Annual Impact Report

2024

A breakthrough year in 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. We pay our respects to Elders past, present, and emerging.



# Report from the Chair

It has been an exciting year to assume the role of Chairperson of the Board, True Relationships and Reproductive Health. There have been parliamentary inquiries, discussions and new investment in menopause, endometriosis, contraception and pregnancy care - topics that have been viewed as women's business or awkward, but now they are in the public arena daily as everyone's business. More and more it is being seen that everyone benefits from access and choice in sexual and reproductive health and in healthy relationships. Everyone benefits when we value diversity – when we ensure that all people regardless of culture, gender, identity and background can experience healthy safe lives.

We strive for clinical excellence in sexual and reproductive healthcare. The high standards of clinical care are evident in client feedback and a consistent record of positive clinical outcomes with minimal adverse events. We also receive extremely favourable feedback from participants in our clinical education activities.

We strive for excellence in school and community education and engagement. Our comprehensive sexuality education (CSE), our specialist disability education our culturally responsive health initiatives all improve health and safety of people we serve.

**True has been a recognised leader in sexual and reproductive health and education for more than 50 years.**

That's a record we are proud of, and we'll build on into the future.

As volunteer Board Directors we are committed to supporting True to achieve to its important mission by providing strategic guidance and effective governance. We take great pride in what True has achieved this

year. We know that every clinic hour, every hour in a school, every hour supporting the clients, makes a big difference in their lives. I would like to thank my fellow Directors for their dedication and leadership over the past year.

I would also like to thank former Board Chair, Natalie Bain for her support of True and for the role she has played in encouraging True staff to be advocates for positive change over her tenure on the Board. Natalie served on the Board for nine years and she was Chairperson before handing the reigns over to me on 5 October 2023. I would like to recognise Natalie's valuable contribution and acknowledge the leadership role she has played for a significant part of True's journey.

And importantly, I would like acknowledge and thank the CEO, the True Leadership team and all True team members for your hard work this year and your ongoing dedication to delivering True's mission and purpose. It is your contribution that enables True to continue to deliver and make a difference in the lives of so many Queenslanders every day.

*Shannon Foley*

Chairperson



## CEO Report

This has been a breakthrough year for sexual and reproductive health (SRH) and healthy relationships in Australia and Queensland. Persistent advocacy to 'turn the volume up' on sexual and reproductive health is paying off.

The investment in the new Queensland Women and Girls' Health Strategy 2032, the Women's Safety Strategy led by Department of Justice and Attorney-General, the Termination of Pregnancy Action Plan 2032 and the National Plan to End Violence Against Women and their Children 2022-2032 are all ground-breaking strategies. They are improving quality of service to community members.

The phenomenal interest in sexual and reproductive health and public awareness is, however, placing higher demands on True:

- Evidence shows that STIs are on the rise. We are actively promoting our testing and treatment services.
- Demand for contraception and abortion care is rising.
- Awareness that support and treatment for menopause, endometriosis and related matters is available means more people are seeking out support from True.
- The increasing need for information and education to promote understanding of, and support for, diversity in sexual and gender identity is also an expanding area of activity for True.
- Determined efforts by government and service providers to promote consent and prevent sexual abuse is increasing demands on our educators.

We have continued to advance our One Team, One True better integrated service systems approach. We are working together better across the operational

areas of True. An example is the True Support Services Hub trial in Rockhampton. Our forensically trained clinicians are offering a community-based continuum of care for sexual assault victims/survivors – avoiding the need for Emergency Department presentations.

### We are breaking down barriers to healthcare.

Our multicultural health team continue to meet with refugee and migrant communities in community halls, farms, and board rooms. Their aim is to break down cultural and language barriers that prevent migrants, refugees, and Pacific Australia Labour Mobility (PALM) scheme workers from accessing quality healthcare and support.

Our clinicians have also travelled 75,000 kms to 17 regional and remote communities in partnership with CheckUP to ensure that postcode is not a barrier to quality healthcare. 43% of our clients are from regional or remote Queensland.

Culturally responsive health is a priority at True. With funding from Perpetual, we initiated a True Yarning Project and action to strengthen our Reconciliation Action Plan.

It is also remarkable this year that Australia is on track to be one of the first countries in the world to eliminate cervical cancer by as early as 2035. We are proud that our cervical screening and education work at True, along with our Family Planning Alliance Australia colleagues nationally, has contributed to this big ambition.

Our stability and growth is due primarily to the essential core funding support we receive from our valued partners at Queensland Health. Additional, diversified funding, such as fee revenue, philanthropy and other government funding is essential to our profitability. Significant new investment from the Dept. of Justice and Attorney General has enabled growth in our sexual assault service in Cairns. We also have a long-term valued partnership with CheckUP to provide sexual and reproductive health services to people who live in regional and remote parts of Queensland.

I thank our funders and sponsors. I commend staff, Board Directors, supporters, and partners for an extraordinary year of clinical excellence, impactful education, critically needed counselling services and good corporate governance. Together, we work through the challenges and seize the opportunities. We are determined to ensure that community members continue to benefit from the trusted, quality services, care and advocacy that True has provided for more than 50 years.

Chief Executive Officer

*Karen Sturbers*

# About True

True Relationships & Reproductive Health (True) was established in 1972 as Family Planning Queensland.

True is a profit-for-purpose organisation. Our 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 leading clinical services, education, and counselling.

## Our Vision:

QUALITY CARE, SAFETY AND CHOICE IN SEXUAL AND REPRODUCTIVE HEALTH, AND RESPECTFUL RELATIONSHIPS FOR ALL.





# True Strategy 2024 - 2025

Our strategic plan for 2024-2025 positions True to provide quality care, safety and choice in sexual and reproductive health, and respectful relationships for all.

What we stand for - True's values and culture



## Safety, consent and pleasure

True supports all people to experience safety, consent, and pleasure in sexual and reproductive health, and in relationships. We strive to prevent, and help people to recover from, sexual harm.



## Excellence

True values and supports our highly skilled workforce to provide quality care and ongoing professional development.



## Evidence and accountability

True staff and Board reflect critically on our work using evidence, to ensure accountability for client and community wellbeing.



## Culturally responsive health

True is building allied partnerships with First Nations peoples and multicultural communities in support of cultural diversity.



## Courage

True will continue to be courageous in advocating for sexual and reproductive health, and the needs of our clients.

# Our Strategic Pillars



**One Team/One True.** Build an integrated organisational culture, service systems and client experience across clinics, counselling, and education. An example of this is the True Support Services Hub pilot in Rockhampton – an innovative, community-based continuum of care for sexual assault survivors. They receive care from our forensically trained clinicians in our clinic and recovery support - avoiding the need to present to the hospital Emergency Department.



**Partner of Choice.** Respond to big health and wellbeing challenges by working together, engaging community members and scaling up our responses. One of many positive partnerships this year was co-hosting a youth safety symposium with WorkUP which has led to ongoing collaboration with a number of participants.



**Profit-for-purpose.** Grow revenue to reinvest to improve client and community outcomes. We initiated a clinical utilisation and profitability strategy to guide how we can do things differently in clinics.



**Excellence and evidence.** Maintain excellence in clinical, counselling and education services through evidence-based work and high standards of governance. The investment in a new Research, Data and Impact Lead at True is paying dividends.



**Everybody's business.** We encourage everyone to be help-seekers and experience good quality sexual and reproductive health, and healthy, safe relationships.



**No barriers.** Quality care, education, and careers for people of all cultural backgrounds, identities, and regions. We have been reaching out to marginalised community members, especially through our bilingual staff who deliver education and outreach in 11 languages, to help the Pacific Australia Labour Mobility (PALM) scheme workers, migrants, and refugees.

# Meet our Board

## Natalie Bain (until October 2023)

BA, GRAD DIP PUBLIC RELATIONS, GAICD

Chairperson and Member, People and Culture Committee

## Shannon Foley (Chair from October 2023)

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

Chairperson and Member, People and Culture Committee

## Melinda Wilson

BACHELOR OF LAWS, GAICD, BACHELOR OF INFORMATION TECHNOLOGY, CERTIFIED PROJECT PORTFOLIO EXECUTIVE (AIPM)

Member, People and Culture Committee

## Chris Dougherty

B.BUS (HUMAN RESOURCES & ACCOUNTING)

Member, Audit and Finance Committee

## Tamra Bridges

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

Member, Clinical Governance Committee

## Jacqueline Murdoch

MPH, FRACGP, FAFPHM

Member, Clinical Governance Committee

## Tania Hillman

BCOM CA

Chair of Audit and Finance Committee

## Christine Ip

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

Deputy Chair

## Dr Clare Maher

FRACGP, DIP O&G, MPH

Chair, Clinical Governance Committee



# 2023-2024 Snapshot



**500**  
students with  
disability received  
education  
sessions.

**4,916**  
hours of  
sexual assault  
counselling  
delivered to  
survivors of all  
ages

**43%**  
of our clinic clients  
are from regional  
and remote areas.

**28,518\***  
students &  
young people  
received  
education  
sessions.

**392**  
multicultural  
health sessions  
delivered to 5,984  
participants.

**28,682**  
clinical services  
provided to  
Queenslanders.

**75,000** KM  
travelled to reach  
clinic clients across  
regional Queensland.

**37%**  
of clinic clients  
were new to True.  
**63%**  
were returning  
clinic clients.

**13,534**  
unique  
clinic clients  
serviced.

**596**  
professionals  
received clinical or  
community training.

**+93**  
True's Net  
Promoter Score.

\*Not all unique individuals. A small number participated in multiple sessions.

# This year our 5 clinics delivered:



**1,001**  
Menopause  
services.

**2,799**  
Cervical screening  
tests.

**904**  
Medical  
terminations  
of pregnancy.

**1,926**  
Sexual health  
screenings.

**1,642**  
Intra-Uterine  
Device (IUD)  
insertions.

**144**  
Instances of  
antenatal care.

**620**  
Implanon  
insertions.

**613**  
Heavy menstrual  
bleeding management.

**157**  
Colposcopies.

**68**  
Clients screened  
and treated in  
our chlamydia  
research project  
in Rockhampton.

In the first 9 months of our new  
endometriosis and pelvic pain  
clinic, we provided:

**499 services to  
169 clients.  
82% are  
returning clients.**



# What our Clients Said

From our clinics and CheckUP outreach 99% of clients reported that:

## Individual Treatment

They feel valued and respected as individuals.

## Cultural Respect

Their diverse backgrounds and beliefs are acknowledged.

## Involvement in Planning

They can involve others in their healthcare decisions.

## Service Information

They receive clear information about the service, waiting times and service costs.

N=523 SURVEY RESPONDENTS (APRIL - JUNE 2024).

Feedback from CheckUP demonstrates that clients are highly satisfied with this service and proactive in promoting it to family and friends. 69% of clients were repeat clients, with the majority of clients learning about the program through recommendation from their inner circles. They ask for more visits to their town.

*"We love the True CheckUP visits. What can we do so that your doctors and nurses visit us more? Can you do general GP services as well." - Regional community leader, 2023.*

**Female clinicians and expertise in reproductive and sexual health services were areas most valued by clients.**



## TRUE IMPACT THROUGH CLINICAL SERVICES, COMMUNITY SUPPORT, EVIDENCE AND ADVOCACY

# True impact through clinical services



Clinical services at True continue to be in high demand across the state. We have highly loyal repeat clients and new clients looking for additional support. Our waitlists at each clinic for non-urgent appointments average 2-3 weeks. This year, True's clinics delivered 28,682 clinical services to 13,534 unique clients. This incredible impact was achieved with a small but highly effective clinical workforce - 9.2FTE Medical Officers, 11.2 FTE Nurses (including Nurse Practitioners), 6 FTE Administration Officers and 1 FTE Statewide Practice Manager. Our challenge is to respond to client demand without over-stretching our clinical workforce and financial resources. The clinic optimisation and profitability project we have underway will guide our future clinical workforce and client demand service delivery models.

Examples of innovative service and research this year in clinics are:

1. True Support Services Hub (TSSH). TSSH Rockhampton is a trial of a community-based continuum of care for sexual assault survivors. It features acute care from True's forensically trained nurses then follow up support – avoiding the need for hospital Emergency Department presentations.
2. Nurse Navigator roles. From November 2023 we began a trial of a statewide nurse navigator role to triage complex needs clients in peak clinic time. This role is continuing. It has been shown to facilitate the coordination of complex client presentations statewide to achieve better health outcomes.
3. Chlamydia Research Trial. In collaboration with the Queensland Health Public Health Unit in Rockhampton, 68 clients were screened as part of the Sanofi-led, chlamydia clinical trial.



## Outreach in partnership with CheckUP

38% of Queenslanders reside in a rural or remote area (as typified by the Modified Monash Model, reported by the Queensland Health, 2022-2027 Rural and Remote Wellbeing Health Strategy). They face health workforce shortages and other barriers to healthcare. Our outreach clinics give the opportunity for people living in these areas to access True clinical support in collaboration with our funders, CheckUP and Western Queensland Primary Health Network. Our challenge is to develop a sustainable model of funding to support this level of much-needed service delivery.

The CheckUP outreach team achieved 118 days of clinical support, delivering 1,254 services to 728 unique clients. To do this, our team travelled 75,000kms throughout Queensland to 17 rural and remote locations.





# True impact through clinical education

In the 2023-2024 financial year, we achieved significant growth in clinical education through strategic partnerships and targeted training initiatives. These included:

- Implanon NXT training to 200 nurses and midwives across Queensland with funding from the Office of the Nursing and Midwifery Chief Officer, Queensland Health.
- IUD insertion training for 47 medical officers. Priority support was also given to four medical officers from the Urban Institute of Indigenous Health (UIIH), ensuring greater access to IUDs within Indigenous communities.
- Cervical screening training reached 144 nurses and midwives, with 90 completing online modules and 54 participating in workshops.
- Queensland Health's cancer screening unit – We renewed our contract to host GP cancer screening education online and collaborate on updates to the learning material.
- We partnered with Bayer to deliver an 'IUD Insights' workshop, focusing on practical skills for clinicians.
- True North Conference, Cairns, June 2024 – 61 clinicians and stakeholders from North Queensland discussed topics such as pelvic pain, STIs, gender health, medical termination of pregnancy, menopause, breast health and contraception.

*"I think this is a fantastic way to offer education for Implanon insertion. I am glad I completed this training and look forward to using it in practice."*  
 Implanon training participant

*"Having done the course 10 years ago, I really loved the online modules. It means that you can complete the pre-reading if you have 30mins here or there, as it can be completed on your phone. Great for busy doctors who rarely have 20-30 extra hours spare."*  
 Participant in FPAA - online modules





EDUCATION & COMMUNITY SERVICES

# True impact through disability education

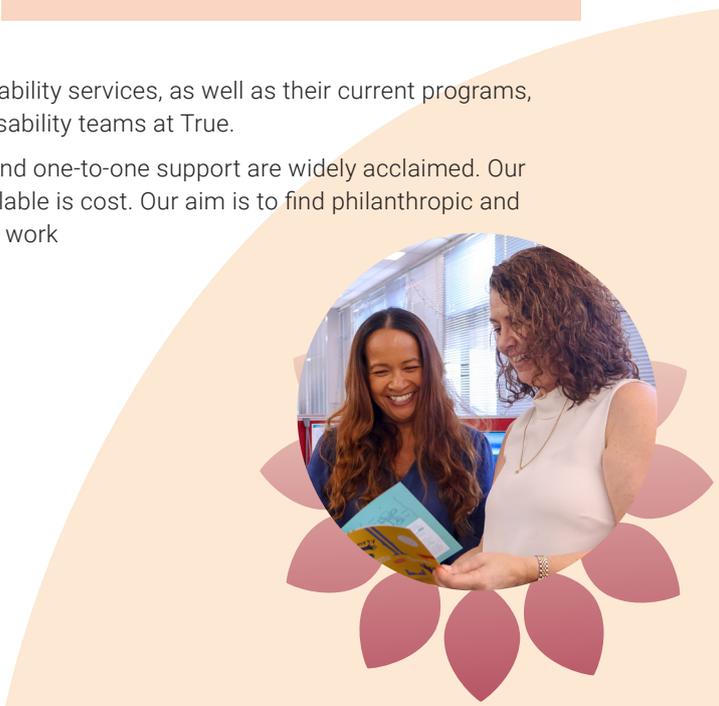


500 students with a disability across Queensland participated in our unique education sessions this past year.

Nine free resources were created by our team for individuals, families, schools and professionals to use when supporting people with a disability.

Every Education team member is now able to deliver all disability services, as well as their current programs, through strong collaboration between the education and disability teams at True.

True's specialist disability education programs for groups and one-to-one support are widely acclaimed. Our biggest barrier to making these programs more widely available is cost. Our aim is to find philanthropic and other sources of funding to expand our disability education work



# True impact through school & community education



- 28,518\* students across Queensland participated in True's comprehensive sexuality education programs.
- 176 professionals received training from True educators in our flagship Traffic Lights training - many more received training through the licensing of our Traffic Lights program.
- 150+ participants joined the Safer Futures Symposium – a collaboration with WorkUP to engage more young people in strategies that prevent harm to young people.

**Support for LGBTIQ+ students.** Through our Capability, Confidence and Diversity Initiative (CCDI) project supported by the Department of Education, Queensland, our staff provided professional development and strategic advice on how to support inclusion of LGBTIQ+ students in Queensland schools.

#### **New professional development resources.**

The Education team released new professional development offerings to support professionals to deliver sexuality education in a range of settings:



primary school, high school, early years, disability and within the youth sector, under True's new program, Comprehensive Sexuality Education. Our acclaimed Traffic Lights program has been updated for 2025. An accompanying guide for Aboriginal and Torres Strait Islander children and young people has been developed in collaboration with Carbal Medical services, Toowoomba.

**Signatory to the Pleasure Project.** To engage young people more in sex and healthy relationships education, evidence is showing that the more successful approaches are those that feature discussion of what is pleasure, as well as what crosses the line into harm. As part of our support for the International Pleasure Project principles, we hosted a highly engaging online pleasure forum with ASHM (the professional body representing healthcare professionals in HIV, blood borne viruses, and sexual and reproductive health).

\*Not all unique individuals. A small number participated in multiple sessions.

## True impact through multicultural projects



Our culturally responsive health team is going from strength to strength. Notable achievements this year include:

Pacific Australia Labour Mobility Program (PALM) workers STI screening in north Queensland, September 2023.

In response to a high number of STI presentations a group of PALM workers agreed to participate in a weekend education and screening event. True delivered the education session in the Pijin language (Solomon Islands). This prompted a positive response to the follow-up clinical screening, with a 98% participation rate. 59.3% of the workers tested positive to various conditions and were supported to seek help.

- The Health in My Language and Screening Saves Lives projects delivered 188 sessions to 3,987 participants, reaching an additional 4,791 through events and workshops. This partnership with the Multicultural Centre for Women's Health (MCWH, Victoria) and the Federal Government has received overwhelmingly positive feedback, with over 98% of participants reporting increased confidence and understanding of health topics, especially when learning in their own language.
- The PALM scheme also saw 1,997 seasonal workers attend 74 health education sessions. The importance of in-language education was evident with nearly all participants agreeing they preferred and better understood sessions delivered in their native tongue.
- The Bilingual Health Workforce Evaluation project conducted a literature review and developed a policy paper to promote recognition of, and job security for, bilingual workers in health. This project, delivered in partnership with the Ethnic Communities Council Queensland (ECCQ) and funded by Jobs Queensland, engaged employers, service providers and other stakeholders in over 130 sessions.
- Our Culturally Responsive Health project successfully trained 2,178 health professionals, interpreters, translators, community workers and community members.
- Utilising the Health for Everybody funding, we provided essential healthcare to 65 clients from refugee and migrant backgrounds within our clinics, prioritising those without Medicare access and those facing financial hardship.
- The team also released a self-paced Sexual and Reproductive Health Interpreter and Translator course, aligned with NAATI's professional development certification standards.

*"Thank you for seeing us and valuing us, I hope all bicultural workers would feel that we all are playing equal important role to make our society better. In my previous two jobs, working with the title Bi- Cultural/Lingual sometimes I had to face something that gives negative feeling. Not treated with dignity."*

Participant Bilingual Workforce Project May 2024

## COUNSELLING & SUPPORT SERVICES

# True impact through counselling and primary prevention of violence



Through the increased investment in the Women's Safety Strategy Queensland and Queensland's Plan for the Primary Prevention of Violence Against Women 2024-2028, our Cairns Sexual Assault Service has grown substantially. This is enabling True Counselling to expand our client services – including outreach to several communities beyond Cairns. This is for client support and primary prevention activities with Aboriginal and Torres Strait Islander services where we have allied relationships. To progress our One Team, One True approach we are working closely with our Cairns clinic to offer better integrated systems of support to clients.



Our staff at True's Child and Family Service, Cairns, funded by the Department of Child Safety, Seniors and Disability Services, support children, young people and their families who have experienced sexual harm or used harmful sexual behaviours. This is a specialist area of work where sustained, therapeutic support enables children to recover from trauma.

Between July 2023 and June 2024 we were honoured to deliver 4916 hours of sexual assault counselling to survivors of all ages.



# True Impact through evidence and advocacy

## **Evidence**

The new position of Research, Data and Impact Lead is paying dividends. The aim is to raise our capability to gather evidence of our impact through internal reporting and external research partnerships. This has been a priority for True in the past year. Our challenge is to secure resources to expand our research, internal data reporting and evidence-action capability.

With more robust evidence, we are well placed to improve internal systems and services and strengthen the impact of our advocacy.

We also welcomed our inaugural Researcher-in- Residence, Dr Heather Nancarrow, who has been instrumental in our collaboration with Griffith University to evaluate our forensic sexual assault pilot project in Rockhampton.



## **Advocacy**

True staff have called for, and actively contributed to, major government inquiries, forums and the development of strategies. Examples of advocacy impact include:

### **Family Planning Alliance Australia**

True contributed actively with our FPAA colleagues across Australia in meetings and submissions to Federal Government Ministers and federal inquiries.

- We are maintaining the momentum for reform from:
  1. The Senate Report: Ending the postcode lottery: Addressing barriers to sexual, maternity, and reproductive healthcare in Australia
  2. The Senate Inquiry: Issues related to menopause and perimenopause.
- We are supporting the increased scope of practice for nurses and nurse practitioners in sexual and reproductive health nationally, and in Queensland.
- We are supporting the national ambition to eliminate cervical cancer as early as 2035.
- We are raising awareness of the effectiveness of Long-Acting Reversible Contraception (LARC) and increasing take-up as a preferred contraception from the current level of 11% (SPHERE, 2024).
- We are supporting the gender bias audit of Medicare rebates. The costs of ultrasounds, IUD (intra-uterine devices) and pain relief are examples of procedures where Medicare rebates are not adequate and are lower than similar mens' procedures. Along with colleagues nationally, True has called for, and welcomed, the federal government audit.

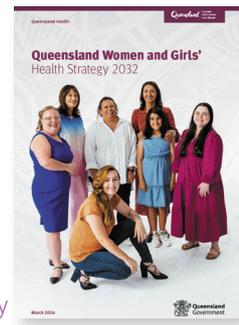


**Queensland Women and Girls' Health Strategy 2032**

True was a major stakeholder in calling for, and contributing to, the development of this ground-breaking strategy and investment plan.

**Termination of Pregnancy Action Plan 2032**

Along with many other stakeholders, True influenced this blueprint from Queensland Health. It sets out a \$41.8m investment in developing the sexual and reproductive health workforce, and in ensuring that termination of pregnancy options are safe, affordable and available early and widely. Dr Danielle Haller represents True on the Termination of Pregnancy statewide forum led by Queensland Health.



**Queensland's Plan for the Primary Prevention of Violence Against Women 2024-2029**

True's sexual assault service staff and our Education team have called for more investment to stop violence from occurring. We have secured more funding for frontline and primary prevention work in sexual abuse services through new Queensland and federal government strategies to tackle gendered violence.



**Health in My Language**

True once again partnered with the Multicultural Centre for Women's Health, Victoria to secure another round of funding for bilingual health educators. We also initiated and secured funding from Jobs Queensland – in partnership with the Ethnic Communities Council, Queensland (ECCQ) for a bilingual workforce project aimed at greater recognition of, and job security for, these essential workers.



# Challenges ahead to maintain our impact

## ***True is relatively small.***

There is huge demand for our clinical, counselling and education services. We need to find that 'sweet spot' where we have economies of scale in our resources and service delivery that allow us to remove cost barriers to healthcare, while also ensuring our sustainability.

## ***We need to maintain standing as an employer of choice.***

To maintain our extraordinary clinical workforce and our standing as a leading provider of sexual and reproductive health, we need to be more competitive in a labour market facing serious skills shortages. This requires increasing investment in attractive remuneration and conditions, professional development, and positive work culture.

## ***Maintaining consistent resourcing for culturally responsive health.***

A highlight of this year is the impact our bilingual workforce is having in reaching marginalised people, especially migrants, refugees and Pacific Australia Labour Mobility (PALM) scheme workers. Their funding and jobs are not secure.

## ***Strengthening allied relationships with Aboriginal and Torres Strait Islander organisations.***

True renewed our Memorandum of Understanding with the Institute of Urban Indigenous Health (IUIH) in the provision of clinical education. We have valued our ongoing MOU and collaboration with Carbal Medical Services Aboriginal Medical Service in the development of a companion resource for our Traffic Lights program that will directly support First Nations communities. It has also been our great privilege this year to extend our outreach services to Aboriginal communities such as Yarrabah. We look forward to deepening these partnerships over time. We have much more to do to reinvigorate our Reconciliation Action Plan (RAP) and strengthen allied relationships to close the gap on sexual and reproductive health.

## ***We face resource challenges in expanding our engagement with young people.***

True has widely acclaimed comprehensive sexuality education (CSE), specialist disability and related programs and skilled educators. Primary prevention of violence requires a 'mountain of work' to tackle the drivers of gendered violence – the culture of male dominance; the impact of childhood trauma; the harmful impact of online violent pornography and much more. Government commitment to respectful relationships education is high, but limited funding is available for expert non-government organisations like True to do this vital work at scale.

# Thank you for your support

Our funders and supporters help True to meet community needs and overcome these challenges.

The impact True has is possible thanks to the investment from government agencies, philanthropy, corporate sponsors and donors. True would especially like to thank the following funders and supporters:

- Queensland Health
- Department of Child Safety, Seniors and Disability Services
- Department of Education including SDSS (Specialist Disability Support in Schools)
- Department of Justice and Attorney-General
- The Queensland Police Service

True staff and Board express our appreciation of the support we receive from our patron, Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland – an advocate for access to quality health for all people.



## Our partners include (but are not limited to):



# Good governance and financial services

Another challenging and ultimately rewarding year for True and our 13,534 clients who received 28,682 instances of clinical service and the many others who received education or counselling support. The organisation continues to track on a financially sustainable course with a surplus of \$142k this year. This was down from \$887k in 22/23, and indeed from prior years. High inflation levels in recent years have inevitably seen our funding eroded by around 4-5% in the last 5 years in real terms.

This provides particular challenges in clinical service delivery. Our clinical services delivered have increased by more than 50% over the same period. Demands on our educators and counselling staff are also growing, with heightened public attention on sexual and reproductive health.

The erosion in our funding from high rates of inflation and accelerating demand in clinic, clinical education and comprehensive sexuality education means that we are challenged to deliver a growing service against our fixed funding platform. However we continually look for ways to build our profitability while pursuing our 'no barriers' approach to healthcare. Progress is being made through the following activities:

- Clinic optimisation and profitability project – We have been unpacking our clinic service delivery model to ensure that we are maximising patient-facing time against the demands of increasing governance.
- Reorienting corporate services as business services - We have been working with corporate staff to function more as strategic business partners.

We strive for, and achieve, clinical excellence and high quality standards in all of our programs. This year we were audited again with zero non-conformance in ISO accreditations Nov-23 and Oct -24, and a big tick again for our clinical work against the National Safety and Quality in Health Care Standards (NSQHS).

In FY23/24 we have improved:

- Our finance systems – to provide, for example, closer control of our asset base and better reporting for our senior managers.
- Our time and attendance and payroll systems – to ensure we pay our 126 staff accurately, on time and with clear alignment to our funding objectives.
- Our Incident Management Systems platform which we largely built internally.

The priorities for FY24/25 are:

- Implementing a new Human Resource Information System (HRIS)
- Upgrading our website and online learning management systems.
- Embedding the business service approach and capability in corporate functions.

Many thanks to our Board of Directors for their corporate governance and guidance.

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

*Stuart Dempster*

General Manager Corporate Services



## TRUE LOCATIONS

**Brisbane**

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

**CLINIC:**

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clinicreception@true.org.au

**EDUCATION/ADMIN:**

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**Cairns**

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

**CLINIC:**

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**EDUCATION:**

07 4031 2232  
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**CAIRNS SEXUAL ASSAULT SERVICE:**

07 4031 3590  
csas@true.org.au

**TRUE FAMILY AND CHILD SERVICE:**

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**Gold Coast**

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**Rockhampton**

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## 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



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 True Relationships & Reproductive Health  
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[true.org.au](http://true.org.au)

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