true relationships & reproductive health

2024-2025 ANNUAL IMPACT REPORT

ABOUT TRUE

True Relationships and Reproductive Health (True) was formed in 1971 as Family Planning Queensland, opening its first clinic in 1972.

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 sector leading clinical, counselling and education services.

OUR VISION

Quality care, safety and choice in sexual and reproductive health, and respectful relationships for all.

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

Artwork by Nathan Mundraby

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BOARD CHAIR REPORT

It is my privilege to present this year's annual report for True Relationships and Reproductive Health, reflecting a year of meaningful impact in sexual and reproductive health (SRH) across Queensland and Australia.

Sexual and reproductive health is increasingly recognised as a cornerstone of public health, with major policy initiatives at both national and state level focused on advancing the wellbeing, safety, and equity of women, families, and communities.

A major milestone this year was securing a five-year funding agreement from Queensland Health. We are deeply grateful for this partnership, which not only affirms True's essential role in communities across Queensland but also enables us to continue making a meaningful difference in people's lives.

Throughout the year, our team has worked tirelessly to support people through education, clinical care, and community engagement. We have expanded outreach in rural and remote areas, delivered specialised clinics for endometriosis, pelvic pain, and young people under 25, and strengthened the sector through clinician training and partnerships with research institutes. Our education and multicultural programs have improved awareness and access for schools, families, people with disabilities, and diverse communities.

Like many in our sector, we are navigating significant cost pressures and rising demand. To ensure we deliver maximum impact with available resources, we are implementing efficiency measures and negotiating a new Enterprise Bargaining Agreement (EBA) to balance financial sustainability with our commitment to staff. Recruitment in some areas remains challenging, and we are working hard to attract and retain skilled professionals.

On behalf of the Board, I thank our former Chair Shannon Foley and former CEO Karen Struthers for their leadership, and warmly welcome our new CEO, Donna Bonney. To our dedicated staff, volunteers, and teams - your passion and professionalism are the heart of True. We're also deeply grateful to our partners, stakeholders, members, and funders for your continued support.

Together, we look forward to building a future where every individual can access the care, support, and respect they deserve.

Christine Ip

Christine Ip

True Board Chair

MEET THE BOARD

Christine Ip
BE(Chem)(Hons), MBus (Acc), GAICD
Chair

Special responsibilities:
Chair (from 14/05/25, Deputy Chair until 14/05/25)
Member - Audit & Finance Committee, (Chair until 14/05/25)

Shannon Foley
B. Ed (Adult Education),
M. Ed (Adult Education), Dip HRM
Director
(Chair leave of absence from 14/05/25)

Special responsibilities:
Member - Audit & Finance Committee (until 11/06/25)
Member - People & Culture Committee

Clare Maher
FRACGP, Dip O&G, MPH
Director

Special responsibilities:
Chair – Clinical Governance Committee

Chris Dougherty
Bachelor of Business
(Human Resources & Accounting)
Director

Special responsibilities:
Chair - People & Culture Committee

Tamra Bridges
RN B.Nursing, M. Mental Health
(Psychotherapy), GAICD, EMBA
Director

Special responsibilities:
Member - Clinical Governance Committee

Jacqueline Murdoch
Master of Public Health, FRACGP, FAFPHM
Director

Special responsibilities:
Member - Clinical Governance Committee

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

Special responsibilities:
Member - People & Culture Committee

Tania Hillman
B.Com. CA, GAICD
Director

Special responsibilities:
Chair - Audit & Finance Committee (until 21/11/24)

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

Special responsibilities:
Member - Audit & Finance Committee, (Chair from 14/05/25)

CEO REPORT

This year has marked a powerful chapter in advancing sexual and reproductive health (SRH) and promoting safe and respectful relationships across Queensland.

The ongoing implementation of key initiatives, including the Queensland Women and Girls' Health Strategy 2032, the Women's Safety Strategy, the Termination of Pregnancy Action Plan 2032, and the National Plan to End Violence Against Women and their Children 2022–2032, has opened new pathways for meaningful change. True continued to lead across multiple areas of the SRH sector:

- **Expert clinical care:** Delivered by our expert clinical workforce, ensuring compassionate and specialised support.
- **Specialised clinics:** Focused services for endometriosis and pelvic pain, alongside targeted SRH initiatives for people under 25.
- **Clinical outreach:** Bringing SRH care to rural and remote communities across Queensland.
- **Support for victim-survivors:** Providing trauma-informed care and advocacy through our Cairns Sexual Assault Service.
- **Community education:** Comprehensive sexual health education in schools, tailored programs for families and carers, professional development for educators and clinicians, and inclusive education for individuals living with a disability and their families/carers.
- **Workforce development:** Training and supporting clinicians to deliver high quality SRH care, with a focus on long-acting reversible contraception and cervical screening.
- **Multicultural engagement:** Addressing access barriers by delivering culturally responsive sessions in-language and in "easy English" to improve SRH literacy and healthcare access.
- **Sector collaboration:** Partnering with research institutions and diverse organisations to lead impactful research and initiatives.

This year, our clinical, counselling, and education programs continued to deliver and support quality care and positive impact. Our Endometriosis and Pelvic Pain Clinic has received outstanding client feedback, and we're actively seeking funding to grow this service. We launched a free sexually transmissible infection (STI) screening program for under 25s and established the Menopause Network to provide expert information and peer support for peri- and post-menopausal individuals. Demand for outreach clinics continued to grow with strong feedback and rising client numbers, and we're working to expand our visit frequency in remote areas.

Our Cairns Sexual Assault Service has supported a significant number of clients with counselling and 24/7 crisis care. We also completed the Rockhampton Sexual Assault Hub pilot project and presented at Griffith University's Innovations for Responding to Sexual Assault Symposium, advocating for long-term funding beyond pilot phases.

True's Clinical Education Unit contributed to the national AUSLARC initiative, which aims to increase access by reducing financial and geographic barriers to long acting reversible contraception (LARC) training.

A notable highlight for our community education team, the updated Traffic Lights® program has seen a surge in uptake due to its efficacy in equipping people to recognise and respond to sexual behaviours in children. In addition to delivering in-language SRH education which addresses a major barrier to care for diverse communities, our multicultural team developed and deployed a new, standardised, pre-departure SRH package to support workers in the Pacific Australia Labour Mobility (PALM) scheme. Finally, we continued to foster and strengthen partnerships with research institutions to contribute to the SRH evidence base, and advance care.

As we look to the future, True remains deeply committed to advancing sexual and reproductive health and promoting safe, respectful relationships for all. We will continue to advocate for equitable access, sustainable funding, and evidence-based care, particularly for communities that have historically been underserved. With the support of our partners, funders, and the communities we serve, we are ready to build on this momentum and drive lasting change across Queensland and beyond.

Donna Bonney

Donna Bonney

True Chief Executive Officer

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.

STRATEGIC PILLARS

Guided by the True Strategic Plan 2024-25 we continued to strive towards our vision of quality care, safety and choice in sexual and reproductive health, and respectful relationships for all. This report reflects on our efforts, achievements, and challenges to deliver on our strategic pillars.

ONE TEAM/ONE TRUE

Build an integrated organisational culture, service systems and client experience across clinics, counselling and education.

PARTNER OF CHOICE

Respond to the big health and wellbeing challenges by working together, engaging community members and scaling-up our responses.

PROFIT FOR PURPOSE

Grow revenue to reinvest in improved client and community outcomes.

EXCELLENCE AND EVIDENCE

Maintain excellence in clinical, counselling and education services through evidence-based work.

EVERYBODY'S BUSINESS

Our focus is women, but we encourage everyone to be responsible help-seekers.

NO BARRIERS

Quality care, education and careers for people of all cultural backgrounds, identities and regions.

2024-2025 SNAPSHOT

TRUE DELIVERED:

34,198 clinical and counselling services addressing critical gaps in accessibility of specialised sexual and reproductive healthcare and counselling across Queensland including rural and remote regions.

1,945 sexual health education sessions for community members including school students, people with disabilities and their families, education and health professionals, and multicultural groups.

295 clinicians trained in evidence-based sexual and reproductive healthcare addressing critical workforce shortages in sexual and reproductive healthcare for general practice, and allied health clinicians.

CLINICAL SERVICES

Sexual and reproductive health is an essential part of physical, mental, emotional, and social health and wellbeing.[1] Quality, accessible sexual and reproductive healthcare has been identified as a priority both in Queensland and in Australia more broadly.[2,3]

True offers a wide range of specialised sexual and reproductive healthcare services, delivered by trauma-informed, non-judgemental expert clinicians. We prioritise accessibility with metro and regional locations, flexible delivery through telehealth or video consults, and outreach services.

9,865
CLIENTS

32,015
CLINICAL SERVICES

GREATER THAN
99%
CLIENT SATISFACTION

"Thank you so much, I have another upcoming appointment I was nervous about but with the care and knowledge from my appointment today, I feel a lot more at ease."

"What an amazing service! Thank you to all the ladies in the clinic. True heroes."

26% from rural or remote regions

98% female - median age 34

6% identify as an Aboriginal and/or Torres Strait Islander person.

True provides targeted specialty clinics that address identified priority SRH needs and reach underserved communities. Our specialty clinics include Endometriosis and Pelvic Pain Clinic, Under 25 Clinic, and Speedy Test STI Clinic.

True's most common appointment types:

- Long-acting reversible contraception (LARC)
- Other contraception (non-LARC)
- Cancer screening (cervical, colposcopy, and breast)
- Menopause care
- Endometriosis and pelvic pain care
- Unplanned pregnancy care
- STI screening and treatment

ENDOMETRIOSIS AND PELVIC PAIN CLINIC

"This is the first place I've truly felt supported and listened to through my pain and endo journey. Staff are fab too. Keep up the amazing work."

453
APPOINTMENTS

GREATER THAN
99%
CLIENT SATISFACTION

Speedy Test @ true

PLAY SAFE & GET TESTED
SPEEDY TEST @ TRUE

UNDER 25 CLINICS

True has implemented dedicated programs to educate and provide SRH services for individuals under 25 including free STI testing in Brisbane, and general SRH services in Toowoomba and Ipswich.

Since commencing in April,

40 clients accessed our new, nurse-led, free STI screening and supported devices service.

665 clients accessed our nurse-led "Under 25" free general SRH services.

"I've had nothing but the absolute best experience in my time coming to True Clinics. My orientation and gender identity has made it that I've had negative experiences elsewhere, but I've been treated with nothing but respect and dignity at True."

OUTREACH SERVICES

There is an urgent need for targeted interventions to address access disparities for sexual and reproductive health services in rural and remote Queensland.[4]

Our outreach program delivers affordable (bulk billed), inclusive, patient-centred, specialist care.

We are exploring additional funding opportunities to support the expansion of outreach services in response to community demand.

897 DOCTOR APPOINTMENTS

882 NURSE OR NURSE PRACTITIONER APPOINTMENTS

WE VISIT **19** RURAL AND REMOTE LOCATIONS FOUR TIMES PER YEAR.

79,705 KILOMETRES TRAVELLED

CAIRNS SEXUAL ASSAULT SERVICE

95
CRISIS SUPPORT CALLS

2,183
THERAPY SESSIONS FOR 575 CLIENTS

53
PEOPLE ACCESSED IN-PERSON HOSPITAL EMERGENCY/TRAUMA/ FORENSIC SUPPORT

Despite the continued higher prevalence of sexual violence in rural and remote Australia, systemic issues continue to create barriers to disclosures and help-seeking behaviours. Recognised barriers include lack of awareness and access to resources such as specialist trauma-informed healthcare and counselling, forensics assessments, emergency departments capacity, and legal support services.[5]

Our Cairns Sexual Assault Service addresses these barriers through supporting victim-survivors of sexual violence to access healthcare and emergency services.

- True provided **2,183** therapy sessions for **575** clients including **219** minors, through face-to-face and telephone counselling. (Services were offered to clients of all ages until January 21, 2025, when services were limited to individuals 12 and older.)
- Our 24-hour crisis support service received **95** phone calls, and **53** people accessed our in-person support.
- We provided support for safe transportation, accommodation, food, and essentials.
- We provided information and resources for professionals working with victim-survivors of sexual assault or abuse, and referral and advocacy throughout police and legal processes.
- We provided culturally appropriate information and support for victim-survivors of sexual violence and their support people through four individual and community education sessions.
- Cairns Sexual Assault Service works alongside our clinical services to provide clinical care including STI checks, pregnancy testing and emergency contraception, and referrals and access to any other services and supports.

TRUE SUPPORT SERVICES HUB

True's wraparound model pilot to support sexual assault victim-survivors in Rockhampton ended in January 2025. The pilot demonstrated the value of community-based forensic and police services in improving outcomes for victim-survivors and underscored the critical need for sustained funding to recruit and retain a specialised workforce capable of delivering this integrated, trauma-informed care.

CLINICAL EDUCATION UNIT

243
CLINICIANS TRAINED IN LARC

19
GPs AND NPs COMPLETED THE FPAA NATIONAL CERTIFICATE IN REPRODUCTIVE AND SEXUAL HEALTH.

Workforce capacity remains a challenge for healthcare providers and a barrier to accessibility of SRH services in Australia, with specialist SRH clinics struggling to meet demand[6] and many clinicians citing the need for further training and education.[7–9]

Importantly, Australia has a lower uptake of long-acting reversible contraception (LARC) compared to other high income countries,[7] and cervical screening participation rates amongst young women aged 25-35 are particularly low.[10]

True's Clinical Education Unit (CEU) addresses these barriers by upskilling clinicians, including general practitioners, nurse practitioners, nurses, and midwives, to enable increased provision of SRH services.

Our programs include LARC training, education, training and support for cervical screening, and general clinical training in SRH services.

True offers training in face-to-face and online modalities to ensure accessibility.

LONG-ACTING REVERSIBLE CONTRACEPTION TRAINING

- True delivered contraceptive implant training to **243** clinicians, including **175** nurses and midwives employed by Queensland Health Training is offered in both online and face-to-face formats across all of our clinical locations to maximise accessibility and participation.
- We trained **31** clinicians in IUD insertion.
- True contributed to the development of the national AUSLARC project, which provides fully funded scholarships for contraceptive implant and IUD training to reduce financial and geographic barriers for clinicians. Funded by the Australian Government and in partnership with state-based family planning organisations nationwide and the Royal Australian College of General Practitioners (RACGP), this project will be delivered in the 2025-26 financial year.

SECTOR EDUCATION AND TRAINING EVENTS

- **19** GPs and nurse practitioners completed the FPAA National Certificate in Reproductive and Sexual Health with True.
- True delivered four IUD Insights workshops for clinicians, designed to reinforce clinical competencies and refresh techniques.
- True hosted an education networking event on adolescent pelvic and sexual pain in partnership with the Queensland Pelvic Pain Network to equip clinicians with expert insights across gynecology, pain medicine, pelvic floor physiotherapy, and sexology.

CERVICAL SCREENING

33 TRUE PROVIDED CERVICAL SCREENING TRAINING FOR 33 NURSES, INCLUDING FIVE FULLY FUNDED SCHOLARSHIP RECIPIENTS.

COMMUNITY EDUCATION

During the 2024-2025 financial year we delivered:

1,024
ALL-SCHOOLS PROGRAM SESSIONS

272
COMMUNITY CSE SESSIONS

70
TRAFFIC LIGHTS® SESSIONS

True is a leader in advancing relationships and sexual health literacy across Queensland. We recognise that strong relationships and sexual health literacy contributes to a range of positive psychological and health outcomes such as safer sexual behaviours, respectful relationships, and improved access to essential health services.[11-13]

At the community level, comprehensive and effective education provides a variety of benefits such as reducing the incidence of sexually transmitted infections, reducing unplanned pregnancies, and preventing domestic and sexual violence.[14,15]

True delivers comprehensive sexuality education (CSE) in schools and across the broader community, empowering people with the knowledge and skills to make informed choices. Our holistic programs span sexual abuse, homophobia, transphobia, body image issues, cyber safety, and general sexual health and autonomy. In addition to our curriculum-based CSE programs, we offer tailored education initiatives for people with disabilities and their families/carers, professional development for educators and health professionals, and specialised sessions for youth groups, tertiary students, and adult learners.

RELATIONSHIPS AND SEXUALITY EDUCATION SCHOOL BASED PROGRAMS

Our CSE aligns with the national school curriculum and leverages our specialist expertise. As an external organisation we also provide an additional sense of confidentiality which has been shown to increase student trust, leading to enhanced engagement.[16]

True delivered CSE to more than

7,700 STUDENTS

100% of attending school staff agreed or strongly agreed that the training sessions were informative, and useful for their students, and that the sessions were well prepared.

OTHER COMMUNITY EDUCATION PROGRAMS

True delivers specialised CSE across diverse communities and age groups. We recognise the diverse needs of individuals with disability and their families/carers and understand that learning about relationships, consent, and sexual health is essential across all life stages, including into adulthood. We also provide education sessions for professionals, including teachers and clinicians, equipping them to deliver evidence-informed care, support, and information about relationships and sexuality.

True delivered:

- **114** Specialised Disability Support in Schools sessions
- **83** Looking After Me Programs
- **32** sessions for parents/families/carers
- **26** profession al development sessions
- **17** additional community education sessions (including, youth groups, tertiary students, and adult groups).

TRAFFIC LIGHTS®

True developed and delivers Traffic Lights®, a globally recognised framework to enable professionals to identify, understand and respond to sexual behaviours in children and young people. Recent policy and legislative changes have underscored the importance of equipping professionals with the skills to recognise early signs of harm or abuse in children. Education and awareness in environments where children are most vulnerable is essential for safeguarding the wellbeing of children.

True has delivered **70** training sessions, and licensed six organisations in Australia and internationally to train the trainer and expand the program reach:

- South Australia Department of Education
- New South Wales Department of Education
- Brisbane Catholic Education
- G8 Education Limited (early childcare provider)
- Northern Territory, Department of Education
- Brook (United Kingdom)

MENOPAUSE NETWORK

This year, True proudly launched the Menopause Network - a pioneering peer support and information platform designed to empower people through the peri-and post-menopausal journey, fostering knowledge, connection, and wellbeing at a pivotal stage of life.

MULTICULTURAL HEALTH

323
CALD COMMUNITY ORGANISATIONS ENGAGED

People from diverse and multicultural backgrounds, including migrants and refugees, often face complex barriers to accessing sexual and reproductive health information and services, leading to lower levels of SRH literacy and poorer health outcomes.[17–19]

With more than 24% of the Queensland population born overseas, a significant proportion of our population are likely to be negatively impacted by these barriers.[20]

True is committed to delivering culturally responsive education and support that promotes equitable access to care and empowers people and culturally and linguistically diverse (CALD) communities to make informed choices about their sexual and reproductive wellbeing.

CALD SRH EDUCATION TO
2,531
INDIVIDUALS IN 12 LANGUAGES

753

HEALTH PROFESSIONALS, INTERPRETERS/ TRANSLATORS AND COMMUNITY WORKERS WERE ENGAGED AND SUPPORTED WITH MEETINGS, ADVICE, RESOURCES OR REFERRALS TO SERVICES.

SCREENING SAVES LIVES

True's Screening Saves Lives (SSL) campaign (continued until October 2024) focused on raising awareness and improving participation in breast, cervical, and bowel cancer screenings within migrant and refugee communities. People from multicultural backgrounds with cancer often have poorer cancer journeys and outcomes than other people in Australia.[21]

Screening Saves Lives (SSL) was an awareness raising campaign about cancer screening and prevention to:

- **increase participation** in cancer screenings by delivering in-language education sessions and conducting community engagement activities
- **strengthen the health education workforce** by facilitating regular network meetings, Communities of Practice (CoPs), and providing access to a multilingual resource portal
- **monitor and evaluate activities** to measure impact and enable continuous improvement.

Our educators delivered:
64 SSL sessions in 10 different languages to **1,255** participants, and provided information at **12** community events reaching **315** people.

"We have been living in Australia for more than 5 years and we didn't have any idea about screening and didn't know that we are eligible for it."

CULTURALLY RESPONSIVE HEALTH

True's Culturally Responsive Health (CRH) team provides training, resources, and consultancy services to equip health professionals, interpreters and translators, and community workers with skills to communicate with and support people from refugee and migrant backgrounds on reproductive and sexual health topics. As a key portfolio at True, it also represents the organisation on advisory and advocacy groups, championing culturally responsive sexual and reproductive care.

True provided expert training to:

664 HEALTH PROFESSIONALS, INTERPRETERS/ TRANSLATORS, through
54 EDUCATION SESSIONS and
35 ONLINE MODULES.

True continued to advance culturally responsive care for women who have experienced female genital mutilation/cutting (FGM/C).

- True facilitated training sessions for the Australian Federal Police and the Supporting Workers in FGM/C Training (SWIFT) community of practice.
- We provided online self-paced training about FGM/C.
- A member of the Best Beginnings for Baby National Experts panel, True provided feedback informing the development of a parenting program for expectant parents from countries where FGM/C is prevalent.
- A member of the SWIFT National Advisory Committee, True provided feedback to support education and capacity building across the national health workforce to address the health impacts of FGM/C.

HEALTH IN MY LANGUAGE

True's Health in My Language (HIML) program increases migrant and refugee women's knowledge of and access to SRH services through in-language health information and education. Our educators deliver SRH education in eight languages.

90 sessions delivered to
40 community organisations and
970 participants

SRH and program information at **296** engagement events with **4,376** people.

166

IN-LANGUAGE OR EASY ENGLISH HEALTH EDUCATION SESSIONS DELIVERED

"There was a lot I didn't know about when it came to contraceptives. I did not know there was so many options. It was really nice learning about these options.
It's also very empowering being able to learn about it in my native language."

PALM BILINGUAL HEALTH EDUCATION

"Learning information in our own language is vital because, everyone has a different level of English and it's not a day-to-day routine to speak in English. Thus, giving information in our own language is really helpful."

PALM Bilingual Health Education supports the health and wellbeing of Pacific Australia Labour Mobility (PALM) scheme workers, providing them with equal opportunities to make informed SRH health decisions. Working alongside approved employers, stakeholders, and health professionals, our team co-delivers tailored programs and events to meet the unique needs of PALM workers.

34 SESSIONS
(22 IN COLLABORATION WITH HIML) TO

764 PARTICIPANTS
(458 IN COLLABORATION WITH HIML).

SRH AND PROGRAM INFORMATION AT

15 ENGAGEMENT EVENTS
(IN COLLABORATION WITH HIML).

RESEARCH PARTNERSHIPS AND PROMOTION

Recent investment by federal and state governments into women's and girls' healthcare, and sexual and reproductive health, presents exciting opportunities for True to drive positive change.

As leaders in both clinical care and education, True is uniquely positioned to facilitate research and inform the continued development of contemporary best-practice progress in women's and sexual and reproductive healthcare. We are strengthening partnerships with research institutions to build multidisciplinary teams that collaborate on impactful, wide-reaching research, to inform future policy and healthcare services.

- University of Queensland (UQ)
- James Cook University (JCU)
- Queensland University of Technology (QUT)
- La Trobe University
- Ethnic Communities Council of Queensland (ECCQ)
- AUSLARC Consortium

Our teams proudly showcased our services and initiatives at both national and international conferences, symposia, and events including:

- Innovations for Responding to Sexual Violence: Building the Evidence Symposium
- Women and Girls' Health Showcase (Brisbane)
- Women and Girls' Health Showcase (Cairns)
- World Association for Sexual Health (WAS) Congress
- Edmund Rice Foundation National Conference (Brisbane)
- National Association for Prevention of Child Abuse and Neglect (NAPCAN) Conference
- Rural, Regional and Remote (RRR) Women Conference (Rockhampton)
- World Congress on Endometriosis (Sydney)
- Loganlea TAFE Health Expo
- Riverview Child Health Expo – Ipswich
- Australian Sexual and Reproductive Health Conference (Adelaide)
- NP OCNO 'Passionate about Practice' Symposium
- CRDV Annual Domestic and Family Violence Prevention Month Breakfast 2025
- The Female Co. Fundraising/Networking Event
- Pub Choir (Brisbane) Fundraising/Networking Event

FINANCIAL PERFORMANCE OVERVIEW

This year, revenue grew by 12 percent, to more than $15.85M. This, combined with the focus on controlling costs in a challenging sector, enabled the delivery of a surplus for reinvestment.

This year's surplus of $740,000 in the audited financial accounts includes two non-recurring factors including gains from investment revaluations and unspent funds related to workforce positions. However, the adjusted result still enables the ongoing focus on future priorities. These outcomes were only made possible by all teams working closely together.

STAKEHOLDER SUPPORT

The ongoing focus at all levels of government aligned to True's core services has seen improved funding allocated to Medicare services, and the five-year funding agreement with Queensland Health which enables longer-term strategic planning. This provides some stability in contrast to several insecure and short-term program funding cycles.

STRATEGIC INVESTMENT PRIORITIES

To strengthen both service delivery and workforce sustainability, examples of where funds will be reinvested include:

- clinical efficiency and digital innovation, enabling our clinicians to spend more time with patients while reducing administrative burden
- innovation to safely extend our reach across regional, remote, and underserved communities, supporting equitable access while reducing service demand pressures on our clinical teams
- education programs to ensure we continue to help improve awareness of sexual and reproductive health and respectful relationships for the diverse community we serve.

In summary, we will continue to deliver on initiatives that enable the long-term stability of True.

- **22.87%** Government grants
- **11.11%** Other grants
- **45.79%** Qld Health block funding
- **4.48%** Education and training
- **13.17%** Clinic revenue
- **2.58%** Other

- **74.7%** Salaries and staff associated costs
- **5.2%** Depreciation and amortization expenses
- **20.1%** Other expenses

- **21.9%** Cash
- **0.7%** Trade and other receivables
- **0.2%** Inventories
- **56.9%** Investments
- **7.1%** Tangible Assets
- **8.5%** Right-of-use assets
- **0.4%** Intangible Assets
- **4.3%** Other Assets

- **28.5%** Trade and other payables
- **8.8%** Deferred income
- **23.5%** Lease liabilities
- **39.2%** Employee benefits

MOVING FORWARD

Now, we shift focus from reflection to the future. True is entering a new strategic planning cycle 2026-28 presenting an exciting opportunity to support our vision for the Queensland community.

True's impact is delivered through three interconnected sexual and reproductive health service streams – clinical services, education, and counselling and support. Individually, each stream has significant impact. Together, they create a commitment and continuum of prevention, care and wellbeing.

As governments and organisations continue to be outpaced by the demand for sexual and reproductive health services, increased STI pressure on public health, and schools and communities calling for more contemporary, consistent and inclusive relationships and sexuality education, we recognise the need for ambitious goals to deliver meaningful change.

Our obligation to the community to deliver sustainable positive outcomes will require strategic investment, focus and discipline, not bold ambition alone. Our challenges are not unique – tight financial margins, fragile funding for some services, national workforce shortages, and digital systems that lag behind the needs of modern organisations and communities. We must build our resilience and leverage our trusted reputation to achieve greater scale and system influence.

We are focused on expanding access and equity to sexual and reproductive health services, creating safer communities, and delivering and enabling excellence within True and across the sector.

True's integrated model of clinical services, education, and counselling positions us uniquely to deliver on this ambition in Queensland, while contributing to national reform through our alliance with Sexual and Reproductive Health Australia.

THANK YOU FOR YOUR SUPPORT

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

- Queensland Health
- Queensland Health Community Funding
- Government of Queensland - Department of Justice and Attorney-General
- Government of Queensland - Department of Children, Youth Justice and Multicultural Affairs
- Government of Queensland - Department of Education and Training
- Government of Queensland - Department of Education, Brisbane
- Queensland Health - Department of Nursing Chief Officer
- Queensland Cultural Centre
- Multicultural Centre for Women's Health
- CheckUp
- Perpetual
- Primary Health Network Northern Queensland
- Primary Health Network Western Queensland
- Primary Health Network Darling Downs
- Micah Projects

True would also like to acknowledge and thank our organisational partners:

- Family Planning Alliance Australia
- International Planned Parenthood Federation
- Bayer
- Institute for Urban Indigenous Health
- Goondir Aboriginal and Torres Strait Islander Corporation for Health Services

TRUE LOCATIONS

Brisbane
Phone: 07 3250 0200
Building 1, 230 Lutwyche Road, Windsor QLD 4030
Hours: 9am – 5pm (Mon–Fri)

Cairns
Phone: 07 4051 3788
Solander Centre, 182 Grafton Street, Cairns QLD 4870
Hours: 9am – 5pm (Mon–Fri)

Ipswich
Phone: 07 3281 4088
Shop 5, 54 Limestone Street, Ipswich QLD 4305
Hours: 9am – 5pm (Mon–Fri)

Rockhampton
Phone: 07 4927 3999
Shop 4B, Glenmore Shopping Village, 301 Farm Street
Norman Gardens QLD 4701
Hours: 9am – 5pm (Mon–Fri)

Toowoomba
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