

2018-2019 HNSW SERVICES & ANNUAL REPORT

Working towards a world free of viral hepatitis



WELCOME BY DENISE AND STEVEN

Welcome to our Hepatitis NSW Services and Annual Report. This gives a snapshot of our work and its impact and describes the programs and services we provide for people living with or affected by hepatitis C and hepatitis B in NSW.

The primary focus of our work, for which we are funded by the NSW Ministry of Health, remains working towards the elimination of hepatitis C in NSW in the target year 2028.

In addition, we work to mobilise people living with hepatitis B into testing, liver health monitoring and treatment. With limited private funding, we have been able to continue supporting people from Chinese- and Korean-Australian

communities in this regard. It is vital that we raise funds to enable this work to continue and expand.

We thank most sincerely Warren Fahey who served as Board President for five years before stepping down in November 2018, and we warmly thank and congratulate former CEO Stuart Loveday who served most ably in the role for 25 years to October 2019. We wish Stuart well in his retirement.

Please take a few minutes to read about our achievements and some of the services we provide for our communities.

Denise Jarratt
President

Steven Drew
Chief Executive Officer

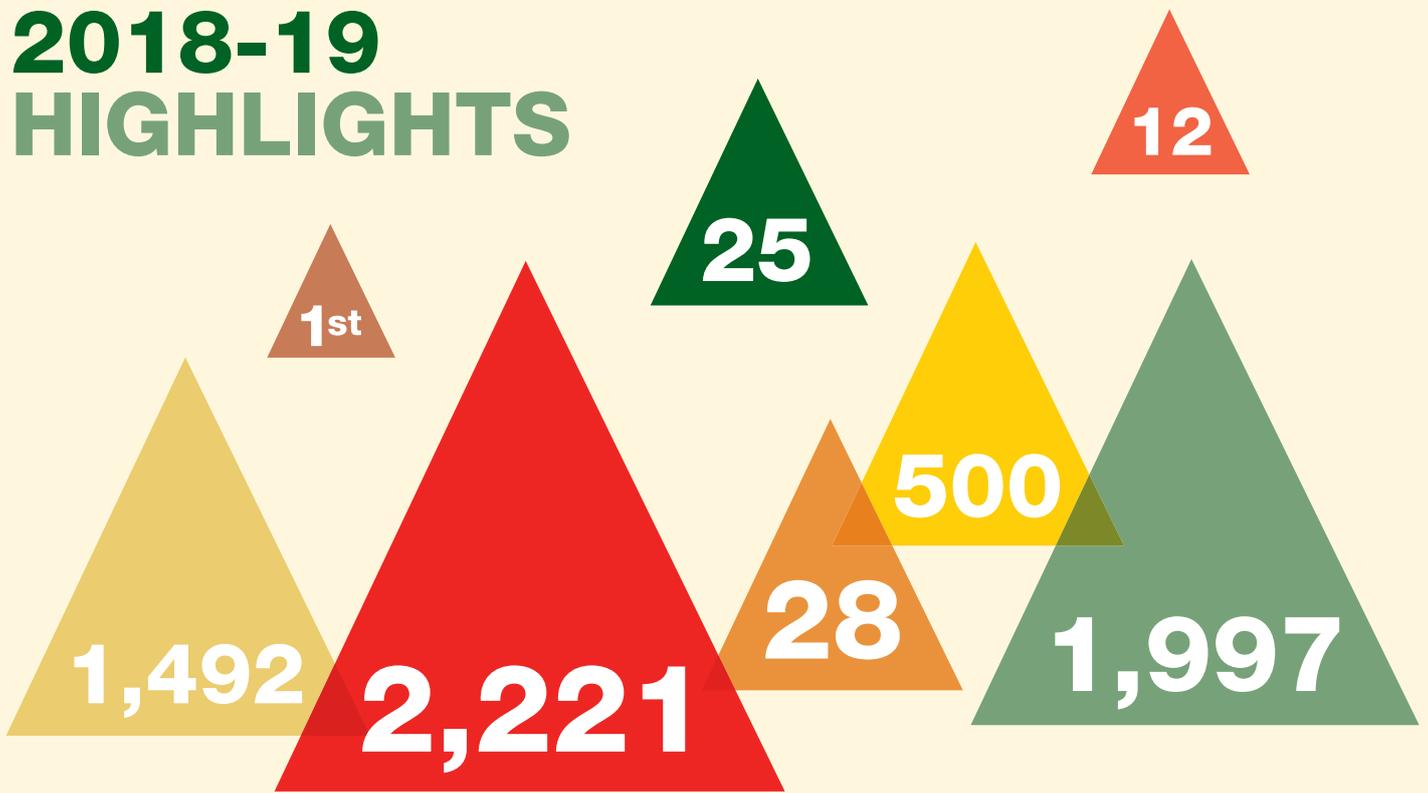


Hepatitis Infoline
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www.hep.org.au

PO Box 432
Darlinghurst, NSW 1300
info@hep.org.au

Hepatitis NSW is proud to acknowledge Aboriginal people as the traditional owners and custodians of our lands and waters.

2018-19 HIGHLIGHTS



 OUR FIRST ABORIGINAL RECONCILIATION ACTION PLAN (RAP) WAS LAUNCHED.

 12 PRISONS IN NSW ARE NOW HEP C FREE FOLLOWING THE MICRO ELIMINATION PROJECT NAMED HIPE.

 GEO STUART LOVEDAY RETIRED AFTER 25 YEARS, COMMUNITY AND OFFICIAL FAREWELLS WERE HELD.

 28 SKILLED AND TRAINED PEERS ARE AVAILABLE ACROSS MOST NSW LOCAL HEALTH DISTRICTS.

 500 PEOPLE CAME TO OUR KNOCKOUT STALL IN DUBBO, AND 500 TO OUR BLUESFEST STALL IN BYRON BAY.

 1,492 PEOPLE IN DIVERSE WORKFORCES INCREASED THEIR HEP C KNOWLEDGE.

 INFOLINE TOOK 1,997 CALLS, INCLUDING 1,349 CALLS FROM PEOPLE IN PRISON.

 LIVE HEP C FREE REACHED 2,221 PEOPLE FOR TESTING AND TREATMENT ACROSS NSW

2018-19 FINANCES

In 2018-19 our income was \$1,944,154. The overwhelming majority of our income was spent on activities, resources and services for people living with or affected by viral hepatitis across NSW.

Through careful budget planning and management, we kept our total expenditure at \$1,890,950.

Hepatitis NSW achieved a small operating surplus of \$53,204. This enabled us to increase our equity (members' funds) to \$698,805 at year-end. Hepatitis NSW remains in a stable financial position with a healthy cash flow that will help ensure we remain solvent in years to come.

Our funding comes from a variety of sources. The NSW Ministry of Health provides our core annual grant.

Other funding comes from private and public bodies, as well as income generated through donations, membership fees, interest earned and cost sharing payments for some products and services.

We gratefully acknowledge and thank all our funders: the NSW Ministry of Health, Central and Eastern Sydney PHN, Western Sydney LHD, WentWest PHN and pharmaceutical company MSD Australia who kindly provided a small unrestricted education grant.

We sincerely thank our members and donors for their continued support.

Our Annual Financial Statements were audited by Portman Newton, Chartered Accountants. They contain a full breakdown of our income and expenditure and are available to download from our website www.hep.org.au and a copy can be obtained from our office: phone 02 9332 1853.

LIVE HEP C FREE TESTING AND TREATMENT ACCESS

Our health information and treatment access program, *Live Hep C Free*, is run by people who have experience of living with hep C and treatment, called peers.

The program makes hep C testing and treatment as easy-to-access and on-the-spot as possible. Live Hep C Free does this by partnering hepatology nurses with our peers in opioid substitution services, alcohol and other drug services, homelessness services, residential rehabs, and other priority settings. We take healthcare to people and remove the barriers to hep C treatment.

We have scaled up, reaching five times the number of people and our skilled and trained peer workforce are placed across most local health districts (LHDs).

2,221 PEOPLE ENGAGED THROUGH LIVE HEP C FREE

2,221 ENGAGED BY LIVE HEP C FREE



- 695 HAD CONSULTS WITH A HEALTHCARE WORKER
- 379 HAVE BEEN TESTED FOR HEP C
- 169 ASSISTED IN ACCESSING HEP C TREATMENT
- 79 HAD ON-TREATMENT OR POST-TREATMENT SUPPORT
- 303 HAVE BEEN REFERRED FOR FURTHER HEALTHCARE



PHOTO BY | COMMUNITY MIGRANT RESOURCE CENTRE

HEPATITIS B PROGRAM CHINESE AND KOREAN COMMUNITY

Our Hepatitis B programs raise awareness of hep B, aiming to increase testing, vaccination and treatment across Sydney's Chinese and Korean communities.

Our bilingual educators work with multicultural community organisations to deliver in-language workshops covering hep B transmission, prevention, vaccination, and treatment. We team with clinical staff to offer screening.

Two year grants funded by the Department of Health (DoH), and administered by Hepatitis Australia, ceased in 2018. This important work is now covered by private funds. We thank WentWest Primary Health Network (PHN), Central and South Eastern Sydney PHN, and South East Sydney LHD for local funding to continue delivering activities in their districts.

1,989 Chinese and 822 Korean people were reached. 321 people were tested for hepatitis B and 231 had Fibroscans.

2,811 CHINESE AND KOREAN PEOPLE REACHED

HEALTH PROMOTION AND EDUCATION

The education program delivers free training and workshops around viral hepatitis for a diverse workforce across NSW.

This year, the program restructured for a stronger health promotion focus aiming to engage priority communities, as well as building on a confident workforce.

1,492 people were engaged in health promotion or education sessions delivered by the health promotion team. Over half (751) were people in regional areas and 741 were in the Sydney metro area.

A diverse range of professionals attended 15 workforce development training sessions with HNSW delivering stand-alone workshops or collaborating with partner organisations like NADA, AHMRC, local health districts, mental health and homelessness services.

The Aboriginal project delivered 14 Aboriginal events, engaging a total of 394 Aboriginal and Torres Strait Islander people.

HNSW worked closely with JH&FMH and CSNSW delivering education and health promotion events in 14 prisons for 558 people in custody. There were 421 participants within five Hepatitis in Prison Elimination (HiPE) programs where testing and treatment were made available as part of the event.

1,492 PEOPLE ENGAGED

HEP CONNECT

The *Hep Connect* program works in partnership with hepatology nurses and offers peer-based telephone and personalised text messaging support to their patients who are starting DAA treatment, supporting them all the way to confirming cure (SVR12).

Our peers are aiming to establish trust, empower people, whilst increasing harm reduction knowledge among people undergoing treatment, to help prevent reinfection.

61 calls were made by our *Hep Connect* workers to people going through hep C treatment.

61 HEP CONNECT CALLS

HEPATITIS INFOLINE

Our *Hepatitis Infoline* offers confidential information, support, and referrals across NSW.

Infoline services are available via telephone, on-line chat, website email and within NSW prisons through the free auto-dial telephone system.

Our callers discuss topics including transmission, prevention, testing and treatment, hep B vaccination, and access to support services. Hepatitis NSW was involved in five Hepatitis in Prison Elimination (HiPE) programs and have received calls from people in all five prisons we attended. People calling from prisons can get a Hepatitis Information Pack by mail, giving them information and resources about hepatitis C and B testing, treatment and prevention.

1,997 CALLS



ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

The *Close the Gap 414 Working Group* aims to improve our capacity, address inequality in health status and *Close the Gap* in health outcomes for Aboriginal people.

We've worked together with our partners* and reached hundreds of Aboriginal people, including over 500 education interactions at the Annual Aboriginal Rugby League Knockout. The Knockout is the largest national gathering of Aboriginal people, attracting over 22,000 spectators, representing an excellent opportunity to raise awareness of BBVs, STIs, promote harm reduction, reduce stigma and encourage screening and treatment. We ran health promotion and health education events prior to the Knockout reaching over 100 people, and screened 14 people for BBVs and STIs at Bilu Muuji in Dubbo.

*ACON, Sex Workers Outreach Project (SWOP), NSW Users and AIDS Association (NUAA), HIV/AIDS Legal Centre and NSW Positive Life.

994 ABORIGINAL PEOPLE REACHED

SPEAKER SERVICE

Our *Speaker Service* connects the community and workforce with personal accounts of living with hepatitis C and B.

Our speakers challenge stereotypes and address the stigma associated with living with hep B and C. Witnessing personal accounts of people's lived experience develops an understanding of how issues such as stigma and discrimination impact on access to support and services. This proves to be the most effective strategy in changing and improving attitudes, values and behaviours.

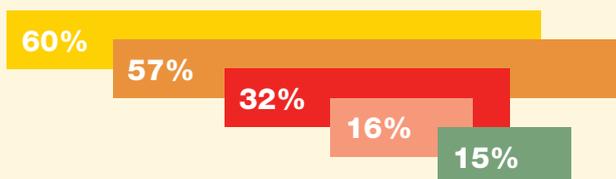
Our speakers are trained in public speaking and share their stories as part of our education sessions, and at community workshops and events.

69 SPEAKER SESSIONS 28 SPEAKERS TRAINED

1,997 HEPATITIS INFOLINE CALLS

55% IDENTIFIED AS ABORIGINAL OR TORRES STRAIT ISLANDER PEOPLE

FEEDBACK SURVEY RESULTS FROM 1,349 PEOPLE FROM PRISON:



- PUT A FORM IN TO SEE THE PUBLIC HEALTH NURSE TO GET BLOOD TESTS**
- REPORTED THIS WAS THE FIRST TIME THEY CALLED US**
- PUT A FORM IN TO SEE THE PUBLIC HEALTH NURSE ABOUT HEP C TREATMENTS**
- STARTED TREATMENT FOR HEP C**
- HAVE COMPLETED HEP C TREATMENT**

Tx! MAG

Tx! Mag is our easy-read magazine. The magazine helps get people living with hep C into treatment, and 95% of readers surveyed said they would take action that could lead to treatment.

Combining comics, puzzles and basic information about viral hepatitis, it aims to connect with its readers on issues that relate to their lives. We run workshops with community members to develop the themes and storylines.

One edition per year focuses on hep B testing, monitoring and treatment. This edition generally targets Aboriginal communities across NSW. It aims to help Close the Gap on viral hepatitis care and treatment.

45,000 COPIES DISTRIBUTED

RESOURCES ABOUT HEP B AND C

We take pride in developing innovative resources that are responsive to peoples' needs. We produce many resources, all developed in partnership with affected communities and relevant health specialists.

Over 314,000 resources were distributed during the year. Close to 99% of readers surveyed said they were more knowledgeable after reading our resources.

These include "easy read" resources such as our infographics. These contain key messages in a visual format (rather than text) and are very helpful for people with lower literacy skills. Our staff team attend health literacy and communications technology training events, helping ensure that we continue to develop cutting-edge resources.

You can order our free resources from our website.

314,000 RESOURCES DISTRIBUTED

Tx! MAG

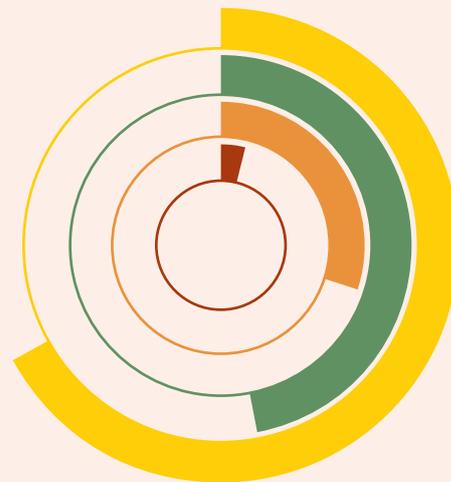
WHO READS TX! MAG?

67%
LIVED
EXPERIENCE
OF PRISON

47%
LIVED
EXPERIENCE
OF HEP B OR C

30%
ABORIGINAL OR
TORRES STRAIT
ISLANDER

4%
CULTURALLY &
LINGUISTICALLY
DIVERSE



WHAT ARE OUR READERS SAYING?



98% THINK THE MAGAZINE IS USEFUL TO THEM



97% NOW KNOW MORE ABOUT HEP TREATMENT SINCE READING TX! MAG

THE CHAMPION E-NEWSLETTER

The Champion is our monthly newsletter sent to our members and other subscribers. Over 43,000 copies are sent out annually. It provides news on viral hepatitis and Hepatitis NSW's work. Each edition also promotes our various services and link people to our website and to other significant events within the NSW viral hepatitis community. *The Champion* also helps recruit community members to social and clinical research studies.

90% OF READERS SAID THEY FOUND THE CHAMPION USEFUL



WEBSITE HEP.ORG.AU

Check out www.hep.org.au for resources and information. Our website is the best place 24/7 to find out about our education, support and advocacy projects.

NSW HEPATITIS C COMMUNICATIONS STRATEGY 2019-2020

We are working on the next campaign, which aims to focus on and reach people who inject drugs in key settings to reduce barriers and promote access to hep C cures. Extensive research with people who inject drugs has informed the messages and creative look and feel of the campaign. The campaign will use staff-client interactions, peer promotion and client word of mouth, especially within services in NSP outlets and OST clinics. It will start in March 2020 with ongoing activations across NSW.

VOLUNTEERS

Hepatitis NSW engaged more than 80 volunteers this year. Volunteers carried out a range of tasks and services, working as Board Members, as regular mail-out workers, providing legal expertise, helping staff at events, and providing administrative support. The extent of our work would not be possible without the ongoing support of our team of volunteers; they enhance the support and increase the reach of programs and services that we provide to our stakeholders and communities.

**3,087 VOLUNTEERING HOURS =
1.7 FULL-TIME STAFF MEMBERS OVER THE YEAR**

460,000+ WEBSITE PAGE VIEWS

CHECK OUT HEP.ORG.AU FOR:

HEP INFO & NEWS 	SERVICES DIRECTORY 
Tx! MAG 	INDUSTRY & COMMUNITY EVENT CALENDAR 
IN-LANGUAGE HEP PAGES Chinese 中文 Korean 한국어	DOWNLOADABLE FACTSHEETS & INFOGRAPHICS 
READ & ORDER RESOURCES 	LIVE ONLINE CHAT SUPPORT 

**WE REPORT PUBLICLY ON OUR WORK PROGRESS AND ACHIEVEMENTS HERE:
WWW.HEP.ORG.AU/ABOUT-US/HOW-WE-ARE-PERFORMING**



VISITS TO OUR SITE:

90%
ARE NEW VISITORS

10%
ARE RETURNING VISITORS

50% DESKTOP **45% MOBILE** **5% TABLET**

