

2022-2023 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 2022-2023. This report 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 Hepatitis NSW vision is *A world free of viral hepatitis*. In working towards this vision, we are funded by the NSW Ministry of Health. Our programs and activities, in turn, enable us to play a major part in working towards the NSW Government's commitment to the elimination of hepatitis C and hepatitis B as a public health concern in NSW by 2028.

Hepatitis NSW had a successful and positive year. We met or exceeded our service goals and activity targets. We partnered with Local Health District and partner services' staff to reach and support people affected by viral hepatitis, offering outreach services, events, resources, and community education sessions. We acknowledge the hard work and dedication of these staff as we sought to test and treat people living with viral hepatitis. We provided information and support to people in custody through our Hepatitis Infoline and sent out one thousand hepatitis information packs.

The primary focus of our work, due to our funding conditions, remains working towards the elimination of hepatitis C as a public health concern. To better support people to confidently access testing and treatment, we recruited, trained and supported our casual peer workers, maintaining a team across NSW. Our hepatitis C health promotion campaign **HEP CURED** included peer worker promotion to support people who inject drugs into testing and treatment within familiar service settings. The campaign activities reached thousands using carefully designed messaging and on-site clinical services tested hundreds, leading to treatment and cure for more people.

We also continued our work to mobilise people affected by hepatitis B into testing, vaccination, monitoring and treatment. We have created partnerships, resources, and a website to support people living with hepatitis B, in particular people from Chinese-Australian, Korean-Australian, and Aboriginal communities.

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

Denise Jarratt
President

Steven Drew
Chief Executive Officer



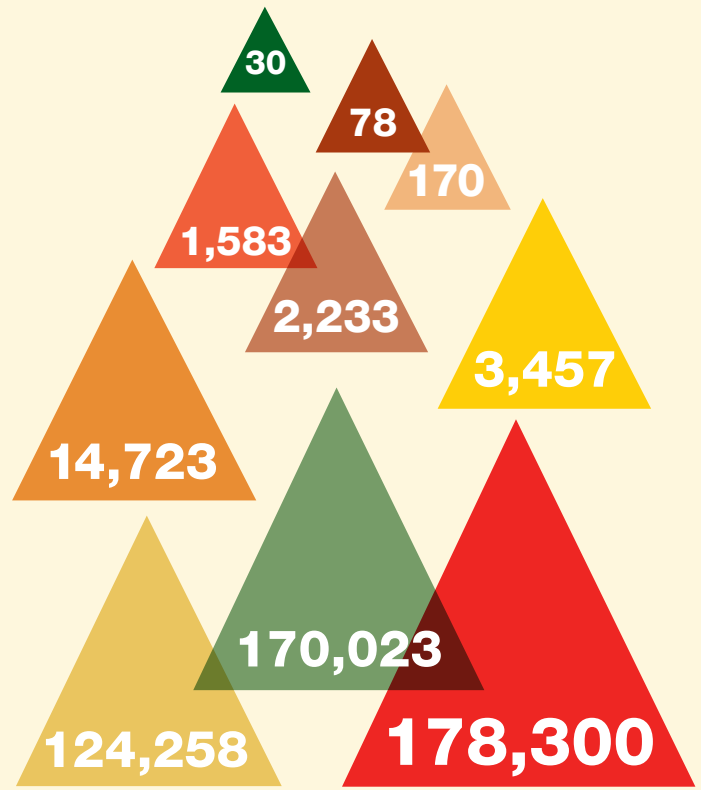
Hepatitis Infoline
1800 803 990
www.hep.org.au

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.

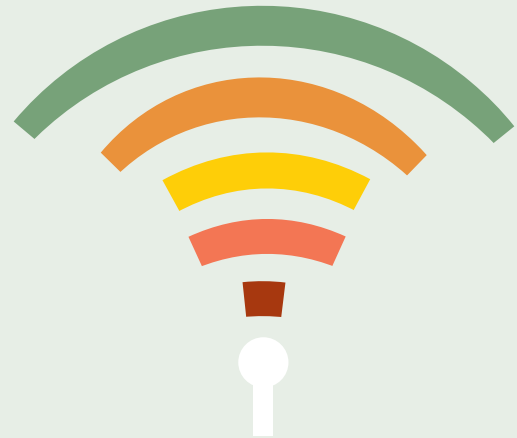
2022-23 HIGHLIGHTS

-  30 SKILLED AND TRAINED PEERS
-  78 SPEAKER SESSIONS
-  170 ABORIGINAL PEOPLE VISITED EVENT STALLS
-  1,583 CALLS TO INFOLINE, INCLUDING 1,143 CALLS FROM PRISON
-  2,233 HOURS OF PEER ENGAGEMENTS
-  3,457 PEOPLE REACHED FOR TESTING AND TREATMENT ACROSS NSW
-  14,723 VIEWS ON KOREAN AND CHINESE HEPB.ORG SITE
-  124,258 RESOURCES DISTRIBUTED
-  170,023 VIEWS TO HEP.ORG SITE
-  178,300 YOUTUBE VIDEO IMPRESSIONS



8,409 PRIORITY POPULATIONS REACHED

-  3,457 PEOPLE AFFECTED BY HEPATITIS C
-  2,190 PEOPLE AFFECTED BY HEPATITIS B
-  1,333 PEOPLE TESTED FOR HEP C
-  1,143 PEOPLE IN CUSTODY
-  266 ABORIGINAL PEOPLE



2022-23 FINANCES

In 2022-2023 our income was \$2,364,634. The 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 \$2,305,754.

Hepatitis NSW achieved a small operating surplus of \$58,880. This enabled us to increase our equity (members' funds) to \$868,716 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 of \$2,183,400. 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 funding bodies and partners: the NSW Ministry of Health, Hepatitis Australia, South Eastern Sydney LHD, South West Sydney LHD, Northern Sydney LHD, Western Sydney LHD, and Department of Corrective Services.

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 or a copy can be obtained from our office by email request to admin@hep.org.au

PEOPLE IN CUSTODY

We had an increased number of calls from people in custody. People can request a Hepatitis Information Pack (HIP) by mail, giving them information and resources about hepatitis C and B testing, treatment, prevention, and request forms to see the prison's health service. The packs contain Tx! Mag with prison-specific stories and information on how to access testing and treatment, including DBS in custody. Our customised campaign with messaging on beanies, water bottles, posters and playing cards helps keep the conversations in prison up to date. Feedback showed people took action to test or treat as a result of the resources and support they received.

We joined key stakeholders and community members in co-designing to create a hepatitis C e-learning module for people in custody, that was finalised, focus tested and approved for launch.

1,004 HEPATITIS INFORMATION PACKS SENT TO PEOPLE IN CUSTODY

346 PEOPLE IN CUSTODIAL SETTINGS OFFERED EDUCATION SESSIONS AND 266 TESTED

PEER PARTNERSHIP PROGRAM TESTING AND TREATMENT ACCESS

Our health information and treatment access program is run by people who have experience of living with hep C and treatment, called peer workers.

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

The service had strong outcomes with 191 service visits, 1,333 people testing for hep C, yet A LOWER PERCENTAGE (2%) of people were found to need hep C treatment. We implemented initiatives to retain our peer workforce, including training on using our campaign messaging and merchandise to engage people, peer work skills, Dried Blood Spot (DBS) testing, Aboriginal Cultural Competency Training and an update from the Kirby institute on hep C elimination progress. The peers were ready to support people into testing and treatment.

OUR 30 SKILLED AND TRAINED PEER WORKERS WERE PLACED ACROSS MOST LOCAL HEALTH DISTRICTS (LHDS).

3,457 PEOPLE ENGAGED WITH ABOUT HEP C

SPEAKER SERVICE

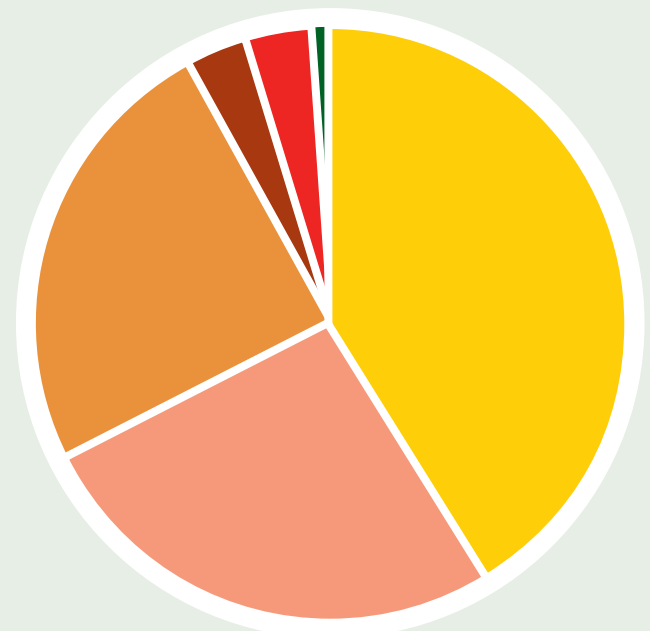
Our speaker service connects the community and workforce with personal accounts of living with hepatitis C and B.

Our speakers challenge stereotypes and address the stigma associated with living with hepatitis. Personal accounts of people's lived experience develop service providers' understanding of how stigma and discrimination impact on access to support and services. This is 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 education sessions, and at community workshops and events. Our speakers also delivered sessions online, in videos and shared their stories in blogs on the website. We have a collection of recorded speaker sessions and You Tube videos which we promoted to increase access.

79 SPEAKER SESSIONS 19 SPEAKERS MAINTAINED 30 HEPATITIS B SESSIONS

3,457 PEOPLE ENGAGED BY LIVE HEP C FREE



- 2,233 HOURS OF PEER ENGAGEMENTS
- 1,430 SAW THE NURSE
- 1,333 DBS OR BLOOD TESTS
- 186 REFERRED FOR FURTHER HEALTHCARE
- 191 SERVICE VISITS
- 53 ACCESSED TREATMENT

HEPATITIS B PROGRAM CHINESE AND KOREAN COMMUNITY

Our Hepatitis B programs aim to raise awareness of hepatitis B, particularly for Chinese and Korean communities. Our bilingual educators work with multicultural community organisations to deliver in-language workshops covering transmission, prevention, vaccination, management, and treatment.

We team with clinical staff to offer screening opportunities, in places where families and students are gathering, such as Family Fun Days or Seniors Health Expos. Our writing competition was promoted for lived experience stories, and the book *Write to be Heard: Hepatitis B stories from the Chinese and Korean communities* was published. We had reorientated our services to also deliver education sessions online, but surprisingly, more people than in previous times attended our face-to-face sessions.

The website was updated with hep C information in Korean and Chinese, and in-language Live Chat kept people linked with our services. Video storytelling from hep B lived experience speakers and information messages in language were popular and were promoted via our blogs, social media and hep B pages.

2,190 PEOPLE WERE REACHED THROUGH 18 EVENTS OR SESSIONS

30 HEPATITIS B LIVED EXPERIENCE SPEAKER SESSIONS



**1,583 HEPATITIS
INFOLINE
CALLS**

**1,004 HEPATITIS INFOLINE PACKS SENT TO
PEOPLE IN PRISON**

INFOLINE CALLER DEMOGRAPHICS

72%

33%

17%

- CALLERS FROM PRISON
- ABORIGINAL OR TORRES STRAIT ISLANDER PEOPLE
- CALLERS IDENTIFIED AS CALD (CULTURALLY AND LINGUISTICALLY DIVERSE)

HEPATITIS INFOLINE

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

Services are available via phone, online Live Chat, website email and within NSW prisons through the free auto-dial phone system. We took a large proportion of calls from people in custody, and from Aboriginal and Torres Strait Islander and culturally and linguistically diverse people. We engaged in more conversations about hepatitis B and vaccination than in previous years. Our callers discussed topics including transmission, prevention, testing and treatment and hepatitis B vaccination.

We also participated in the Hepatitis Australia National Hepatitis Infoline (NHIL) initiative. This initiative is funded by the Commonwealth Department of Health as an embedded and resourced activity of the Australian national response to viral hepatitis.

1,583 CALLS, LIVE CHATS OR EMAILS

OVER 1,200 NHIL OCCASIONS OF SERVICE WERE PROVIDED



HEPCURED MURAL AND OUR NEW YARNIN' ABOUT HEP B BOOKLET, CAMPBELLTOWN

180,023 WEBSITE PAGE VIEWS

WWW.HEP.ORG.AU

<p>HEP INFO & NEWS</p>	<p>SERVICES DIRECTORY</p>
<p>INDUSTRY & COMMUNITY EVENT CALENDAR</p>	<p>LIVE CHAT ONLINE SUPPORT</p> <p>LIVE CHAT ONLINE</p> <p>LIVE CHAT ONLINE</p>
<p>IN-LANGUAGE HEP PAGES</p> <p>COME VISIT OUR NEW KOREAN LANGUAGE SITE >></p> <p>한국어 웹사이트</p>	<p>DOWNLOADABLE FACTSHEETS & INFOGRAPHICS</p>
<p>READ & ORDER RESOURCES</p>	<p>TX! MAG</p>

See www.hep.org.au for free resources and information.

213,866 VISITS

YOU CAN SEE OUR PROGRESS AND ACHIEVEMENTS HERE:
WWW.HEP.ORG.AU/ABOUT-US/HOW-WE-ARE-PERFORMING

HEP CONNECT

Hep Connect provides support to people undertaking hep C treatment.

Hepatitis NSW has partnered with Perx Health to deliver the service through the interactive Perx Health app for people managing Hep C treatment. Perx provides reminders for medications or appointments, daily support and rewards people as they take steps on their journey to cure.

41 CLIENTS WERE SUPPORTED TO COMPLETE TREATMENT

THE CHAMPION E-NEWSLETTER

The Champion is our monthly newsletter for members and subscribers. It provides news on viral hepatitis and our work, promotes our services and events, and links people to our website. The Champion also helps recruit community members to get involved in peer work, public speaking or research studies.

34,516 COPIES DISTRIBUTED

Tx! MAG

Tx! Mag is our easy-read magazine. It helps get people living with hep C into testing, treatment, and cure. Combining comics, puzzles and information, it aims to connect with readers on issues that relate to their lives. We run workshops with communities to develop the themes and storylines. One edition per year focuses on hep B among Aboriginal communities and aims to help Close the Gap on hepatitis B testing, monitoring, care and treatment.

37,500 COPIES DISTRIBUTED

RESOURCES ABOUT HEP B AND C

We develop innovative resources responsive to peoples' needs. Our resources are developed in partnership with affected communities and health specialists. These include "easy read" resources with illustrations, that are helpful for people with lower literacy skills, and resources to support clinical work. In-language resources for people with hepatitis C and B are available. You can view and place your order on our website.

124,258 RESOURCES DISTRIBUTED

HEALTH PROMOTION AND EDUCATION

The education program delivers free training and workshops around viral hepatitis for a diverse workforce across NSW, with the aim of increasing access to testing and decreasing barriers such as stigma and discrimination in services including residential rehabs and AOD services, homelessness, community health centres, pharmacies, and correctional settings. The program includes a strong health promotion focus aiming to engage priority communities as well as building on a confident workforce. The team has developed online modules on hepatitis B and C, that continue to be completed by health care workers from diverse occupations and settings.



PEER WORKERS SPREADING THE HEP CURED MESSAGE, NEWTOWN

KOORI KNOCKOUT 2022



RAP

Our Reconciliation Action Plan (RAP) was launched in July 2019. We are tracking adequately against the actions and deliverables with an ongoing Aboriginal cultural competency training to increase staff, volunteer, and Board member awareness. We continued our partnerships with Aboriginal and Torres Strait Islander organisations for service delivery, resource development, training, events and purchasing of supplies and services.

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

Hepatitis NSW, ACON, Sex Workers Outreach Project (SWOP), NSW Users and AIDS Association (NUAA) and Positive Life NSW join together in the Close the Gap 414 Working Group which aims to improve our capacity to address inequality in health outcomes for Aboriginal people and Close the Gap between First Nations Peoples and non-Indigenous Australians. Together we attended Yabun Festival on 26 January, with over 170 people visiting the stall, talking with our staff, and taking resources home. We also went along to the Koori Knockout and 96 people visited the shared stall.



HEP CURED MOBILE MURAL, REDFERN

NSW HEPATITIS C HEALTH PROMOTION CAMPAIGN

We continue to work in partnership the Ministry of Health and key stakeholders in the development and delivery of a state-wide hepatitis C health promotion campaign. The campaign aims to focus on and reach people who inject drugs, to promote access to hep C testing and cure. The campaign was delivered in key settings across the state, such as NSPs, near OST services and pharmacies, at homelessness services and within community settings. The HEP CURED campaign was implemented July through August with peer workers supporting activations, accompanied by the Mobile Mural at 18 activation sites, creating a bridge into testing and treatment. Hepatitis NSW peer workers talked with people who inject drugs about hep C testing and treatment, using the messaging from the campaign. The peer workers distributed 12,500 merchandise items to help engage people and get the campaign messages out. They encouraged people to consider testing and treatment, then take the next step to see the clinical staff. The social media component created 2.1 million impressions, and increased conversations about treatment within and amongst the community. The campaign website can be viewed at hepc.org.au

HEP CURED CAMPAIGN ACTIVATION

18 SITES SESSIONS 396 PEOPLE ENGAGED
161 SAW THE NURSE 189 PEOPLE TESTED

DIGITAL AND SOCIAL MEDIA

A digital marketing campaign was developed to promote awareness of hep C cures and drive traffic to our website, online directory and *Hepatitis Infoline* resulting in increased referrals into local treatment services. The campaign used Google display ads, Facebook, and YouTube video ads, and appeared on people's devices across NSW.

10,963 ENGAGEMENTS ON OUR SOCIAL MEDIA - FACEBOOK, INSTAGRAM AND TWITTER

2.1 MILLION IMPRESSIONS FROM HEP CURED CAMPAIGN

19,476 YOU TUBE VIEWS 495 HOURS VIEWED