

2017-2018

HNSW SERVICES

& ANNUAL REPORT

Working towards a world free of viral hepatitis



Hepatitis
NSW

WELCOME BY WARREN AND STUART

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

Our work to raise awareness of the new hepatitis C direct acting antiviral treatments, and mobilise people living with hep C into treatment and cure, continued and expanded. This was the primary focus of our work.

We were delighted to receive news from the NSW Ministry of Health that our grant funding for the next three years is assured. We can now plan with certainty through to 2020,

as we help achieve the goal of elimination of hepatitis C in NSW by the year 2028.

This year saw the end of the two-year funding for our hepatitis B awareness-raising and community education projects where we made significant inroads into supporting people from Chinese, Korean and Aboriginal communities into HBV testing, liver health management and treatment. It is vital that we raise funds to enable this work to continue.

Please take a few minutes to read about our achievements and to get a snapshot of our current services.

Warren Fahey

President November 2018

Stuart Loveday

Chief Executive Officer



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

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 hepatitis C, called peers. Our peers work in partnership with hepatitis healthcare workers to help get more people tested for hep C and more people cured. The program gives people easier and simpler access to hep C testing, FibroScans, and treatment by meeting people where they're at, with the healthcare they need.

The program works with people in residential rehabilitation centres, people experiencing homelessness, and people accessing drug health services such as OST clinics.

531 PEOPLE ENGAGED THROUGH LIVE HEP C FREE

HEP CONNECT TELEPHONE SUPPORT

Our telephone peer-support service, *Hep Connect*, connects callers with someone who has completed hepatitis C treatment.

Hep Connect is for people living with hep C, their partners and carers, and particularly for people who are thinking about starting, or currently going through hep C treatment. All of our *Hep Connect* staff are trained annually and have lived through hep C treatment.

190 HEP CONNECT CALLS TO 77 PEOPLE



TO INCREASE HEP B DIAGNOSES AND TREATMENT IN THE CHINESE COMMUNITY, HEPATITIS NSW WORKED WITH PARTNERS TO DEVELOP A MANDARIN LANGUAGE PLAY THAT ADDRESSED THE ISSUE OF HEP B-RELATED SHAME.

Audiences enjoyed learning about the myths and facts, and overcame their fears. Many got tested and some are now seeking treatment from local hospitals.

CHINESE AND KOREAN PEOPLE HEPATITIS B PROGRAM

Our Hepatitis B Program raises 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.

The program offered grants to community organisations who are interested in hosting activities that raised hep B awareness in their communities.

The programs also ran the *Digital Storytelling Project*, which educated and trained young people from culturally diverse backgrounds to produce short videos on hep B to help prevent stigma and discrimination.

4,297 CHINESE AND KOREAN PEOPLE REACHED

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE HEPATITIS B PROGRAM

Our Hepatitis B Program engages with Aboriginal and Torres Strait Islander communities to raise awareness and knowledge about hep B transmission and prevention, to encourage testing, appropriate management and support.

The program offered grants to Aboriginal Community Controlled Health Services (ACCHS) to host activities that raise awareness of hep B among their communities including providing an opportunity for screening.

Our Aboriginal health promotion staff work with local Aboriginal health workers to mobilise local communities and seek support from Aboriginal Elders to promote and endorse the health promotion events. 66 Aboriginal people booked an appointment to be tested or provided consent to be followed-up to be tested or receive vaccination.

229 ABORIGINAL PEOPLE REACHED

HEPATITIS INFOLINE FREE FROM LANDLINES AND NSW PRISONS

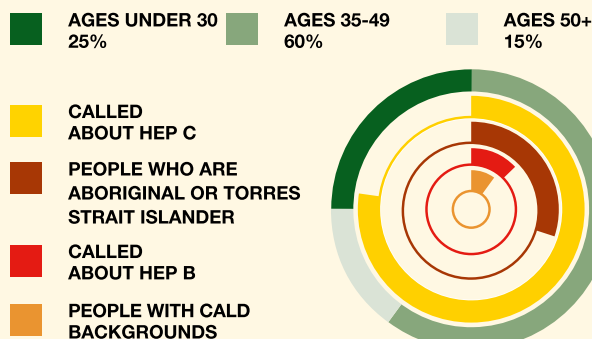
Our *Hepatitis Infoline* offers confidential info, support, and referrals across NSW. We received 2,719 calls, of which 50% came from outside metropolitan areas, demonstrating state-wide coverage into rural and regional NSW. Our *Infoline* is used by people living with hep B and/or C, family and friends, healthcare professionals, as well as the wider community. *Infoline* services are available via telephone, on-line chat, website email and within every NSW prison through the free auto-dial telephone system.

Our callers discuss many topics including transmission, prevention, testing and treatment, access to support services such as assistance to address discrimination, as well as internal referrals to our counselling and peer-support programs *Let's Talk* and *Hep Connect*. People calling about hep B discussed testing, prevention, treatment and vaccination.

2,719 HEPATITIS INFOLINE CALLS

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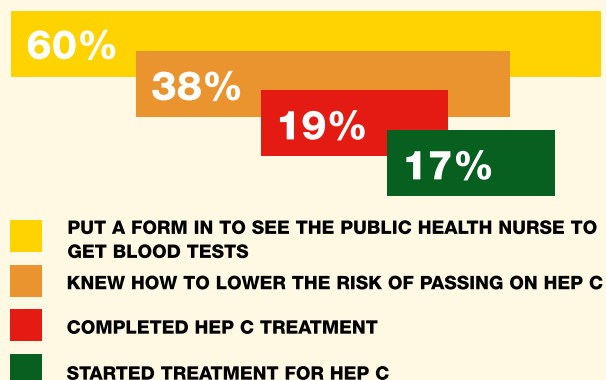
ABOUT OUR CALLERS:



ABOUT OUR 1,479 CALLERS FROM PRISON SETTINGS:

62% IDENTIFIED AS ABORIGINAL OR TORRES STRAIT ISLANDER

WHAT DID PEOPLE DO AFTER CALLING FROM A PRISON SETTING?



C-EEN & HEARD SPEAKER SERVICE

Our speaker service program, *C-een & Heard*, connects the community and workforce with personal accounts of living with hepatitis C.

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

Our speakers are trained in public speaking and share their stories with participants as part of our broader hep B and hep C education sessions, and at community workshops and events.

107 C-EEN & HEARD SPEAKER SESSIONS

LET'S TALK COUNSELLING

Our counselling service, *Let's Talk* offers support to people in NSW affected by hepatitis B and/or C or related liver disease, including family and carers of people living with hepatitis. Counselling is free and delivered via telephone across NSW, face-to-face in Sydney or online.

Let's Talk clients reported that their counselling sessions helped them feel less isolated when dealing with hepatitis-related issues and that they were treated with respect. They said their sessions positively impacted on their sense of wellbeing and supported them to start and complete treatment. All our counsellors are also trained with specialised knowledge of hep B and C.

332 SESSIONS TO 56 CLIENTS

PROFESSIONAL EDUCATION TRAINING SESSIONS

The Education Program delivers free hepatitis training for the non-clinical workforce across NSW.

Our interactive workshops and customised training packages aim to inform, inspire and build on skills for individuals and teams within organisations. By building a confident and knowledgeable workforce with diverse skills, we will achieve better long-term outcomes for all people affected by hep B or C.

Participants come from many professions and types of organisations including youth workers, Aboriginal Health Workers, pharmacists, midwives, GPs and workers in mental health, sexual health, homelessness, drug and alcohol services and correctional settings.

840 metropolitan-based and 459 regionally-based professionals were educated, from a range of organisations that work with people affected by hep B or C.

1,299 PROFESSIONALS EDUCATED

Tx! MAG

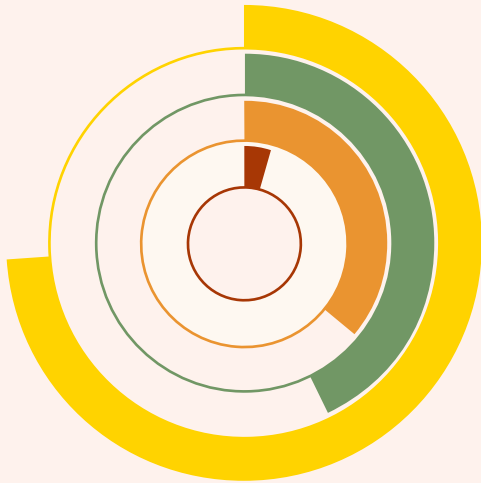
WHO READS TX! MAG?

74%
LIVED
EXPERIENCE
OF PRISON

43%
LIVED
EXPERIENCE
OF HEP B OR C

36%
ABORIGINAL OR
TORRES STRAIT
ISLANDER

8%
CULTURALLY &
LINGUISTICALLY
DIVERSE



WHAT ARE OUR READERS SAYING?



97% THINK THE MAGAZINE IS USEFUL TO THEM



**95% NOW KNOW MORE ABOUT HEP TREATMENT
SINCE READING TX! MAG**

Tx! MAG EASY-READ MAGAZINE

Tx! Mag is our easy-read magazine. Combining comics, puzzles and basic information about hepatitis B and C, it aims to connect with readers on issues that relate to their lives. We run workshops with groups of our community members to develop the themes and storylines.

Almost all our surveyed readers said that *Tx! Mag* content was relevant to their needs. More than 42,000 copies were distributed during the year. More than 95% of readers surveyed said they would take action that could lead them into treatment.

What does “Tx” mean? It’s a medical abbreviation for “treatment” and hep C treatment is the main focus for *Tx! Mag*. The magazine helps get people living with hep C into treatment and curing their hep C.

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

42,000 COPIES DISTRIBUTED

NSW VIRAL HEPATITIS AWARENESS CAMPAIGN

We played the leading role in developing and delivering a state-wide public awareness campaign on viral hepatitis B and C. The campaign, in particular, aims to reach people who inject drugs, encourage testing, and mobilise people with hep C into treatment and cure. The campaign includes websites, social media, Google Adwords, chemist shop promotions, street banners, train station billboards, rural shopping centre promotions, rural and *Koori Mail* newspaper advertising, and promotional materials. It has been a huge, exciting and rewarding project and we thank all those people and partner organisations who have been involved.

2.3+ MILLION ENGAGEMENTS



Our new resource for Aboriginal people, *Yarnin' about hep C*, was recognised with an Honourable Mention award in the National Competition for Excellence in Hepatitis C Health Promotion

PRESENTED BY THE CENTRE FOR SOCIAL RESEARCH AND HEALTH (CSRH) AT UNSW

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 251,000 resources were distributed during the year. Close to 97% of readers surveyed said they were more knowledgeable after reading our resources.

Some include "easy read" resources, such as our infographics on hep C and B testing and treatment. These deliver key messages in a visual format and are very helpful for everyone, and especially people with lower literacy skills. Our staff continue to attend health literacy and communications technology training events, helping ensure that we continue to develop accessible resources.

250,000+ RESOURCES DISTRIBUTED

WEBSITE HEP.ORG.AU

Check out www.hep.org.au for hepatitis B and C resources and information. Our website is the best place to find out about our education, support and advocacy projects, and is open 24/7. This year, we added in-language hep B pages in both Chinese and Korean.

330,000+ OCCASIONS OF SERVICE VIA PAGE VIEWS

330,000+ 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 IN OUR RESULTS BASED ACCOUNTABILITY SCORECARD - WWW.HEP.ORG.AU/HOW-WE-ARE-PERFORMING

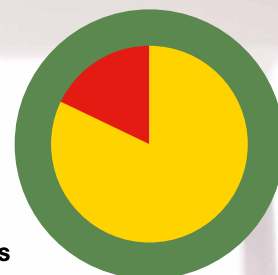


VISITS TO OUR SITE:

4,507
AVERAGE SESSIONS PER MONTH

88%
ARE NEW VISITORS

12%
ARE RETURNING VISITORS



THE CHAMPION E-NEWSLETTER

The Champion is our monthly e-newsletter sent to our members and other subscribers. Over 45,000 copies are sent out annually. It is available in two editions: community and professional. It provides news on hep B and C, and Hepatitis NSW's work. It also promotes our services and links people to our website and to events within the NSW viral hepatitis communities. *The Champion* also helps recruit community members to social and clinical research studies.

45,000 COPIES EMAILED

VOLUNTEERS AT HNSW

We engaged more than 150 volunteers who carried out a range of tasks and services. The extent of our work would not be possible without the ongoing support and help from our team of volunteers. Working as counsellors, as Board Members and as our regular mail-out and administrative workers, volunteers enhance the support and increase the reach of programs and services that we are able to provide to stakeholders and our communities.

**3,877 VOLUNTEERING HOURS =
2.15 FULL-TIME STAFF MEMBERS OVER THE YEAR**

2017-18 FINANCES

In 2017-18 our income was \$2,308,695, with 83% provided by our primary funder, the NSW Ministry of Health. The overwhelming majority of our income was spent on front-line services for people living with or affected by viral hepatitis across NSW.

Through careful budget planning and management, we kept our total expenditure at \$2,162,479. Overheads such as rent and running costs remained low at 13% of our total expenditure.

Hepatitis NSW achieved an operating surplus of \$146,216. This enabled us to increase our equity (members' funds) to \$645,602 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. We thank the Ministry of Health for continuing our core grant of \$1,927,400. Other funding comes from private and public bodies, as well

as income generated through donations, membership fees, interest earned and payments for some products and services.

We gratefully acknowledge and thank all our funders: the NSW Ministry of Health, the Australian Government Department of Health's Hepatitis B Community Education Project administered by Hepatitis Australia, South Eastern Sydney LHD, South Western Sydney LHD and pharmaceutical companies AbbVie Pty Ltd, MSD Australia and Gilead Sciences Pty Ltd.

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

Our Annual Financial Statements were audited by Conroy Audit & Advisory, Chartered Accountants 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.

Expenses	Expenditure
ADVERTISING & PROMOTION	\$34,502.62
ACCREDITATION EXPENSE	\$7,173.00
RECRUITMENT	\$1,798.55
AUDITOR'S REMUNERATION	\$7,270.62
BANK CHARGES	\$1,124.96
INFORMATION TECHNOLOGY	\$71,116.84
CONSULTANCY FEES	\$19,861.15
DEPRECIATION	\$20,625.42
INFORMATION PRODUCTION COSTS	\$97,667.36
INSURANCE	\$17,315.00
CONFERENCES	\$15,304.85
MINOR OFFICE EXPENSES	\$382.70

POSTAGE AND COURIER	\$27,315.84
PRINTING AND STATIONERY	\$12,396.92
PROVISION FOR EMPLOYEE BENEFITS	-\$5,610.10
RENT / ACCOMMODATION CHARGES	\$72,563.25
REPAIRS AND MAINTENANCE	\$2,285.00
SUBSCRIPTIONS AND PUBLICATIONS	\$3,553.27
SUPERANNUATION CONTRIBUTIONS	\$111,864.58
TELECOMMUNICATIONS	\$24,518.28
TRAVELLING EXPENSES	\$56,639.58
OTHER PROJECT EXPENSES	\$326,616.21
TRAINING	\$13,214.26
WAGES	\$1,222,979.15
TOTAL	\$2,162,479.31