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### STRATEGIC PLAN **2022-2024**

#### **Our Vision**

Better health and well-being of our community through the elimination of viral hepatitis.

#### **Our Mission**

Eliminate the transmission of, and reduce stigma and discrimination surrounding viral hepatitis in our community through support, advocacy and education.

#### **Priority Populations**

- Persons living with, or at risk of hepatitis B or C infection
- Persons who inject or at risk of injecting drugs
- Persons in custodial settings
- · Persons experiencing homelessness or at risk of homelessness
- First Nations Australians
- Persons from culturally and linguistically diverse backgrounds, especially those from high prevalence countries
- · Persons or health services who intersect with the above groups

#### **Our Values**

- · We treat all people and their data with respect and integrity.
- We support self-empowerment through Culturally Safe care, tailored to meet the needs of diverse populations.
- · We provide inclusive and confidential services that respond to community needs.
- We collaborate with partners for maximum impact to ensure no one is left behind.
- We value accountability and evidence-informed practice.
- We believe everyone deserves equitable access to quality healthcare and support, regardless of background or circumstance.

#### Strategic Objectives

- Improve the primary prevention of viral hepatitis in our community through vaccination, education, testing and treatment.
- Increase access to support services for priority populations.
- Lead and inform policy and systems change as relating to viral hepatitis.
- Best practice application of monitoring and evaluation frameworks.
- Skilled and engaged workforce confident to deliver services to a wide range of stakeholders.
- Financial sustainability.

We do this by:			
Being PROGRESSIVE	We are strategic and agile in pursuing our mission and vision.		
Being INNOVATIVE	We deliver quality and innovative services informed by evidence-informed research, harm reduction principles and engagement with affected and at-risk communities.		
Being SUSTAINABLE	We ensure our services are relevant, efficient and appropriate as we build our capacity for a sustainable future.		
Being COLLABORATIVE	We build strong partnerships with our stakeholders.		
Being ADVOCATES	Our work aims to support people affected by viral hepatitis and is informed by their voices.		

#### **Acknowledgment of Country**

Hepatitis ACT acknowledges the Ngunnawal and Ngambri people as the traditional custodians of the land on which Hepatitis ACT operates. We pay our respects to Elders past, present and emerging. Recognising the disproportionate impact of viral hepatitis on First Nations people, we are committed to working collaboratively towards its elimination with the utmost respect and dedication.

We are a not-for-profit charity started in 1996 by the hepatitis community. We provide information, support, referral and advocacy for people affected by viral hepatitis in the ACT. We also provide workforce development and education services both to prevent the transmission of viral hepatitis and to improve services for those affected by it. We strive to be representative of people affected by viral hepatitis and work actively in partnership with other organisations and with the affected communities themselves to bring about improvements in quality of life, information, support and treatment, and to prevent hepatitis B and C transmission.

### PRESIDENT **REPORT**

SHARON TUFFIN



Time flies when you love what you do! This sentiment resonates deeply with both the dedicated team and the Board of Hepatitis ACT.

Throughout the 2022–23 period, our team demonstrated unwavering commitment to the vision and mission of Hepatitis ACT. Working tirelessly, we continued to provide quality services and programs to our priority populations, playing a pivotal role in the collective effort to eliminate viral hepatitis as a public threat by 2030.

In this dynamic period, we expanded our highly regarded person-centered hepatitis C Point-of-Care Testing (POCT) program into new priority community environments. This initiative reflects our commitment to providing safe, respectful and culturally appropriate access to care within easily accessible locations.

The establishment of Hepatitis ACT's Strategic Plan for 2022 to 2024 reinforces our commitment to leadership in the elimination of viral hepatitis. We remain dedicated to making a positive community impact through education, collaboration, and person-centered care initiatives, all while ensuring the long-term sustainability of our organisation.

Our partnerships with like-minded community organisations across the ACT, and with partner agencies in each State and Territory strengthen our advocacy and service delivery. This collaborative spirit is evident in the report on service activity and impacts.

The outstanding work across the Reach, Teach, Treat, Thrive (RTTT); Point-of-Care Testing (POCT), the National Hepatitis Infoline (NHIL), support for World Hepatitis Day, and our Needle and Syringe Program, showcases the dedication of our team. We look forward to continuing to deliver these essential services and supports in the years to come.

At a policy level, our active involvement in the co-design and strategy phases of the ACT Government's Commissioning process, reflects our commitment to bringing important insights into the needs of the community and the operating environment for specialist non-government organisations such as Hepatitis ACT to support good decision-making. We look forward to progressing this important agenda to support system changes and bring certainty for organisations and the community for the years ahead.

Our gratitude extends to the ACT Government, the Kirby Institute and Hepatitis Australia for their collaboration and partnership. Their support through funding and continued prioritisation of services is crucial as we work towards eliminating viral hepatitis and reducing the stigma and discrimination surround it in our community.

I thank my Board colleagues for their ongoing leadership, commitment and contribution to the organisation through strategic discussions and good governance, maintaining a focus on purposeful service to the community.

As is the case every year, our achievements would not have been possible without our dedicated and enormously talented staff and volunteers. We thank them for their valuable contributions and their dedication to Hepatitis ACT and the communities we serve. Their passion and commitment will help us achieve an end to viral hepatitis and remove health inequalities experienced by First Nations people and people from high prevalence countries.

On behalf of the Board, we are delighted to present our Annual Report for 2022-23.

**Sharon Tuffin - President** 

Sharon 1997

### EXECUTIVE DIRECTOR

#### **REPORT**

**SARAH AHMED** 



Dear friends and supporters,

As we reflect upon the past year, it becomes evident that it has been a period of transformation and growth for our organisation. The challenges posed by an ever-changing landscape have inspired us to evolve, adapt, and achieve remarkable progress.

#### A Year of Transformation and Achievement

The year gone by has been marked by profound changes and remarkable improvements. We have not only weathered the storms but also harnessed the winds of change to chart a path towards greatness. Our commitment to fostering collaboration with community partners has borne fruit, enabling us to create a more inclusive and impactful presence within the communities we serve.

#### Launching Reach, Teach, Treat, Thrive

A true highlight of this year was the launch of our ground-breaking project, Reach, Teach, Treat, Thrive (RTTT). This innovative initiative brought primary healthcare services directly to our community, a feat made possible by the generous grant funding from ACT Health. The project's success is a testament to our dedication to providing accessible healthcare solutions that empower individuals to thrive.

In October 2022, we had the privilege of witnessing Minister Stephen-Smith inaugurate the launch of Point-Of-Care Testing (POCT) for finger-stick hepatitis C testing. This event not only showcased the transformative potential of our innovative projects but also highlighted the trust and faith placed in our organisation by esteemed leaders.

#### National Hepatitis Infoline: Making a Difference

This year, we proudly partnered with Hepatitis Australia and local viral hepatitis organisations in all states and territories across Australia to launch the National Hepatitis Infoline (NHIL), a vital resource that now offers valuable information and support to those affected by viral hepatitis. The official launch was the culmination of months of hard work and collaboration, positioning us as a leading source of knowledge and guidance.

#### Illuminating Canberra for World Hepatitis Day

On the 28th of July 2022, the city of Canberra glowed in green to mark World Hepatitis Day, a powerful symbol of our shared commitment to raising awareness about viral hepatitis. This display of solidarity underscored the urgent need to combat the stigma surrounding these conditions and promote understanding throughout the community.

#### **Engagement beyond Boundaries**

Our journey this year has been marked by a relentless pursuit of community engagement. We have consistently worked to strengthen our connections, deepen our impact, and bring our services closer to those who need them most.

#### The Heart of Our Success: Our Dedicated Team

None of our accomplishments would have been possible without the unwavering dedication of our extraordinary team. I extend my heartfelt appreciation to Tara, Kareen, Smruti, Hayley, Julia, and Cáitleen. Your passion, commitment, and tireless efforts have been the driving force behind our triumphs.

#### **Acknowledgements and Gratitude**

I extend my sincere thanks to our esteemed Board of Directors for their continuous support and invaluable guidance. Our achievements are a testament to your vision and leadership.

I also want to extend a special shout-out to our counterparts in other state and territory hepatitis organisations, as well as our national peak body, Hepatitis Australia, for their ongoing collaboration and solidarity.

#### **Looking Ahead**

As we move forward, our commitment remains steadfast. We are emboldened by our achievements and inspired by the exciting projects that lie ahead. With the same enthusiasm that has propelled us thus far, we are ready to continue our amazing work in the coming year and beyond.

I also want to take a moment to acknowledge the contributions of two longstanding staff members, Lesley Kesby and Kerrie McKenzie. They have been an integral part of our journey, and their dedication, passion, and hard work have left an indelible mark on our organisation. They will be dearly missed, and we extend our heartfelt gratitude for their invaluable contributions. We wish them all the best in their future endeavours.

In closing, I want to express my gratitude to all who have contributed to our journey; our partners, stakeholders, supporters, and everyone impacted by hepatitis B and hepatitis C. Together, we are making a difference, and I am excited to see the transformative impact we will achieve in the days to come.

Sarah Ahmed - Executive Director

Saealn

# WINS FOR OUR PEOPLE AND PROGRAMS A YEAR OF PROGRESS

As we reflect upon the past year, we are proud to highlight the remarkable achievements and progress made across our various projects and programs. From our long-standing Needle and Syringe Program (NSP) to the launch of innovative initiatives like Reach, Teach, Treat, Thrive (RTTT) and Point-of-Care Testing (POCT), our commitment to the fight against viral hepatitis remains steadfast.

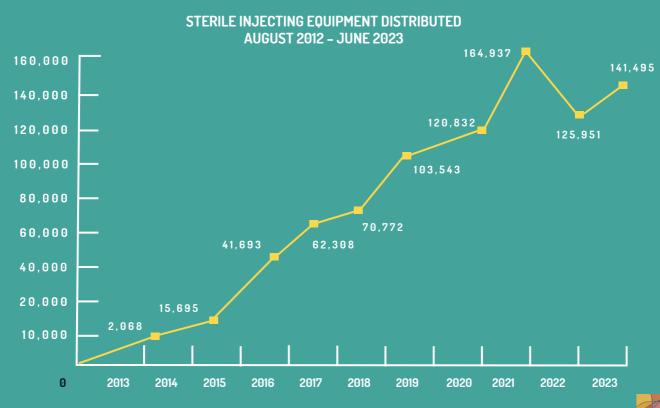
## OUR NEEDLE AND SYRINGE PROGRAM A DECADE OF IMPACT

Our Needle and Syringe Program (NSP) has been a cornerstone of our efforts to promote safe injecting practices and reduce the transmission of blood-borne viruses. From August 2012 to June 2023, we have distributed sterile injecting equipment to safeguard the health and well-being of our community.

#### **Creating Engagement Opportunities**

Furthermore, our NSP program has not only been instrumental in harm reduction but has also opened doors to additional engagement opportunities. Through this program, we've had the privilege of connecting with individuals whom we might not have encountered otherwise. This extended engagement has provided us with valuable opportunities for information sharing, education, support, referrals, and advocacy.

This year, we took a significant step by training five staff members in the NSP, further enhancing our capacity to provide essential services.



### WORLD HEPATITIS DAY 2022

#### 28 July 2022

#### **Overview**

Our World Hepatitis Day (WHD) efforts this year marked a significant step forward, demonstrating our dedication to raising awareness and promoting testing for viral hepatitis. Compared to previous years, our WHD initiatives witnessed substantial growth and impact.

#### **Expanding the Green Glow**

One of our standout achievements was the increased illumination of prominent buildings in green, symbolising our shared commitment to WHD. This visual spectacle served as a powerful reminder of the importance of viral hepatitis awareness. Green is the colour of the global #N0hep initiative to eliminate viral hepatitis by 2030. Launched by the World Hepatitis Alliance (WHA) on World Hepatitis Day 2016.

#### **Featured in Publications**

Our efforts did not go unnoticed. We were featured in multiple publications, reaching a broader audience and amplifying our message of hepatitis awareness and prevention.

#### **Expanding Outreach**

To bolster our WHD campaign, we organised eight additional outreach events. These events were strategically designed to promote WHD and testing, reaching individuals who may not have had access to our services otherwise.

#### **Resounding Success**

Our WHD celebration held at our office was a resounding success. The active participation of service users and community partners added to the vibrancy of the event. It served as a testament to our collective commitment to making a difference in the fight against viral hepatitis.

"We are so close to eliminating viral hepatitis, we just need that little push from policy makers"







# REACH, TEACH, TREAT, THRIVE (RTTT) AND POINT-OF-CARE TESTING (POCT) A YEAR OF BREAKTHROUGHS

#### Overview

Our Reach, Teach, Treat, Thrive (RTTT) and Point-Of-Care Testing (POCT) project has exceeded expectations, marking a year of remarkable achievements and progress in the fight against viral hepatitis.

#### **RTTT and POCT Take Flight**

In October 2022, we launched our RTTT and POCT project in partnership with Interchange Health Co-op (IHCO), Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) and Kirby Institute. It was a significant milestone that allowed us to offer vital testing services to our community. The first test conducted was a monumental moment in our journey.

#### **Surpassing 100 Tests**

Fast forward to May 2023, and we are celebrating the fact that we have conducted over 100 tests through this initiative.

This achievement is a testament to our commitment to increasing access to testing and promoting early detection and treatment.

#### **Recognised as Top Recruiters**

Our dedication and hard work have not gone unnoticed. We are proud to share that our site was recognised as the top recruiter in the region. This recognition underscores our team's dedication and the impact we've made in the community.

#### **POCT Launch: A Momentous Occasion**

The official launch of our Point-of-Care Testing (POCT) project was a momentous occasion, showcasing our commitment to advancing healthcare accessibility. The launch, held on 27 October 2022 at the Hepatitis ACT office, was a significant milestone in our journey.

#### **Notable Attendees**

We were honoured to host distinguished guests at the launch. Minister Stephen-Smith presided over the event, officially inaugurating our POCT initiative. Also in attendance were Dr Kerryn Coleman, our project partner CAHMA, Hepatitis ACT Treasurer Meredythe Crane, incoming Board Members Bill Bunton and Dr Michael Levy, as well as representatives from Hepatitis Australia, Sexual Health and Family Planning ACT (SHFPACT), Directions Health, Toora Women, O'Connor Pharmacy, and AbbVie.

The launch garnered significant media attention, with coverage from Win News, RiotACT, and FM104.7.

#### Point-Of-Care Testing Launch



## EDUCATION, WORKFORCE DEVELOPMENT, COMMUNITY ENGAGEMENT AND SUPPORT

#### STRENGTHENING OUR IMPACT



In addition to our project-specific achievements, we've made significant strides in education, workforce development, community engagement, and providing vital support to our community.

#### **Education**

In the past year, we conducted an impressive 62 education sessions, reaching a total of 500 participants. Our commitment to knowledge sharing extended to several new institutions that we added to our schedule, broadening our reach and deepening our impact.

#### **Workforce Development**

Our workforce development initiatives reached a remarkable 40 sessions, totaling 43.75 hours of invaluable training and education. Collaborations with partners like Toora and SHFPACT allowed us to extend our expertise to a broader audience, empowering individuals and organisations alike.

#### **Community Events**

We actively engaged in 13 community awareness activities, dedicating over 62 hours to these events. These efforts reached over 1200 participants, fostering a stronger sense of community and raising awareness about viral hepatitis.

#### **Additional Support**

Beyond our core programs, we extended critical support to the community. This included providing essential information and referrals through telephone and email, conducting education sessions for AMC residents, and distributing vital items such as frozen meals, BBV packs, masks, and more. These initiatives exemplify our holistic approach to community well-being.

#### **Bunnings BBQ Fundraiser**

In April 2023, we organised a successful Bunnings BBQ fundraiser, not only raising funds but also raising our profile within the community.

## NATIONAL HEPATITIS INFOLINE (NHIL) MEETING MILESTONES

#### **Overview**

The National Hepatitis Infoline (NHIL) is a collaboration between Hepatitis Australia and its members, the State and Territory hepatitis organisations. Hepatitis ACT is proud to be part of a concerted, collaborative network of specialist organisations. Our National Hepatitis Infoline (NHIL) project has reached new heights, exceeding all Key Performance Indicators (KPIs) set for this year. The success of this initiative reflects our unwavering commitment to providing information and support to those affected by viral hepatitis.

#### **Fine-Tuning Reporting**

This year, our NHIL team has undertaken significant improvements in our reporting processes. This refinement has enhanced our ability to track and analyse the impact of our interactions, allowing us to better serve our community.

#### **Embracing Walk-In Communication**

One noteworthy aspect of our NHIL project is the continued preference for walk-in communication. This direct engagement method has proven highly effective in addressing the needs of our community. It underscores our commitment to providing accessible and immediate support.

#### Impressive Outreach

Over the course of the year, from July 2022 to June 2023, our NHIL project recorded an impressive 993 encounters. These interactions encompass a wide range of services, including information sharing, education, support, and referrals.



# OUR **PERFORMANCE**

#### Social Media Reach

Our digital presence continues to grow. Our substantial followings on platforms like Facebook, Instagram, and Twitter reflect the increasing awareness and engagement within our community. Our website also saw significant engagement, with various pages receiving substantial views. This digital outreach underscores our impact in disseminating vital information and resources.

#### **General Wins**

Finally, we celebrated some notable general wins this year, further propelling our mission forward.

#### **Growing Our Team**

In the spirit of expansion, we welcomed valuable additions to our team, Tara Crim in September, Smruti Raj and Hayley Garcia in October, Kareen Tait and Julia Bitmead in February and Cáitleen Moloney in March 2023.

Their contributions have enriched our capabilities and added fresh perspectives to our work.

#### **Grant Awards**

We secured two significant grants that will fuel our mission. In December 2022, we were awarded the Garden Space grant, followed by a Hepatitis B grant in April 2023. In March 2023, we were honoured to receive the AbbVie grant, which supports our World Hepatitis Day (WHD) efforts. This grant strengthens our capacity to raise awareness and provide vital support for WHD. These grants are crucial in driving our efforts forward.

#### **Collaborative Endeavours**

Our collaboration with Sexual Health and Family Planning ACT (SHFPACT) on the Interface project, initiated in October 2022, demonstrates our commitment to collective progress. This partnership enhances our ability to make a more substantial impact on the community.

### COVID and Flu Vaccination Partnership with Interchange Health Co-op (IHCO)

This year, we proudly organised and delivered COVID and flu vaccines in partnership with the GPs from IHCO. This collaborative effort significantly contributed to community health by ensuring access to essential vaccinations during these challenging times.

These wins collectively exemplify our resilience, dedication, and unwavering commitment to the fight against viral hepatitis. We look forward to building on these achievements in the coming year, continuing to make a lasting impact on the lives of those affected by this disease.



**TOTAL VIEWS** 

### OUR FINANCIALS



### Reviewer's Independence Declaration

Hepatitis ACT Incorporated For the year ended 30 June 2023

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

1. no contraventions of the independence requirements asset out in Australian Charities and Not-for-profits Commission Regulation 2013; and

2. no contraventions of any applicable code of professional conduct inrelationtothereview.

\_ Bernard Hardy

Bonsella Unit G10 Quayside 50 Eastlake Parade KINGSTON ACT 2604 Dated: 16 August 2023

### OUR FINANCIALS

INCOME	\$
ACT Health Grant RTTT Project EC Project Community BBQ Grant Hepatitis Australia NHIL Miscellaneous Income The Garden Space Interest Income	484,191 210,950 17,320 3,144 112,500 2,992 121 1,671
Total Income	832,889

We gratefully acknowledge and thank our funders and donors. Our accounts were audited by Bonsella and are available on request.

EXPENDITURE	\$
Depreciation	9,069
Accountancy Fees	18,800
Annual Leave Movement	(1,057)
Bank Charges	75
Cleaning	3,064
Communications	8,830
Consulting Fees	24,118
Electricity	2,763
ICT Equipment	1,169
I.T. Expenses	8,947
Insurance	5.832
Long Service Leave Movement	6,744
Marketing	16,433
Meeting Costs	6,935
NSP and Direct Client Costs	11,329
Participant Prescriptions	463
Postage	495
Printing & Stationery	2,619
Project & Clinical Governance	4,111
Rent	34,250
Repairs & Maintenance	13,945
Resources	253
Salaries & Wages	451,260
Security Costs	597
Staff Amenities	3,144
Staff Training & Welfare	10,982
Subscriptions	2,249
Sundry Expenses	6,155
Superannuation Contributions	45,261
Volunteer Expenses	200
Waste Disposal	1,804
Workers Compensation Insurance	13,716
Recruitment	1,234
RTT Project Expenses	72,296
EC Project Expenses	16,637
Total Expenditure	804,722
Surplus/(deficit)	28,165

### OUR **PARTNERS**

#### **Our Partners**

This year was a year of collaboration. Hepatitis ACT was privileged to work closely with a wide range of government and non-government service partners locally and nationally. These partnerships enable us to provide a more holistic service that meets the diverse needs of our clients. There are too many to mention everyone, but we would particularly like to thank the following organisations for their support this year:

- ACT Council of Social Services (ACTCOSS)
- ACT Health
- Alcohol Tobacco and Other Drug Association (ATODA)
- Alexander Maconochie Centre (AMC)
- Anglicare
- ASHM
- Burnet Institute
- Bush Healing Farm
- CAHMA and The Connection
- Canberra Health Services
- Canberra Institute of Technology (CIT)
- Canberra Multicultural Community Forum (CMCF)
- Canberra Recovery Services
- Capital Chemist O'Connor
- Capital Health Network
- Carers ACT
- Catholic Care ACT
- CCCares
- Directions Health
- Early Morning Centre EMC
- EC Australia
- Families and Friends for Drug Law Reform (FFDLR)

- Government agencies in ACT
- Havelock House
- Healthcare Consumers Association ACT
- Hepatitis Australia
- Interchange Health Co-Op
- Justice Health
- Karralika Programs
- MCCI
- Meridian ACT
- Multicultural Hub
- NAVITAS
- SAWS
- Sexual Health and Family Planning ACT (SHFPACT)
- SHOUT
- St Vincent de Paul Society
- Ted Noffs Foundation
- The Canberra Hospital-Detox unit
- The Kirby Institute
- Toora Women
- University of Canberra-Medical Centre
- University of Technology Sydney (UTS)
- Women's Health Matters

#### The Value of Community Support

Hepatitis ACT has again been fortunate to receive support from the community throughout 2022/23, with donations received from:

- · Dignity and Desire women's and baby street pantry
- Givit
- Hands Across Canberra
- Share The Dignity
- ARC Outreach Pet Support

### BOARD

PRESIDENT	Sharon Tuffin
VICE PRESIDENT	Sharon Flanigan
TREASURER	Meredythe Crane
BOARD MEMBERS	Stephanie Marion-Landais Chris Helms Bill Bunton Dr Michael Levy

### HEPATITIS ACT **STAFF**

Executive Director	Sarah Ahmed	
Business Support Coordinator	Lesley Kesby – resigned February 2023 Kareen Tait – commenced February 2023	
Programs Manager	Tara Crim	
Hepatitis Educator	Kerrie McKenzie - resigned January 2023 Smruti Raj - commenced October 2022	
Project Officer	Hayley Garcia	
Project Officer	Cáitleen Moloney	
Hepatitis Educator	Julia Bitmead	

