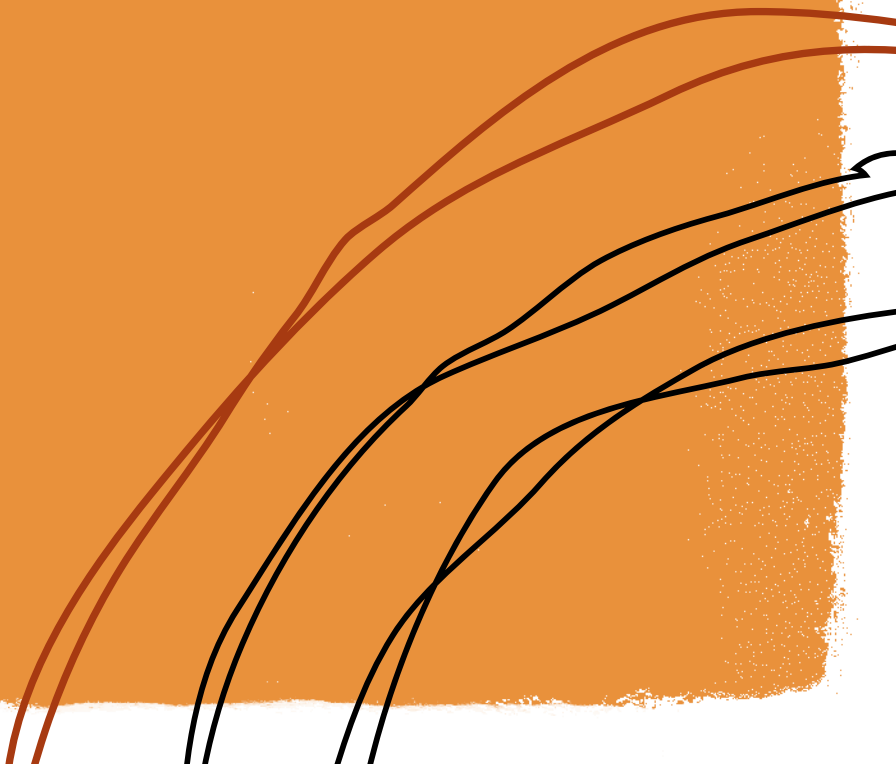
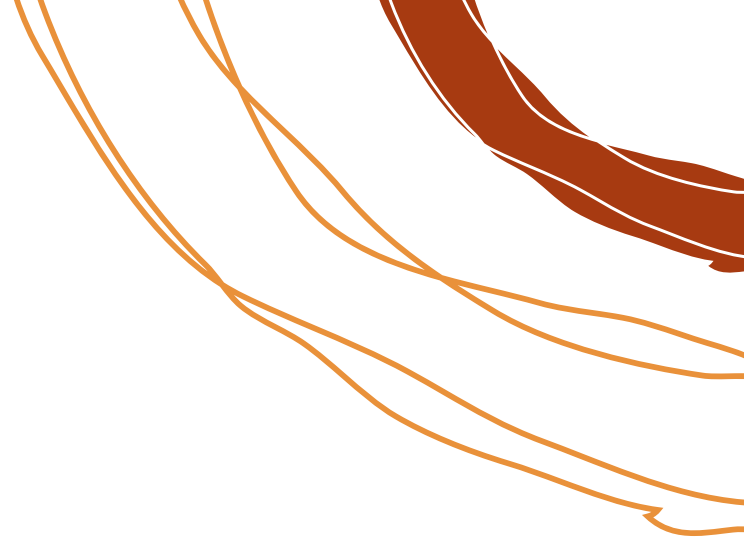




Hepatitis
NSW

strategic plan 2015-19





Vision

A world free of viral hepatitis

Mission Statement

We work to prevent the transmission of viral hepatitis and to improve the health and wellbeing of affected people and communities

Organisational Values

Inclusiveness We provide a range of non-judgmental services to all people living with or affected by viral hepatitis

Excellence We deliver quality and innovative services informed by evidence-based research, harm reduction principles and engagement with affected communities

Collaboration We build strong partnerships with our stakeholders

Integrity We are accountable to our communities and transparent in our actions

Independence We work in the best interests of people affected by viral hepatitis

Who we are and what we do

Hepatitis NSW is a not-for-profit charity started by the hepatitis community and funded by the NSW Ministry of Health.

We provide current best practice information and education to people at risk, people affected by hepatitis and to workers in the viral hepatitis sector. We inform and educate about viral hepatitis to prevent transmission, improve services and increase knowledge about treatment.

We advocate with and for all people affected by viral hepatitis. We partner with other organisations and work with priority populations to improve the lives of people affected by viral hepatitis.

We support through the many services we offer, helping people to understand their rights, their options and how to look after their emotional and physical health.

Our strategic planning process

Every four years, Hepatitis NSW carries out a consultation that guides our strategic planning for the next four year period. This plan for the four financial years 2015-16 to 2018-19 is based on that consultation and input from our stakeholders.

To describe and guide the operationalisation of our four-year strategic plan, we will develop four annual business plans that provide the detail of the activities that we carry out in our day-to-day operations.





New horizons

These are very exciting times. During the period covered by this Strategic Plan 2015-2019 we will see many changes and improvements in the responses to viral hepatitis (hepatitis B and C). We will have the opportunity to transform hepatitis C into a rare condition in Australia. New generation hepatitis C medicines offer much higher cure rates to more people thereby potentially preventing escalating rates of liver cirrhosis, liver cancer and liver failure. We will also see better engagement strategies with communities of people living with hepatitis B, resulting in more people being tested and also accessing care and treatment services.

The largest change in the hepatitis C clinical and policy environment during the course of this Strategic Plan will be the arrival of interferon-free treatments. Some key roles for Hepatitis NSW will be raising community awareness about these new medicines and helping ensure better treatment access. We will work with the NSW Government and our national partners to improve systems and models of care in order to enable many more people living with hepatitis C to access treatment and cure.

We will actively support the implementation of the NSW Hepatitis B and C

Strategies 2014-2020, the Fourth National Hepatitis C Strategy 2014-2017 and the Second National Hepatitis B Strategy 2014-2017 and will draw on the expertise located in our network of partnerships to prevent transmissions, increase access to appropriate management and care and reduce the overall burden of disease attributed to viral hepatitis.

Some of the particular options for our growth include expansion of services which assist people living with hepatitis C to undertake chronic disease self-management (CDSM) courses (provided through our *Living Well* program), while other services which directly engage the community (*Hepatitis Infoline*, *HepConnect* service, *C-een & Heard* positive speakers service and our Media Speakers service) also have strong cases for future expansion. A special area of focus will be support for people with advanced liver disease caused by chronic hepatitis infection and non-availability of better treatment options.

This new Strategic Plan will support us in increasing our capacity to better respond to the needs of people living with hepatitis B. We will consult communities affected by hepatitis B and develop new community-based projects that aim to increase testing and access to management, care and treatment and support the community with relevant and culturally appropriate resources. It will be a time of building new and significantly enhancing existing relationships with Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse populations.

Strategic Goal

- 1** To increase the knowledge and awareness of the general population, at-risk communities, and people living with viral hepatitis on prevention strategies, care and treatment

Outcome

- 1.1** People affected by viral hepatitis are provided with opportunities to develop their knowledge and skills to enhance their wellbeing
- 1.2** People with or at risk of viral hepatitis have adequate tools to make informed decisions about their health

Activity

- 1.1.1** Provide a range of services to support self-management for people with viral hepatitis
- 1.1.2** Develop peer-run programs to meet needs of people living with viral hepatitis
- 1.1.3** Explore opportunities for other innovative and value-based direct service provision as informed by evolving needs of affected communities
- 1.2.1** Draw upon internal and external expertise to provide current best practice prevention programs and resources for people at risk of hepatitis transmission
- 1.2.2** Provide an information and support service that increases knowledge of the options available for prevention, treatment and care
- 1.2.3** Support affected communities with the peer-run self-management options available for prevention, care and treatment
- 1.2.4** Develop and strengthen partnerships with key stakeholders that lead to joint service delivery

Strategic Goal

- 2** To build capacity of the health and community workforce in NSW and promote excellence in addressing the challenges of viral hepatitis

Outcome

- 2.1** The health and community workforce in NSW provides quality care to people at risk and affected communities
- 2.2** Reduced impact of discrimination and marginalisation on individuals and communities living with viral hepatitis

Activity

- 2.1.1** Deliver focused best practice capacity building and workforce development programs in prevention, care and treatment
- 2.1.2** Develop programs and resources that enable quality education and capacity building in relation to hepatitis B
- 2.1.3** Identify other organisations with which to form strategic partnerships or collaboration agreements to support this outcome
- 2.2.1** Empower and support people affected by viral hepatitis to speak publicly about their experience to a wide range of audiences
- 2.2.2** Challenge stigma and discrimination by delivering focused campaigns and increased community mobilisation

Strategic Goal

- 3** To engage and mobilise affected communities and advocate on their behalf at regional, state and national levels

Outcome

- 3.1** Hepatitis NSW maintains its leadership and advocacy role and its input is respected in the community, by sector partners and governments
- 3.2** Hepatitis NSW has an engaged membership and has mechanisms in place to involve its members in achieving the strategic goals

Activity

- 3.1.1** Contribute to discussions and policy setting which impact on people living with or at risk of viral hepatitis
- 3.1.2** Develop and implement a comprehensive advocacy strategy that results in demonstrable change and improvement for affected communities
- 3.2.1** Increase community mobilisation through creating relevant and appropriate engagement opportunities that reflect the diversity of our communities
- 3.2.2** Identify other organisations with which to form strategic partnerships or collaboration agreements to support this outcome

Strategic Goal

4 To build an inclusive organisation with great agility, competence, innovation and integrity

Outcome

- 4.1** Hepatitis NSW attracts, grows and retains a talented workforce and fosters supportive environment

- 4.2** Hepatitis NSW maintains a sound financial position and excellent governance

- 4.3** Hepatitis NSW continuously improves productivity and maximises the use of its financial resources

Activity

- 4.1.1** Build capacity of staff across Hepatitis NSW to positively influence organisational culture through skills development and provision of relevant assistance
- 4.1.2** Establish consistent approach to support organisational change management

- 4.2.1** Diversify funding sources and develop a comprehensive funding strategy that targets state, federal, philanthropic, commercial and private sources
- 4.2.2** Maintain board membership that offers required skill set and reflects the diversity of our communities

- 4.3.1** Maintain existing accreditation status and ensure continued quality improvement
- 4.3.2** Maintain the consistent approach to measuring outcomes at all levels of operational delivery
- 4.3.3** Continue to develop and disseminate information on organisational performance that enables all staff and other stakeholders to participate in quality improvement initiatives



Hepatitis
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Working towards a world
free of viral hepatitis

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

ABN 30 408 095 245

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