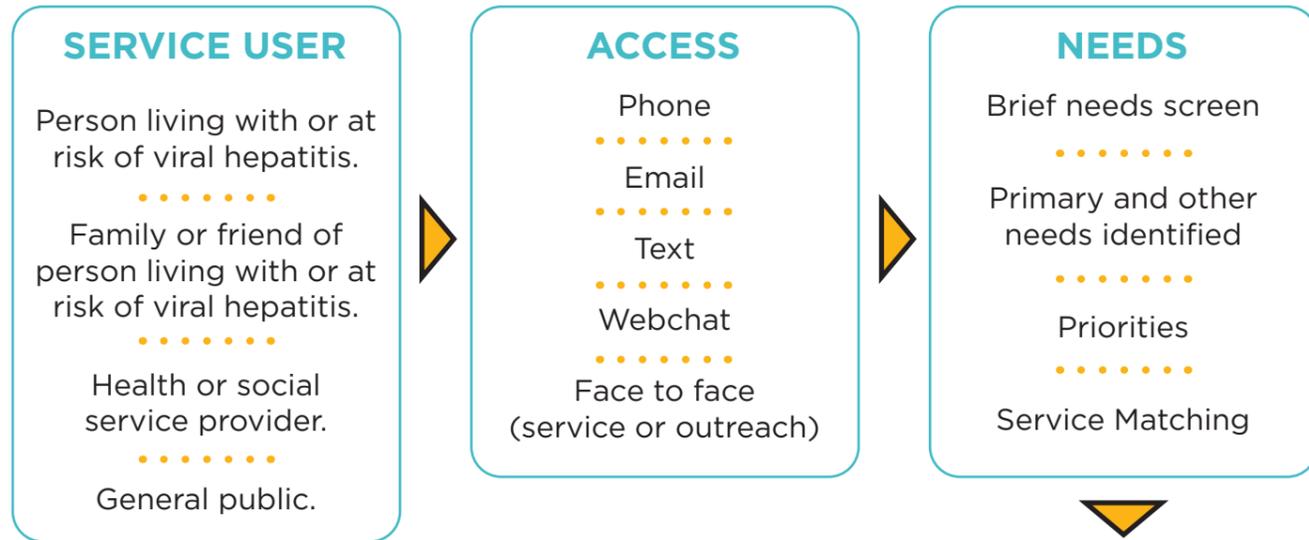


National Hepatitis Infoline services at a glance



- ▶ **INFORMATION PROVISION** Provision of accurate, factual information about viral hepatitis (directly, or via sending resources).
- ▶ **SUPPORTIVE BRIEF INTERVENTIONS** Responding to immediate concerns or needs.
- ▶ **PEER SUPPORT** Lived experience support information sharing, stigma reduction.
- ▶ **REFERRAL/LINKAGE** Providing information about services and access, effective referral (internal to or external to the services), and service navigation support.
- ▶ **INDIVIDUAL ADVOCACY** With service user or with a service, addressing service access barriers.
- ▶ **WORKFORCE SUPPORT** Providing health or social service workforce with viral hepatitis and support services information.

¹ MacLachlan JH, Stewart S, Cowie BC. Viral Hepatitis Mapping Project: National Report 2020. Darlinghurst, NSW, Australia: Australasian Society for HIV, Viral Hepatitis, and Sexual Health Medicine (ASHM), 2020; <https://www.ashm.org.au/programs/Viral-Hepatitis-Mapping-Project/>

² To find out more about viral hepatitis visit: https://www.nationalhepatitisinfoline.org.au/about_hepatitis



National Hepatitis Infoline Report March 2023

The National Hepatitis Infoline is available to anyone, anywhere in Australia.



Thousands of people are directly affected by viral hepatitis in Australia. This includes **222,559 people living with hepatitis B**, and **122,264 people living with hepatitis C**, with 88,798 people having accessed curative treatments for hepatitis C since their introduction in 2016.¹

This national service is for them, their families and communities; for anyone at risk of viral hepatitis; and for social and health workers including primary care.

The National Hepatitis Infoline fills a critical service delivery gap in the response by providing nationally coordinated, localized, community and needs based support.

About viral hepatitis



Viral hepatitis is an umbrella term for different viruses that can cause liver damage including hepatitis A, B, C and D.

The viruses cause similar symptoms. Some types make an affected person more unwell than others. The viruses spread in different ways.²

Hepatitis B and hepatitis C are the most common and burdensome blood-borne viruses in Australia - without treatment, they can cause liver disease and liver cancer.

Liver cancer, which is predominately caused by hepatitis B and hepatitis C, is Australia's fastest growing cause of cancer death.

Hepatitis B and Hepatitis C are preventable and treatable diseases, and timely access to information, support and care are critical to avoid preventable liver damage or cancer.

Hepatitis B and hepatitis C can also carry significant stigma, legal and social issues. This means affected people often experience challenges in accessing and navigating areas such as health care, employment, study, and insurance.

About the National Hepatitis Infoline



The National Hepatitis Infoline provides nationally coordinated and locally delivered confidential and free viral hepatitis information and support services.

Services provided include information, supportive brief interventions, peer support, referral and linkage, individual advocacy, and workforce support.



4,000+

The National Hepatitis Infoline is responding to significant community demand. In its first 6 months of operation (1 July – 31 December 2022), more than 4000 occasions of service have been delivered.

The services provided by the National Hepatitis Infoline are localised and tailored by connecting callers or visitors to the partnering community hepatitis organisation in their State or Territory.

The National Hepatitis Infoline is available to anyone who wants information or support about viral hepatitis, especially hepatitis B or hepatitis C. This includes people living with or at risk of viral hepatitis, families, friends, health or social service workers and the general public.

The primary issues of concern for National Hepatitis Infoline services users from 1 July – 31 December 2022 were hepatitis C, hepatitis B, hepatitis A, other health conditions related to hepatitis, and liver health.

Workforce, operations and access



The National Hepatitis Infoline is available for anyone, anywhere in Australia via the national toll-free number 1800 437 222. Face-to-face services are also provided and some services may be available via webchat, text or email.

The workforce operating the National Hepatitis Infoline have knowledge in viral hepatitis information, prevention, harm reduction, treatment, care and local services.

The National Hepatitis Infoline may be staffed by community based viral hepatitis workers, peers with lived experience, or Nurses / Allied Health practitioners.

Embedded in the community, local National Hepatitis Infoline service providers can respond rapidly to emerging or changing needs.

The National Hepatitis Infoline operates under a shared National Services Framework, funding model and associated governance. This includes infrastructure for a national data set, logistics, monitoring and evaluation, ongoing quality improvement, and communication.

The National Hepatitis Infoline is funded by the Australian Department of Health and Aged Care.

Partners and co-design



The National Hepatitis Infoline is nationally coordinated by Hepatitis Australia, with service delivery provided by its members in all States and Territories: Hepatitis ACT, Hepatitis NSW, Hepatitis SA, Hepatitis QLD, Hepatitis WA, LiverWELL (incorporating Hepatitis VIC), Northern Territory AIDS and Hepatitis Council, and the Tasmanian Council for AIDS and Hepatitis Related Diseases.

The Australian Department of Health and Aged Care supported the National Hepatitis Infoline's co-design in 2021-2022.

National viral hepatitis community-managed data set



Hepatitis Australia supports the National Hepatitis Infoline service delivery partners in each State and Territory to contribute to a new national data set.

This is the first national community hepatitis service delivery data set in Australia, capable of providing insights into service utility, service user demographics, viral hepatitis information and support needs, service types provided and satisfaction.

This data will provide important community level information to contribute to national policy, monitoring and responses as guided by the National Hepatitis B Strategy and National Hepatitis C Strategy.

National policy context



Australia has committed to the globally endorsed public health goal of eliminating hepatitis B and hepatitis C by 2030 and is in the later stages of developing the new National Hepatitis B Strategy and National Hepatitis C Strategy covering 2023-2030.

The national community response is a critical asset, alongside biomedical tools, such as a hepatitis B vaccine, hepatitis B treatment and hepatitis C cure.

Australia has committed to ramp up efforts to meet the goals and targets of the national hepatitis strategies.

The National Hepatitis Infoline is one of the five pillars of the National Finding 50,000 Hepatitis C Project, which is coordinated by the Australian Department of Health and Aged Care. It is embedded as a primary referral source in national hepatitis C campaigns, general practice service enhancement activities, and hepatitis C point of care testing roll out.

The National Hepatitis Infoline contributes to progressing national prevention, diagnostic, treatment, stigma and quality of life targets.

More information



To discuss this national program including how you can embed this service in your referrals please contact Hepatitis Australia on: nhil@hepatitisaustralia.com.

To access the service visit: www.nationahepatitisinfoline.org.au or call 1800 HEP ABC (1800 437 222).