

Annual Report

2013-14



Contents

About NUAA	4
Board and Staff	6
President's Report	8
CEO's Report	9
Working together	10
Community Programs and Services Team	13
Policy, Advocacy and Communications Team	17
Organisational Services Team	21
Board Activity	22
Treasurer's Report	26
Financial Statements	27

About NUAA:

New South Wales' Drug User Organisation

The NSW Users and AIDS Association (NUAA) started in 1989 when a group of people who inject and their supporters came together in response to the HIV epidemic.

Today, with core funding from the NSW Government's Health Department and limited one off grants, NUAA provides a number of projects and services from across five areas:

- Promotion of the health and well being of people who use drugs
- Empowerment of people who use drugs
- Advocacy for healthy public policy
- Strengthening alliances and partnerships
- Building organisational capacity

NUAA's programs and services are delivered by the following program areas:

- **Community Programs and Services Team** who provide innovative and comprehensive health promotion, treatment and care activities and interventions that focus on networks or communities of people who inject drugs, using a community development approach. The team also provide NUAA's Needle and Syringe Programs, support and referral, health education and information to people who inject drugs, and information and advice for health workers, health agencies and other organisations responding to the needs of people who inject drugs.
- **Policy, Advocacy and Communications Team** who oversee NUAA's policy work and activities such as our policy documents, hosting policy symposiums and representing the organisation on various committee and advisory structures. In addition the team develops and disseminates NUAA's resources such as Users News our quarterly magazine, The NUAA Newsflash our regular newsletter and oversees our website
- **Organisational Services** who support NUAA's operations. This includes financial, human resources and asset management, risk management, member services and the provision of support to the Board of NUAA.

Many of NUAA's workers are people who do or have a history of using illicit drugs and of drug treatment — one of the biggest differences between NUAA and other services and organisations in NSW. Because NUAA's membership is mostly made up of people who use drugs and who are or have been engaged in drug treatment, we are uniquely placed to help improve the health, dignity and well-being of our constituents across NSW.

Our mission

Our mission is to advance the rights, health and dignity of people who use drugs illicitly, particularly those who inject drugs and are engaged in drug treatment.

Our values

- *Collaboration and consultation* with people who use drugs —we value their knowledge and experience
- *Empathy* with people and their experiences
- *Openness*
- *Transparency*
- *Being ethical*
- *Courage*
- *Scepticism* — we critically question

Board and Staff

Board

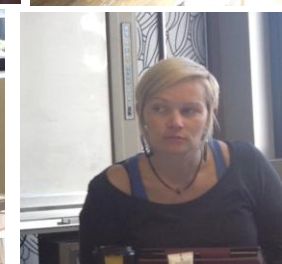
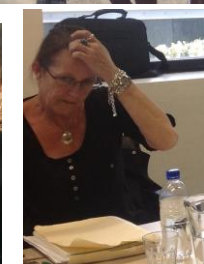
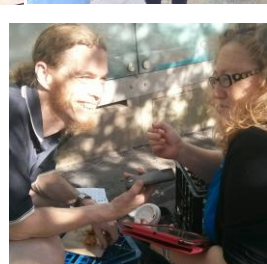
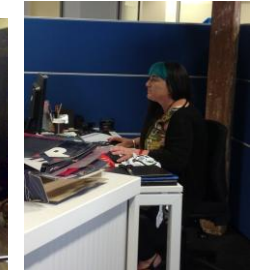
Leon Fernandes	President
Robyn Maurice	Vice President
Grant Mistler	Treasurer
Indraveer Chatterjee	Secretary
Margaret McInroy	Ordinary Member
Julie Bates	Ordinary Member
Melanie Joyce	Ordinary Member
Julie Bates	Ordinary Member
Leon Fernandez	AIVL Delegate
Vacant	Rural Delegate
Chantelle Martin	Alternate Delegate
Michael Wilson	Alternate Member
Nicky Bath	CEO (ex officio)
Tom Dickson	Staff Representative



Staff

Current Team

Nicky Bath	CEO
Yasmin Madigan	Organisational Services Manager to March 2014
Andrew Herring	Organisational Services Manager from March 2014
Tom Dickson	Finance Officer
Yvonne Roche	Organisational Services Worker from January 2014
Sione Crawford	Director, Community Programs and Services to January 2014
Candice Gilford	Community Services Worker
Hope Everingham	Community Services Worker
Chris Gough	Community Programs Worker
Yvonne Samuels	Community Programs Worker
Jeffrey Wegener	Policy and Advocacy Coordinator
Fiona Poeder	Policy and Advocacy Coordinator
Leah McLeod	Resource Production Coordinator
Nik Shrestha	Community Services Worker
Will Smith	Community Services Worker
Louise Aquilina	Community Programs Worker from June 2014



President's Report

The future looks very bright for NUAA and the Board has been working very productively this year. There has been good quantity and quality of time and energy invested into building the capacity and functionality of the current Board, including thoughts for the future as well.

We're pleased to see the continuing work of NUAA staff and Board members successfully working on increasing our membership over the last year. We have had great success with our membership numbers growing steadily. We've enjoyed some very successful activities in engaging with our members such as Board and NUAA member get-togethers.

We have also appreciated and made great use of the opportunity for Board and staff members to work and collaborate on things such as a new five year strategic plan.

NUAA has achieved immense goals this year, one of the most notable being moving our head office into the 'health hub' at 414 Elizabeth Street. This has enabled us to work more closely with some of our partners in health such as SWOP, ACON, Hepatitis NSW, Positive Life and the HIV/AIDS Legal Centre. Our NSP remains located at Crown Street and it continues to be a treasured and well-utilised service by the local community - our model remains best practice in NSP service provision.

We have also taken pride in NUAA's refreshed appearance on the NGO landscape. The new website, with its greater aesthetic appearance and functionality, was launched in 2014 to incorporate NUAA's new branding, which have now been embedded on all NUAA documentation and products. NUAA has also reflected on and changed its management structure this year to accommodate new funding arrangements. This new structure has been designed to put NUAA in a good place to be flexible and enhance its capacity to expand in anticipation of new funding opportunities which will hopefully emerge with the new NGO funding arrangements.

I'd like to express my gratitude to the fantastic NUAA staff who remain passionate, hard-working and courageous. Big thanks to Nicky Bath, CEO, for her six years of steering NUAA and expertly balancing priorities and meeting the complex needs of membership, staff, the Board and our funding partners. And a heartfelt thanks to my fellow Board members, from whom I have gained knowledge, history, support, wisdom and energy. As a first time NUAA President, I've definitely felt supported, challenged and ultimately satisfied in overseeing this fabulous and unique community managed organisation.

NUAA remains the most credible and respected voice for PWUDI in NSW.

Leon Fernandes
NUAA President

CEO's Report

The Year in Review

Writing the year in view is a wonderful time of the year as I get to reflect. More often than not, we are so busy that taking time to reflect can feel like a luxury when in fact it is one of the most important actions that we can take. It is from reflecting that we can celebrate our success and look to see how we can improve our programs and tend to areas where we are failing.

Life at NUAA this year has been incredible. The pages of this report take you on a journey of all that has been achieved, our success and lessons learned. It has also been a roller coaster ride. The ongoing lack of uncertainty regarding future funding takes its toll as we undertook our work on yet another annual contract. This makes our programs harder to plan and achieve within a quality framework – a year speeds by.

We also had significant loss – Yasmin our amazing Organisational Services Manager returned to the UK, Yasmin was valued by us all and did an incredible job overseeing NUAA's human resources, finances and administration processes. We also lost Sione Crawford who worked tirelessly at NUAA for almost 10 years. In his role as Director of Programs and Services, Sione ensured that the strategic direction of NUAA was clear and he delivered quality programs. In addition he supported me in my role and we made one incredible partnership complementing each other's skills and experiences. Sione is missed by us all and wish him nothing other than the success he deserves in his new role as Manager of the Canberra Alliance for Harm Minimisation and Advocacy – the ACT is lucky indeed.

Our work relies each year on the generosity of our community – engaging with us in our programs across NSW we are our community and your involvement is increasing across all of our activities and across all elements of the organisation. Thank you.

NUAA could not do what we do without the amazing support that we receive from our national organisation the Australian Injecting and Illicit Drug Users League (AIVL) and to all our sister organisations across the country. I would like to thank in particular Annie Madden for her continued support and mentoring.

Finally to our partners that have come joined us this year on our amazing journey. Your continued ability to work with us as equals and validate us is welcomed and appreciated.

And so to my apology for what we have not achieved. We have failed to get butterflies and larger barrels into the NSW NSP, it is still illegal for the majority of people across NSW other than a certified NSP worker or if you are authorized via the NUAA pilot (this is of course a great success) to pass on equipment, we remain without sterile needles and syringes in NSW prisons, we do not have funded consumer participation and representation in drug treatment services, NSW is still without an appropriate range of drug treatment options, pharmacotherapy treatment remains expensive and we still exist within prohibition.

On behalf of us all at NUAA I pledge again to you that we will continue to work hard to deliver only the best possible programs and to fight to make the lives of people who use drugs illicitly in NSW better. With a strong, committed team we are well positioned to see some change in the next year. I hope that we have served you well.

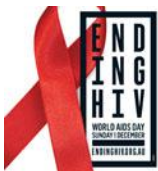
Nicky Bath
Chief Executive Officer

Working Together

Key Health Promotion Activities for 2013 - 2014

Over 2013 – 2014 NUAA was an active partner and supporter of key events, participating in advisory structures and activities for health promotion including:

- World AIDS Day
- Hepatitis Awareness Week
- Drug Action Week
- Overdose Awareness week
- International Drug Users Day



International Overdose Awareness Day
prevention and remembrance



A COMMUNITY GRIEVES:
Remembering friends who have died in overdose during Overdose Awareness week, in the NUAA NSP. Visitors to the NSP wrote messages of love to those who have passed on due to drug use related accidents and illnesses, including overdose. These were put on a tree drawing (mimicking the tree planted in Hargraves Park, Kings Cross in 2013) and printed in *User's News*.



NUAA Open Mornings

Our open mornings have continued this year to be popular events. Held quarterly, they have attracted a diverse audience including partners, students and our community members.

Visitors continue to be provided with a welcome pack and are shown a NUAA presentation that was refined in line with evaluation feedback. The popular question and answer session has remained as well as morning tea and a tour of the NSP.

Partnerships

NUAA has sustained and initiated new partnerships with numerous individuals and organisations across 2014/2015 including:

- Connexions : NSP, Liverpool
- Newcastle Pharmacotherapy Service
- Coffs Harbour NSP
- ACON, Lismore
- ACON, Sydney
- ACON, Newcastle
- SWOP
- Kirketon Road Centre
- Langton Centre
- Newcastle Youth Service
- Hepatitis Council of NSW
- Hunter New England Area Health Service
- Sydney Southwest Area Health Service
- Greater Western Area Health Service
- Newcastle Public Pharmacotherapy Clinic
- Australian Injecting and Illicit Drug Users League
- Community Restorative Centre
- Sydney Sexual Health
- Positive Heterosexuals
- NSW Network of Drug and Alcohol Agencies
- Reckitt Benckiser
- Drug Health Services, Sydney South West Area Health Service
- Mental Health Coordinating Council
- Positive Life
- Harm Reduction and Viral Hepatitis Unit, Ministry of Health
- Mental Health and Drug and Alcohol Office
- City of Sydney Council
- Surry Hills CDAT
- Centre for Social Research in Health
- Sydney University
- Kirby Institute

- Regent House
- Rankin Court
- Clinic 36
- Australasian Society for HIV Medicine (NSW)
- Council of Social Services of NSW



Community Programs and Services Team

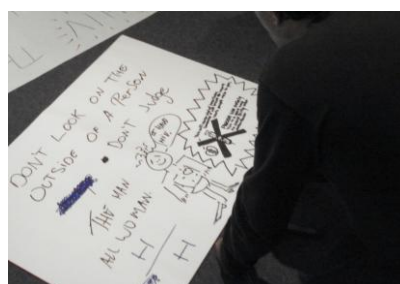
This is a busy team, working across the state building and sustaining relationships within peer networks, providing education and training and support as well as providing NSP both from our office in Surry Hills and through outreach programs. In addition this team is championing peer support in hepatitis C treatment.



The aim of PeerLink is to recruit, train and sustain groups of people who inject to act as Volunteer Peer Educators and work within local networks and with local services. Our improved model generated many outcomes.

Highlights of PeerLink this year include:

- Over 28 people have been involved across Toronto, Nowra and Mt Druitt
- A total of 9,516 peer education interventions were undertaken across the three sites
- A total of 7836 education resources were handed out across the three sites
- Sixteen update trainings were delivered across the three sites all with above 80% of the PeerLinkers in attendance
- Each site participated in World AIDS Day, International Drug Users Day and Hepatitis Awareness Week
- Mt. Druitt PeerLink concluded after three successful years of partnership with local services and the community.



PEER PARTICIPATION PROGRAM

This past year, NUAA's Peer Participation Program (PPP) has grown we have sustained a strong and vibrant team of up to twelve active participants. PPPs have participated across NUAA programs:

- Crown St NSP
- Users News
- Organisational Services
- NUAA events
- Representation

The PPP demonstrates the value of community controlled community development programs and how by empowering our community we make huge differences.



ENHANCED TREATMENT FOR HEPATITIS C IN OPIOID SUBSTITUTION SETTINGS (ETHOS)

NUAA concluded this year During 2013/2014 we continued to deliver our peer support services at four clinics as well as develop two very important tools that support community controlled peer support; Liver Mate – a great DIY kit for anyone wanting to start their own support group and a kit and tools to assist clinics and health services employ peer support workers.

Our Peer support services and tools are setting new precedents in community controlled peer support.





NUAA has been an active member in the development of LiverLife a Healthy Liver Campaign designed to bring awareness to liver testing and treatment and to help educate people about their liver. The initial phases of this study focus on developing and testing of the campaign messages and resources, which are designed to encourage people to maintain a healthy liver.

NUAA was instrumental in the development of the campaign resources which can be viewed at www.liverlife.org.au



NEEDLE AND SYRINGE PROGRAM

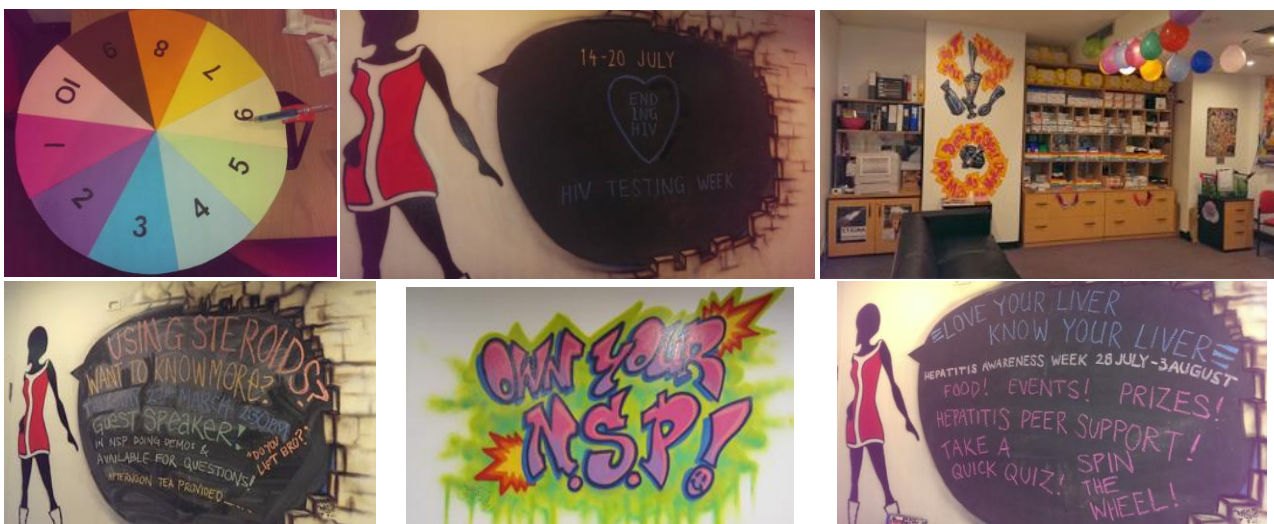
In total there were over 7,081 visits to NUAA's NSP an increase on the previous year.

Health promotion events included:

- NAIDOC week
- Hepatitis Awareness Week – 114 people engaged in a special afternoon tea event.
- Overdose Awareness – 648 people engaged in activities and 61 specific brief interventions were undertaken relating to overdose.

- RU OK Day – on the day – 21 people engaged in discussions and referrals having been asked RU OK?
- Mental Health - 148 specific occasions of service relating to mental health across the week
- International Drug Users Day – 35 specific engagements during the day regarding International Drug Users Day with an additional 18 people being referred to NUAA's programs and 9 staying to watch Rampant.
- No – Partical – vember! – filtering – 13 wheel filter demonstrations were held in the NSP.
- World AIDS Day – Our NSP went RED! 129 resources were distributed during the day.
- Surviving Christmas
- National Condom day – 147 condoms were distributed with 10 targeted health promotion activities were undertaken.
- Mardi Gras/ Safer Partying – 88 targeted party packs were distributed.
- Promoting our Extended Distribution Pilot – seven people attended an insitu session on the pilot project
- Steroid and performance enhancing drugs – in situ peer run session was held and 8 people attended
- Work Development Orders (WDOs) – guest speaker from Legal Aid engaged 10 people in a discussion and five were referred in to the program.

Scaling up our NSP coverage is important. We manage to continue to deliver a once a week outreach service to the Cabramatta area to 25 people.



Policy, Advocacy and Communications Team



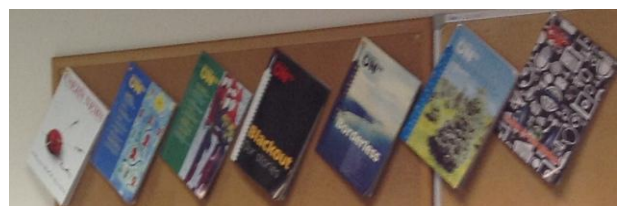
Users News has continued to be a well loved and regarded part of the NUAA landscape this year. Four editions were published with a print run of 18,000 each.

We continue to review and update our distribution strategies ensuring that our stock is depleted and more people are able to get hold of a copy of the magazine.

Writing workshops were delivered in various settings across NSW.

Our Users News survey received 81 completed surveys – highlights include:

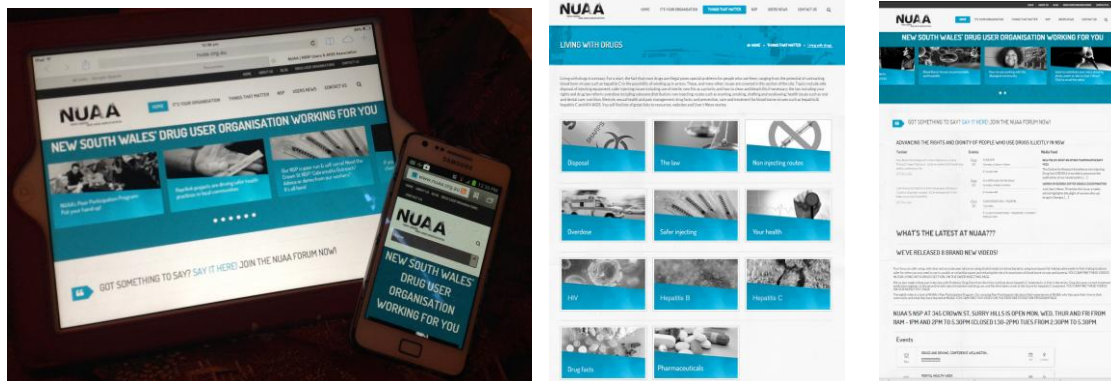
- Over 3/4s of readers had internet access
- 50% of readers have been reading for 1- 5 years
- The majority of readers pick up their copies or have it posted with friend, prison, prison officer and website being main sources.
- Copies are read on average by 3 people giving us a readership of 72,000 per edition



WEBSITE

NUAA's website continues to be popular over the past year. Highlights include:

- There were 21,938 users over 25,807 sessions
- 84% were new sessions while 16% were returning visitors
- There were 500,582 page views.



TWITTER

NUAA remains engaged with our Twitter followers, highlights include:

- 321 tweets were made over 27 weeks
- NUAA was retweeted 98 times and favoured 50 times
- We entered into 23 conversations and received 62 mentions
- At June 30th 2014 we had 168 followers



MEDIA CONSULTATION

Our survey, to better understand the needs of our audience in relation to our website and Twitter told us that:

Website (old website not current)

- We are on the mark for links to other organisations
- The quantity of information regarding media, news and stories and what's on is about right
- The quality of the information regarding blood borne viruses and safer using is good
- More information on NUAA's programs and projects, forums and discussion and policy matters.
- Overall our website good.

Twitter

- Respondents want more:
 - Commentary on events
 - News and photos of NUAA's projects and programs
 - News about drug user activism and organisations
 - Information on blood borne viruses
 - We were rated – excellent 14%, very good – 29% and good 57%

NUAA NEWSFLASH

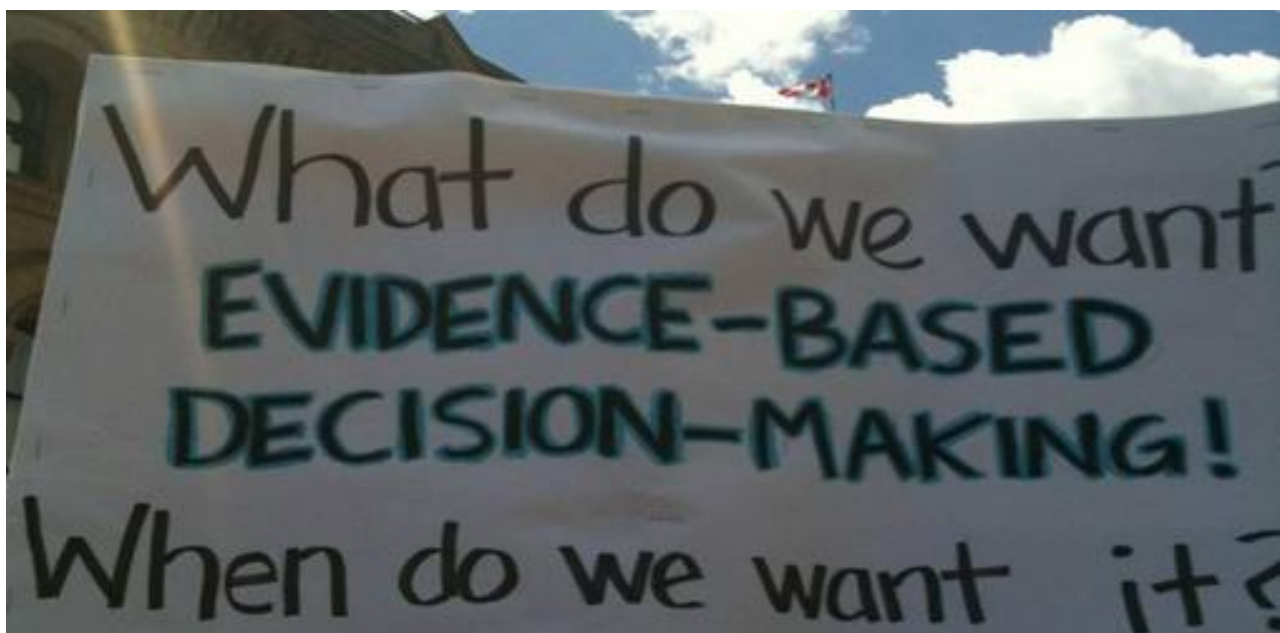
Published quarterly the Newsflash continues to help us to keep all our members, stakeholders and allies up to date on our funded programs.

The publication is distributed via email.



RESEARCH PARTNERSHIPS

This year we have worked in partnership with the now named Centre for Social Research in Health and the Kirby Institute on various research projects. NUAA was also invited to participate in three studies with the National Drug and Alcohol Research Centre.



Policy and Advocacy

This has been an exciting year for NUAA's Policy and Advocacy program. Highlights include:

- Implementing the pilot for extended distribution across NUAA's NSP services. This pilot sees people who access NUAA's NSP being authorised by the Director General to be able to legally give other people sterile fits. The pilot is being evaluated by the Centre for Social Research in Health and will run to June 2015. We hope that the pilot will enable the authorization to be extended to everyone accessing equipment from the NSW NSP.
- A successful event was held to launch our policy resource – Stories from the Other Side, An Exploration of Injecting Drug Use in NSW Prisons. The event can be viewed here: <https://www.youtube.com/watch?v=YYvf-aGE7HY>
- Two position papers were distributed:
 - Hepatitis B vaccination for people who inject drugs
 - Performance and Image Enhancing Drugs and the NSW NSP
- We also launched our discussion paper on what we hope the NSW NSP will look like in 2020.
- We held three policy symposiums:
 - A community event to look at the impact of policy on the lives of our community
 - A community event to explore how to get involved in policy at the individual level
 - A forum to explore the NSW Needle and Syringe Program and launch our NSP 2020 discussion document



Utilising the excellent resources from the Australian Injecting and Illicit Drug Users league, NUAA continued our much needed stigma and discrimination training program. Highlights include:

- Delivering the training to 308 people:
 - Six sessions with young people reaching 64 participants using the Max Marshall video and training tools
 - Five session with our community reaching 28 participants
 - Fifteen sessions with health care professionals reaching 308 participants
- Evaluation tells us that:

- The majority of participants are finding the session very useful/useful
- The most useful component of the training is understanding the impact of stigma and discrimination as barriers to health care settings and understanding self-stigma, lateral violence and micro aggressions.
- The workshops are meeting expectations each and every time



All NUAA policy products are available on our website www.nuaa.org.au

RECONCILIATION ACTION PLAN

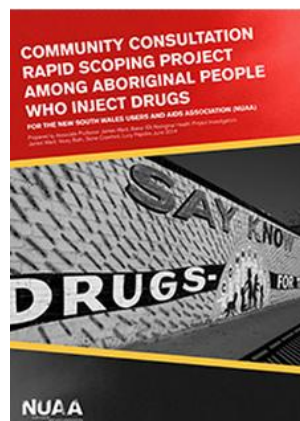
This year, NUAA continued with our Reconciliation Action Plan (RAP) as part of our commitment to build our partnerships with the Aboriginal community and people who inject drugs. Our vision of reconciliation is:

NUAA's vision for reconciliation is of an inclusive Australia,
a society that respects and celebrates
Aboriginal and Torres Strait Islander peoples and cultures.

It is a nation where everyone prospers and thrives,
where everyone experiences equity in health
and the power and freedom of self-determination.

This is an Australia that has abolished harmful and discriminatory laws
and supports the rights, health and dignity of all people,
including those who use drugs.

Reconciliation is a way of being, a cornerstone of our citizenship,
where we hold deep regard for the people on whose land we all live.



WORKFORCE DEVELOPMENT

NUAA has continued to bring a unique and greatly valued perspective to the Alcohol and Other Drugs and Blood Borne Viruses sectors. Training was provided in numerous settings for example:

- Organisations in - service sessions
- Universities
- Pharmacy industry dinner events
- Workshops at conferences

Topics included:

- Drug user organisations and community controlled responses
- Consumer participation
- Safer drug use
- Building better relationships
- Stigma and Discrimination

REPRESENTATION

NUAA was represented at a number of conferences, workshops and also within various advisory structures throughout the year this includes:

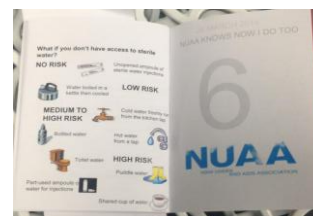
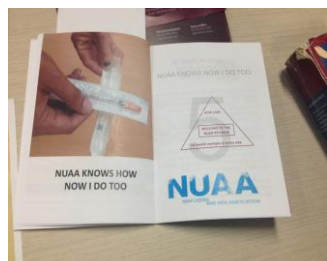
- APSAD
- HIV and STI conference
- NSW NSP Workers Forum

- JailBreak Advisory Committee
- HNE Hepatitis C Advisory Group
- SESIAHS Priority Populations Advisory Committee
- Surry Hills Community Drug Team
- MHDA Opioid Treatment Strategic Planning Group
- AHMRC Harm Minimisation Reference Group
- NSW Ministry Advisory Committee on Hepatitis
- Ministry Advisory Committee on HIV and Sexually Transmissible Infections
- NSW Ministry Committee on HIV and Sexually Transmissible Infections Health Promotion Sub Committee
- NSW ETHOS Advisory Committee
- NSW ETHOS Peer Support Advisory Cub Committee
- NSW World AIDS Day Advisory Committee

- NSW Pharmacy Interagency Working Group
- NSP Workers Meeting Planning Group
- Hepatitis C Clinical Governance Consultation Planning Group
- SWSAHS Chronic Viral Hepatitis Strategy Committee
- Redfern Community Drug Team

In addition, NUAA hosted a number of internal advisory structures to enhance our work. Each were held twice per year:

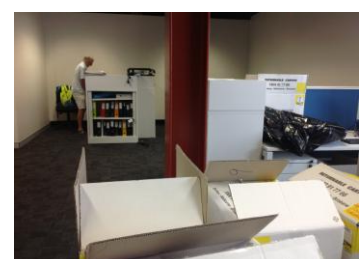
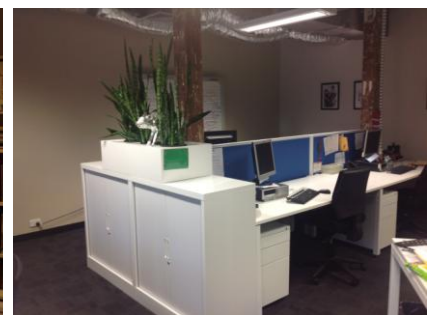
- Community Programs and Services Team Advisory Committee
- Policy and Advocacy Advisory Committee
- Communications Advisory Committee



Organisational Services Team

This year the Organisational Services Team undertook a number of tasks to enhance the quality of NUAA's policies and process. Highlights include:

- Overseeing staff appraisal and supervision processes
- Reviewing job descriptions
- Developing an in-house team building program for staff
- Assisted with our annual membership consultation
- Further developed our Quality Management System
- Oversaw the second phase of the implementation of NUAA's intranet
- Moving NUAA to our new home at 414 Elizabeth St, Surry Hills.



Board Activity

Monthly Board of Governance meetings were held as well as the continuation of the Board working groups that were established during 2013/2014:

- Membership
- Constitution
- AGM

The working groups achieved the following:

- A review of the NUAA Constitution
- Membership drive



Treasurer's Report

Financial Statements



BRYAN RUSH & CO

CHARTERED ACCOUNTANTS

since 1928

NEW SOUTH WALES USERS AND AIDS
ASSOCIATION INC

ABN 99 709 346 020

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
30 JUNE 2014

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