



20 May 2026
Online, live from Sydney
11:00 am – 2:00 pm AEST
9:00 am AWST | 9:30 am ACST | 11:00 am AEST

About the forum

C The Whole Story IV is a national online forum bringing together leading voices from metropolitan, regional, rural and remote Australia to explore how cultural safety can strengthen person-centred care for hepatitis C across health and community services.

Through keynote presentations, lived experience perspectives, and practice-based examples, the forum will examine how stigma, bias, trust, confidentiality, and service design shape people's experiences of hepatitis C care, and how services can respond in more inclusive, culturally safe, and person-centred ways.

Program highlights

Part 1: Reframing Cultural Safety to Strengthen Person-Centred Care

This opening session provides the conceptual foundation for the forum, exploring cultural safety as a universal, relational practice that underpins high-quality person-centred care. It will consider how safety, trust, and respectful engagement are experienced across different communities in the context of hepatitis C care, and why these principles matter in the design and delivery of health and community services.

Featuring:

- **Professor Carla Treloar**, Deputy Director, *Centre for Social Research in Health and the Social Policy Research Centre, University of New South Wales.*
- **Collins Adu**, PhD Candidate, *Centre for Social Research in Health and the Social Policy Research Centre, University of New South Wales.*

Part 2: Lived Experience, Stigma and Intersectionality

Featuring: Professor Kate Seear, Australian Research Council Industry Fellow, and Research Impact Director, Faculty of Business and Law, *Deakin University, Victoria*

This session brings together keynote, community, and lived-experience perspectives to explore how stigma, discrimination, and intersecting identities shape experiences of hepatitis C care. It examines structural, social, and relational factors that shape access, trust, disclosure, and engagement, with a strong focus on culturally safe and person-centred responses.

Featuring contributors from across Australia:

Speaker	Location	Context	Focus
Jenny Grant, Hepatitis SA	South Australia	Metropolitan	Community-led stigma and discrimination initiatives
Richard Kennedy, AIVAL	New South Wales	Metropolitan	Peer-led advocacy and engagement, including the <i>It's Your Right</i> campaign
Dorrit Grimstrup & Belinda Ott, QuiHN	Queensland	Regional	Justice health, and continuity of care between custody and community
Chris Kinlyside	Queensland	Regional	Lived experience of stigma and accessing care in correctional settings
Jon Kok, LiverWELL	Victoria	Regional	Lived experience, trust, confidentiality and engagement in care

Part 3: Translating Cultural Safety and Person-Centred Care into Practice

The final session focuses on real-world delivery of hepatitis C services across diverse Australian contexts. Speakers will showcase models of care that support engagement, access, linkage to care, and continuity of support for priority populations.

The session reflects a cross-section of metropolitan, regional, rural and remote practice:

Speaker	Location	Service Context	Focus
Jenny Grant, Hepatitis SA	South Australia	Metropolitan	Point-of-care testing and linkage to care
Esha Leyden, QuiHN	Queensland	Rural	Outreach and engagement models
Liz Tehan, Hepatitis Australia	New South Wales	Metropolitan	Telehealth-enabled prescribing models supporting national hepatitis C access to care
Karen Nicolaysen, NTAHC	Northern Territory	Remote	Peer-led hepatitis C outreach, testing and linkage to care
Lucy Hanrahan & Caddie Russell, Gateway Health	Victoria	Regional	Integrated hepatitis C care across opioid pharmacotherapy and high-prevalence services, highlighting NP-led clinical delivery, governance, and scalable "no wrong door" service design

Why attend

This forum offers an opportunity to engage with contemporary thinking and practical strategies for strengthening cultural safety and person-centred care for people living with hepatitis C across diverse service settings. Participants will hear from a range of experts in the field of hepatitis C, including researchers, community leaders, lived-experience contributors, and health practitioners.

Participants will gain insights into:

- The relationship between cultural safety and person-centred care
- The impact of stigma, bias, and intersectionality on care experiences
- Lived experience perspectives on engagement and service access
- Practical models of hepatitis C care across metropolitan, regional, rural and remote settings