

# Co-designing a Hep C learning module for NSW Prisons

## Introduction

People in prison are at higher risk of hepatitis C and may be misinformed or have no knowledge of this disease.

A critical challenge is creating engaging and relevant education programs for people in prison that can be used in a way that maintains privacy and confidentiality in an environment that prioritises security.

## Background

With the introduction of the personal digital assistants (PDAs – smart tablet devices) pilot program by Corrective Services NSW (CSNSW), Hepatitis NSW (HNSW), Justice Health and Forensic Mental Health Network (the Network) identified e-learning as an opportunity for delivering hepatitis C health promotion and harm reduction information to people in prison.

## Method/description

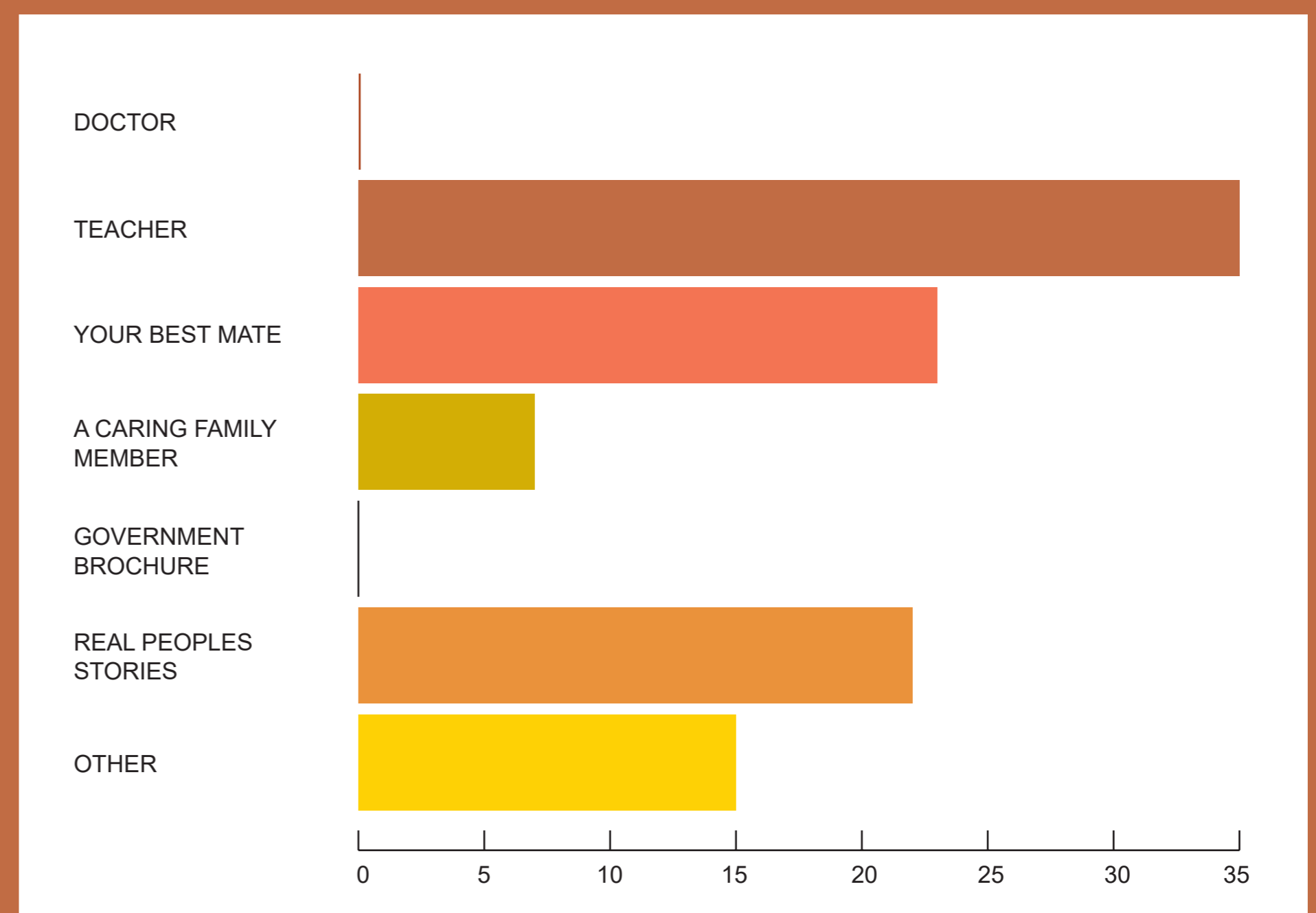
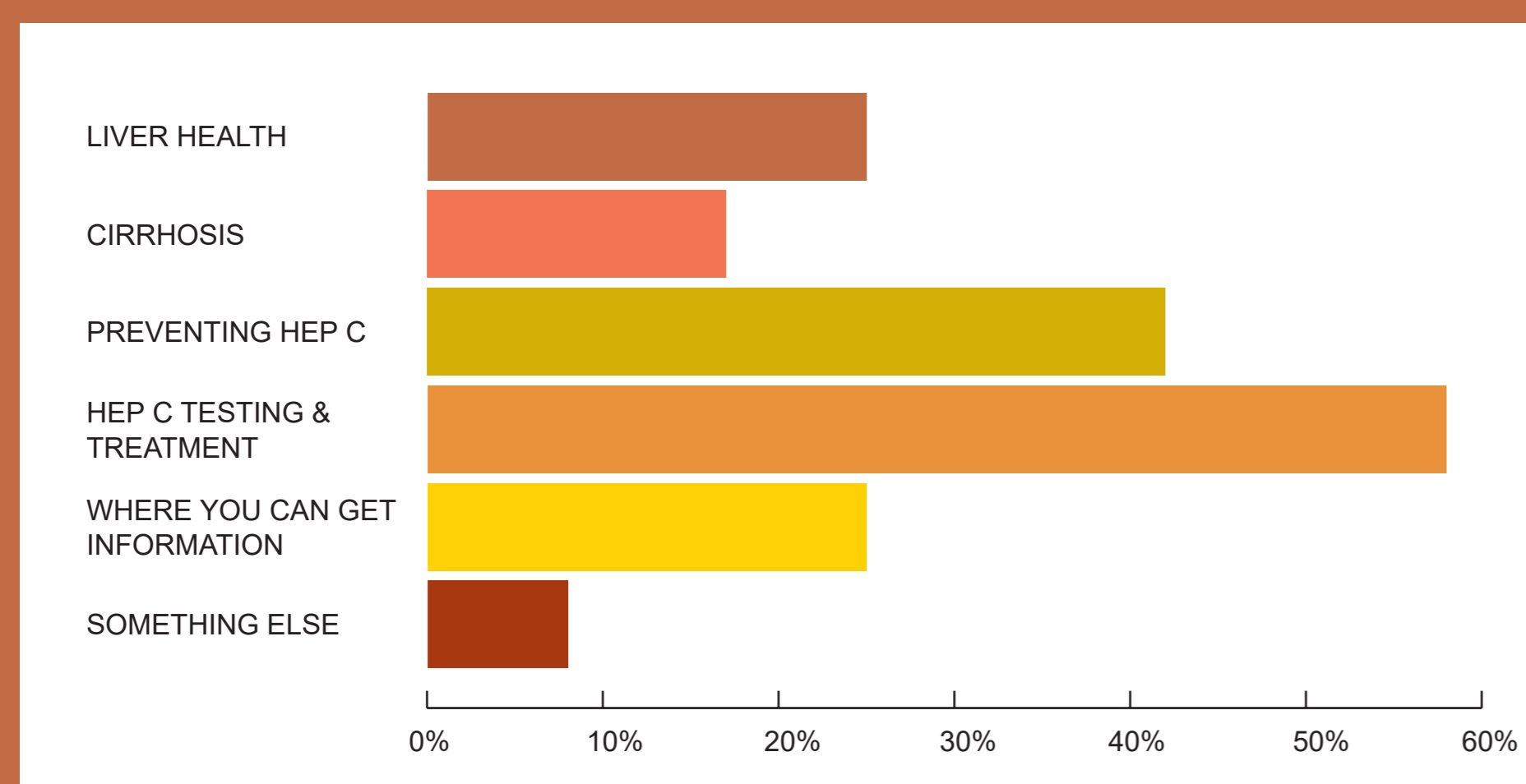
A co-design process was used to harness knowledge and experience of the partners HNSW, and The Network with other participants including CSNSW, Community Restorative Centre (CRC) and people in custody. Craig Walker, a design studio, was engaged to facilitate this process and employ a person-centred design approach.

The project consulted with people in, or recently released from, custody through focus groups and phone surveys via Hepatitis Infoline on the prison CADL system.

## Results

Findings from the consultations built a definitive guide for developing relevant and suitable e-learning content to engage diverse populations in NSW prisons.

Honest content was highly regarded. Using real world examples that can be applied now and connect with a person's own experiences, including drug use in prison, danger from other inmates, and social stigma due to illness. Participants listed testing and treatment as the most important topic, followed by prevention, liver health and where to find information.



The preferred tone of health information is from teachers, closely followed by real stories and a best mate. Emerging themes show participants are keen to pass down knowledge from lived experience, know how to navigate the justice health system, and maintain privacy.

Genuine engagement featuring clear, yet adult dialogue is essential.

visual listening class  
 interactive reading groups  
 visual class groups  
 hands-on hands-on interactive listening reading

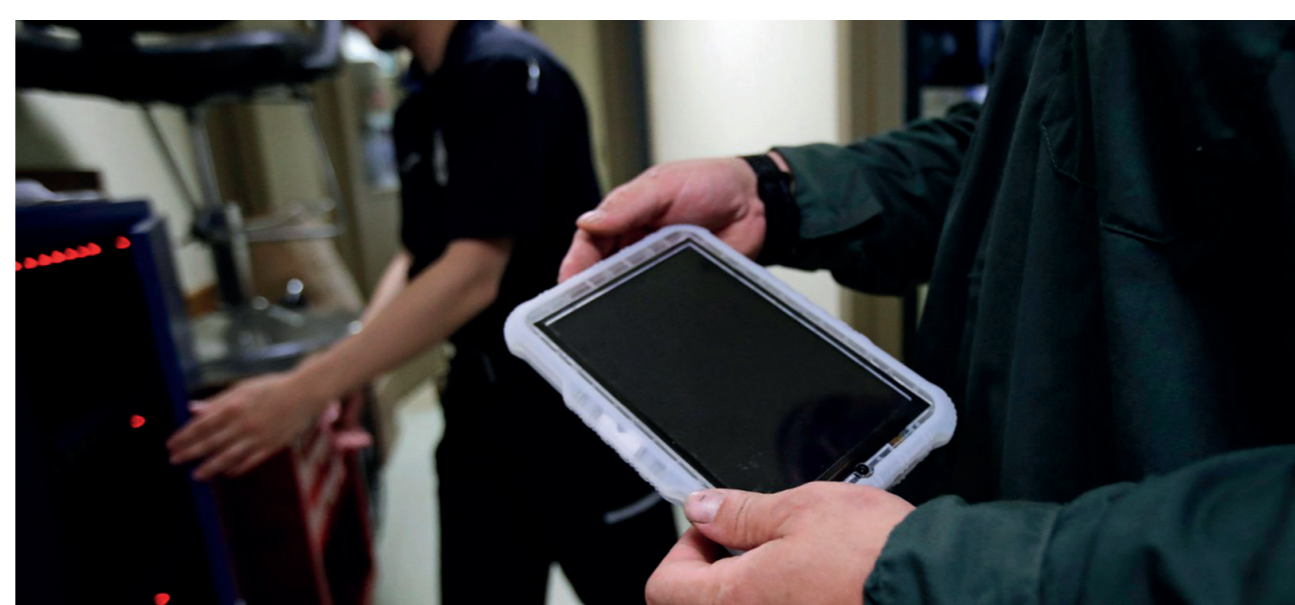
The preferred format for learning was identified as interactive, audio visual and group discussion.

## Discussions/conclusions

**Interactive multi-media with story-telling and shared lived experience is the most believable, powerful and engaging form for learners to connect with hepatitis C content and improve uptake of information through e-learning in prison.**

E-learning needs to be succinct, visually appealing, simple yet adult, and suitable for both the intended audience and mode of delivery.

The OLM will be constructed based on this genuine co-design process, tested by people in prison and launched in 2022.



Smart device used for e-learning.

## Key takeaways

Engagement of key stakeholders, including people with lived experience of hepatitis C in prisons is essential to the development of e-learning modules that will appeal to, support information uptake, as well as promote health seeking or health affirming behaviour among people in custody.



Hepatitis NSW holding a focus group on hepatitis C resources with men participating in justice health AOD programs.