



Celebrating 20 years of learning
Queensland Centre for **Mental Health Learning**

20
Years

OF

LEARNING

THANK YOU FOR BEING PART OF OUR JOURNEY



EST. 2006



Four courses. That was the beginning...

Twenty years ago, the Learning Centre emerged and embarked on a journey with a simple but important purpose: to build capability through learning and support a stronger Mental Health workforce across Queensland.

We couldn't have known then just how far that journey would take us.

From four courses to more than 40. From a small beginning to a statewide learning service with 43 training partners.

From the early days of our operations to new technologies, new ways of learning and an ever-changing workforce.

But while much has changed, one thing has remained constant — our belief in the power of learning to make a difference.

For 20 years, people have walked through doors, logged into our learning platforms, shared their knowledge, challenged their thinking and taken something new back into their workplaces.

This is our story.

20 years.

Thousands of learners.

Hundreds of hours of courses and training content.

Countless conversations that changed practice.

And one enduring purpose.

Look how far we've come!



Our journey

As we reflect on the past 20 years of the Learning Centre, it is remarkable to consider just how much has been achieved. What began with a curriculum of four courses has grown into a portfolio of more than 40 courses, supporting the ongoing development of Queensland's mental health, alcohol and other drugs workforce.

With this growth has come the need to expand not only learning opportunities, but also the team behind them. From just 12 staff, we have grown to a service of 38 passionate and skilled professionals, each bringing expertise, commitment and innovation to the work we do every day. The work of our team is boosted even further now by a growing list of partner educators spread across the state, on a trajectory to soon reach 50.

Over the past two decades, we have been privileged to contribute to initiatives that strengthen capability across the sector and support Better Care Together. Every course delivered, every learner supported, and every partnership formed has played a part in enhancing the quality of care.

We have always remained focused on improving outcomes for people experiencing mental health challenges.

While we are proud of how far we have come, our greatest achievement has always been the people—our staff, facilitators, partners and learners—who have shared in this journey. Together, we have built a Learning Centre that continues to evolve, innovate and respond to the changing needs of the workforce, and we look forward to continuing that journey for many years to come.



NEWS

Queensland Centre for Mental Health Learning selected as finalist for Excellence award

The Queensland Centre for Mental Health Learning has been selected as a finalist for the prestigious Excellence awards, recognising its

The award highlights the Centre's ongoing commitment to delivering high-quality training and supporting a skilled and compassionate mental health workforce



Twenty years of learning.
Twenty years of growth.
Twenty years of people
making a difference.



The Learning Centre - A timeline of milestones

2002 — The vision begins: A model for a unified Queensland Health-wide, multidisciplinary mental health education and training service was first proposed in June 2002.

2003 — A Centre for Mental Health Learning is identified: The National Mental Health Plan 2003–2008 identified “*appropriate education and training as critical to supporting a strong and skilled workforce*”. This document made the first notable reference to establishing a Centre for Mental Health Learning.

2004 — The proposal takes shape: In July, the Mental Health Workforce Strategy Unit formally submitted a brief requesting the establishment of a Centre for Mental Health Learning. Funding was proposed to be redirected from the Southern Zone Mental Health Education Service (SZMHES), with the Northern and Central Zones joining soon after.

2005 — The Learning Centre is formally established: Approval to officially establish the unit was sought in July 2005. The first Board meeting, held in October 2005, marked the first formal use of the name Queensland Centre for Mental Health Learning.

2006 — The Learning Centre launches:

- March: A proposal was made to establish the Learning Centre at Anderson House, with temporary accommodation at Dawson House while refurbishment was underway.
- March: The launch of the Learning Centre was announced, with an anticipated commencement in July/August.
- June: A core transition team was assembled from SZMHES.
- July: Ms Donna Ward commenced as Learning Centre Director.
- August: A newsletter officially introduced the new service. The Learning Centre commenced operations with 12 staff.

2007 — Supporting professional development: The Learning Centre took on administration of the Mental Health Scholarship Scheme (MHSS).

2008 — Consistent core training: The Learning Centre commenced delivery of **four courses**, including the very first Mental State Examination (MSE) workshop.

2009 — A new home and continued growth

- January: The Learning Centre moved into its permanent home at Anderson House, and the first regular newsletter commenced.
- By end of the year: The curriculum had grown to 12 courses, including the Certificate IV in Mental Health.

2010 — Recognition and more course expansion:

- The original QC12 Supervising Supervisors, and QC14 Mental Health Assessment were first launched.
- July: Regular reporting to HHS Executive commenced.
- August: The Mental State Examination workshop received national accreditation.
- September: The Learning Centre released its first two eLearning products.
- October: The Learning Centre was named a finalist in the Mental Health Week Awards.

2013 — Moving to Moodle: The Learning Centre transitioned to a learning platform, expanding its digital learning capability and leading the way for further enhancement.

2014 — Embracing electronic enrolments: In July, the Learning Centre transitioned from paper-based to electronic course bookings — a significant step towards increasing training capacity and volume.

2015 — Enhanced communication: In November, the first automated digital newsletter was circulated to subscribers. Digital marketing soon followed.

2016 — Innovation in suicide prevention training: SRAM-ED was launched in April; the first course of its kind, using a train-the-trainer model to support cultural change and enhance the capability of Emergency Department staff to manage suicide risk.

2017 — A new generation of learning technology: The Learning Centre transitioned to a new, independent, custom-built Learning Management System (LMS).

2019 - Evaluations go online.

2020 - Monumental changes:

- Assessments transition to online.
- A global pandemic was a catalyst for change, with the introduction of remote work and online classrooms.

2021 - Statewide Educators Community of Practice established.

2024 — Bringing training onsite: The Learning Centre gained access to a dedicated onsite training venue at Anderson House, providing a purpose-built space to support more face-to-face learning.

2025 — Expanding scholarship opportunities and digital capability:

- The Learning Centre launched its second scholarship scheme.
- October: A new Totara LMS platform was launched, marking another significant step in the evolution of the Learning Centre's digital learning environment.

2026 — Continuing the journey with more major milestones:

- April: The Learning Centre launched its second nationally accredited course, also the first Learning Centre package specifically targeted for the Lived Experience workforce.
- October: Recipient of Mental Health week staff award for 20 years of service.

2027 and beyond - The future is bright!



Awards

- Finalist for Mental Health Week awards in 2010
- Finalist in two categories at the Australian Institute of Training and Development Excellence awards in 2024
- Recipient of Mental Health Week award honouring 20 years of service in 2026



Overcoming challenges

The emergence of a global pandemic changed lives in countless ways, and when COVID-19 reached our shores in 2020, it had a dramatic impact on our services. Traditionally reliant on face-to-face workshops, we faced an unprecedented challenge when all planned training events had to be cancelled by mid-March.

But we quickly adapted.

Recognising that training remained critical to service delivery, we set about finding new ways to ensure our courses remained accessible to the Queensland Health workforce. The solution was online classrooms. On 5 May 2020, we delivered our first adapted online version of the popular QC9: Critical Components of Risk Assessment and Management course via Zoom.

What began as a necessary response to the pandemic soon became a lasting service improvement. Online classrooms enabled us to reach staff across the state, including those in geographically isolated locations, and bring learners together in ways that had previously been difficult to achieve.

The benefits extended beyond accessibility, creating opportunities to make more effective use of our time and resources. Online delivery was no longer a temporary measure; it became an integral part of our core business.

While ongoing COVID-19 outbreaks and workforce shortages contributed to a decline in activity in 2020, and we delivered only 159 training events, we quickly regained momentum. By 2021, deliveries had increased to 250 events, and our reach continued to grow with the contribution of our statewide training partner educators (TPEs).

The figures shown on the next page tell a story of resilience, innovation and continued growth. What began as an urgent response to a global crisis became one of the most significant service improvements in our history, transforming how we deliver training and expanding our ability to support the mental health workforce across Queensland.

Our training delivery at a glance



A global pandemic in 2020 changed the way we worked — and opened the door to new ways of learning, connecting and building capability.



More highlights...

New Nationally accredited training:

Now hosting two accredited courses (with a total of 6 units of competency), we are the first health service in Australia, New Zealand, and the broader Asia–Pacific region known to be delivering a nationally recognised and accredited skill set specifically for the Lived Experience (Peer) workforce.

The skill set is not only the largest nationally recognised qualification currently delivered by the Learning Centre, it also marks a major step in the formalisation and professional recognition of the Lived Experience workforce within Queensland Health.

In delivering this skill set, the Learning Centre is actively giving effect to Queensland Health's commitments in the Queensland Health Lived Experience (Peer) Workforce Framework 2023 and the National Lived Experience (Peer) Workforce Development Guidelines, and also the issues directly raised in the Parliamentary Inquiry into the opportunities to improve mental health outcomes for Queenslanders (Report No. 1, 57th Parliament Mental Health Select Committee June 2022) relating to the quality assurance of lived experience professional training and development.

*When someone joins our training,
they bring experience, questions,
challenges and a desire to learn.*

*They leave with something new –
skills, ideas, and a changed perspective.*

Scholarships:

We now offer two separate scholarship programs providing financial assistance to identified workforce target groups to further enhance skills development:

1. The **Post graduate scholarship scheme** offers financial assistance to Queensland Health Registered Nurses and Allied Health clinicians who work closely with people accessing mental health, alcohol and other drugs (MHAOD) services, where clinicians are further developing mental health competencies through post graduate studies.
2. The **Diploma of Mental Health/ Alcohol and Other Drugs Scholarship Scheme** provides financial assistance to support Queensland Health staff in obtaining a Diploma qualification. The scholarship is available to employees working in the Lived Experience Workforce, Aboriginal and Torres Strait Islander Healthcare Workers, and Clinical Assistants who work closely with people accessing mental health and alcohol and other drugs services.



Producing quality training from scratch!

Behind every one of our courses is a team dedicated to turning knowledge into practical skills that make a difference in mental health care.

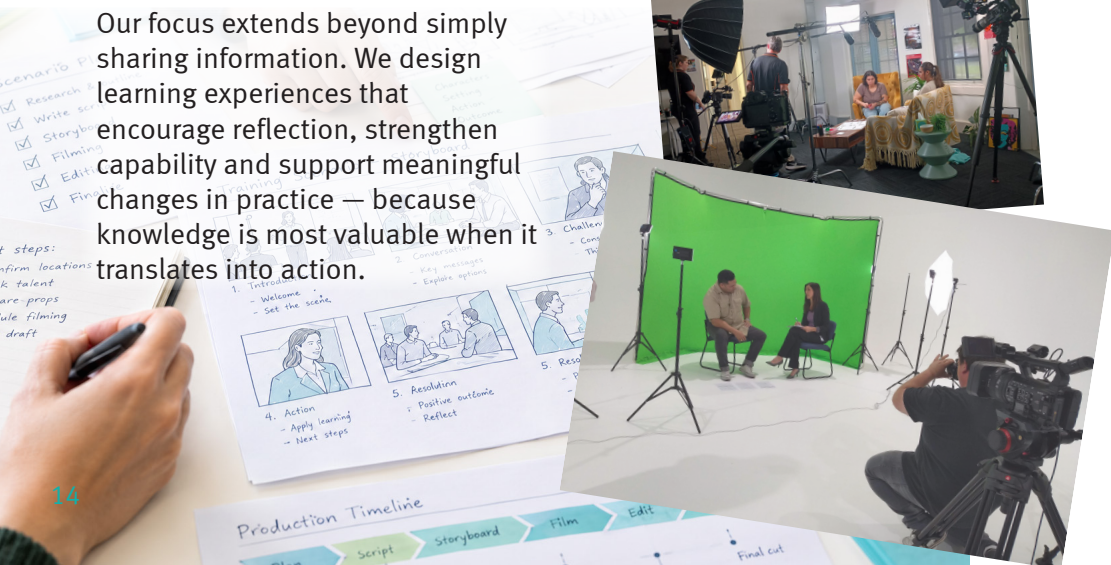
We develop all our training in-house, taking each course from its initial concept through to the finished learning experience. This begins with identifying learning needs and writing content that is evidence-informed, relevant and meaningful to the workforce.

From there, we bring the content to life through detailed storyboards, carefully developed scenarios and original video content. Our team undertakes the filming, editing and production required to create engaging learning.

Our focus extends beyond simply sharing information. We design learning experiences that encourage reflection, strengthen capability and support meaningful changes in practice — because knowledge is most valuable when it translates into action.

Over the past 20 years, the Learning Centre has continued to evolve how we design and deliver training, embracing new technologies and approaches to learning while remaining focused on our enduring purpose: building the capability of the mental health workforce to support better outcomes for people accessing Mental Health, Alcohol and Other Drugs services.

From the first words on a page to the final product, every element is developed with purpose. It is this commitment to creating relevant, engaging and practical training that continues to shape our work and support better care across Queensland.





Twenty years on, the journey continues — shaped by innovation, driven by learning, and strengthened by the people who have been part of it along the way.

THANK YOU FOR BEING PART OF OUR JOURNEY



EST. 2006

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