



## Certificate of Mental Health Care

### ENROL & START TODAY

\* Ts&Cs apply

- ✓ Unlimited Support
- ✓ 12 Months Access

TOTAL COST

**\$499.00**

Add optional printed materials  
(delivery within Australia only)  
- \$250.00

This online course will equip you with the essential skills to support individuals facing mental health issues, coexisting substance use disorders, and those requiring trauma-informed care. You will learn effective communication, relationship building, and the development of personalised care plans that respect clients' autonomy, rights, and confidentiality. Emphasising inclusivity, this course prepares you to address diverse client needs with sensitivity and professionalism.

## Course Description

Are you passionate about caring for people living with mental health issues? If so, the Certificate of Mental Health Care is a professional development program that will give you the knowledge and skills to work in an industry that improves people's lives using recovery-oriented support.

This online course will equip you with the essential skills to support individuals facing mental health issues, coexisting substance use disorders, and those requiring trauma-informed care. You will learn effective communication, relationship building, and the development of personalised care plans that respect clients' autonomy, rights, and confidentiality. Emphasising inclusivity, this course prepares you to address diverse client needs with sensitivity and professionalism.

You will gain an understanding of various mental health issues, the recovery model, and best practices in psychosocial rehabilitation and supported employment. The course covers critical areas such as mental health assessment, case management, crisis intervention, and community education. The course also provides strategies for managing addiction, building supportive care networks, and promoting mental health within the community.

With a focus on trauma-informed care, the course will teach you how to create safe, trust-based environments for clients. You will be well prepared to make a significant positive impact on the lives of individuals with mental health and substance use challenges, promoting recovery, autonomy, and resilience.

As a mental health worker, you can make a real difference in the life of people with mental health issues. This course is designed to be flexible, practical and easy to follow so you can start your fulfilling career sooner.

Printed learning materials are available for purchase for this course and can be ordered during enrolment.

## Study Hours

Estimated duration **120 Hours**

## Course Delivery and Start

Start anytime, self-paced and 100% online

## Assessment

Assessment will be comprised of written exercises, including short-answer questions, reflective tasks, short reports and/or projects. There are no examinations or due dates for assessment. As a result, you can complete training in your own time and at your own pace with the assistance of unlimited tutor support.

# Career Outcomes

## Professional Development for:

- Mental Health Support Worker
- Mental Health Counsellor
- Mental Health Professional

# Course Structure

## Unit 1 – Work with people with mental health issues

- Communication
- Relationship building
- Listening skills
- Care plans
- Client autonomy
- Social, cultural differences
- Spiritual differences
- Client rights
- Confidentiality and privacy
- Compliance and sharing
- Mental health issues
- Recovery model
- Values and attitudes
- Foreseeable harm
- Dignity of risk
- Service plans
- Self-management strategies
- Family-sensitive approaches
- Community development
- Community education
- Mental health promotion
- Case management
- Psychosocial rehabilitation
- Supported employment
- Early intervention/prevention
- Documentation and records

## Unit 2 – Establish self-directed recovery relationships

- Medical recovery
- Progress and recovery
- Mental health assessment
- Develop case plans
- Autonomy
- Client rights
- Client service plan
- Mutual respect
- Law and Ethics
- Multiculturalism
- Positive working relationship
- Communication strategies
- Building rapport
- Active listening
- Effective questioning
- Inviting client to tell their story
- Facilitating healing
- Reflective skills

# Course Structure

## Unit 2 – Establish self-directed recovery relationships cont.

- Impacts of mental illness
- Financial wellbeing of client
- Employment / disclosing mental illness
- Eligibility and priority for service
- Community education
- Mental health promotion
- Psychosocial rehabilitation
- Supported employment
- Early intervention and prevention
- Readiness for rehabilitation
- Goal setting

## Unit 3 – Provide recovery-oriented mental health services

- Predict medical recovery
- Sensitive approaches
- Community education
- Intervention and prevention
- Mental health promotion strategies
- Collaborative processes
- Crisis situations
- Consent/informed consent
- Client needs and preferences
- Relationship issues
- Goals and objectives
- Community-based assessment
- Inpatient care
- Client rights
- Building rapport
- Active listening
- Effective questioning
- Self-efficacy
- Cultural requirements
- Meaning and purpose in life
- Self-advocacy strategies
- Risk management
- Wellness plan
- Timelines for action
- Readiness for recovery plan
- Environmental factors
- Internal motivation
- Medical issues
- Addiction
- Positive risk taking / resilience
- Care support network
- Family care giver burdens
- Support services
- Suicidal ideation
- Client obstacles, challenges
- Public and private health care
- Monitor recovery plan
- Identify new directions

# Course Structure

## Unit 4 – Provide services to people with coexisting mental health and alcohol and other drugs issues

- Co-existing mental health
- AOD issues
- Dual diagnosis
- Substance abuse
- Alcohol and drug dependence
- Normal and abnormal behaviour
- Behaviours of mental illness
- Drug use and psychological illness
- Service provision
- Agency programs
- Service delivery models
- Dual diagnosis treatment models
- Treatment phases
- Motivational interventions
- Medication
- The shared care model
- Four-step programs
- Treatment for individual disorders
- Best practice model
- Client assessment
- Impact of AOD and psychological issues
- Physical conditions
- Societal impact
- Readiness for recovery
- Research specialist services
- Effective working relationships
- Recovery plans
- 5 stages of change
- Facilitate further care
- Addressing AOD addiction
- Treatment services
- Eligibility criteria
- Support and referral processes
- Informed consent
- Suicidal ideation
- De-escalation techniques
- Conflict resolution
- Reporting incidents
- Emergency situations
- Response strategies
- Records management
- Communication
- Assessment and self-evaluation
- Achievement of goals
- Advice, supervision and debriefing
- Burnout prevention
- Client risk assessment
- Law and Ethics

## Unit 5 – Implement trauma informed care

- Trauma-informed care
- Strong safe relationships
- Safe environments
- Listen to the client's story
- Mandatory notification
- Person's strengths and resilience
- Culture and language
- Identify impact of trauma

# Course Structure

## Unit 5 – Implement trauma informed care cont.

- Mental health issues
- Working with children
- Post-traumatic stress disorders
- Negative responses to triggers
- Specific trauma needs
- Individual support plans
- Change strategies and plans
- Trauma-informed supervision
- Crisis management plans
- Emotional pain
- Trust and rapport
- Conflict resolution strategies
- Emergency situations
- Self-care practices



## Testimonials

[View All Testimonials](#)

**It was so easy to use and complete in my own time that suited my work/home life.**

*Amanda - The Lagoon, NSW | Certificate of Mental Health Care*

**I found my study experience very beneficial and the course gave me the knowledge and skills I needed to pursue my career change. Being able to study 100% online was also extremely helpful**

*A.S. - Para Vista, SA | Certificate of Mental Health Care*

**I found this course to be interesting and it gave me insight into a variety of mental health issues and situations I had never previously considered. I feel more confident supporting people – both adults and teenagers – with their complex mental health needs. The course is logically set out and easy to follow.**

*L.B. - Tamworth, NSW | Certificate of Mental Health Care*

## Graduation

A **Certificate of Attainment** and **Statement of Results** will be issued upon successful completion of this course.

## How to Enrol

All enrolments are completed through our course pages. Simply visit your chosen course page to get started. You will be guided through the enrolment process step by step.

If you have any questions or need help choosing the right course, our team is available during business hours to assist.

[Browse Courses](#)

## Enrolling Staff or a Team

Staff can be enrolled directly through your chosen course page, using the same process as any individual enrolment.

There's no limit to how many team members you can enrol, whether you're adding one person or training across your organisation.

For employer support, team training enquiries, or additional information, visit our website or [contact us](#) directly.

[For Businesses and Organisations](#)

## Payment Options

We offer flexible payment options, including credit card, Afterpay, bank transfer, BPAY, and payment plans.

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