

AODtraining@MHC FAQs

Q: What does the training cost?

A: All calendar and online training is free of charge. Training requested by an agency may be on a fee-for-service basis.

Q: How do I know if my registration is successful?

A: If your registration is complete you will receive an automated email from the registration system confirming your registration. If you do not receive a confirmation email please check your junk mail folder. We suggest you add aod.training@mhc.wa.gov.au to your contacts list to prevent communications from us going to your Junk Mail folder

If you still haven't received a confirmation email, you may not have completed all the details of the registration. Incomplete registrations may not be accepted. Please contact us on (08) 6553 0560, during business hours, or email aod.training@mhc.wa.gov.au.

Q: I've registered for a training event, when will I receive a confirmation of the training?

A: Applicants will be notified if their application has been accepted or otherwise within 48 hours of the closing date for the event. Successful registration does not guarantee a place in a training event. After the event closing date, applications are assessed in relation to the stated target audience.

Q: The event information says the closing date is not until a later date. Why can't I register for the event?

A: Registrations may be closed earlier than the advertised time without notice, if the number of suitable applicants for the training has been reached.

Q: I've received an incomplete registration email. What does that mean?

A: If a registration is submitted without all details entered, the system records this as an incomplete registration. If you receive an incomplete registration email, please follow the instructions on the email to complete your registration as incomplete registrations will not be accepted.

Q: How do I register my staff to attend an event?

A: An option is available on the registration page of each event for multiple people to be registered at a time. You can register up to nine people. The

details for each individual person registered will need to be provided as they will be contacted individually via the registration system. Please note, large numbers of staff from one organisation registered for a single event may not always be accommodated as we aim for an equitable allocation of places across agencies.

Q: Is the training catered?

A: Coffee, tea and biscuits are provided for morning and afternoon tea. Lunch is not provided unless stated on the event information. Fridges are available for participants to store their lunch in and a microwave is available if required. There are several cafes nearby to purchase lunch.

As the use of single use cups are being phased out in Western Australia, we encourage you bring your own coffee cup and water bottle.

Q: What do I do if I cannot attend an event, after being accepted?

A: Please telephone to advise on (08) 6553 0560 during business hours or email aod.training@mhc.wa.gov.au as soon as possible. Quite often events are oversubscribed and if you advise us that you no longer can attend the event, we may be able to offer the place to another person.

If you wish to arrange for a delegate to attend in your place, please contact us, as unregistered participants will not be accepted into the training.

Q: Why do you ask for my supervisor's email in the registration form?

A: Participants must have their supervisor's approval to attend training on a day they would normally work. If registrants who are accepted for training events do not attend the training without advising Workforce Development beforehand, their supervisor will be notified. Registrants who do not attend multiple events without notifying Workforce Development may not be accepted to future events.

Q: Why do you ask for my mobile number in the registration form?

A: We need this in case events are cancelled at the last minute (e.g. a COVID lockdown) and we send an SMS to all attendees advising of such. Also, we often send reminders vis SMS.

Q: Why do you request that I unselect 'No Marketing'?

A: We need you to be subscribed to emails and SMSs as this is how we advise if you have been accepted to or declined from an event, send reminders and notify of cancelled events. We do not send any other communications.

Q: Is parking provided?

A: No. There is no parking provided by MHC. Paid all-day parking is available at Wilson Parking at 186 Pier St and at the CPP Royal Street Parking, on the east side of Mclver station.

Wilson Parking at 130-144 Stirling Street Northbridge or City of Perth Parking 47 Newcastle Street Perth. See map below.

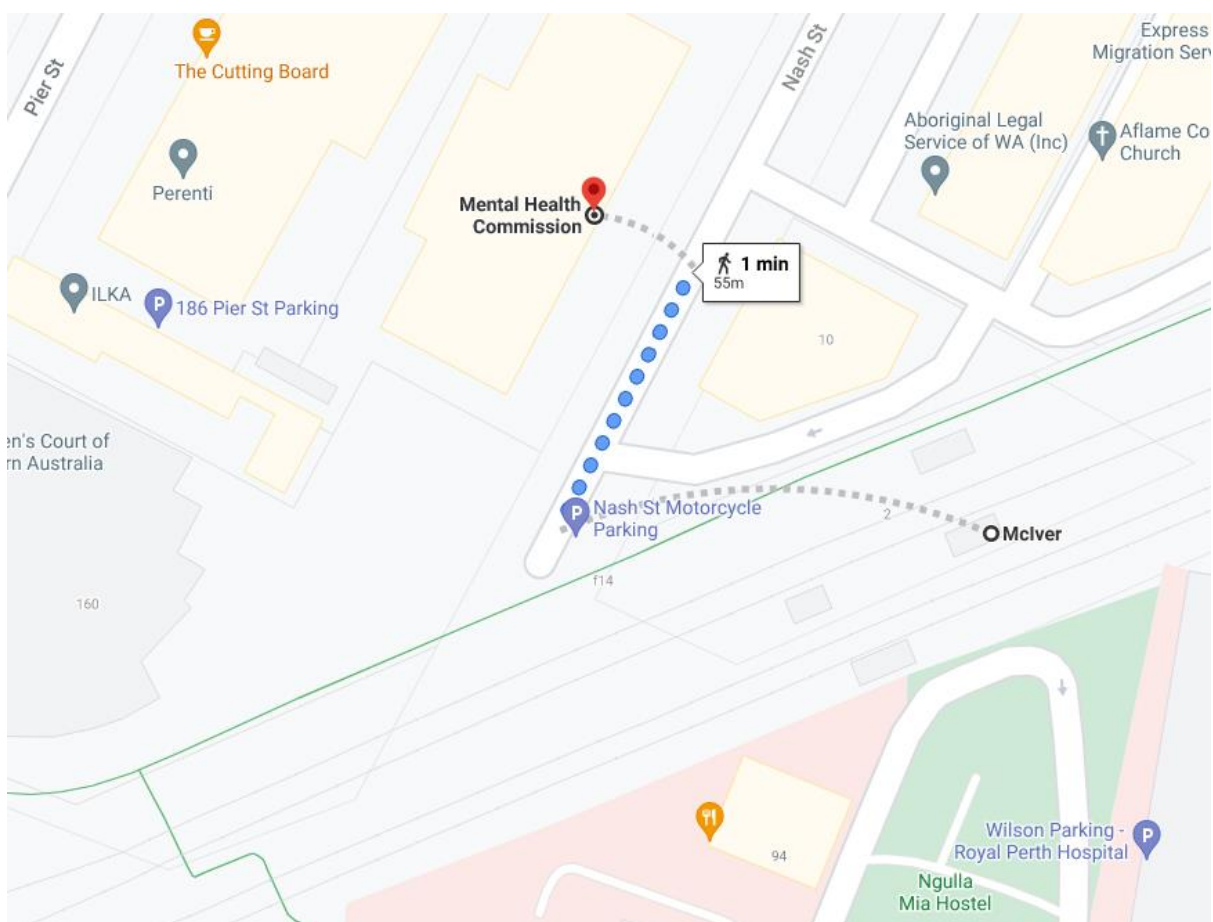
Street parking is limited to two-hours and is charged at \$4.80 per hour.

Q: Is the venue wheelchair accessible?

A: Yes, the Mental Health Commission's training rooms are wheelchair accessible.

Q: Is public transport available?

A: Yes. The easiest way to get to the MHC is via the train to Mclver train station. The Armadale/Thornlie and Midland lines go to Mclver station. The map below shows how to get from the station to the MHC.



Q: What if I have to leave a training event early?

A: Certificates are generally not provided for incomplete attendance at an event. However, please discuss with the trainer/s before the event and they will consider whether it is appropriate to provide you with a certificate.