

Written Applicant Instructions – 2026 AOD Volunteer Counsellor’s Training Program

Creating an Account

Follow the steps below to create an account in the Workforce Development Online Learning Portal. If you would prefer a visual demonstration, click [HERE](#).

Step 1: Open the Workforce Development Online Learning Portal

1. Navigate to the [Mental Health Commission Workforce Development Online Learning Portal](#).
2. Select Create New Account in the top right corner of the page.

Step 2: Verify Your Information

1. An Age and Location Verification screen will appear.
2. Country of Residency (select Australia if applicable)
3. Select Proceed.

This step confirms your eligibility to access the training system.

Step 3: Create a New Account

1. The New Account Registration Form will appear.
2. Complete all required fields, including:

Note: Your password must meet the system requirements displayed on the form.

Step 4: Submit Your Registration

1. Review your details to ensure they are correct.
2. Select Create my new account.

Step 5: Confirm Your Email Address

1. After registering, you will receive a confirmation email.
2. Open the email and select the verification link provided.
3. This will activate your account.

Step 6: Log in to the Learning System

Once your account has been activated:

1. Return to the Workforce Development Online Learning Portal.
2. Select Log in.
3. Enter your username and password.

Accessing Program Information

Before completing your application, you must review the Program Information document. This document outlines important details about the program, including eligibility requirements and participant expectations. If you would prefer a visual demonstration, click [HERE](#)

Step 1: Open the Training Portal

1. Navigate to the Workforce Development Online Learning Portal.

Step 2: Enter the Course

1. Locate the course titled Applications for 2026 AOD Volunteer Counsellor's Training Program.
2. Select Click to enter this course.

Step 3: Open the Program Information Section

1. Within the course, select the tile Program Information.
2. Select 2026 Volunteer Drug and Alcohol Counsellors' Training Program Information.
3. The Program Information document (PDF) will open.

Please read this document carefully before completing your application.

Submitting Applicant Details

Have all required information ready before you begin. Review your answers carefully, as you can only submit your details once. All information must be complete and accurate. Click [HERE](#) for a visual demonstration.

Step 1: Open the Applicant Details Section

1. Log in to the Workforce Development Online Learning Portal.
2. Navigate to Applications for 2026 AOD Volunteer Counsellor's Training Program.
3. Select the Applicant Details tile.

Step 2: Review the Disclaimer

1. An Information Sharing Disclaimer will appear.
2. Review the information and note the application closing date.
3. Select the section to continue.

Note: The information you provide including personal identification details, educational background, employment or occupational information, and referee contact details will be collected solely for the purpose of assessing your application. Your information will be handled confidentially and managed in accordance with the Mental Health Commission's privacy practices. By submitting your application, you consent to this use of your information.

Step 3: Start the Applicant Details Form

1. On the Before Completing Applicant Information page, read the instructions provided.
2. Select Answer the questions to begin.

Step 4: Enter Your Personal Information

Complete all required fields, including:

- Full name
- Address and postcode
- Phone number
- Email address
- Accessibility needs

Step 5: Provide Background Information

Select all the options that apply to you for:

- Educational background
- Work or occupational status
- Sector of employment

Step 6: Provide Referee Details

1. Enter the details of at least one referee.
2. Referees may be contacted if you progress to the interview stage.

Step 7: Submit Your Details

1. Review your information carefully.
2. Select Submit your answers to save your details.
3. Select Continue to proceed to the next section of the application.

Submitting Application Responses

Start your application responses here. Your answers help us understand your interest in the Volunteer AOD Program. Click [HERE](#) for a visual demonstration.

Step 1: Open the Application Responses Section

1. Log in to the Workforce Development Online Learning Portal.
2. Navigate to Applications for 2026 AOD Volunteer Counsellor's Training Program.
3. Select the Application Responses tile.

Step 2: Review the Instructions

1. A page titled Before Completing Your Responses will appear.
2. Read the instructions carefully, including the guidance for responding to the application questions.
3. Select Attempt quiz to begin.

Step 3: Complete the Application Questions

1. Read each question carefully.
2. Enter your response in the text box provided.
3. Ensure your responses clearly explain your experience, interest, and motivation for applying to the program.

Step 4: Navigate Between Questions

- Select Next page to move to the next question.
- Select Previous page if you need to review or edit a previous response.

Step 5: Saving Your Progress

If you are not ready to submit your application, you can save your progress and return later.

1. Select Finish attempt at the bottom of the page.
2. This will save your responses.
3. Your application will remain incomplete, allowing you to return later.

When you return:

1. Open the Application Responses section.
2. Select Continue attempt to resume your responses.

Note: *Selecting Finish attempt does not submit your application. It only saves your progress.*

Step 6: Submit Your Responses

1. Once all questions are completed, review your responses carefully.
2. Follow the prompts to submit your responses.

Tips for Completing Your Responses

Using the Right-Side Navigation Panel

The panel on the right side of the screen displays all application questions.

- Select a question number to move directly to that question.
- This allows you to easily navigate between questions, review your responses, or make edits before submitting your application.

Flagging Questions for Review

If you are unsure about a response, you can flag the question for review.

- Flagged questions allow you to return to them later before submitting your application.
- Ensure you review and complete any flagged questions before your final submission.