

Healthcare Australia

Supporting mental health learning in residential aged care

The Learning Lens designed and developed seven eLearning courses for Healthcare Australia (HCA), supporting residential aged care staff to understand mental health challenges and mental wellness strategies. The suite connects specialist content with practical care situations, communication and the resident experience.

The challenge

The brief called for approachable learning across sensitive and interconnected topics. Staff needed greater awareness of mental health needs alongside practical ways to support residents through everyday care, significant transitions and difficult conversations.

The design challenge was to present substantial SME-supplied content in manageable sections while retaining its meaning and sensitivity. The learning needed to keep residents' dignity and individual experience visible, with clear links between understanding a topic and considering its relevance to care.

The solution

Seven courses developed in Articulate Storyline 360 provide a consistent learning experience across broad topic areas:

- Depression and anxiety awareness
- Mental wellness and everyday support
- Communication and reducing mental health stigma
- Adjustment to residential care
- End-of-life support, grief and loss
- Understanding changed behaviour and supportive responses
- Trauma-informed approaches to care

The courses form a connected series with a recommended order rather than a prescribed sequence. Shared navigation and topic structures give learners a familiar way to engage with each subject.

Connecting knowledge and care

The learning approach

Each course introduces its purpose and learning objectives, then organises the material into focused topics. Interactive content, comprehension checks and concluding takeaways help learners work through the information in stages.

The content connects awareness with practical considerations: recognising support needs, using respectful language, understanding individual context and knowing when additional help may be needed. Reflection and case examples encourage learners to consider the person behind the care situation.

Bringing the resident perspective into learning

Video scripts were developed around topic introductions, explanations and conclusions, with a resident case study included in the stigma and trauma learning. This adds a personal perspective to material that could otherwise remain abstract.

The learning design role included working with the SME to identify suitable video segments and support scripts or scenarios. The approach connected specialist explanation with lived experience while keeping the focus on compassionate care.

A consistent digital suite

Development used an existing HCA Storyline template as its foundation, incorporating the required branding across the seven courses. SME-provided storyboards and knowledge checks formed the content basis, with review through Articulate Review 360 included in the delivery approach.

Topic-level questions, feedback and retry opportunities reinforce comprehension throughout the suite. The agreed handover included source files, with SCORM uploads to HCA's learning management system assigned to the client.

Intended impact

The series was designed to support:

- Greater awareness of residents' mental health and wellness needs.
- More confident and respectful conversations about mental health.
- Stronger understanding of individual experiences and support needs.
- More informed use of appropriate support and referral pathways.
- Greater attention to dignity, compassion and staff self-care.

By connecting specialist knowledge with the realities of residential care, the suite supports staff in considering mental wellbeing as part of everyday person-centred care.