

## FACT SHEET

### Useful information and contacts

This list has been compiled to help you determine where your queries should be directed to.

Queries about starting an apprenticeship, finding an apprenticeship or finding an employer for an apprenticeship should be directed to an Australian Apprenticeship Support Network Provider for further information call 13 38 73.

Your nearest **Jobs and Skills Centre** also offers free assistance to apprentices and trainees. For further information call 13 64 64 or visit [jobsandskills.wa.gov.au](http://jobsandskills.wa.gov.au).

Queries relating to the training contract once an apprenticeship has been established should be directed to the Apprenticeship Office on 13 19 54. The *Roles and Responsibilities fact sheet* available on our website at [dtwd.wa.gov.au/apprenticeship-office](http://dtwd.wa.gov.au/apprenticeship-office) may be helpful if you have an enquiry but are unsure whom to contact.

Apprenticeship mentoring and support services are available through a number of providers including:

- Australian Apprenticeship Support Network providers;
- Industry Specialist Mentoring for Australian apprentices; and
- Jobs and Skills Centres.

For more information visit the [jobsandskills.wa.gov.au](http://jobsandskills.wa.gov.au) website.

Australian Apprenticeship Support Network providers in Western Australia	
For general enquiries: call the AASN info line	T: 13 38 73 W: <a href="http://australianapprenticeships.gov.au">australianapprenticeships.gov.au</a>
<b>AMA Apprenticeship and Traineeship Services</b> (AMA Services (WA) Pty Ltd)	T: 08 9273 3042 or 1800 808 568 E: <a href="mailto:amaats@amawa.com.au">amaats@amawa.com.au</a> W: <a href="http://amaats.com.au">amaats.com.au</a>
<b>Apprenticeship Support Australia</b> (Powered by Chamber of Commerce and Industry of Western Australia)	T: 1300 363 831 E: <a href="mailto:info@apprenticeshipsupport.com.au">info@apprenticeshipsupport.com.au</a> W: <a href="http://apprenticeshipsupport.com.au">apprenticeshipsupport.com.au</a>
<b>MEGT (Australia) Ltd</b>	T: 13 63 48 E: <a href="mailto:assninfo@megt.com.au">assninfo@megt.com.au</a> W: <a href="http://megt.com.au">megt.com.au</a>
<b>The Apprenticeship Community</b> (The Busy Group Ltd)	T: 13 28 79 or 08 6165 3362 E: <a href="mailto:info@apprenticeshipcommunity.com.au">info@apprenticeshipcommunity.com.au</a> W: <a href="http://apprenticeshipcommunity.com.au">apprenticeshipcommunity.com.au</a>

<b>Industry specialist mentoring for Australian apprentices (ISMAA)</b>	
<p><b>AMA Services (WA) Pty Ltd</b> (Healthcare and social assistance) <i>Perth Metropolitan, Peel Region</i></p>	<p>T: 08 9273 3000 E: <a href="mailto:margaret.templeton@amawa.com.au">margaret.templeton@amawa.com.au</a> W: <a href="http://amawa.com.au">amawa.com.au</a></p>
<p><b>Directions Workforce Solutions Inc.</b> (Building and construction manufacturing) <i>Wheatbelt WA</i></p>	<p>T: 08 9274 8502</p>
<p><b>The Apprenticeship &amp; Traineeship Company</b> (Construction, healthcare and social assistance) <i>South West WA</i></p>	<p>T: 08 9725 7911</p>
<p><b>Housing Industry Association</b> (Building construction, building structure services, installation trade services, building completion services, other construction services, structural metal product manufacturing, furniture manufacturing/ cabinetmaking, site preparation services, non-building construction) <i>National</i></p>	<p>T: 1300 650 634</p>
<p><b>National Electrical Contractors Association (NECA)</b> (Building installation services) <i>National</i></p>	<p>T: 0439 018 053</p>
<p><b>Skill Hire WA Pty Ltd</b> (Construction) <i>Geraldton and the Mid-West, Goldfields, Esperance, Kalgoorlie, Wheatbelt, Perth Metropolitan, Peel, South West, Bunbury and Busselton, The Great Southern, Albany</i></p>	<p>T: 08 9477 1900</p>
<p><b>The Busy Group Ltd</b> (Meat and meat product manufacturing industry) <i>Bunbury, Mandurah, Perth</i></p>	<p>T: 13 28 79</p>

### Jobs and Skills Centres\*

\*Further regional Jobs and Skill Centres will open progressively in 2018/19

Visit [jobsandskills.wa.gov.au/jobs-and-skills-centres](http://jobsandskills.wa.gov.au/jobs-and-skills-centres) for more information

<b>North Metropolitan TAFE</b> <ul style="list-style-type: none"> <li>• Balga campus</li> <li>• Joondalup campus</li> <li>• Northbridge campus</li> </ul>	T: 13 64 64
<b>South Metropolitan TAFE</b> <ul style="list-style-type: none"> <li>• Rockingham campus</li> <li>• Thornlie campus</li> </ul>	T: 13 64 64
<b>Career services</b> provided by Mercycare,	T: 08 6298 9888 A: 4 Brewer Place, Mirrabooka
<b>Career services</b> provided by Mercycare	T: 08 6298 9888 A: 64-66 Kent Street, Cannington
<b>Career services</b> provided by Outcare	T: 08 6263 8622 A: 27 Moore St, East Perth,
<b>Career services</b> provided by Bridging the Gap	T: 13 64 64 A: 56 Mandurah Terrace, Mandurah
<b>Aboriginal Workforce Development services</b> provided by SMYL	T: 08 9587 0150 A: 98 Mandurah Terrace, Mandurah

### For wages, award conditions and other training and/or work related matters

<b>Fair Work Ombudsman</b> (if employed under a Federal award)	T: 13 13 94 W: <a href="http://fairwork.gov.au">fairwork.gov.au</a>
<b>Wageline</b> (if employed under a State award)	T: 1300 655 266 W: <a href="http://commerce.wa.gov.au/labourrelations">commerce.wa.gov.au/labourrelations</a>
<b>Group training organisations</b> Group training is an employment arrangement where organisations employ apprentices and trainees under a training contract and place them with host employers for completion of the apprenticeship or traineeship.	For employers W: <a href="http://jobsandskills.wa.gov.au/training/employers-and-business">jobsandskills.wa.gov.au/training/employers-and-business</a>  For apprentices and trainees W: <a href="http://jobsandskills.wa.gov.au/apprenticeships-and-traineeships">jobsandskills.wa.gov.au/apprenticeships-and-traineeships</a>

For wages, award conditions and other training and/or work related matters (cont)	
<p><b>Superannuation</b></p> <p>For enquiries relating to superannuation, please contact the Australian Taxation Office.</p>	<p>T: 13 10 20</p> <p>W: <a href="http://ato.gov.au/super">ato.gov.au/super</a></p>
<p><b>Travel and accommodation allowance (TAA)</b></p> <p>For general enquiries relating to TAA contact the TAA team.</p>	<p>T: 08 6551 5494</p> <p>For employers, apprentices and trainees</p> <p>E: <a href="mailto:taa@dtwd.wa.gov.au">taa@dtwd.wa.gov.au</a></p> <p>For training providers</p> <p>E: <a href="mailto:taarto@dtwd.wa.gov.au">taarto@dtwd.wa.gov.au</a></p>
<p><b>Workplace health and safety</b></p> <p>Worksafe WA</p>	<p>T: 1300 307 877</p> <p>W: <a href="http://commerce.wa.gov.au/worksafe">commerce.wa.gov.au/worksafe</a></p>

For training providers	
<p><b>State training and recognition system</b></p> <p>Registered training providers may find useful information on the STARS website</p>	<p>STARS: <a href="http://stars.dtwd.wa.gov.au/">stars.dtwd.wa.gov.au/</a></p>
<p><b>WAAMS</b></p> <p>Registered training providers may apply to access the Department's WAAMS client portal to manage the training contracts they are nominated to provide training for.</p>	<p><a href="http://waamsportal.dtwd.wa.gov.au">waamsportal.dtwd.wa.gov.au</a></p>