



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 Apprentice Connect Australia 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.

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 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:

- Apprentice Connect Australia Providers; and
- Jobs and Skills Centres.

For more information visit the jobsandskills.wa.gov.au website.

Apprentice Connect Australia Providers in Western Australia	
For general enquiries: call the Apprentice Connect Australia Provider info line	T: 13 38 73 W: australianapprenticeships.gov.au
Apprenticeship Support Australia (Powered by Chamber of Commerce and Industry of Western Australia)	T: 1300 363 831 E: info@apprenticeshipsupport.com.au W: apprenticeshipsupport.com.au
MEGT (Australia) Ltd	T: 13 63 48 E: assninfo@megt.com.au W: megt.com.au
The Apprenticeship Community (The Busy Group Ltd)	T: 13 28 79 or 08 6165 3362 E: info@apprenticeshipcommunity.com.au W: apprenticeshipcommunity.com.au

Jobs and Skills Centres

Visit jobsandskills.wa.gov.au/jobs-and-skills-center for more information

North Metropolitan TAFE <ul style="list-style-type: none">• Balga campus• Joondalup campus• Northbridge campus• Midland campus	T: 13 64 64
South Metropolitan TAFE <ul style="list-style-type: none">• Rockingham campus• Thornlie campus• Peel (Mandurah) campus• Armadale campus• Fremantle campus	T: 13 64 64
South Regional TAFE <ul style="list-style-type: none">• Bunbury campus• Albany campus• Collie campus	T: 13 64 64
Central Regional TAFE <ul style="list-style-type: none">• Kalgoorlie campus• Northam campus• Geraldton campus	T: 13 64 64
North Regional TAFE <ul style="list-style-type: none">• Karratha campus• Broome campus• Kununurra campus• Suth Hedland campus	T: 13 64 64
Career services provided by Mercycare,	T: 08 6298 9888 A: 4 Brewer Place, Mirrabooka
Career services provided by Mercycare	T: 08 6298 9888 A: 64-66 Kent Street, Cannington
Career services provided by Outcare	T: 08 6263 8622 A: 27 Moore St, East Perth,
Career services provided by Bridging the Gap	T: 13 64 64 A: 56 Mandurah Terrace, Mandurah
Aboriginal Workforce Development services provided by SMYL	T: 08 9587 0150 A: 98 Mandurah Terrace, Mandurah

For wages, award conditions and other training and/or work related matters	
Fair Work Ombudsman (if employed under a Federal award)	T: 13 13 94 W: fairwork.gov.au
Wageline (if employed under a State award)	T: 1300 655 266 W: commerce.wa.gov.au/labourrelations
Group Training Organisations (GTOs) Group Training Organisations (GTOs) recruit apprentices and trainees and host them to employers who provide on the job training to meet the requirements of their apprenticeship/traineeship. GTOs also provide ongoing support to apprentices, trainees and host employers, throughout the term of the training contract.	W: jobsandskills.wa.gov.au/group-training-organisations
Superannuation For enquiries relating to superannuation, please contact the Australian Taxation Office.	T: 13 10 20 W: ato.gov.au/super
Travel and accommodation allowance (TAA) For general enquiries relating to TAA contact the TAA team.	T: 08 6551 5335 For employers, apprentices and trainees E: taa@dtwd.wa.gov.au For training providers E: taarto@dtwd.wa.gov.au
Workplace health and safety Worksafe WA	T: 1300 307 877 W: commerce.wa.gov.au/worksafe

For training providers	
WAAMS Registered training providers should apply to access the Department's WAAMS client portal to manage the training contracts they are nominated to provide training for.	W: waamsportal.dtwd.wa.gov.au