



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 apprentice or finding an employer for an apprenticeship should be directed to an Australian Apprenticeship Support Network provider.

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#other-publications may be helpful if you have an enquiry but are unsure whom to contact.

Australian Apprenticeship Support Network providers in Western Australia.	
For general enquiries, call the AASN info line.	T:13 38 73 W: www.australianapprenticeships.gov.au
AMA Apprenticeship and Traineeship Services (AMA Services (WA) Pty Ltd)	T:08 9273 3042 or 1800 808 568 E: amaats@amawa.com.au W: www.amaats.com.au
Apprenticeship Support Australia (Powered by: Chamber of Commerce and Industry of Western Australia)	T:1300 363 831 E: apprenticeshipsupport@cciwa.com W: www.apprenticeshipsupport.com.au
The Apprenticeship Community (The Busy Group Ltd)	T:13 28 79 or 08 6165 3362 E: mail@apprenticeshipcommunity.com.au W: www.apprenticeshipcommunity.com.au
MEGT (Australia) Ltd	T:13 63 48 E: aacinfo@megt.com.au W: www.megt.com.au
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 www.fairwork.gov.au
Wageline (if employed under a State award)	www.commerce.wa.gov.au/labourrelations T: 1300 655 266

<p>Group training organisations 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.</p>	<p>W: dtwd.wa.gov.au/training#group-training-organisations</p>
<p>Government building training policy The GBT policy requires companies awarded State Government building, construction and maintenance contracts to meet a target training rate by employing apprentices and trainees.</p>	<p>For further information please visit W: dtwd.wa.gov.au/about-us#government-building-training-policy or contact Policy Planning and Research. T: 08 6551 5607 E: policy.gbt@dtwd.wa.gov.au</p>
<p>Superannuation For enquiries relating to superannuation, please contact the Australian Taxation Office.</p>	<p>T: 13 10 20 W: http://ato.gov.au/super</p>
<p>Travel and accommodation allowance For general enquiries relating to TAA contact the TAA team.</p>	<p>For further information please visit W: dtwd.wa.gov.au/about-us#travel-and-accommodation-allowance-policy T: 08 6551 5494. If you are an apprentice/trainee or employer, email taa@dtwd.wa.gov.au for all queries regarding the TAA. If you are a training provider, email taarto@dtwd.wa.gov.au for all queries regarding the TAA.</p>
<p>Workplace health and safety Worksafe WA</p>	<p>T: 1300 307 877 W: www.commerce.wa.gov.au/worksafe</p>
<p>For training providers</p>	
<p>State training and recognition system Registered training providers will find useful information on the STARS website.</p>	<p>https://stars.dtwd.wa.gov.au</p>
<p>Training Record System Registered training providers and AASNs may apply to access the Department's TRS for the apprentices and trainees they are responsible for.</p>	<p>https://stars.dtwd.wa.gov.au Select <i>Access and Exit forms</i>.</p>