

Assistance and support

As well as providing advice and assistance with everyday issues concerning apprenticeships and traineeships, the Department of Education and Training (DET) recognises the need to provide support to employers, apprentices and trainees when more serious concerns arise.

Information to get you started

What is it?

During the term of an apprenticeship or traineeship parties may seek assistance or support from DET. This may result in DET making decisions in relation to the training contract or referring the employer, apprentice or trainee to other community-based and government specialist services.

Who can help?

The Department of Education and Training
 Some of the issues facing employers and apprentices or trainees that DET can provide assistance with are:

- communication problems
- workplace mediation
- negotiation and conflict resolution
- emotional and mental health issues
- personal issues
- absenteeism and behavioural issues.

Community-based and government specialist services

Where an issue requires specialist attention DET will refer the apprentice or trainee to an appropriate community-based organisation, for example:

Lifeline (available 24 hours) 13 11 14
Relationships Australia 1300 364 277
Kids Help Line (free call) 1800 551 800
Crisis Care (free call - Department of Communities) 1800 177 135

Other advocacy services

In some cases DET may be involved in making a decision in relation to problems between employers and apprentices or trainees. If this occurs parties may be requested to make

formal submissions to DET – see the [appeal against a decision information sheet](#). In these cases parties may choose to obtain legal support or advice to assist throughout this process. The following statewide services may be useful in relation to all types of employment issues:

Young Workers Advisory Service -

1800 232 000 or www.ywas.org

Queensland Working Women's Service Inc -

1800 621 458 or www.qwws.org.au

Anti-Discrimination Commission

Queensland - 1300 130 670 or www.adcq.qld.gov.au

Unions - to access a union relevant to your industry visit the [Queensland Council of Unions website](#).

Employer Associations - to access an employer association relevant to your industry visit the [Training website](#).

Unfair treatment in the workplace

Apprentices or trainees should be treated the same as any other employee in a workplace. If you feel you are being treated unfairly, you should take action as soon as possible. This may be difficult, but will provide the best chance to work through the problem.

DET has established practical resources, which may be helpful in dealing with unfair treatment in the workplace. To access these documents, visit the Apprenticeships Info website and click on [Train to Retain](#) quick link.

Who to contact?

For further information, visit www.apprenticeshipsinfo.qld.gov.au or contact Apprenticeships Info on 1800 210 210.