



What changes are occurring?

The Australian Government has purchased a new model for Australian Apprenticeship Support Services, to be rolled out from 1 July 2024, delivering strengthened support for apprentices who are at the highest risk of non-completion. This will deliver on the Government's Jobs and Skills Summit commitments to explore options to improve apprenticeship support services and drive-up completions.

Informed by two rounds of consultations, these services will increase the variety and capacity of organisations providing apprenticeship support services and will also:

- Place the apprentice at the centre of service provision through an enhanced assessment at the beginning of the apprenticeship to help set up apprentices for success.
- Strengthen mentoring support services for apprentices and employers.
- Provide greater support for Key Client Groups (Women in Male Dominated Trades, First Nations Australian Apprentices, Australian Apprentices with disability and Australian Apprentices located in remote Australia) while continuing to support all apprentices and their employers.
- Introduce specialised service providers for First Nations Australian Apprentices, women in male-dominated trades and clean energy apprentices.
- Utilise improved technology to increase and better target communications and streamline program administration.

4 Key Client Groups

To increase the diversity of the apprentice workforce and service offer to increase participation rates and provide tailored wraparound support.

- **Woman** undertaking an Australian Apprenticeship in a male-dominated trade
- **First Nations** Australian Apprentices
- Australian Apprentices with a **Disability**
- Australian Apprentices located in **remote Australia**

Introduction of Specialist Providers across 3 Service Specialisations

To deliver expertise to specific cohorts to improve completion rates. Employers and Apprentices may have a choice in the type of Provider (Generalist or Specialist) they use.

- **Women in Male-Dominated Trades**
 - Fostering safe workplaces
 - Providing support to attract & retain women
 - Support to deal with bullying, harassment & antisocial behaviour
 - Peer networks & industry
- **First Nations**
 - Supporting employers to create culturally competent & safe workplaces
 - Support to attract & retain First Nations Apprentices
 - Drawing on Indigenous business & Community Controlled Organisations
- **Clean Energy Occupations**
 - Building peer networking scale & capability
 - Understanding the needs of the workforce
 - Building the capacity of Australian Apprentices to succeed in the workplace of the future

Who are the successful Providers?

The Department of Employment and Workplace Relations has appointed 10 organisations representing a mix of Generalist and Specialist Providers who will deliver services from 1 July 2024 . Specialist Providers have been appointed in regions based upon the quality of their service offering and the size of the apprenticeship cohort.

The following Providers will deliver support services in each region from 1 July 2024:

ACT

Generalist – MAS National, MEGT (Australia)

New South Wales

Generalist – Chambers Apprenticeship Support Australia, MAS National, MEGT (Australia), The BUSY Group

Specialist – First Nations Australian Apprentices – Bamara, Chambers Apprenticeship Support Australia, The BUSY Group

Specialist – Women in male-dominated trades – Chambers Apprenticeship Support Australia

Specialist – Australian Apprenticeships working towards clean energy occupations –
Chambers Apprenticeship Support Australia, The BUSY Group

Perth and Surrounds – Western Australia

Generalist – Chambers Apprenticeship Support Australia, MEGT (Australia), The BUSY Group

Specialist – First Nations Australian Apprentices – Chambers Apprenticeship Support Australia

Specialist – Women in male-dominated trades – Chambers Apprenticeship Support Australia, The BUSY Group

Specialist – Australian Apprenticeships working towards clean energy occupations –
Chambers Apprenticeship Support Australia

Outback Western Australia

Generalist – Chambers Apprenticeship Support Australia, MEGT (Australia)

Specialist – First Nations Australian Apprentices – Chambers Apprenticeship Support Australia

Specialist – Women in male-dominated trades – Chambers Apprenticeship Support Australia

Specialist – Australian Apprenticeships working towards clean energy occupations –
Chambers Apprenticeship Support Australia

Queensland

Generalist – Chambers Apprenticeship Support Australia, MAS National, MEGT (Australia), The BUSY Group

Specialist – First Nations Australian Apprentices – ITEC, The BUSY Group, SYC

Specialist – Women in male-dominated trades – The BUSY Group

Specialist – Australian Apprenticeships working towards clean energy occupations – The BUSY Group

South Australia

Generalist – Chambers Apprenticeship Support Australia, MAS National, SYC

Specialist – First Nations Australian Apprentices – SYC

Tasmania

Generalist – Chambers Apprenticeship Support Australia, MAS National

Specialist – Women in male-dominated trades – The BUSY Group

Specialist – Australian Apprenticeships working towards clean energy occupations – The BUSY Group

Victoria

Generalist – APM, Chambers Apprenticeship Support Australia, MEGT (Australia), The BUSY Group

Specialist – First Nations Australian Apprentices – SYC

Specialist – Women in male-dominated trades – APM, Chambers Apprenticeship Support Australia

Specialist – Australian Apprenticeships working towards clean energy occupations – APM, Holmesglen Institute

Northern Territory

Generalist – Top End Group Training

Provider Name	Phone
Apprenticeship Support Australia	1300 363 831
The BUSY Group Ltd	13 28 79
Serendipity (WA) Pty Ltd trading as APM	1800 276 276
MEGT (Australia) Ltd	136 348
MAS National Ltd	1300 627 628
Bamara	1300 012 476
SYC	08 8405 8500
ITEC	07 4044 1000
Holmesglen	1300 639 888
Top End Group Training Pty Ltd	08 8935 8200

When will new services commence?

The new suite of support services for Australian Apprentices and their employers will commence on 1 July 2024. Australian Apprenticeship Support Network providers will continue providing services until that date.

What will happen to my current Australian Apprenticeship Support Network service?

Most existing apprentices will remain with their current provider. In the lead up to 1 July 2024, the department will contact all apprentices and employers who need to be transferred to advise them of their new service delivery provider. Their new provider will also contact them soon after 1 July 2024 to ensure ongoing service provision.

Who do I contact if I have any questions?

Until 1 July 2024, for any apprenticeship related matters Australian Apprentices and their employers should continue to contact their current Australian Apprenticeship Support Network provider.

Australian Apprentices and their employers who have any questions relating to the transition to new service arrangements on 1 July 2024 can also contact the department at apprenticeshipstransition@dewr.gov.au.