

## ATIS-004

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# Assistance and support

## Information to get started

During the term of an apprenticeship or traineeship, an employer, apprentice or trainee may seek assistance or support from the Department of Employment, Small Business and Training, their Australian Apprenticeship Support Network (AASN) provider or, for more serious concerns, various other organisations.

## Who can help?

*Department of Employment, Small Business and Training*

Some issues facing employers, apprentices and trainees that the department (or the AASN provider) can assist with are:

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

The department, in providing such assistance, may need to decide matters relating to the training contract or refer the employer, apprentice or trainee to other community-based and government specialist services.

### *Community-based and government specialist services*

Where specialist attention is required, the department will refer the apprentice or trainee to an appropriate community-based organisation, such as:

- [Lifeline](#) (24 hours) – 13 11 14
- [Relationships Australia](#) – 1300 364 277
- [Kids Help Line](#) – (free call) 1800 551 800
- [Working Women Queensland](#) – (free call) 1800 621 458

If the above organisations are unable to help, visit [My Community Directory](#) or the Queensland Government's [community support website](#) for more options.

### *Other advocacy services*

The following services may be useful in relation to all types of employment issues:

- [Queensland Human Rights Commission](#) – 1300 130 670.
- **Unions and employer associations** – to access a union or employer association relevant to a particular industry, contact the [Fair Work Ombudsman](#) on 13 13 94.

## Unfair treatment in the workplace

Apprentices and trainees should be treated fairly in a workplace, just as any other employee.

Examples of unfair treatment include:

- behaviour that is repeated, unwelcome and unsolicited
- behaviour that you consider to be offensive, intimidating, humiliating or threatening
- behaviour that a reasonable person would consider to be offensive, humiliating, intimidating or threatening
- ridicule (e.g. name calling, racist jokes)
- physical and emotional intimidation (e.g. physical threats or abuse, display of threatening or offensive slogans).

In addition, it can be illegal to be treated unfairly because of a person's:

- sex, relationship, parental status or family responsibilities
- race
- age
- impairment
- religious or political beliefs
- union activities
- gender identity, sexuality or lawful sexual activity
- pregnancy or breastfeeding.

Apprentices and trainees who feel they are being treated unfairly should take action as soon as possible:

- keep a diary of the times you feel bullied or harassed, recording as much as you can
- approach the person, or the person's supervisor, and request it stops
- talk to your workplace health and safety officer or your union member.

## For further information

Contact Apprenticeships Info on 1800 210 210 or the AASN provider for the training contract.

