



## What changes are occurring?

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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.

## Who are the successful Providers?

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The Department of Employment and Workplace Relations has appointed 9 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 Northern Territory is subject to a separate process to determine a provider which will also commence from 1 July.

## 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

## **When will new services commence?**

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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?**

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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?**

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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](mailto:apprenticeshipstransition@dewr.gov.au).