

My Contacts

Remember, help is at hand any time throughout the term of the Australian Apprenticeship by contacting AusNAC MG My Gateway on 1800 993 200
www.mygateway.org.au

We have listed some more useful contacts below

My Issue

My Contact

- I need detailed info about an apprenticeship/traineeship.
- I have some queries before or during an apprenticeship/traineeship.
- I am harassed or discriminated against at work or in training.
- I am cancelling my apprenticeship/traineeship.
- I believe I am not being treated fairly or if my work hours have been reduced or my employment is suspended.
- My employer and I cannot agree about ending the apprenticeship/traineeship.
- I have not received any training.
- I want to obtain information about what training is available.
- I want to find out what qualification I will receive at the end.
- I want to find out where I can train for the trade or occupation that I am working towards achieving.
- I need advice on how to find an employer who will employ me.
- I need to apply for Living Away From Home Allowance if I moved in order to start an apprenticeship/traineeship.
- I would like to be employed by a Group Training Company (who employ apprentices and trainees then hire them out to employers on short or long term assignments).
- I am under 18 and my parents have questions about my apprenticeship.

**AusNAC
 MG My Gateway's
 Australian Apprenticeships
 Centre On 1800 993 200**

- I need information on, or have queries about, wages and terms and conditions of employment.

**Department of Industrial
 Relations on 13 16 28
 or Fair Work Infoline on
 13 13 94
www.fairwork.gov.au**

- I need to apply for a transport concession card.

**DET State Training Services
 Ph: 13 28 11**

- I wish to apply for Youth Allowance.

**Phone Centrelink on
 13 36 33**



trainee



www.mygateway.org.au

MG My Gateway is a not for profit organisation providing quality entry level employment and training opportunities since 1980.

Our commitment to you is...

- ★ Our professional experienced consultants will visit your workplace at a time that suits you.
- ★ Our team will assist you and your employer with all government paperwork and administration.
- ★ Our team will provide you with ongoing support during the term of the Australian Apprenticeship.
- ★ Our team will help you customise a training solution that meets your training needs.
- ★ Our team will advise you of new programs, initiatives, and update you on changes.
- ★ Your MG Field Officer will be your primary contact.

**AusNAC MG is
your gateway
to hassle free
apprenticeships
and traineeships**

My Traineeship

WHAT IS A TRAINEESHIP?

- ★ Training can be completed 100% on-the-job, or externally by attending an off-the-job institution.
- ★ Traineeships are available for both new and existing employees.
- ★ **Traineeships provide skills, experience and a valuable qualification recognised across Australia.**
- ★ Traineeships offer a career path, from entry level traineeships at certificate 2 level, to higher level qualifications.
- ★ Traineeships can be completed full-time or part-time. Part-time School based traineeships are also available.
- ★ Progression to higher level traineeships is available upon successful completion.



Check out: www.mygateway.org.au



My Field Officer is

My Benefits

Travel Concession Card

Ph: DETon 1328 11

Travel concession passes for 1st, 2nd and 3rd year Australian Apprentices for travel to and from work and training. (application must be distributed by DET when training contract is approved. The application must be submitted to City Rail. Not available for existing workers).

Youth Allowance

Ph: Centrelink on 13 36 33

Assistance is available to eligible Australian Apprentices to assist with the increasing costs of undertaking an apprenticeship or traineeship. Contact Centrelink to see if you are eligible for Youth Allowance.

Living Away From Home Allowance

Ph: AusNAC MG on 1800 993 200

- 1st year- \$77.17 per week
- 2nd year- \$38.59 per week
- 3rd year- \$25.00 per week

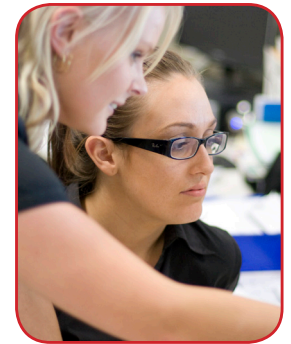
Enrolment Fee Exemptions

You may be exempt from paying the RTO enrolment fee. This applies to a range of groups, such as Aboriginal and Torres Strait Islander trainees, Newstart/Youth Allowance recipients and parents returning to the workforce. Contact your RTO to see if you qualify for an exemption.

DAAWS Tutorial Assistance

Additional tutorial help may be available if you qualify for the Disabled Australian Apprentice Wage Subsidy. Speak with your AusNAC MG My Gateway Field Officer to see if you qualify for DAAWS Tutorial Assistance.

The above information is correct as at September 2011. Incentives and benefits may be removed, added or amended at any time without notice. For up to date information, contact AusNAC MG My Gateway.



AusNAC



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my gateway