

# Who to contact

## New South Wales

Employer information	Apprentice and trainee information
<p>Further information for employers of apprentices or trainees about Australian Apprenticeships, Government incentive eligibility and claims or cancelling an Australian Apprenticeship.</p> <p><b>Department of Industry – Training Services NSW:</b></p> <ul style="list-style-type: none"> <li>• For help resolving difficulties with an apprentice or trainee.</li> <li>• To obtain a Certificate of Completion for an apprentice or trainee.</li> </ul> <p><b>13 28 11</b> <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a></p> <p><b>Fair Work Ombudsman:</b></p> <p>Information about wages and terms and conditions of employment.</p> <p><b>13 13 94</b> <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></p> <p><b>Superannuation Guarantee hotline:</b></p> <p>To arrange to pay superannuation payments into an apprentice or trainee’s chosen fund.</p> <p><b>13 10 20</b> <a href="http://www.ato.gov.au/super">www.ato.gov.au/super</a></p> <p><b>WorkCover:</b></p> <ul style="list-style-type: none"> <li>• Workplace safety – information about providing a safe workplace that meets occupational health and safety guidelines.</li> <li>• WorkCover insurance – to determine what is applicable in the relevant state.</li> </ul> <p><b>13 10 50</b> <a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a></p>	<p>Further information for apprentices and trainees about eligibility and payment of Trade Support Loans and personal benefits or cancelling your apprenticeship or traineeship.</p> <p><b>Department of Industry – Training Services NSW:</b></p> <ul style="list-style-type: none"> <li>• Advice regarding being treated unfairly at work, work being rationed or an apprenticeship or traineeship being suspended.</li> <li>• Advice about harassment or discrimination at work or in training.</li> <li>• Termination of an apprenticeship or traineeship, either by the apprentice/trainee or employer.</li> <li>• To obtain a Certificate of Completion.</li> </ul> <p><b>132 811</b> <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a></p> <p><b>Fair Work Ombudsman:</b></p> <p>Information about wages and terms and conditions of employment.</p> <p><b>13 13 94</b> <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></p> <p><b>Career Teacher, VET coordinator or MEGT Apprenticeship Network Provider:</b></p> <p>Information about Australian School-based Apprenticeships.</p> <p><b>Registered Training Organisation:</b></p> <p>To obtain credit for prior learning (Recognition of Prior Learning – RPL).</p>