

Media Release

The Hon Gayle Tierney MP
Minister for Skills and TAFE
Minister for Water



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HELP FOR APPRENTICES IS JUST A PHONE CALL AWAY

The Allan Labor Government is making it even easier for apprentices and trainees to get the support they need to succeed thanks to the new Apprenticeships Victoria Helpdesk.

Minister for Skills and TAFE Gayle Tierney today launched the Apprentice Helpdesk, a free service that provides advice and support, including information about wages and entitlements, training contracts, rights and responsibilities, and health and wellbeing at work.

Staffed by trained Apprentice Case Support Officers, the Helpdesk can also help apprentices and trainees report serious issues such as bullying and harassment to the right regulator or authority.

The Helpdesk is a two-year pilot being delivered as part of a \$9 million investment package to improve fairness, safety and mental health for apprentices and trainees, supporting them to complete their qualification so they can get a great start to their career.

This central service will make starting and completing an apprenticeship easier to navigate for almost 74,000 apprentices, as well as their employers.

The Apprentice Helpdesk builds on the success of Victoria's Apprenticeship Support Officer (ASO) program, which provides direct support to apprentices and trainees on TAFE campuses across the state. Since the launch of the ASO program, it has supported more than 166,000 apprentices.

Establishing the Helpdesk is one of the initiatives being implemented by the Labor Government in response to the recommendations from the Apprenticeships Taskforce. The Taskforce's final report, released in October 2024, provides 16 recommendations to improve support, safety and fairness for apprentices and trainees.

Other reforms include streamlining collaboration between agencies, providing more education and support for employers, making workplaces more inclusive for women, advocating for higher apprentice wages, and improving the pipeline of trade TAFE teachers.

The Apprentice Helpdesk is available from 9am-5pm, Monday to Friday (excluding public holidays). Contact 1300 311 820 or apprenticehelpdesk@djsir.vic.gov.au.

Quotes attributable to the Minister for Skills and TAFE Gayle Tierney

"The Apprentice Helpdesk is just a phone call away, providing apprentices and trainees access to the information and support they need quickly and easily."

"Victoria's almost 74,000 apprentices and trainees are the future of our state's skilled workforce – we want to see them succeed and we're giving them the tools and support they need to do just that."