

Queensland Government's response to the Queensland Training Ombudsman's (QTO) report: *Review of Support Provided to Queensland Apprentices and Trainees, with a focus on female apprentices in male dominated occupations.*

The Queensland Government accepts all 12 recommendations.

Recommendations	Key Actions
1	Train to Retain 2.0 will address bullying and harassment of apprentices and trainees with strategies such as: improving workplace interventions by Department of Employment, Small Business and Training (DESBT) regional officers, delivering a free online credential for supervisors of apprentices and trainees to improve their skills to deal with bullying and harassment, and an awareness campaign on unlawful and inappropriate behaviours. DESBT will work collaboratively with the QTO and other government agencies in their evaluation and advancement to address the themes identified in the Review. The aim of this approach is to increase completion rates for all apprentices, with a focus on female apprentices in male dominated trades.
2 – 3	DESBT will improve its communications with apprentices and trainees and employers to promote awareness of the Apprentice Info Line , including by text messages to remind them of their rights. The Apprentice Info Line will triage concerns and complaints and offer end-to-end support, with DESBT working with training stakeholders to ensure any required interventions are timely and co-ordinated. From questions about training plans to mental health concerns, the Apprentice Info Line will be a one stop shop to ensure callers get tailored advice for their situation and location. The Apprentice Info Line 1800 210 210 is open on weekdays 8.30am to 4.45pm.
4	Factsheets on how small employers can create diversity and inclusion strategies in their workplace will be promoted on the Business Queensland website. This will help small employers review their recruitment strategies, job advertisements and position descriptions to ensure there are no barriers to accessing a wider pool of applicants.
5 – 9	DESBT will engage with industry bodies to develop targeted strategies to improve workplace culture , with a focus on addressing bullying and harassment. These strategies will narrow the completion rate gap between male and female apprentices and increase the uptake and completion rates for apprentices and trainees, starting with: <ul style="list-style-type: none"> • Women in construction strategy to be implemented in partnership with Construction Skills Queensland • Women in manufacturing strategy to be implemented in partnership with Manufacturing Skills Queensland (once operational) • Develop strategies to be implemented in partnership with Motor Trades Association of Queensland (MTAQ) • Develop strategies in partnership with the furnishing industry via the Industry Skills Advisor, Ai Group • Develop strategies for women in the utilities industry in partnership with Energy Skills Queensland.
10	The Queensland Government will work with the Queensland Public Service Commission and the Local Government Assoc. of Queensland to be a model employer and promote the uptake of, female traineeships in the Government sector.
11	The Apprenticeship Advisory Group will be established to support improved apprenticeship outcomes. The Advisory Group will identify reasons for low completion rates and review industry proposals that may inform government policy responses to improve participation and completion rates for all apprentices, along with improved female apprenticeship participation in traditionally male-dominated occupations. The Advisory Group will include current apprentices, training experts and the Training Ombudsman.
12	DESBT will review its administrative arrangements to ensure they are not an enabler of real or perceived conflict in the workplace.