

## Procedure

Workplace grievance and dispute resolution is a process that helps employees and employers to resolve any issues that may arise at work.

- A *grievance* is a complaint or concern that an employee has about their work, the workplace, or someone they work with.
- A *dispute* is a disagreement or conflict between two or more parties over a work-related matter.

Both grievances and disputes can affect the productivity, morale, and well-being of the workers and the business. Therefore, it is important to have a clear and fair procedure for handling grievances and disputes, as this can prevent them from escalating into bigger problems. This procedure outlines the steps that both apprentice and trainee employees, Skillhire and host employers need to follow to raise, discuss, and resolve issues in a respectful and timely manner. The procedure includes options for external assistance or mediation if the parties cannot reach an agreement within the workplace.

### Steps:

If you have a grievance or complaint, you should follow these steps:

1. Speak to your Skills Development Consultant as your first point of contact;
2. Contact Skill Hire Administration Staff on (08) 9376 2800;
3. If you are not satisfied with the outcome, write to Skill Hire Human Resources via email: [hr@skillhire.com.au](mailto:hr@skillhire.com.au). The Human Resources team will make contact within 14 days of receipt of email and try to resolve the issue with you. All matters contained in your correspondence will remain strictly confidential; then
4. If you are still not satisfied with the outcome, you can contact the relevant department, regulator or similar in the state which you are employed, then/or Fairwork Australia for further assistance.

### State Training Regulators

State	Department	Phone	Email
ACT	Skills Canberra	(02) 6205 8555	<a href="mailto:skills@act.gov.au">skills@act.gov.au</a>
NSW	Training Services NSW	13 28 11 or 1300 772 104	<a href="mailto:training.support@det.nsw.edu.au">training.support@det.nsw.edu.au</a>
QLD	Department of Employment, Small Business and Training	1800 210 210	<a href="mailto:apprenticeshipsinfo@qld.gov.au">apprenticeshipsinfo@qld.gov.au</a>
NT	Department of Trade, Business, and Innovation	(08) 8935 7777	<a href="mailto:apprenticeships@nt.gov.au">apprenticeships@nt.gov.au</a>
SA	Skills SA – Traineeship and Apprenticeship Services	1800 673 097	<a href="mailto:skills@sa.gov.au">skills@sa.gov.au</a>
TAS	Skills Tasmania	1800 655 846	<a href="mailto:info@skills.tas.gov.au">info@skills.tas.gov.au</a>
VIC	Victorian Registration and Qualifications Authority - Apprenticeship Support Officers	(03) 9651 9999	<a href="mailto:vrqa.apprenticeships@education.vic.gov.au">vrqa.apprenticeships@education.vic.gov.au</a>
WA	Department of Training and Workforce Development (DTWD) - Apprenticeship Office	13 19 54	<a href="mailto:apprenticeshipoffice@dtwd.wa.gov.au">apprenticeshipoffice@dtwd.wa.gov.au</a>

If the dispute cannot be resolved through discussion and negotiation with Skill Hire and your host, or the relevant department, you can apply to the Fair Work Commission for mediation or arbitration.<sup>1</sup> You can find more information here: <https://www.fwc.gov.au/issues-we-help/common-issues-workplace/resolve-dispute-your-workplace>

**Procedure**

Should there be any expenses related to third-party mediation, please notify Skill Hire WA Pty Ltd immediately. We will promptly coordinate and assume responsibility for covering all associated costs.

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This procedure is based on best practice guidelines for internal complaint processes and effective dispute resolution. It complies with *Fair Work Act 2009* (Cth), *Vocational Education and Training Act 1996* (WA), *Skills Development Act 2008* (SA) and *Further Education and Training Act 2014* (QLD)

Useful Links:

Good practice guidelines for internal complaint processes | <https://humanrights.gov.au/our-work/employers/good-practice-guidelines-internal-complaint-processes>

Effective dispute resolution - Fair Work Ombudsman | <https://www.fairwork.gov.au/tools-and-resources/best-practice-guides/effective-dispute-resolution>

Resolve a dispute in your workplace | Fair Work Commission - FWC. <https://www.fwc.gov.au/issues-we-help/common-issues-workplace/resolve-dispute-your-workplace>