

# Free Tools for First Years Frequently Asked Questions

The Frequently Asked Questions (FAQ's) provide further clarification on making a claim under the Free Tools for First Years program. Additional information can also be found in the [Funding Guidelines](#).

**Please note that there is expected to be a high demand for the rebate. A total of \$4 million has been allocated and claims will be open until the funds are exhausted.**

**AUGUST 2024 UPDATE:** The Free Tools for First Years program has been expanded to include relevant engineering qualifications, and eligibility has been backdated to 22 May 2023 to capture all genuine first year apprentices.

If your question isn't included in these FAQs and you're unable to find the answer in any of the program materials, email [freetoolsforfirstyears@desbt.qld.gov.au](mailto:freetoolsforfirstyears@desbt.qld.gov.au) or call Apprenticeships Info on 1800 210 210.

## The Application Process

### How do I make a claim?

Claims are made online using the [Online Claim Form](#).

### How many claims can I make?

An individual can only make a claim once under the Free Tools for First Years program.

### I don't know if you got my claim form – how do I check?

Once the claim form is submitted, you will receive an automatic acknowledgement of receipt of the claim form.

### I don't know my Training Contract Registration Number, commencement date, qualification code or length of probation, how do I check?

Check your Training Contract or contact your AASN provider.

### I'm having issues accessing and/or completing the online claim form – what do I do?

Email the team at [freetoolsforfirstyears@desbt.qld.gov.au](mailto:freetoolsforfirstyears@desbt.qld.gov.au) or call Apprenticeships Info on 1800 210 210.

### I submitted my claim but forgot to include all of my receipts – can I update my claim once submitted?

If your claim hasn't been processed yet email [freetoolsforfirstyears@desbt.qld.gov.au](mailto:freetoolsforfirstyears@desbt.qld.gov.au) or call Apprenticeships Info on 1800 210 210 as soon as possible.

## Eligibility

### I'm a Queensland apprentice but I'm working outside of Queensland, can I make a claim?

Yes, as long as your apprenticeship was registered in Queensland.



**My training contract was registered in another State, but I reside in Queensland, can I make a claim?**

No, your apprenticeship must have been registered in Queensland.

**I'm doing a part-time or school-based apprenticeship, can I make a claim?**

Yes – full-time, part-time or school based first year apprentices are eligible as long as you commenced from 22 May 2023 and have completed your probationary period. All apprenticeships, that have a nominal term greater than 24 months (full-time, part-time or school based) generally have a 90 day probation period.

**I'm doing an automotive apprenticeship and I paid for tools – can I make a claim?**

No – at the time of claim, first year apprentices must be active in one of the following eligible construction, plumbing, engineering, or electrical apprenticeships.

AHC30921 Certificate III in Landscape Construction	MEM31922 Certificate III in Engineering – Fabrication Trade
CPC33020 Certificate III in Bricklaying and Blocklaying	MEM30219 Certificate III in Engineering – Mechanical Trade
CPC30220 Certificate III in Carpentry	MEM30819 Certificate III in Locksmithing
CPC31420 Certificate III in Construction Waterproofing	MEM31322 Certificate III in Refrigeration and Air Conditioning
CPC32820 Certificate III in Fire Protection	MSF30422 Certificate III in Glass and Glazing
CPC32720 Certificate III in Gas Fitting	MSF30822 Certificate III in Flooring Technology
CPC31920 Certificate III in Joinery	MSF30322 Certificate III in Cabinet Making and Timber Technology
CPC30620 Certificate III in Painting and Decorating	UEE32220 Certificate III in Air-conditioning and Refrigeration
CPC32420 Certificate III in Plumbing	UEE32120 Certificate III in Appliance Service
CPC32620 Certificate III in Roof Plumbing	UEE30420 Certificate III in Data and Voice Communications
CPC30820 Certificate III in Roof Tiling	UEE33020 Electrical Fitting
CPC31020 Certificate III in Solid Plastering	UEE30920 Certificate III in Electronics and Communications
CPC32320 Certificate III in Stonemasonry	UEE30820 Certificate III in Electrotechnology Electrician
CPC31220 Certificate III in Wall and Ceiling Lining	UEE31020 Certificate III in Fire Protection Control
CPC31320 Certificate III in Wall and Floor Tiling	UEE31220 Certificate III in Instrumentation and Control
CPC30120 Certificate III in Shopfitting	UEE31420 Certificate III in Security Equipment
CPC30216 Certificate III in Signs and Graphics	UEE40620 Certificate IV in Electrotechnology-Systems Electrician
MEM30319 Certificate III in Engineering – Fabrication Trade	

## Assessment and Outcomes

**How long will it take to get my rebate?**

If you are eligible and have provided all the required documentation the rebate will be paid within 30 business days.

**How do I track my claim?**

Once the claim form is submitted, you will receive an automatic acknowledgement of receipt of the claim form. After assessment is complete, you will receive notification of eligibility and



the rebate amount to be paid (if you are eligible). If all the required documentation has been received the rebate will be paid within 30 business days.

**I lost my proof of purchase for the tools, can I still make a claim, for example with a statutory declaration?**

If you are unable to contact the supplier where the tools were purchased to obtain a reprint of your receipt, email [freetoolsforfirstyears@desbt.qld.gov.au](mailto:freetoolsforfirstyears@desbt.qld.gov.au). This will be determined on a case-by-case basis.

**I'm eligible but I'm not sure if what I've purchased would be considered eligible tools?**

Tools of the trade refer to essential items required to perform your job, including but not limited to tool kits, hammers, hand saws, cordless drills etc.

Consumable items are not eligible including but not limited to nails, adhesives, PPE, workwear, and paints.

**I purchased my tools during my probationary period, will I receive the rebate?**

Yes, as long as you meet the eligibility criteria, and your claim is for eligible tools.

**I purchased my tools prior to commencing my apprenticeship, will I receive the rebate?**

No, you must have been active in your apprenticeship on the date the tools were purchased.

## Funding

**What is the maximum rebate I can receive?**

You will be reimbursed for the purchase of any industry relevant tools up to a maximum value of \$1,000, with proof of purchase.

**What is the minimum rebate I can receive?**

There is no minimum amount however, you can only claim once so think carefully about what industry relevant tools you need.

**I didn't include all tools when I submitted my claim – can I add them to my claim?**

You cannot add to your claim if your claim has already been processed and the rebate has been paid.

**I purchased an eligible tool for \$1999, can I claim for this purchase?**

Yes, however you will only be reimbursed for the maximum rebate of \$1,000.

**Why is my rebate less than I asked for?**

Your claim may have included ineligible items.

**I haven't purchased the tools yet but have the invoice, can I make a claim and get the money before I go and buy the tools?**

No, to be eligible for the rebate you must provide proof of purchase or receipts, for the tools purchased.

## Unsuccessful Applicants

### **My claim was deemed ineligible, can I appeal the decision?**

Yes, appeals must be lodged in writing. You will be notified in writing of the appeal outcome within 21 business days from receipt of the appeal.

### **I wasn't reimbursed at all from my first claim, can I claim again?**

This will depend on the reason the claim wasn't paid. You will be notified of the reason your claim wasn't paid.