



LABOUR  
HIRE  
AUTHORITY

# Protect your business and your workers

## INFORMATION FOR LABOUR HIRE HOSTS

If your business uses cleaners, security guards or temporary staff, you are likely considered a 'labour hire host' under Victorian law.

Under the *Labour Hire Licensing Act 2018* (Vic), businesses that provide labour hire services must be licensed, and hosts must only use licensed providers.

Licensing helps to ensure labour hire companies are run lawfully, by fit and proper people – to protect workers and improve the integrity of the industry.

If you use an unlicensed labour hire provider, it could cost you – significant financial penalties, and impacts to your business and reputation.

Host businesses that engage an unlicensed labour hire provider can face penalties exceeding:

- **\$650,000 for a corporation**
- **\$160,000 for an individual.**

Using licensed providers also protects your business against unlawful operators.

So, always check the licence. It only takes a minute.

### Check and follow your current providers.

Take two quick actions now to protect your business and support a fairer labour hire industry:


1. Check the licence of any provider you currently use.
2. Subscribe to be notified of any changes to your providers' licence status.



To access free tools and more information, visit:  
**[labourhireauthority.vic.gov.au/host](https://labourhireauthority.vic.gov.au/host)**

## Engaging a labour hire provider

### 1. Check the labour hire licence.

- Visit the Labour Hire Licence Register on the Labour Hire Authority (LHA) website.
- Locate the business by searching by name or ABN and tap 'View licence details'.
- Confirm the licence status is  Active.
- Note any licence conditions.

### 2. Verify the identity of the person and business.

- Check that the person you are dealing with is acting on behalf of the licensed business.
- Check their identification, role, and authority to act.
- Ask for evidence of company structure, hierarchy of control, and any sub-contracting.
- If in doubt, contact the nominated officer listed on the register for the licensed business.
- Do not rely on paper documentation, and keep records of all checks and their outcomes.

### 3. Establish a clear, lawful contract.

A signed, written contract should:

- properly identify the parties involved
- ensure correct wages and entitlements are paid
- set clear and specific expectations, including of compliance with all workplace laws
- limit and/or require pre-approval of sub-contracting
- require them to advise you of any changes to the business's compliance or licence status.

### 4. Follow your provider to stay up to date.

- Subscribe via the LHA website to receive real-time updates of any changes to the licence status.



Authorised and published by the Labour Hire Authority, Bendigo VIC 3550. For translating and interpreter assistance call 131 450 and choose your preferred language. If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service. Please visit [www.relayservice.gov.au](https://www.relayservice.gov.au).

## LABOUR HIRE LICENSING

The Labour Hire Authority (LHA) protects Victorian workers from exploitation by hosts and providers of labour hire services, and works to improve the transparency and integrity of the labour hire industry.

LHA was established in 2019 to implement the *Labour Hire Licensing Act 2018* (Vic).

Licensing helps to ensure labour hire companies are run lawfully and workers are treated fairly, through a range of checks on companies and their operators.

Labour hire workers are often at a higher risk of exploitation, which can include being:

- underpaid wages or superannuation
- subject to unlawful wage deductions for expenses their employer should cover
- provided substandard accommodation
- made to operate in unsafe work environments or not provided appropriate personal protective equipment (PPE).

LHA employs sophisticated monitoring and investigation techniques to identify non-compliance. Where it is identified, LHA takes compliance and enforcement action, which can include cancelling or suspending licences, applying licence conditions, or prosecuting unlawful behaviour.

### Definition of labour hire

Labour hire generally involves a business that either:

- supplies workers and pays them to perform work in and as part of a host's business
- recruits workers for a host and provides accommodation
- recruits workers as independent contractors for a host and manages contract performance.

Additionally, workers supplied for certain activities are considered labour hire under the Act, including:

- cleaning commercial premises
- certain horticulture activities
- certain meat or poultry processing activities.

There are limited circumstances where a provider is not required to hold a labour hire licence. The key exemption is for sole traders and partnerships that only supply the company directors – these businesses do not require a labour hire licence.

## SITE VISITS BY LHA OFFICERS

LHA undertakes compliance activities such as site inspections to monitor and enforce compliance.

Under the Act, LHA compliance officers may enter and search any occupied business premises during normal business hours, without consent, where labour hire workers are or have been working.

### During an inspection

If LHA compliance officers visit your host business, they will show identification, tell you why they are there and the powers they are using, and will try to undertake the inspection with minimum disruption.

Under law, LHA officers may:

- require you to produce documents such as invoices or service agreements
- inspect and make copies of documents, take photos or make audio-visual recordings
- seize anything they reasonably believe relates to a contravention of the Act
- require you, or any other relevant person at the premises, to answer questions
- seek the assistance of other people, such as a police officer or interpreter.

You must not refuse or fail to comply with a requirement made by an LHA compliance officer under the Act without reasonable excuse.

It is an offence to provide false information or to hinder an LHA inspection.

## REPORT A PROBLEM

**[labourhireauthority.vic.gov.au/report](https://labourhireauthority.vic.gov.au/report)**

Anyone with evidence of non-compliance with Victoria's labour hire law can make a report to LHA, including around issues such as:

- labour hire worker mistreatment
- unlawful behaviour, such as tax avoidance
- unlicensed providers advertising or providing labour hire services
- a business using an unlicensed provider.

Reports should include details such as business names and addresses, dates, relevant documents or evidence such as emails or screenshots.



## MORE INFORMATION

**[labourhireauthority.vic.gov.au/host](https://labourhireauthority.vic.gov.au/host)**

Visit the LHA website for more information for labour hire hosts.

You can also contact LHA on 1300 545 200 or [enquiries@labourhireauthority.vic.gov.au](mailto:enquiries@labourhireauthority.vic.gov.au)