



LABOUR  
HIRE  
AUTHORITY

# Guidance for businesses Using commercial cleaners

In Victoria, most businesses who supply cleaners to commercial premises must have a labour hire licence – licensing protects workers, and supports a fair and transparent labour hire industry.

Businesses using cleaning services in their commercial premises must only use licensed providers.

**Penalties of more than \$590,000 can apply to any business found using an unlicensed provider, under the *Labour Hire Licensing Act 2018 (Vic)*.**

## How to check if a Provider is licensed

Businesses using cleaning services in their commercial premises must confirm a provider is licensed before engaging them.

The Labour Hire Authority (LHA) – which oversees Victorian labour hire licensing – provides a public register of all licensed providers at [register.labourhireauthority.vic.gov.au](https://register.labourhireauthority.vic.gov.au)

Businesses can also opt to be notified of any changes in the status of a licence, such as if it is cancelled or suspended.

## How you can help labour hire providers comply

You should have a written contract with each labour hire provider you engage that clearly identifies the legal person you are contracting with, including their ABN.

You should consider clauses in your contracts with labour hire providers that:

- require them to inform you if their licence is suspended or cancelled
- limit subcontracting, or require your consent before a provider further subcontracts out work
- entitle you to obtain information and documents to ensure that employees are being paid correctly (wages and superannuation), and there is no sham contracting.

You should also consider whether the amount you are paying a provider allows them to meet their legal obligations including wages, superannuation, leave entitlements, WorkCover insurance, payroll tax (if applicable) and GST.

## Further information

For more on licensing in commercial cleaning, visit [labourhireauthority.vic.gov.au/commercial-cleaning](https://labourhireauthority.vic.gov.au/commercial-cleaning)  
For any concerns about whether a labour hire provider is complying with relevant laws,:

- Make a report to LHA <https://online.labourhireauthority.vic.gov.au/Case/ReportProblem>
- Contact LHA on [1300 545 200](tel:1300545200) or [enquiries@labourhireauthority.vic.gov.au](mailto:enquiries@labourhireauthority.vic.gov.au)



*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](http://www.relayservice.gov.au).*