

# Labour Hire Authority Horticulture Workers Campaign Stakeholder kit.

December 2023



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# INTRODUCTION

Victoria's Labour Hire Authority (LHA) is undertaking a communication campaign for labour hire workers in the Victorian horticulture industry, to raise awareness of their rights and how to report a problem with their employer.

The campaign was developed in consultation with a range of organisations that engage regularly with horticulture workers, and includes campaign materials translated into nine relevant languages.

As a stakeholder with important connections across Victoria's horticulture sector, we ask for your support in sharing the information in this pack through your networks.

This pack includes links to audio and visual files, social media posts, a fact sheet and posters in multiple languages for you to share.

You can also direct people to the campaign website at [labourhireauthority.vic.gov.au/hort-worker](https://labourhireauthority.vic.gov.au/hort-worker)

We appreciate your contribution to this important worker support campaign – if you have any queries, don't hesitate to contact LHA's communications team at [communications@labourhireauthority.vic.gov.au](mailto:communications@labourhireauthority.vic.gov.au)



# MESSAGING

- If you work for a contractor picking, packing or planting fruit and vegetables, you're probably a labour hire worker, and your rights are protected under law.
- If you're a labour hire worker and you think you or your workmates are being treated unfairly, let the Labour Hire Authority know.
- Visit [labourhireauthority.vic.gov.au/hort-worker](https://labourhireauthority.vic.gov.au/hort-worker) or call 1300 545 200.



# CAMPAIGN ASSETS

## Press Ad

Click the icon  
to download



# CAMPAIGN ASSETS

## Display Ad

Click the play button below to view all animated banners ads.



The banners have also been translated into the following languages:

- Samoan
- Tongan

If you work for a contractor picking,

packing or planting fruit or vegetables

you're probably a labour hire worker.

Your rights are protected under law.

And we're here to protect you.

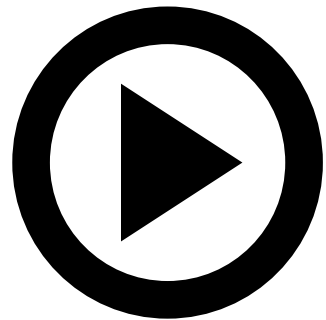
**LEARN MORE**

LABOUR HIRE AUTHORITY

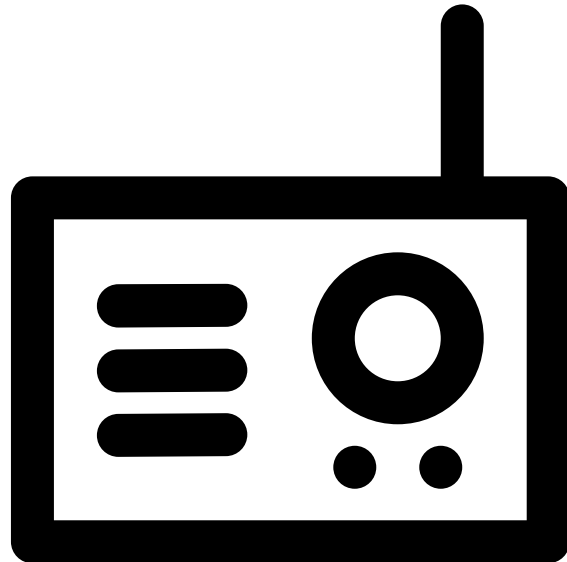
VICTORIA State Government

# CAMPAIGN ASSETS

## Radio Ad



Play Audio



Click the icon  
to download

*If your work involves picking, packing or planting fruit or vegetables, you're probably a labour hire worker, and Victoria's Labour Hire Authority is here to help protect you.*

*The company that pays you must be licensed and treat you fairly. If you think you or your workmates are being treated unfairly, let us know.*

*Search Labour Hire Authority now.*

*Authorised by the Victorian Government, Melbourne.*



# CAMPAIGN ASSETS



## Social Asset

*If your work involves picking, packing or planting fruit and vegetables, you're probably a labour hire worker.*

*Your rights are protected.*

*We're here to help you.*

*Think you're being treated unfairly at work?  
Let us know.*

The social media tile has been translated into the following languages:

- Fijian
- Arabic
- Vietnamese
- Simplified Chinese
- Traditional Chinese
- Indonesian
- Malay

**Click the icon  
to download**



# STAKEHOLDER MATERIALS

## Fact sheet

Click the icon to download

**FACT SHEET FOR SUPPORT ORGANISATIONS**

**Labour hire workers**



Victoria's labour hire licensing scheme acts to protect workers and improve the integrity and transparency of the industry.

Broadly speaking, labour hire involves a business supplying workers to work in a host business in any industry. Labour hire is common in industry areas including:

- Horticulture
- Security
- Commercial cleaning
- Meat and poultry processing.

Under Victorian law, labour hire providers must hold a licence, and anyone using their services must only use licensed providers.

Victoria's Labour Hire Authority (LHA) oversees the licensing scheme – including monitoring, compliance and enforcement. The scheme was established in 2016 following inquiries and reports that found widespread exploitation of labour hire workers and unlawful behaviour by providers.

**LABOUR HIRE LICENSING**

Labour hire providers must be run by 'fit and proper' people and must meet a range of obligations around worker pay, conditions and entitlements, including:

- tax and superannuation
- occupational health and safety
- workers compensation
- workplace entitlements
- migration
- accommodation standards.

Significant penalties may apply for breaches of the **Labour Hire Licensing Act 2018 (Vic)**:

- over \$600,000 for a company
- over \$150,000 for an individual.

**MONITORING COMPLIANCE**

LHA has a team of compliance officers who monitor, investigate and enforce compliance. Officers have a range of powers, including to:

- enter and search premises
- inspect or copy documents
- seek the assistance of other persons
- apply for a search warrant.

**HORTICULTURE WORKERS**

LHA has developed materials specifically for labour hire workers in the horticulture industry. The materials aim to raise workers' awareness of their rights and how to report unfair treatment by labour hire businesses. Some labour hire workers may require assistance to collect information on their issue to provide to LHA. If you work or engage with horticulture workers, you can download materials you can use to support them to report issues to LHA.

Materials include:

- An A5 worker handout flyer
- An A3 poster, translated into multiple relevant languages
- A dedicated webpage

Visit the horticulture worker webpage to access these materials, and more information.

**MORE INFORMATION**

[labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker)

Visit the LHA website to learn more. You can also contact LHA on 1300 545 200 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. If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service via [relayservice.gov.au](http://relayservice.gov.au)

For more information or to subscribe to the Authority's newsletter visit [labourhireauthority.vic.gov.au/subscribe](http://labourhireauthority.vic.gov.au/subscribe). If you cannot find the information you are looking for, contact [enquiries@labourhireauthority.vic.gov.au](mailto:enquiries@labourhireauthority.vic.gov.au) or call 1300 545 200.

**FACT SHEET FOR SUPPORT ORGANISATIONS**

**Horticulture labour hire workers**



**YOU CAN HELP PROTECT YOUR WORKMATES**

If you work for a contractor picking, packing or planting fruit or vegetables, you're probably a labour hire worker, and your rights are protected under Victorian law.

You may also do work for the contractor like sorting, labelling, grading, thinning, pruning or spraying plants.

If you are a labour hire worker, and you have concerns about you or your workmates being treated unfairly, let us know at the Labour Hire Authority (LHA).

**MAKE A REPORT**

You can make a confidential report if you are worried that you or your workmates:

- are being paid unfairly
- have health and safety risks at work
- have your VISA status put at risk by your employer
- are living in unsafe or unhealthy accommodation provided by your employer
- are employed by a company that does not have a labour hire licence.

So we can help you, please include details like business names, people's names, addresses, dates and times. Also include evidence – like pay slips, timesheets, messages or emails – and a way for us to contact you if possible.

**REPORT A PROBLEM AT**

[labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker)



You can also make a report using a translation service by contact Translating and Interpreting Service (TIS National) on 131 450 – tell them what language and ask them to call LHA on 1300 545 200.

If you have questions, or if you would prefer to make a report by phone, you can call LHA directly on 1300 545 200.

**What will happen when I report a problem?**

It is against the law for you to be fired or penalised for raising an issue about your workplace rights, and you can ask for help from us directly or through a worker support organisation.


Your report will be taken seriously. It will remain confidential and not shared with any person, except as required or authorised by law.

Depending on what the problem is, we may also suggest that you make a report to the Fair Work Ombudsman or WorkSafe.

**Check your employer's licence status**

If you are a labour hire worker in Victoria, your employer must hold a labour hire licence. You can check if your employer is licensed using the tools on the [Check a provider's licence status](http://labourhireauthority.vic.gov.au) page at [labourhireauthority.vic.gov.au](http://labourhireauthority.vic.gov.au).

If your employer is not licensed, you are at higher risk of unfair treatment, so you should let us know.

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For more information or to subscribe to the Authority's newsletter visit [labourhireauthority.vic.gov.au/subscribe](http://labourhireauthority.vic.gov.au/subscribe). If you cannot find the information you are looking for, contact [enquiries@labourhireauthority.vic.gov.au](mailto:enquiries@labourhireauthority.vic.gov.au) or call 1300 545 200.

# STAKEHOLDER MATERIALS

## Poster

Click the icon  
to download



The Poster has been translated into the following languages:

- Bislama
- Samoan
- Tongan
- Arabic
- Vietnamese
- Simplified Chinese
- Traditional Chinese
- Indonesian
- Malay
- Fijian
- Tetum

Translated materials are available at [labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker)

# STAKEHOLDER MATERIALS

## A5 Worker handout

Click the icon  
to download



The graphic is a two-panel handout. The top panel shows three workers in a warehouse setting with blue crates. The bottom panel shows workers in a field picking vegetables. The handout includes the Labour Hire Authority logo, a QR code, and contact information.

**You can help protect your workmates.**

**LABOUR HIRE AUTHORITY**

If you work for a contractor picking, packing or planting fruit and vegetables, you're probably a labour hire worker, and you're protected under law.

If you think you or your workmates are being treated unfairly, let us know. Visit [labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker) or call 1300 545 200. Translation services are available.

**VICTORIA**  
State Government

The Worker handout has been translated into the following languages:

- Bislama
- Samoan
- Tongan
- Arabic
- Vietnamese
- Simplified Chinese
- Traditional Chinese
- Indonesian
- Malay
- Fijian
- Tetum

Translated materials are available at [labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker)



**For more information visit**  
[labourhireauthority.vic.gov.au/hort-worker](http://labourhireauthority.vic.gov.au/hort-worker)