

# Labour Hire Authority Host Campaign Stakeholder Kit.

September 2025



**Cleaners, Security Guards, Temporary Staff Hosts.....3**

Stakeholder kit links.....4

Meta square static.....6

Meta portrait .....8

Half page ad.....10

A3 poster.....11



**LABOUR  
HIRE  
AUTHORITY**





## STAKEHOLDER KIT

Victoria's Labour Hire Authority (LHA) has launched a campaign to raise awareness among businesses of their legal obligation to only use licensed labour hire providers. This includes businesses that use cleaners, security guards or temporary staff.

The campaign supports businesses to protect their operations and workers, and avoid penalties exceeding:

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

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

This kit includes links to 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/host](https://labourhireauthority.vic.gov.au/host)**

We appreciate your contribution to this important 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)



# STAKEHOLDER KIT LINKS

## Fact sheet

Click the icon  
to download



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)



Authorised and published by the Labour Hire Authority, Bendigo VIC 3560. For translating and interpreter assistance call 131 460 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).

### 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.

### 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.



### 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)

### 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.



September 2025



# STAKEHOLDER KIT LINKS

## A5 Flyer

Click the icon  
to download



Does your business  
use cleaners,  
security guards or  
temporary staff?

If so, it's likely you're a **labour hire host**. Under Victorian law, businesses that provide labour hire workers **must hold a licence**.

Using an **unlicensed** labour hire provider could cost you – fines of over **\$650,000**, impacts to your business and reputation.

Licensing helps to ensure labour hire companies are run lawfully and workers are treated fairly. Using licensed providers also protects your business – against unlawful operators and the risk of significant fines.

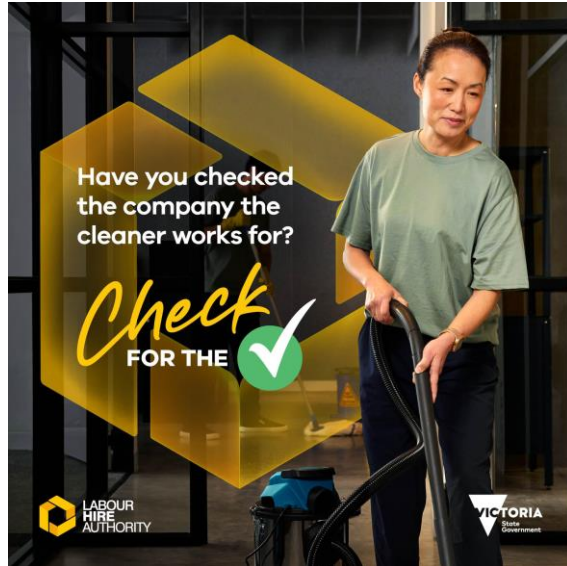
Always check for the 

Checking for a licence only takes a minute  
[labourhireauthority.vic.gov.au/host](https://labourhireauthority.vic.gov.au/host)



**VICTORIA**  
State Government

# STAKEHOLDER KIT LINKS



Click the icon to  
download CALD assets



## Meta square static

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

- Vietnamese
- Arabic
- Cantonese (Traditional Chinese)
- Mandarin (Simplified Chinese)
- Indonesian
- Malay

### Primary text (125 characters)

*To protect your business, only use cleaners, security guards or temporary staff from licensed labour hire providers.*

### Headline (40 characters)

*It's your business.*

### Description (30 characters)

*Check the labour hire licence.*

### Image headline

*Have you checked the company the cleaner works for?*

# STAKEHOLDER KIT LINKS

Meta  
square  
static

Variations



**Primary text (125 characters)**

*To protect your business, only use cleaners, security guards or temporary staff from licensed labour hire providers.*

**Headline (40 characters)**

*It's your business.*

**Description (30 characters)**

*Check the labour hire licence.*

**Image headline**

*Have you checked the company the cleaner works for?*



**Primary text (125 characters)**

*To protect your business, only use security guards, cleaners or temporary staff from licensed labour hire providers.*

**Headline (40 characters)**

*It's your business.*

**Description (30 characters)**

*Check the labour hire licence.*

**Image headline**

*Have you checked the company the security guard works for?*



**Primary text (125 characters)**

*To protect your business, only use temporary staff, cleaners or security guards from licensed labour hire providers.*

**Headline (40 characters)**

*It's your business.*

**Description (30 characters)**

*Check the labour hire licence.*

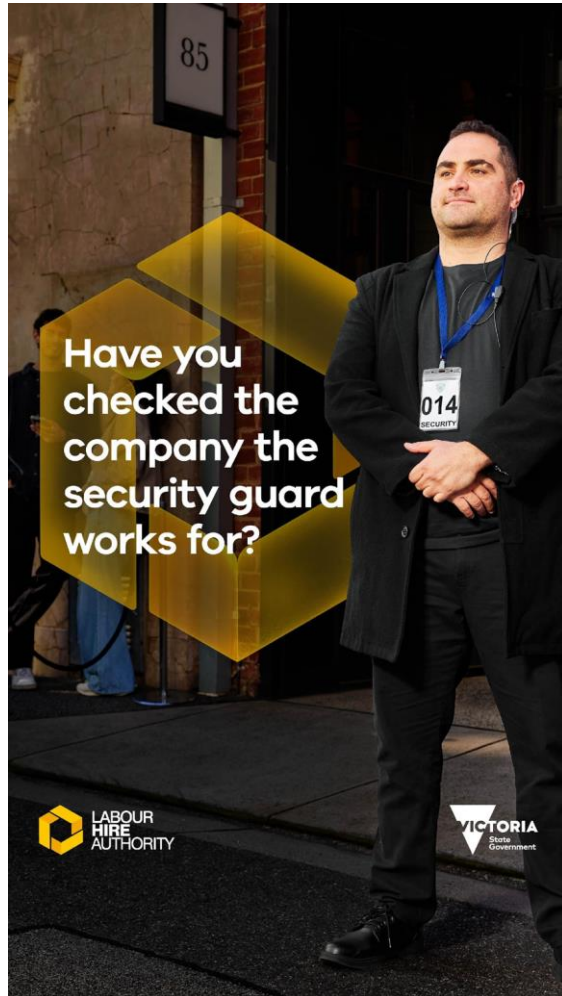
**Image headline**

*Have you checked the company the temp works for?*

Click the icon  
to download



# STAKEHOLDER KIT LINKS



## Meta portrait

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

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- Arabic
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- Mandarin (Simplified Chinese)
- Indonesian
- Malay

Click the icon to  
download CALD assets



### Primary text (125 characters)

*To protect your business, only use security guards, cleaners or temporary staff from licensed labour hire providers.*

### Headline (40 characters)

*It's your business.*

### Description (30 characters)

*Check the labour hire licence.*

### Image headline

*Have you checked the company the security guard works for?*



# STAKEHOLDER KIT LINKS

## Meta portrait

## Variations



**Primary text (125 characters)**  
*To protect your business, only use cleaners, security guards or temporary staff from licensed labour hire providers.*

**Headline (40 characters)**  
*It's your business.*

**Description (30 characters)**  
*Check the labour hire licence.*

**Image headline**  
*Have you checked the company the cleaner works for?*



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*Check the labour hire licence.*

**Image headline**  
*Have you checked the company the cleaner works for?*



**Primary text (125 characters)**  
*To protect your business, only use temporary staff, cleaners or security guards from licensed labour hire providers.*

**Headline (40 characters)**  
*It's your business.*

**Description (30 characters)**  
*Check the labour hire licence.*

**Image headline**  
*Have you checked the company the temp works for?*



Click the icon to download

# STAKEHOLDER KIT LINKS

Half page  
press ad

Click the icon  
to download



# Check

FOR THE

You checked the invoices were paid on time. 

You checked the monthly reports. 

Have you checked the company  
the cleaner works for?

Under Victorian law, if your business uses cleaners, security guards or temporary staff, it's likely you're a **labour hire host**. Businesses that provide labour hire workers must hold a licence.

Using an **unlicensed** labour hire provider could cost you. You could face fines of over **\$650,000**, impacts to your business and your reputation.

Checking for a licence only takes a minute  
[labourhireauthority.vic.gov.au/host](https://labourhireauthority.vic.gov.au/host)







# STAKEHOLDER KIT LINKS

A3 poster

Protect your worker



Click the icon to download

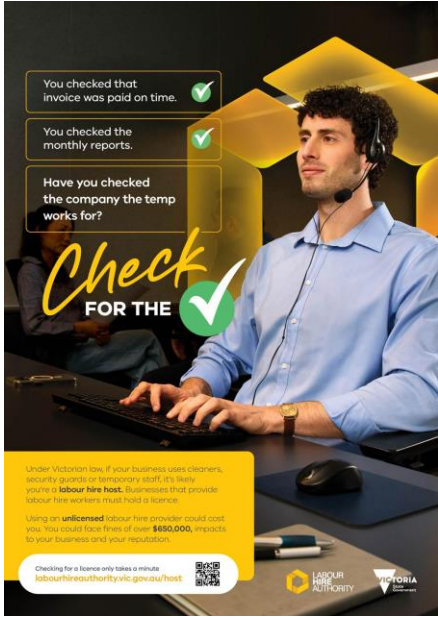




# STAKEHOLDER KIT LINKS

A3 poster

Protect your business



Click the icon to download



**For more information visit**  
[labourhireauthority.vic.gov.au/host](https://labourhireauthority.vic.gov.au/host)

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