



LABOUR
HIRE
AUTHORITY

Guidance for labour hire providers

Commercial cleaners

In Victoria, most businesses who supply cleaners to commercial premises must have a labour hire licence, and any business using these services must only use licensed providers.

These licences help to ensure all businesses are meeting their obligations – to protect workers, and support fairness, transparency, and integrity in the labour hire industry.

Penalties of more than \$590,000 can apply to unlicensed providers, as well as to any business using their services.

Penalties also apply for advertising labour hire services without a licence. Any sub-contractors to a labour hire provider who are supplying cleaners to commercial premises must also be licensed.

In Victoria, labour hire licensing is overseen by the Labour Hire Authority (LHA), including monitoring, compliance and enforcement. The *Labour Hire Licensing Act 2018* (Vic) defines which businesses require a licence, as well as circumstances where a licence may not be required.

All licensed providers are listed on a public register on the LHA website, where businesses can also opt to be notified of any changes in the status of a licence, such as if it is cancelled or suspended.

For more on licensing in commercial cleaning, visit labourhireauthority.vic.gov.au/commercial-cleaning

Compliance in entering arrangements

It is good practice to have a written contract that clearly identifies who the arrangement is with, and their ABN, when entering a labour hire arrangement.

Labour hire providers should consider whether the amount they are receiving under the contract arrangement allows them to meet all legal obligations, including:

- workplace laws – including around wages, superannuation, leave entitlements, and occupational health and safety
- minimum accommodation standards
- workers compensation laws
- taxation laws.

Any provider who does not meet their legal obligations may face licensing action, up to and including cancellation.

Queries or concerns

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



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