

Queensland Labour Hire Licence - Refund Policy

Implementation Date: 8 June 2018

Version: 1

Purpose of policy

To outline when a refund for a labour hire licence application fee is permitted.

Principles

An applicant for a labour hire licence may be eligible for a full refund of the application fee (the full fee) where:

- it is deemed that the applicant does not require a licence
- the applicant has chosen the incorrect tier for their licence fee.

A refund will not be issued where the application is not granted for valid reasons, including:

- the applicant fails to respond to a request for information and is taken to have withdrawn their application under s.41 (3) of the *Labour Hire Licensing Act 2017* (the Act)
- the application is refused under s.16 (1)(b) of the Act
- the licence is cancelled under s.24 of the Act.

Process

1. The applicant must request the refund in writing and send to the email address detailed below under **Contact**.
2. As part of their written request the applicant must provide relevant information in support of their application for a refund (e.g. details of their business operations that support their submission that they are not operating as a labour hire provider, information showing that their wages for labour hire workers fall within a relevant tier).
3. The department may approve the request when satisfied that the applicant does not require a labour hire licence, or in the circumstances when the applicant should have selected a different application fee tier.

Contact:

Att: The Director

Labour Hire Licensing Compliance Unit

Office of Industrial Relations

PO Box 820

Lutwyche QLD 4030

Phone: 1300 576 088 or after hours call 13 74 68.

Visit labourhire.qld.gov.au for more information about the scheme.

Email: LHLCUadmin@oir.qld.gov.au