

Queensland Labour Hire Licence - Refund Policy

Implementation Date: 01 June 2020

Version: 2

Purpose of policy

To outline the circumstances in which a refund for a labour hire licence application fee is permitted.

Principles

An applicant for a labour hire licence may apply for a refund of all or part of the application administration fee (the full fee) if:

- the applicant has applied in error (they do not require a licence as they don't meet the definition of a labour hire provider); or
- the applicant has chosen the incorrect licence fee tier; or
- the incorrect entity has made an application or been issued with a licence;

A refund will also be considered on compassionate grounds.

A refund will not be granted if:

- the application or licence is refused, withdrawn, suspended or cancelled under the Act;
- the applicant or licensee has ceased trading, or decides to no longer provide labour hire services;
- there is restructure of the business, and a new entity is now trading.

Process

Applicants or licensees requesting a refund must do so in writing and 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).

Contact:

Att: The Director

Labour Hire Licensing Compliance Unit

Office of Industrial Relations

PO Box 7129

BRENDALE QLD 4500

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

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

Email: labourhire@oir.qld.gov.au