

1. Average processing times for licence applications

Processing times generally depend on the level of risk identified during initial assessment of the licence applications. Low risk applications are generally processed within 28 days of lodgement of the application and payment of the relevant licensing fee. The following table shows the percentage of applications approved within 28 days since the inception of the scheme.

Financial year	2017-18	2018-19	2019-20	2020-21
Percent processed within 28 days (%)	43	70	92	90.5

- The Queensland scheme commenced on 16 April 2018, and businesses who applied for a licence prior to 15 June 2018 could continue to provide labour hire services until their application was decided. Due to the initial volume received, processing times were impacted in 2017-18 and the first half of 2018-19;
- Matters not processed within 28 days have been assessed as high risk matters, where it is appropriate to make more significant inquiries to ensure that the applicant is fit and proper, and financially viable as required by the *Labour Hire Licensing Act 2017*.

Number of refusals of licence applications on the basis that the applicant is not fit and proper

- The Chief Executive may grant a licence to provide labour hire services in Queensland, only if satisfied that:
 - the applicant, the nominated officer and (for corporations) all executive officers are fit and proper persons; and
 - the business to which the application relates is financially viable.
- The fit and proper person test includes considerations of the relevant person's:
 - character,
 - criminal convictions that affect suitability to provide labour hire services,
 - compliance and ability to comply with relevant employment, taxation and superannuation, workplace safety and accommodation and transport laws,
 - solvency history, and
 - any other relevant matters
- Other options available after considering an application are to:
 - Grant the licence with additional conditions, and
 - Refuse the licence application.
- Further, where an applicant fails to provide compliance information required to decide the application, the application is withdrawn. It is common that non-compliant businesses fail to provide compliance information as required.
- Since the inception of the Queensland LHL scheme (as at 5 July 2021):
 - 57 licence applications have been refused,
 - 212 licence applications have been withdrawn for failing to provide compliance information, and
 - 68 licences have been granted with condition to enable the delegate to more closely monitor compliance.
- In relation to licences (as at 5 July 2021):
 - 87 licences have been cancelled, and
 - 258 licences have been suspended.

How many searches have been conducted by inspectors to date

Specific data about the number of searches conducted is not available.

How many engagements have there been with labour hire providers and workers on farms

Data about the total number of engagements is not available.

However, horticulture was acknowledged as a high risk industry at the outset of the scheme. As a consequence, the Labour Hire Licensing Compliance Unit (LHLCU) focussed significant attention on compliance in the horticulture industry. In total, **816 compliance cases** (audits, investigations, complaints) regarding labour hire providers in the horticulture industry have been finalised since the inception of the scheme. This has resulted in a total of **362 compliance actions** (withdrawal, refusal, imposition of conditions, suspension, cancellation, prosecution), meaning compliance actions have been taken under the Act in **44.36%** of compliance cases in the horticulture/agriculture industry.

In addition, there has been numerous educational and compliance campaigns conducted on farms either independently or with other agencies where the LHLCU has engaged with growers, labour hire providers and workers regarding obligations under the scheme, and gathered significant intelligence.