

Attachment 8: One-stop-shop

Table 1: One-stop-shop in other jurisdictions

Scheme	Model
Gangmasters Licensing Authority (UK) (GLA)	<p>The GLA website has a wide range of information for workers, gangmasters and those that use workers via a gangmaster. Information includes: whether a licence is needed, how to apply for a licence, a public register of current licensed gangmasters, who has been inspected, revocations, appeals, publications (including legislation, licensing guides and press releases), how to lodge a complaint, ability to report a problem/complaint about a gangmaster.</p> <p>Information for workers includes: rights (pay, breaks, holiday, terms and conditions), the labour providers responsibilities to the worker and how to contact GLA for assistance.</p> <p>Information for suppliers of workers: licence application/renewal guidance, licensing standards, explanation of the inspection process and licensing news.</p> <p>Host Employers, and other users of the website, are able to check the public register to ensure they are using a licensed provider and how to comply with legal requirements and guidance on best practice. The 'Active Check Service' keeps host employers up to date with any changes to their labour provider's licence following an inspection or revocation.</p>
Employment Agency Licence (Singapore)	<p>The Ministry of Manpower (MOM) website contains all the relevant information in relation to employment agents. It includes work passes and permits; employment practices; workplace health and safety; statistics and publications; forms and legislation. The eServices section gives users online access to a wide range of services including checking training records, employment agencies directory, work permit applications. It also provides a self-assessment tool for employment agency personnel and key appointment holders.</p> <p>The online LicenceOne portal allows employment agents to apply for a licence, make amendments to the licence profile, renew or terminate a licence. Agents are required to submit quarterly reports on referral and placements and these reports are also submitted by the agent via the LicenceOne portal.</p>
Queensland Electrical Safety	<p>The Worksafe Qld website provides access to information on:</p> <ul style="list-style-type: none"> • classes of licences; • applying or renewing electrical worker/contractor licences; • electrical licence holder search; • disciplinary action; • injury prevention and safety; • safety laws; • forms and resources; • electrical industry engagement programs, workshops and information sessions. <p>The website also provides a number of ways (including online notification form) to notify the Electrical Safety Office on serious or dangerous electrical incidents.</p>
Queensland Building and Construction Commission	<p>Contractors – apply/renew licence; pay insurance; forms, fact sheets and publications Home Owners – pool safety; complaints and disputes; find a contractor; owner building; licensee search</p> <p>myQBCC is an online portal which allows users to view policies, make enquiries, provide feedback and track their cases. Additional services will be added to myQBCC in the future.</p>

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Table 2: One-stop-shop proposals in Issues Paper

Submitter	Model
Australian Employment Network	Submitted that information is already available from a number of sources and that guidance on where to find this information may be more appropriate.
Residential Tenancies Authority	Submitted that this would be an effective way to facilitate information to parties and to redirect queries to referral pathways. Parties are able to be informed on their rights and responsibilities and ways to address their concerns. The unit would provide timely information to facilitate issues resolution and provides a means to log matters to address any continuous improvement of services.
Anti-Discrimination Commission Queensland	Submitted that, to ensure workers are well informed, a comprehensive and ongoing communication strategy must be coordinated by one state government agency tasked with the responsibility which should have capacity to link in to the critical points of interaction and multiple mediums and locations.
Australasian Meat Industry Employee's Union	Supports the one stop shop concept.
Ai Group	Submitted that if the Queensland Government proceeds to establish a labour hire industry licensing system, an information service for labour hire companies operating in Queensland will be useful. They noted that it is important that information about the licensing system is easily accessible, readily available, and that information is provided in an efficient and commercial manner.
Australian Manufacturing Workers' Union	Supports a one-stop-shop and proposes that it sit within the dedicated regulator.
Construction, Forestry, Mining & Energy Union	Supported a one-stop-shop, with one or two offices and a large online presence to reduce administrative costs for both licensees and the compliance unit.
National Union of Workers	Supported a one-stop-shop which would allow licence holders to provide reporting information and easily update their information. In addition, they suggested that the licensing body can also manage a confidential reporting line which allows people to report breaches, or suspected breaches, of the licence by the licence holder.
Lockyer Valley Regional Council	Supports a one-stop-shop, which would provide information and support for labour hire providers, host employers and workers. Proposed that an adequately resourced 'one-stop-shop' would also be in a position to receive complaints of non-compliance of contractors and hosts, however there would be a need for the provision of the authority to act on such complaints. A central point of contact would also enable positive engagement with all three parties (hosts, contractors and workers) during phasing in/rollout period and for new entities looking to enter the labour hire market.
Electrical Trades Union	Supported a comprehensive one-stop-shop which could: provide education tools and materials; provide updates of legislative amendments; referral services; reports and updated provided by licensees; public register of licensed operators; public register of labour hire companies who have been issue with compliance notices, had breaches, or had their licences suspended, revoked or conditions imposed; public director of fit and proper persons in the labour hire industry; and a confidential reporting line.
Dr Elsa Underhill	Supports a one-stop-shop which covers the provision of information, acts on complaints and refers issues on to other agencies. The list of licensed labour hire employers should be readily accessible from the same location, along with contact points for workers. Suggested that the Department develop a Smartphone App that workers can access.
Local Government Association of Queensland	Noted that many complainants are unsure about where to go if they have a concern. Submitted that a one-stop-shop would overcome this issue and having a Phone App where a complaint is automatically channelled to the correct recipient would also assist greatly.

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Maurice Blackburn Lawyers	Agreed there should be a one-stop shop and suggests that the portal be used by license holders to upload their reporting information. Portal to also function as a directory of licensed labour hire companies which businesses and the public can access. The licensing body should also manage a 'confidential reporting line' which allows people to report breaches, or suspected breaches, of the license by the license holder.
Queensland Council of Unions	Supported a one-stop-shop.