Business Approvals Journey Map Council User Guide

The Business Approvals Journey Map template is part of the Business Friendly Councils (BFC) product suite. The Journey Map shows the common regulations that apply to a business and approximate approvals timeframes. Council staff can use this tool when engaging with businesses to help them consider which permits and registrations they may need to operate.

The BFC products and processes were developed collaboratively with councils and tested with businesses through pilot projects led by the Victorian Government Department of Jobs, Skills, Industry and Regions (DJSIR). Application of the BFC products and processes benefits both councils and their business customers by providing more consistent and timely regulatory permit advice, enabling better quality applications and improving communication between council regulatory areas involved in the business approvals process.

Note: The BFC products are designed for individual councils to adopt and customise according to their individual local government area requirements. Councils should determine any disclaimers and privacy statements that are necessary to be applied prior to publication. It is intended that once this product is ready for implementation within your Council this title page should be deleted or replaced with equivalent Council instructions.

Disclaimer: This resource has been developed for the Business Friendly Councils initiative. This resource may be of assistance to you but the State of Victoria and its employees do not guarantee that the resource is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this resource. While every effort has been made to ensure the currency, accuracy or completeness of the content we endeavour to keep the content relevant and up to date and reserve the right to make changes as required. The Victorian Government and other authors do not accept any liability to any person for the information (or the use of the information) which is provided or referred to in the resource.



Business Approvals Journey Map

[Insert Council Disclaimer]

Starting, expanding or buying a business?

[Council branding and disclaimer to be applied. Content customisation and authorisation should be obtained from the responsible Council department]

Questions? Reach out to our [Business Concierge function title] to understand

the application process and to learn about approvals you need to operate your

Fmail

PERMIT TYPES

Depending on what your business is going to do, one or more of the following permits may be required. For Building and Health permits, you will need a current valid Planning permit first.

Planning

May be required to operate a home business, change the use of a property or land, add signage or other external building modifications, and to trade liquor.

Building

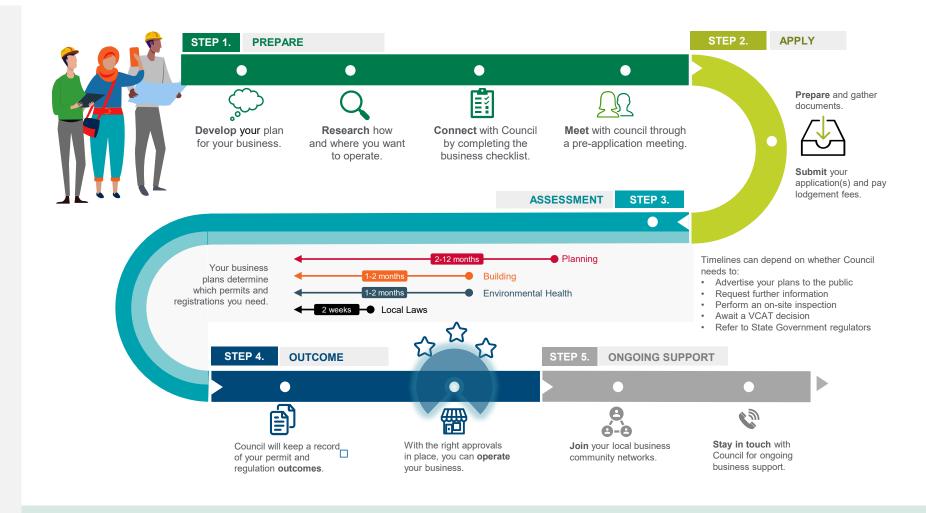
May be required when your building will be structurally altered or modified internally (including changes that may impact safety).

Environmental Health

Will be required for businesses involving the sale of food; hair, beauty, health and fitness services, tobacco, prescribed accommodation, and where wastewater and septic systems are used.

Local laws

May be required to approve animal businesses, mobile food trading, portable signage, goods for sale or display, outdoor dining, and consumption of liquor on Council land.



business.

Month Year

Phone:

Starting, expanding, or buying a business?

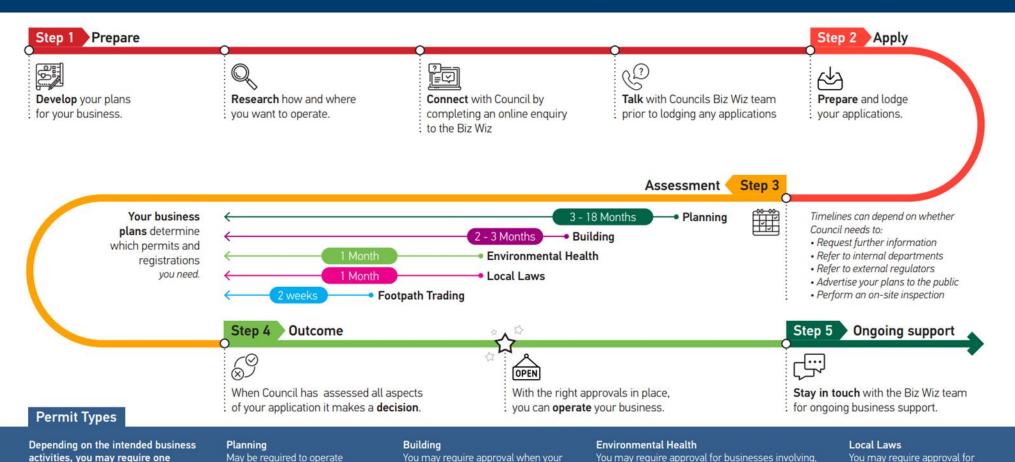
City of KINGSTON

an animal related businesses.

To understand the application process, and to learn about approvals you need to operate your business, follow the below steps and reach out to the City of Kingston Business Wizard (Biz Wiz) when ready.

Example:

BFC Business
Approvals
Journey Map
template
customised by
City of Kingston



building will be structurally altered.

the building classification/use.

modified internally (including changes

that may impact safety) or in changing

the sale of food and beverages, hair and beauty.

A-frame signage and prescribed accommodation.

health and fitness, tobacco, footpath trading,

City of Kingston Business Wizard (Biz Wiz)

or more of the following permits.

a current valid Planning permit is

required to obtain a Building permit.

Where multiple permits are involved,

Phone 1300 653 356 | Web kingston.vic.gov.au/services/business | Email business@kingston.vic.gov.au

your home business, change

the use of a property, adding

signage or other external building

modifications and trading of liquor.

Starting, expanding or buying a business?



Example:

BFC Business
Approvals
Journey Map
template
customised by
Nillumbik Shire
Council

Step1-Prepare

- o Develop a business plan
- Research how and where you want to operate
- Connect with Council by completing the online questionnaire
- o Meet with Council in a Business Pre-Application Meeting



Step 2 - Apply

o Prepare and lodge your applications



Step 3 - Assessment

 Your business plans determine which permits and registrations you need

Depending on the intended business activities, one or more of the below-mentioned permits may be required. Where multiple permits are needed, a current, valid **Planning** permit is commonly required to obtain **Building** and **Health** permits.

Permit Types



Planning 2-24 MONTHS

May be required to operate a home business, change the use of an address, adding signage or other external building modifications and trading of liquor.



Building 1-2 MONTHS

May be required when your building is structurally altered or modified internally (including changes that may impact safety).



Environmental Health 1-3 MONTHS

Will be required for businesses involving the sale of food, health and beauty, tobacco, wastewater septic systems and prescribed accommodation.



Community Safety 2 WEEKS

May be required to approve outdoor use of tables and chairs, animal businesses, A-Frame signage or use of Council land.

Timelines are indicative and can depend on whether Council needs to request further information, advertise your plans to the public and/or refer to Victorian State Government regulators.

Step 4 - Outcome

- You will be provided with a copy of the outcome for your record
- o Once you have been issued with the correct permits for your business you can start operating



Step 5 – Ongoing support

 Stay in touch with Council for ongoing business support

Planning and Business Concierge

To understand the application process, and to learn about approvals you need to operate your business, reach out to our Planning and Business Concierge on 9433 3111 or at business@nillumbik.vic.gov.au nillumbik.vic.gov.au/business