

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

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]

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

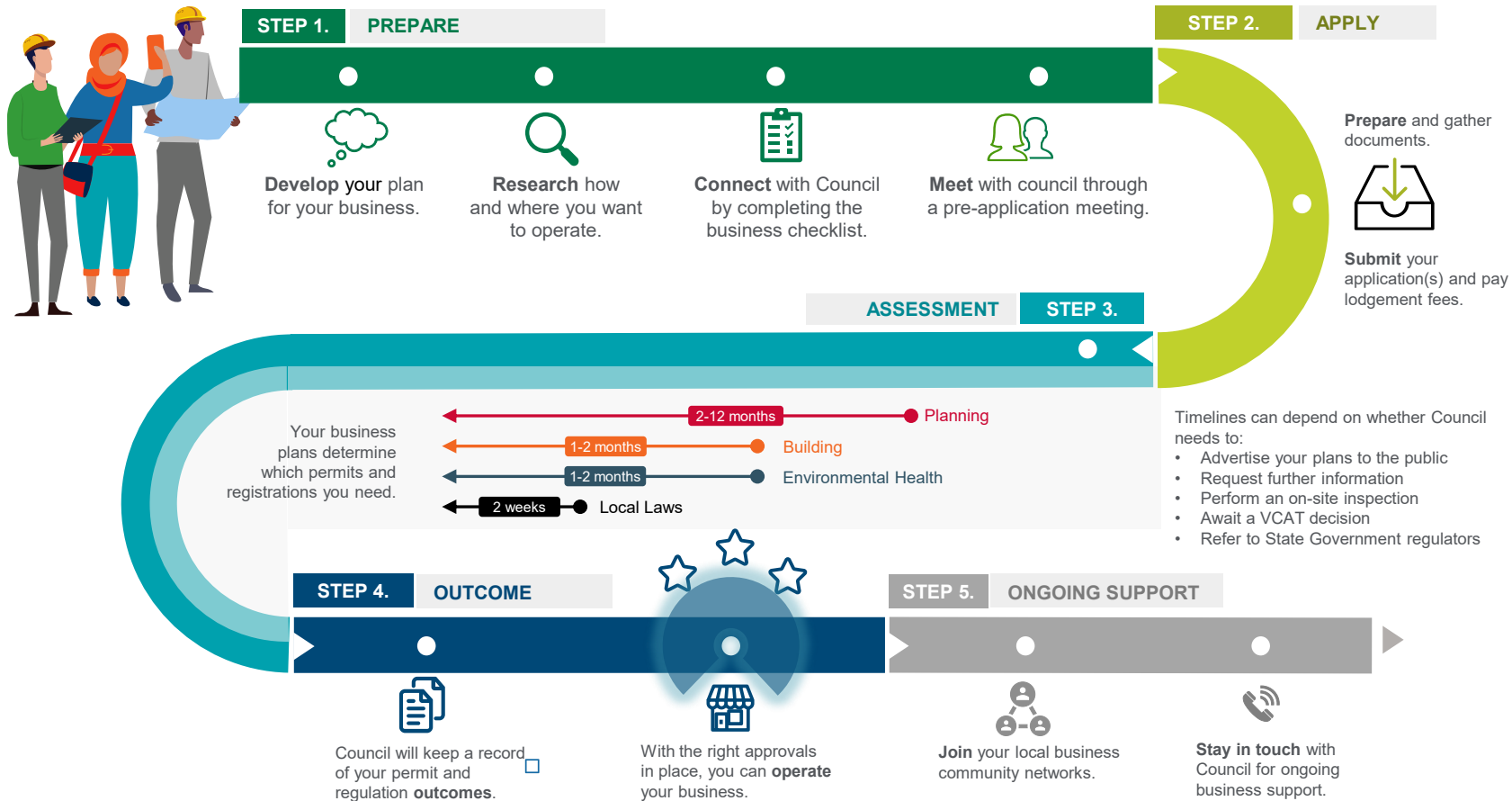
May be required when your building will be structurally altered or modified internally (including changes that may impact safety).

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.



[Insert Council Disclaimer]

Questions? Reach out to our **[Business Concierge function title]** to understand the application process and to learn about approvals you need to operate your business.

Phone: Month Year

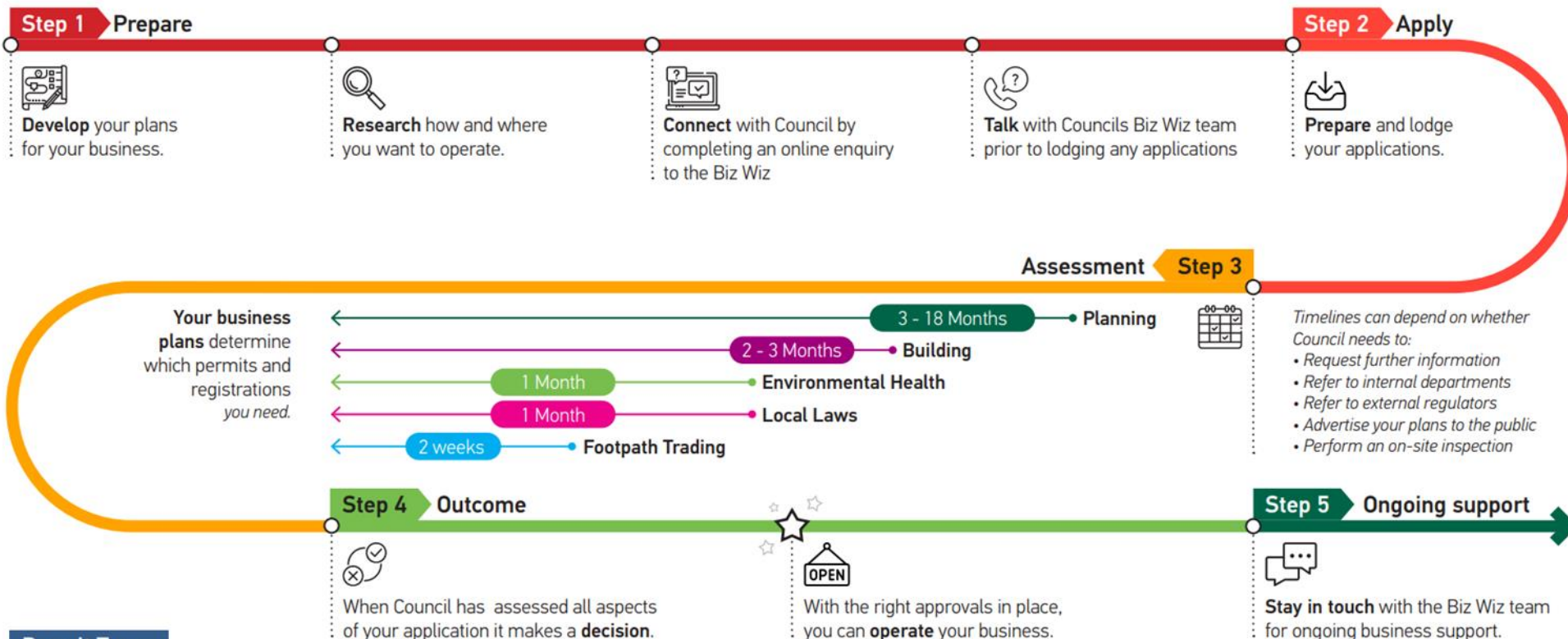
Email:

Starting, expanding, or buying a business?

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



Permit Types

Depending on the intended business activities, you may require one or more of the following permits. Where multiple permits are involved, a current valid Planning permit is required to obtain a Building permit.

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

Building
You may require approval when your building will be structurally altered, modified internally (including changes that may impact safety) or in changing the building classification/use.

Environmental Health
You may require approval for businesses involving, the sale of food and beverages, hair and beauty, health and fitness, tobacco, footpath trading, A-frame signage and prescribed accommodation.

Local Laws
You may require approval for an animal related businesses.

City of Kingston Business Wizard (Biz Wiz)

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

Starting, expanding or buying a business?

Example: BFC Business Approvals Journey Map template customised by Nillumbik Shire Council

