

Hospitality Business Approvals Journey Map

Council User Guide

The Hospitality 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 in the Hospitality sector 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.*

Hospitality Business Approvals Journey Map – Nov 2025
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HOSPITALITY 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]



STEP 1. AWARE



Develop plans for your business



Research how and where you want to operate

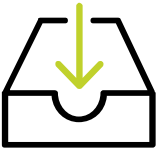


Complete Council’s online Business Permit Enquiry Form



Connect with Council’s [Business Concierge function title]

STEP 2. PREPARE



Prepare and gather documents

Submit your application(s) and lodgement fees

STEP 3. APPLY

Apply for the permits and registrations you need - assessment times vary

Planning

2 – 12 Months

Building

1 – 2 Months

Environmental Health

1 – 2 Months

Local Laws

2 Weeks

NOTE: Any timeframes noted in this resource are indicative only and actual timeframes may vary depending on the type and number of permits that are applied for with Local Government Council.

STEP 4. OUTCOME



Council will keep a record of your permit and regulation **outcomes**

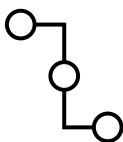


With the right approvals in place, you can **operate** your business

STEP 5. ONGOING SUPPORT



Join your local business community networks



Stay connected with Council for ongoing business support

[Insert Council Disclaimer]

HOSPITALITY BUSINESS APPROVALS JOURNEY MAP

ENVIRONMENTAL HEALTH

Starting a food business has many steps in the process

