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 Contact: RegulationReform@ecodev.vic.gov.au



HOSPITALITY BUSINESS APPROVALS JOURNEY MAP

Starting, expanding or buying a business?



AWARE

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



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

2 - 12 Months Planning • **1 – 2 Months Building**

> 1 - 2 Months **Environmental Health** 2 Weeks **Local Laws**

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.

OUTCOME



Council will keep a record of your permit and regulation outcomes



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

ONGOING SUPPORT



Join your local business community networks



Stay connected with Council for ongoing business support

HOSPITALITY BUSINESS APPROVALS JOURNEY MAP ENVIRONMENTAL HEALTH

Starting a food business has many steps in the process



Starting the process

Learn about the process and requirements before you apply & make a request for support.



Research 1 hour

Council Website



Connect 2-3 days

Online or Phone

Prepare information for Environmental Health

[Business Concierge function title] will provide a list of next steps and documentation to prepare and lodge before meeting with an Environmental Health Officer (EHO).

Prepare 1 day



Discuss your plans with our [Business Concierge function title] service so they can gather a project snapshot and gather information from the regulatory teams to determine what permits you would need and any guidance on the next steps. **Upload Documents**

*NOTE - Council EHOs may encourage you to provide

- Rough plans and layout of all food preparation areas
- Photos or video of the existing space
- Menu & outline of your operations

This will be reviewed and an onsite meeting booked where needed.



Apply

Submit Online Application

1 hour

Submit Documentation

Log onto Council's portal to submit your application and include all information requested by the EHO.



Onsite Walk Through

Meet Up 1 hour

Meet the Environmental Health Officer

An onsite meeting may be booked to provide guidance on your plan and outline any changes before you submit your application for registration.



Determine 30 mins

Food Classification

Review the Classifications

Based on your operational plan and menu the EHO will determine your food classification using the guidance provided online.

Develop 1 day **Food Safety Program**

Utilise Templates

Class 2 operations may need a Food Safety Program (FSP). Use online templates as a guide to get you started. Some premises may require a third party audited FSP, usually developed by a consultant. This may incur costs and additional time. Speak with the EHO to seek guidance.

Review 2 Hours

Council Reviews Application

Assess Documentation

After assessment, any additional requirements or information will be requested for you to provide to Council.

EHO Meeting

Provide Required Documents

Meet & Lodge 1 day

Gather all documentation to evidence the correct processes you have in place to support the FSP and compliance. Meet with the EHO onsite and upload all documentation to finalise application forms.

Appoint 1-2 days

Training

Appoint a Food Safety Supervisor and complete the training. This is required for Class 1 and 2 premises.

Food Safety Supervisor



Inspect 1 Hour

Council Progress Inspection

Assessing Works

An EHO will visit onsite to review progress prior to the final inspection to give any additional

*NOTE - you may need to make changes

- · After the progress inspection you may need to make changes.
- Allow time in your planning
- It may be up to 30 days based on the trades you may need.
- Any change from the previously reviewed plans may require amendments.



Book

2-7 days wait

Final Premises Inspection

Contact Council

Book the final premises inspection with the EHO for a time that suits your business.

Modify Up to 30 days

Final Works

Compliance Modifications

Based on the feedback from the onsite progress inspection, you may need to factor time for any adjustments.



Final Premises Inspection

Certificate of Registration

Issue up to 14 days

Onsite Inspection Completed

Council will issue a Certificate of Registration to allow you to commence operations as a food business.





Onsite Inspection Completed

The EHO will attend onsite and complete all remaining steps for assessment required before registering the business.

