

Business Permit Navigation Form

Council User Guide

The Business Permit Navigation Form template is part of the Business Friendly Councils (BFC) product suite. This web-based Form provides a checklist for applicants to provide information about their business via the Council website. The Form helps Council determine which permits the applicant needs and enables the Business Concierge to contact the business to guide them through the permit application process.

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 customize 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 Permit Navigation Form template – Nov 2025
Contact: RegulationReform@ecodev.vic.gov.au

Business Permit Navigation Form

Purpose:	Business Permit Navigation Form Guide
Responsible Department:	[Economic Development / Business Concierge function title]

Note: This guide is part of the Business Friendly Councils “Optimise Business First Point Contact” suite of web products including the Business Website Landing Page, Business Permit Navigation Form, and Business Concierge Video Guide.

[* indicates question requires an answer]

Form Page 1

What best describes your situation? *	<ul style="list-style-type: none">I am opening or starting a new business (including a new franchise location).I am changing, adding to or expanding an existing business.I am purchasing an existing business and plan to continue running it the same way as the previous owners. <p><i>[Note: the design of the form should be tailored based on what the customer ticks above i.e. slightly different questions might be chosen from the list below for changing or purchasing an existing business.]</i></p>
Contact Details*	Given name / Family name Email Phone
What is the proposed physical location of your business? *	Address or Unknown

Response format: text box (with address lookup?)

What is the name of your business?

Answer or Unknown

Response format: text box

Have you recently spoken with anyone from Council about your business?

Yes/ No

Response format: radio buttons

Response format: text box

If Yes/ Please provide any information possible regarding the advice you have previously received from Council (emails, notes, department, and who you spoke with).

Are you planning on using any consultants to help with the process? If yes, please list

Yes/ No

Response format: radio buttons

Response format: text box

If Yes/ Please list the consultants (or types of consultants) you want to use.

Form Page 2

Have you purchased a property or signed a lease for your business?

Yes/ No

Response format: radio buttons

If No/ It is highly recommended that you speak to our [Business Concierge function title] on [email] or [phone] before signing a lease or purchasing a property

Do you have a business concept or are you still coming up with ideas? *

Business Concept –

Response format: file attachment

Please attach business plan or other supporting information about the nature of your proposed business
[attach document]

Response format: text box

Ideas phase –

Please briefly describe the nature of your proposed business *[text box]*

Learn more about developing or refining a business plan:

[Writing a business plan guide | Business Victoria](#)

What will be the operating days and hours for the business? *

Response format: text box

When the business is established could these days/times change?

Yes/ No

If Yes/ Please explain why the times could change.

Response format: radio buttons

Response format: text box

Are you operating the business from home? *

Yes/ No

If Yes/ Read our [\[insert link Planning Scheme\]](#) to find out if you need a permit to run your business from home.

Response format: radio buttons

Form logic: 'Yes' triggers may/need for planning permit.

Are you planning to operate any of the following businesses? (Tick all that apply) *

Response format: check boxes

- Food production or hospitality (including from a temporary or mobile premise)
- Primary production (e.g. farming)
- Domestic animal business (e.g. pet shop, breeding, boarding, animal shelter, dog training)
- Retail
- Rooming house or prescribed accommodation

Form logic: 1-7 trigger need for planning permit; 1 and 6 trigger need for health registration; 3 (only) trigger need for community safety/local laws permit.

- Hairdressing, beauty therapy or nail salon
- Gym or fitness studio

Are you proposing to have any live or amplified music? This includes playing live or recorded music over speakers within a venue.*

Yes/ No

If Yes/ What days and hours will the music be playing?
[text box]

Response format: radio buttons

Response format: text box

Form logic: 'Yes' triggers need for planning permit.

Are you proposing to sell or allow consumption of alcoholic drinks? *

Yes/ No

If Yes

Response format: radio buttons

[Get started with liquor licensing | vic.gov.au](#)

List any current website addresses or social media pages for your business.

Answer or Unknown / Not yet developed

Response format: text box

Form Page 3

What was the site used for by the previous tenant/ owner? (e.g., café, clothing store)

Answer or Unknown

Response format: text box

<p>What is the floor area of the site (this can be an estimate at this stage, and should include the whole venue, including kitchen, storage areas etc)?</p> <p><i>Response format: text box</i></p>	<p>Answer or Unknown</p>
<p>If you will run a home-based business, will the net floor area used by the business, including the storage of any materials, exceed 100 square metres or one-third of the net floor area of the dwelling (house, unit, etc.)?</p> <p><i>Response format: text box</i></p>	<p>Yes/ No or Unknown or Not applicable (not a home-based business)</p>
<p>How many off-street carpark spaces are allocated to the site for exclusive use?</p> <p><i>Response format: text box</i></p>	<p>Answer or Unknown</p>
<p>What will be the maximum number of employees, including yourself, working on the premises at any given time? *</p> <p><i>Response format: text box</i></p>	<p>Answer or Unknown</p>
<p>What will be the maximum number of patrons on the premises at any given time? *</p> <p><i>Response format: text box</i></p>	<p>Answer (1-50, 51-99, 100-199, 200+) or Unknown or not applicable</p>
<p>Are you proposing any internal, external or structural alterations? (e.g., adding or</p>	<p>Yes/ No</p>

<p>removing partitions, walls or mezzanine, painting or changing the outside features of the building including changes to windows and doorways)</p> <p><i>Response format: radio buttons</i></p> <p><i>Response format: text box</i></p> <p><i>Form logic: 'Yes' triggers need for planning and building permit.</i></p>	<p><i>If Yes/ Please give a brief description of alterations [text box]</i></p>
<p>Are you proposing to add or change advertising signage outside the building? *</p> <p><i>Response format: radio buttons</i></p> <p><i>Form logic: 'Yes' triggers need for planning permit.</i></p>	<p>Yes/ No/ Unknown</p>
<p>Will any signage (existing or new) be illuminated? *</p> <p><i>Response format: radio buttons</i></p> <p><i>Form logic: 'Yes' triggers need for planning permit.</i></p>	<p>Yes/ No/ Unknown</p>
<p>Are you proposing to add or alter a wastewater system? *</p> <p><i>Response format: radio buttons</i></p> <p><i>Form logic: 'Yes' triggers need for planning and environmental health permit.</i></p>	<p>Yes/ No/ Unknown</p>
<p>Do you plan to use the footpath? (e.g., outdoor dining, display A-frame signage or display goods) *</p>	<p>Yes/ No/ Unknown</p> <p>If Yes/ What do you plan to use the footpath for?</p>

<p><i>Response format: radio buttons</i></p> <p><i>Form logic: 'Yes' triggers need for footpath trading permit</i></p>	
<p><i>Form logic: Users should review their responses before final submission</i></p>	<p>Submit/ Go back</p>

Automated response (business customer receives immediately upon completion):

Next Steps:

- The **[Business Concierge function title]** team will be in contact soon to discuss your enquiry.
- You can contact **[Business Concierge function title]** team via **[phone or email]**.

Example Business Customer follow-up email:

Dear **[Name]**

Thank you for completing the Business Applicant Checklist and for choosing to start or expand a business within [Council area].

Your **[form submission number]** is: **XXX-XXX-XXX**

The information you have provided will assist us in determining the permits you may need from Council to operate your business in the proposed location you have included on your form.

Based on your initial responses, you are likely to require the following:

- **Planning Permit** – **[insert links to the permit page information]**
- **Health Registration** – **[insert links to the permit page information]**
- **Footpath Trading Permit** – **[insert links to the permit page information]**

A member of our Economic Development team will be in touch to:

- discuss your business plans
- clarify information, and
- help guide you through the permit application process/s.

You can contact the [Business Concierge function title] team via [phone] or [email]

Privacy Collection Statement

[insert Council Privacy Statement]