



GLEN EIRA  
CITY COUNCIL

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# BUSINESS APPROVALS NAVIGATOR

## Welcome to Glen Eira City Council's Business Approvals Navigator.

The *Business Approvals Navigator* helps you to understand which permits need to be approved by Council. **Please note:** the *Business Approvals Navigator* does not provide you with the approval, but will set out what needs to happen to apply.

The *Business Approvals Navigator* will ask you some detailed questions. Your responses will help Council assist you to complete the right applications and support you through the approvals process.

The *Business Approvals Navigator* can help you decide if you would like more support in the applications process from the Business Concierge Service or through a pre-application meeting.

As all applications are lodged through the *Starting or growing a business* page on Council's website, you will need to register at least one day before you can lodge your applications online.

Ready to register now? You can do that **here**.



## APPROVAL QUESTIONS

	Question	Purpose	Answer	Outcome
1	Are you purchasing an existing food, accommodation or health business?	Existing food, health and accommodation businesses will already have registrations with Council. When purchasing a business, you can apply to transfer this registration.	Yes	<p>You should firstly apply for a pre-transfer inspection to ensure the fit-out is compliant with relevant standards. This free inspection process will assist you to identify any works that might need to be done to comply with relevant standards.</p> <p>You will need to supply a few details of the existing business to complete this application.</p> <p>To request the pre-transfer inspection, lodge online <b>here</b></p>
			No I'm starting a new business.	Go to question two.
2	Will your business serve and/or sell food and/or drink?	Depending on the type of business and the food you sell, you will need to register your food or drink business with Council or other regulators — this is in accordance with the <i>Food Act</i> , <i>Seafood Safety Act</i> , <i>Meat Industry Act</i> and <i>Dairy Act</i> .	Yes, from a store/building/home.	You will need to apply for registration of your food/drink business from Council. Please read further information <b>here</b>
			Yes, from a temporary location (eg. van, cart, Food Truck).	Before completing the registration process with Council, you will need to apply for registration of food/drink business at <a href="https://streatrader.health.vic.gov.au">https://streatrader.health.vic.gov.au</a>
			Yes, but it involves the manufacturing or production of dairy, red meat, poultry or seafood.	You will need to register your business with Dairy Food Safety Victoria or PrimeSafe instead of Council <a href="https://www.primesafe.vic.gov.au/">https://www.primesafe.vic.gov.au/</a> or <a href="https://www.dairysafe.vic.gov.au/">https://www.dairysafe.vic.gov.au/</a>
			Yes	<p>You may need to discuss whether you require extraction fans or exhausts with your appointed building surveyor or contact Council's Building Department for an initial discussion.</p> <p>You may need to contact South East Water regarding the requirements for grease traps.</p>
			No	Go to question three.
3	Will your business provide accommodation services?	Under the <i>Public Health and Wellbeing Act</i> , all accommodation premises must be registered with Council.	Yes	You will need to apply for registration of your accommodation business from Council. Please read further information <b>here</b>
			No	Go to question four
4	Will your business provide health-related services such as hairdressing, tattooing or skin piercing?	Under the <i>Public Health and Wellbeing Act</i> , businesses who provide health-related services such as hairdressing, tattooing or skin piercing may be required to register with Council.	Yes	<p>You may need to apply for registration of your accommodation business from Council, depending on the health services provided.</p> <p>Please read further information <b>here</b></p>
			No	Go to question five.

	Question	Purpose	Answer	Outcome
5	Will your business sell tobacco?	While there is no permit to apply for, please view the rules and regulations for selling tobacco in Victoria. Council may inspect your premises.	Yes	You will need to be familiar with the rules and regulations for selling tobacco in Victoria. See the following link: <a href="http://www2.health.vic.gov.au/public-health/tobacco-reform/tobacco-reform-legislation-and-regulations">www2.health.vic.gov.au/public-health/tobacco-reform/tobacco-reform-legislation-and-regulations</a>
			No	Go to question seven.
6	Will your business sell or serve liquor or provide gambling services?	Businesses selling liquor will need approval from Council and the Victorian Commission for Gambling and Liquor Regulation (VCGLR). If your business premises did not previously sell or service alcohol, you will need to apply for a planning permit from Council before applying to the VCGLR.	Yes	You will need a permit from the Victorian Commission for Gambling and Liquor Regulation (VCGLR). Please follow this link to apply for a license: <a href="https://www.vcglr.vic.gov.au/">https://www.vcglr.vic.gov.au/</a>  If your business location did not previously sell or serve alcohol, or you are changing liquor arrangements (where you want to serve alcohol or the hours of operation), you will need approval from Council through a planning permit before applying to VCGLR.  If your business did not previously sell or serve alcohol, apply for a planning permit online <b>here</b>  If your business has previously sold or served alcohol that was authorised by a planning permit, apply for an amended planning permit online <b>here</b>
			No	Go to question eight.
7	Will any of your business activity or signage take place on the footpath?	Using the footpath for business activity (displaying your products or outdoor dining) or placing signs (A-frames) on the footpath, requires permission from Council to ensure the placement of items does not endanger the public or affect the amenity negatively.	Yes	You will need to apply for a permit from Council to place an A-frame sign, tables and chairs/benches, or your products on the footpath.  To apply for a footpath trading permit, lodge online <b>here</b>
			No	Go to question nine.
8	(i) Will you use the building for an alternative type of business to its current type of business?  (ii) Will you use the land differently to its current use?  (iii) Will you make changes to the exterior of the building, which is heritage listed and/or increasing the floor area within the building?  (continued on next page)	These questions aim to understand whether the opening of your business will require you to apply for a planning permit from Council.  The answers to these questions assist the planning officer in determining the planning permit requirements. For instance, increases to the number of patrons or the amount of floor area used may require additional car parking to be provided. You can apply for a planning permit to reduce these requirements.	If you answered yes to any of these questions, you may need a planning permit subject to further advice from Council.	<b>Note:</b> it is recommended you seek final advice from Council prior to submitting a planning permit application.  Please read further information here: <a href="http://planningschemes.dpcd.vic.gov.au/schemes/gleneira">http://planningschemes.dpcd.vic.gov.au/schemes/gleneira</a>  Contact Council's Urban Planning department on 9524 3333 or make an appointment with or make an appointment with the Business Concierge Service.

	Question	Purpose	Answer	Outcome
8	<p>iv) Will you add signage outside your premises or on your building that is either larger than 8m<sup>2</sup> or illuminated?</p> <p>(v) Will you change the areas in your business, inside or outside, that alcohol can be served, or increasing the serving hours?</p> <p>vi) Will you increase the operating hours of your business (for existing businesses only)?</p> <p>(vii) Do you wish to change the requirements for the number of car parking spots available to your business' customers?</p>		If you answered no to all of these questions.	Go to question 10.
9	<p>(i) Will you build a new premises?</p> <p>(ii) Will you renovate the inside or outside of the building in which your business will be located? This includes the fence lines or installation of permanent structures, such as shade sales.</p> <p>(iii) Will your building provide accessibility to those with disabilities? (eg. front entrance level with footpath, wheelchair accessible toilets).</p>	<p>These questions aim to understand whether any works undertaken to open your business will require a building permit.</p> <p>The completion of building works inside or outside your business' building, will require a building permit.</p> <p>From 1 May 2011, certain new buildings, and existing buildings undergoing building work, must comply with the Commonwealth Disability (Access to Premises — Buildings) Standards 2010.</p>	<p>If yes to any of these questions.</p> <p>No to all questions.</p>	<p>You will require a building permit, however, please note that you will need to consult a private building surveyor who will issue you a building permit and will provide this to Council. Council will be able to provide you with general advice as to whether you may or may not need a building permit and point you in the right direction to a private building surveyor.</p> <p>Please read further information <b>here</b></p> <p>Also note that <i>Disability Discrimination Act</i> compliance will be required for existing buildings. Examples include installation of disability access ramps or bathrooms.</p> <p>You are finished using the <i>Business Approvals Navigator</i>. See below for next steps.</p>

## WHAT APPLICATIONS DO I NEED TO APPLY FOR?

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The outcome section of the *Navigator* will have identified what applications or inspections you need to apply for, and provides a direct link to the application forms on the *Starting or growing a Business* page of Council's website. The types of applications that you may need include:

- a pre-inspection transfer form;
- a footpath trading permit; and/or
- a planning permit.

It also provides links to useful information and application processes that you might need to apply for from external authorities.

## SHOULD I CONTACT THE BUSINESS CONCIERGE SERVICE?

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Assistance from Council will help you to understand the process, provide advice and complete the application forms with all necessary information and documentation correctly the first time. This upfront support will help to reduce the length of time to receive your business approvals. If you are feeling confident, you can now begin filling in your business approval forms before this meeting.

The Business Concierge Service is here to assist if you:

- will be required to apply for more than one permit from council;
- have not previously opened a small business; and/or
- have not and will not engage a planning or food consultant to help open your new business.

If you have a specific question relating to one of the permits you will need to apply for or how to ensure your business complies, contact either Planning; Building; Environmental Health; or Local Laws before contacting the Business Concierge Service.

## HOW DO I ARRANGE A MEETING WITH THE BUSINESS CONCIERGE SERVICE?

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To arrange a meeting, contact the Business Concierge Service on 9524 3333 or email [bconcierge@gleneira.vic.gov.au](mailto:bconcierge@gleneira.vic.gov.au)