

FoodTrader user guide

June 2023

OFFICIAL



Department
of Health

FODTRADER



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Introduction

Welcome to the FoodTrader User Guide

This guide provides a step-by-step walk through of the functions of FoodTrader, introduced in June 2023 in replacement of Streatrader.

About FoodTrader

In Victoria, all food premises are required to have a Food Act registration before selling food. This includes fixed premises, such as cafes and restaurants and also temporary and mobile food premises, water carters and vending machines.

FoodTrader is the online registration database for businesses and community groups to register and notify their temporary or mobile food premises, vending machine or water carting business.

FoodTrader allows users to:

- apply for Food Act registration/notification with a registering council,
- manage updates to a registration or notification
- renew registrations annually
- access and pay fees and invoices (where the registering council allows online payment)
- apply for Statements of Trade when intending to trade at Victorian events

For more information on FoodTrader and the obligations of food businesses and community groups under the *Food Act 1984*, visit www.foodtrader.vic.gov.au.

Glossary tables

Terms


Below is a set of terms used in Victorian food safety regulation and in FoodTrader. For more information on these terms, and on the regulation of food businesses in Victoria, please visit www.foodtrader.vic.gov.au and www.health.vic.gov.au.

Registration	<p>Registration under the <i>Food Act 1984</i> is required when operating any temporary or mobile food premises that have been classified as a Class 2, 3a or 3.</p> <p>Registration is granted on a limited term basis. Registrations therefore have an expiry date and may require annual renewal.</p>
Notification	<p>Notification under the <i>Food Act 1984</i> (otherwise known as exemption from a requirement to register) only applies when all premises operated by an organisation are classified as Class 4.</p> <p>Notification, once granted, is not end dated and does not require renewal.</p> <p>A business already registered with PrimeSafe (or an equivalent interstate authority) is also granted a Notification in relation to its Class 3 premises.</p>
Proprietor	<p>Proprietor is the term given to the person or organisation responsible for the registration or notification of food premises and compliance with food safety obligations under the <i>Food Act 1984</i>.</p>
Classification	<p>Classification is a system of regulatory rating applied to food premises in Victoria. Temporary and mobile food premises can be classified at Class 2, 3a, 3 or 4.</p> <p>The class of a premises is determined by the its type, the food types sold from the premises, and the methods of food preparation, storage and sale used at that premises.</p> <p>The legislative requirements and obligations of a food premises may depend on the Class applied to it.</p>
Statement of Trade	<p>Under the <i>Food Act 1984</i> it is a requirement that most temporary and mobile food premises apply for a Statement of Trade before trading at an event or location in Victoria.</p> <p>A Statement of Trade must be applied for at least one full business day before trading is intended to commence.</p> <p>Water carter premises are exempt from any requirement to apply for Statements of Trade.</p>

Principal premises	<p>A principal premises address is allocated to each registration or notification.</p> <p>The principal premises address can be determined by a number of possible factors, such as where a business or community group usually prepares or stores the food sold, where the food premises equipment is usually stored, or where a mobile premises is usually garaged or parked.</p> <p>The principal premises address, once allocated, determines which Victorian local council will be responsible for registering (and regulating) that organisation under the <i>Food Act 1984</i>.</p>
Registering council	<p>The registering council is the local council where the organisation’s principal premises address is located.</p> <p>It is the council that will assess and issue the registration or notification and be responsible for the regulation of all food premises under that registration/notification.</p> <p>The primary council is allocated when applying for registration or notification. The Primary council will change only if the Principal Premises address is updated to an address in a different local council area.</p>
Trading council	<p>A trading council is relevant when applying for a Statement of Trade. The trading council is the local council where the trading event will be held.</p> <p>An application for a Statement of Trade will be sent to, and reviewed by, the trading council.</p> <p>When reviewing a request for a Statement of Trade, a trading council will check the registered or notified status of the trading premises.</p>

Icons

The following icons are used in FoodTrader to indicate where an account holder can perform actions on a record.

-  View
-  Delete or Close
-  Edit
-  Download
-  Document
-  Pay online

Getting started

Transferring from Streatrader use

You can transfer your previous Streatrader account information to a new FoodTrader account.

To do this go to the FoodTrader website - <https://foodtrader.vic.gov.au/> and:

1. Select the 'Login' button on the website.
2. On the sign in screen select 'Sign up now'.
3. You will be asked to enter your Email address

It is essential that you use the same email address associated with your Streatrader account here.

This will match your Streatrader information to your new FoodTrader account.

If you are unsure which email address was used with your Streatrader account, please contact foodtradersupport@health.vic.gov.au for assistance.

4. You will be asked to verify your email address. Select 'Send verification code'.
5. A verification code will be emailed to the email address you have entered. You should enter the code on screen and select 'Verify code'.
6. Once your email is verified, enter your choice of password. Your password must:
 - be between 10 and 64 characters and
 - have at least 3 of the following:
 - a lowercase letter
 - an uppercase letter
 - a digit
 - a symbol
7. Then enter:
 - a preferred display name
 - your given Name
 - your Surname
8. Select 'Create'
9. From the User Details page, you will need to verify your email address one last time.
10. Your account is now created. You will be navigated to your first application for Registration/Notification.

Please wait for up to 30 seconds for your emailed verification code and check your junk folders before requesting a new code.

Signing up as a new user

If you are new to the registration or notification of temporary or mobile food premises (including water carters and vending machines), you can set up a new FoodTrader account from the FoodTrader website - <https://foodtrader.vic.gov.au/>

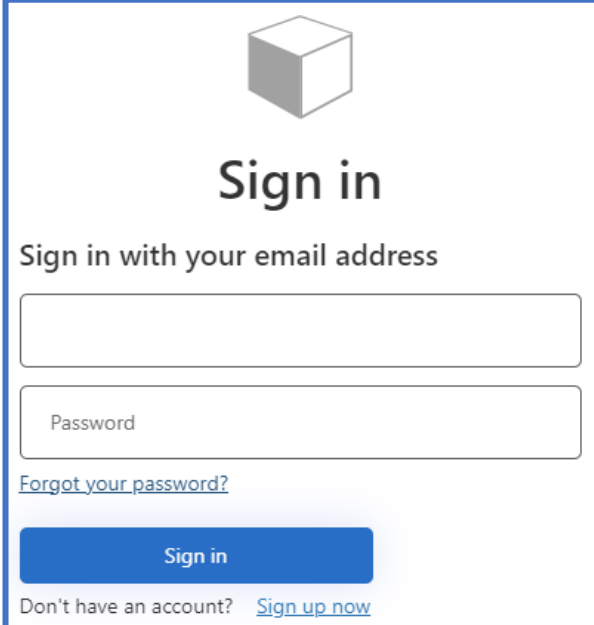
To get started:

1. Select the 'Login' button on the website.
2. On the sign in screen select 'Sign up now'.
3. You will be asked to enter your Email address
4. You will be asked to verify your email address. Select 'Send verification code'.
5. A verification code will be emailed to the email address you have entered. You should enter the code on screen and select 'Verify code'.
6. Once your email is verified, enter your choice of password. Your password must:
 - be between 10 and 64 characters and
 - have at least 3 of the following:
 - a lowercase letter
 - an uppercase letter
 - a digit
 - a symbol
7. Then enter:
 - a preferred display name
 - your given Name
 - your Surname
8. Select 'Create'
9. From the User Details page, you will need to verify your email address one last time.
10. Your account is now created. You will be navigated to your first application for Registration/Notification.

Please wait for up to 30 seconds for your emailed verification code and check your junk folders before requesting a new code.

Changing your Password

1. Select '**Forgot your password?**'
2. Enter your email address
3. Click the Verification code button. A code will be emailed to you.
4. Enter the Verification code
5. Click the Continue button
6. Enter your email address once more
7. Click Continue again
8. Enter your new password and Save
9. Login with new password



The screenshot shows a 'Sign in' page with a blue border. At the top center is a 3D cube icon. Below it, the text 'Sign in' is displayed in a large, bold font. Underneath, the instruction 'Sign in with your email address' is shown. There are two input fields: the first is empty, and the second is labeled 'Password'. A blue link for 'Forgot your password?' is positioned below the password field. A prominent blue button with the text 'Sign in' is centered below the links. At the bottom left, the text 'Don't have an account?' is followed by a blue link for 'Sign up now'.

Your first application for Registration or Notification

Once signed in for the first time, you will be directed to an application for registration or notification.

You'll need to enter:

- your organisation type and proprietor details,
- the address of your Principal Premises
- details on each of your temporary or mobile food premises,
- descriptions of the types of food prepared and sold at each of your premises, and the methods of preparation,
- the type of Food Safety Program in use (where applicable).

During the application process you'll be informed of:

- the classification level of each of your premises (either Class 2, 3a, 3 or 4), and
- your allocated registering council. You should make a note of this.

Once your application is complete, you'll be able to click the 'Submit application to council' button.

Your application will be sent to your primary (registering) council for review. If you have any questions relating to the application, please contact that council.

Remember: You can select 'Save' at any point during the application and the details you have completed will be saved in a Draft version of the application. You'll find the Draft application in your Applications list (see below section on portal navigation). The Draft application can be resumed at any time and submitted to the registering council.

You can check the status of the application at any time in your Applications list (see below section on application statuses).

You will be notified by email when the application is progressed or when a Registration or Notification certificate has been issued to you.

Once a Registration or Notification is granted by council:

- your portal Overview screen will display details of the Registration/Notification,
- your Premises list will show the premises included,
- you will be able to download your Registration/Notification certificate , and
- you will be able to apply for Statements of Trade (see below section on Statements of Trade).

Your FoodTrader Portal

Overview screen

Once you have set up your FoodTrader portal access, each time you sign in you will see your Overview screen.

The Overview screen is made up of six display tiles detailing your current registration or notification data.

Proprietor details Trading Name Address Title	Principal premises Principal premises	Contact details Primary contact Alternate contact
Registration Reference Status Valid from Proprietor Expiry	Council details Council name Phone Website Email	Outstanding fees

Navigation

A set of menu options are arranged to the left of your portal screen. Use these menu items to navigate around your portal.

Overview: This will return you to the home screen of your portal

Applications: Here you will find a list of the applications you generated and the status of each of them

Statements of Trade: Here you will find a list of the Statements of Trade you have submitted and the status of each of them

Premises: Here you will find a list of your registered or notified (or previously registered or notified) premises and the status of each of them

Fee: Here you will find lists of your outstanding or previously paid fees

Documents: You can access your registration/notification certificates and your invoices here

PROFILE
Overview
APPLICATIONS
All
Active
Inactive
Draft
STATEMENTS OF TRADE
All
Active
Inactive
PREMISES
All
Active
Inactive
FEE
Paid Fees
Outstanding Fees
RELATED
☰ Documents

Application statuses

The status of any application can be viewed in the Application list of your portal and will tell what stage of the application process each has reached.

Draft	An application that has been started and saved and needs completion before it can be submitted.
Submitted	An application that has been fully completed and submitted to council and is awaiting acknowledgement by council.
Changes required	An application that has been acknowledged by council but needs additional or adjusted information in order to be progressed. Council may contact you to discuss the required changes.
Pending	An application that has been acknowledged by council and is now under review. Council may need to complete a number of activities during this stage, such as managing your registration fees or inspecting your premises.
Complete	An application that has been fully processed by council. When an application moves to this status you will be notified by email of the application outcome.
Declined by council	An application that council has declined and will not progress. You should contact council for further information.

Statements of Trade

Applying for a 'Statement of trade' (SOT) lets a Council know where and when you plan to sell food and/or drink in their area. This is required under the Victorian *Food Act 1984* (the Food Act) for operators who sell to the public from a temporary food premises (such as a market stall, tent/marquee or hired hall) or a mobile food premises (such as a coffee cart, ice cream van or food truck), and for some vending machine operators.

Statements of Trade can only be applied for once your Registration or Notification has been granted and you are registered or notified under the Food Act. You will not be able to apply to trade before this, including while your application for Registration or Notification is pending.

The information required for a Statement of Trade will vary depending on the type of premises and the nature of the trading. For example, a proprietor of a mobile food vehicle will be able to specify if the vehicle is trading at a specific location on specific dates or trading generally and roaming, whereas a vending machine operator will need to provide a trading period date range.

Under the Food Act, applications for Statements of Trade must be submitted at least 1 full day* prior to the trading start date.

Other Laws affecting trading

Other laws may apply to your permissions to trade. For example, you may need:

- permission from a council to operate on council land
- permission from the landowner if you intend to operate on private land
- permission from the event organiser, if operating at events or markets
- approval of the relevant road authority to trade on land within a road reserve (VicRoads for freeways and arterial roads, council for municipal roads or streets)
- other trading licences, such as a liquor licence (where applicable).

Applying for a Statement of Trade

You should apply for a Statement of Trade each time you want to trade at a new event or on dates you have not previously applied for.

Note: Please be aware that this button is only available once your application for registration / notification has been accepted by council. If this button is not visible, contact your registering council.

To apply:

1. Select the Statements of Trade menu item to open the Statements of Trade list

- 2. Select the 'Lodge New Statement of Trade' button at the top of the list view to open a Statement of Trade application form.

You are only able to apply for Statements of Trade once registered or notified.

The 'Lodge New Statement of Trade' button is therefore only available for use once your application for registration / notification has been accepted by council.

- 3. Complete the required details including:
 - a. selection of the premises you wish to trade with,
 - b. the name of the event you will be trading at, and
 - c. the venue name (where applicable)
 - d. the event address
 - e. the event suburb and (trading) council

Event

Please enter the details of where you plan to trade:

Event Name (if applicable)

Venue Name (if applicable)

Street Address *

Enter address manually ?

Suburb/Council *

- f. the dates you are planning to trade

- 4. Select the 'Submit Application to Council' button at the top of the page to send the request.

Your Statement of Trade application will be sent to the trading council for review/approval.

Receiving notice that a Statement of Trade has processed

You will be sent an email notification when your Statement of Trade application has been processed by the trading council.

You should access your FoodTrader portal to view updates to the Statement of Trade.

Finding your Statements of Trade

All Statements of Trade, once applied for, can be found in the Statements of Trade list of your FoodTrader portal.



- A Statement of Trade with a status of Pending is a request that is still under consideration.
- A Statement of Trade with a Status of Current has been accepted by council.

Downloading a Statement of Trade

Many event organisers or market operators will ask for evidence that you have requested a Statement of Trade from council.

If a Statement of Trade request on the list has a status of Current, a Statement of Trade certificate can be downloaded for printing or emailing as proof of trading permission.

To download the certificate, open the Statement of Trade record by selecting the View icon.

Once the record is open, select 'Open SOT Certificate' to download the certificate.

Once downloaded, the certificate can be printed and retained.

Withdrawing a Statement of Trade request

If you no longer intend trading on the requested dates, a Statement of Trade request can be withdrawn at any time by opening the record and selecting 'Withdraw'. You will be asked to confirm your request to withdraw the request.

Once withdrawn, a Statement of Trade record will display at status of Closed.

Why was my SOT Declined?

When a Statement of Trade application is submitted, the trading council can accept or decline the application.

If the Statement of Trade request is declined, you will be notified via email and the status of the Statement of Trade will update to Declined in your FoodTrader portal.

If you wish to discuss the reason for refusal of the application, please contact the trading council.

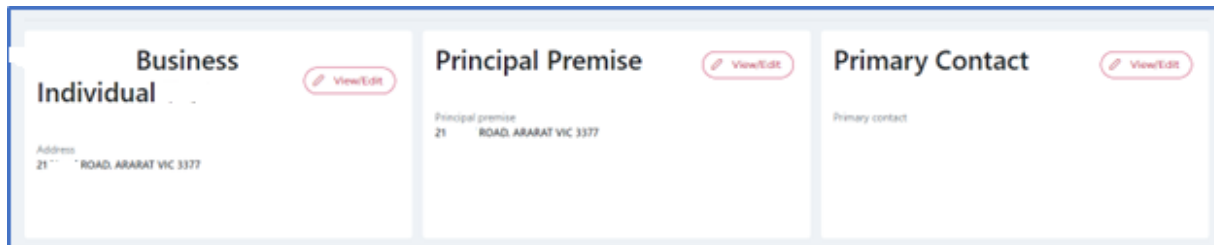
Keeping your registration or notification up to date

It is important that you keep the details of your Registration or Notification and each of your premises up to date.

Updating the details in your FoodTrader account is easy. All you need to do is log in and go to your Profile Overview screen.

Here you can update:

- Proprietor Details
- Principal Premises Details
- Primary Contact Details



Updating your Proprietor details

To update your proprietor details, select the View/Edit button in the Proprietor details tile (the first tile) of your FoodTrader portal Overview screen.

Update the required details and provide a short reason for the change.

You can submit the Update to your registering council by selecting Submit.

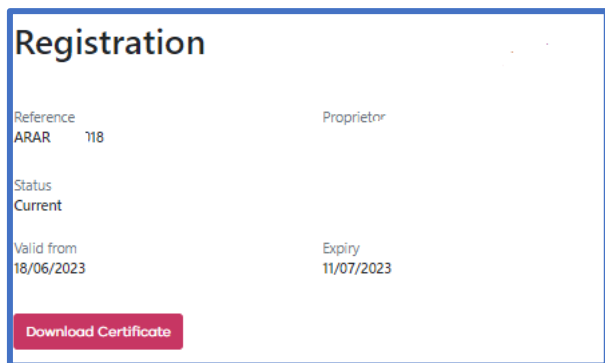
You can Save the update at any point and return to it later for submission.

Once created, an Update Proprietor Details application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the Update Proprietor Details application will display a status of Submitted in your Applications list.

Once the update is processed by council:

- you will receive an email confirmation,
- your portal will display the changed details,
- the Update Proprietor Details application will display a status of Completed in your Applications list, and
- an updated Registration or Notification certificate will be available for download by selecting the Download Certificate button.



Updating your Principal Premises address

If the address that you have nominated as your Principal Premises address changes you are required to notify council.

To update your Principal Premises address (for instance, if your Principal Premises is a fixed food premises like a restaurant, where the food is usually prepared, and that restaurant changes address) select the View/Edit button in the Principal Premises tile (the second tile) of your FoodTrader portal Overview screen.

Update the Principal Premises details as required and provide a short reason for the change.

You can submit the Update Principal Premises application to council by selecting Submit.

You can Save the update at any point and return to it later for submission.

Once created, an Update Principal Premises application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the Update Principal Premises application will display a status of Submitted in your Applications list.

Once the update is processed by council:

- you will receive an email confirmation,
- your portal will display the changed details,
- the Update Principal Premises application will display a status of Completed in your Applications list, and
- an updated Registration or Notification certificate will be available for download by selecting the Download Certificate button.

A change to the Registering Council

A change to the Principal Premises address may lead to a change in your primary (registering) council. This occurs when the new Principal Premises address is located in a different local council area.

If your registering council changes, your Registration/Notification reference number will be updated to reflect the change and your new registration certificate will be issued by the new council.

You may also be contacted by your previous council regarding any outstanding actions or fees associated with your registration/notification.

Updating your Contact details

To update your contact details, select the View/Edit button in the Primary Contact tile (the third tile) of your FoodTrader portal Overview screen.

Update the required details and provide a short reason for the change.

You can submit the Update Contact Details application to your registering council by selecting Submit.

You can Save the update at any point and return to it later for submission.

Once created, an Update Contact Details application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the Update Contact Details application will display a status of Submitted in your Applications list.

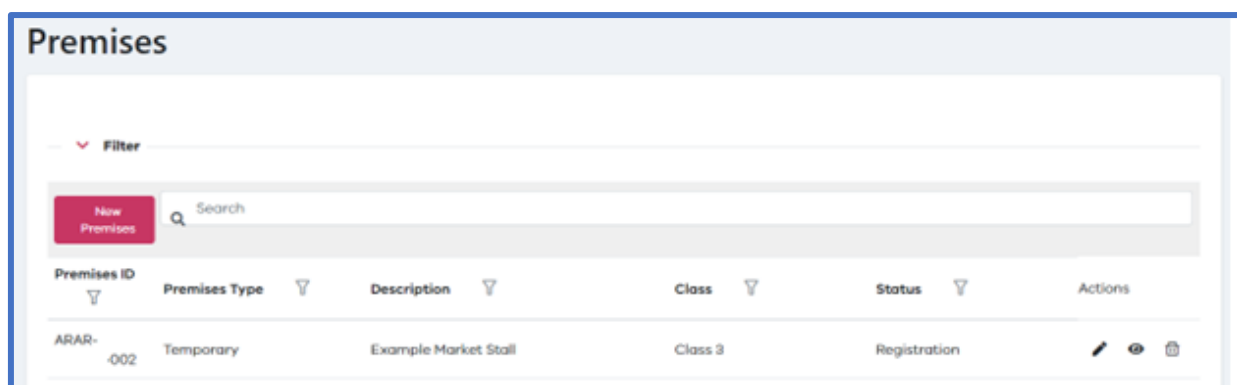
Once the update is processed by council:

- you will receive an email confirmation,
- your portal will display the changed details,
- the Update Contact Details application will display a status of Completed in your Applications list, and
- an updated Registration or Notification certificate will be available for download by selecting the Download Certificate button.

Updating the details of a premises

It is important that the details of all premises under your registration or notification are kept up to date, including the details of the types of food sold and prepared from each premises.

To update the details of any of your temporary or mobile premises, select the relevant Premises record from the Premises list in your FoodTrader portal by selecting the Edit icon.



When the Premises record opens, update the details of the Premises as required.

You can submit the Edit Premises application to council by selecting Submit.

You can Save the application at any point and return to it later for submission.

Once created, an Edit Premises application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the Edit Premises application will display a status of Submitted in your Applications list.

Once the update is processed by council:

- you will receive an email confirmation,
- your portal will display the changed details,
- the Edit Premises application will display a status of Completed in your Applications list, and
- an updated Registration or Notification certificate will be available for download by selecting the Download Certificate button.

Adding an additional Premises to an existing Registration or Notification

If you hold a current Registration or Notification, you can register/notify multiple temporary or mobile premises under the single Registration/Notification.

An additional premises should be registered/notifyed where a temporary or mobile premises at can be operated at the same time as others, potentially in different locations.

Operating the same premises at different times and locations does not qualify as an additional premises.

When a new premises is required to be registered/notifyed:

Bob has a business where he operates a fruit stall at a market every Sunday. Bob wants to start trading from a second fruit stall at another market which also runs on a Sunday. Bob needs to register/notify two premises as he is operating in two places at the same time. He will need to lodge a separate Statement of Trade for each premises/event.

Mary has a business that operates four food trucks capable of trading at multiple locations simultaneously. Mary needs to register/notify each of the food trucks under her Registration/Notification and apply for separate Statements of Trade for each premises/event.

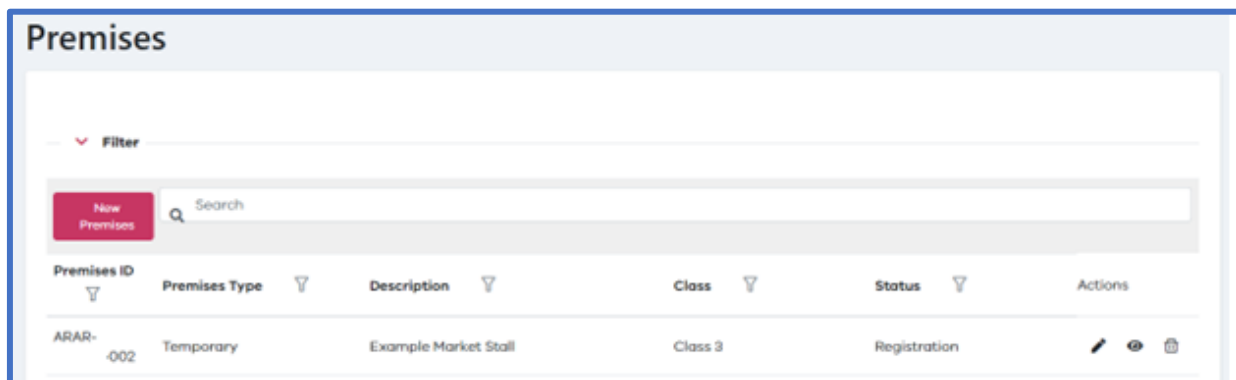
When a new premises is not required to be registered/notifyed:

Richard operates a single coffee cart at the Queen Victoria Market every Saturday. He decides that he would also like to trade at a market on Federation Square on Sundays.

In this circumstance, the same premises (the coffee cart) is used at a different location/event and no additional premises needs to be registered/notifyed. Richard will need to apply for separate Statements of Trade for each event.

Adding additional premises

To add additional Premises to your Registration/Notification, select the New Premises button at the top of the Premises list of your FoodTrader portal.



Enter the required details of the premises, including the details of the types of food sold and prepared from the premises.

Give each Premises a recognisable description in the Premises Description field, so they can be easily distinguished in your FoodTrader portal Premises list.

You can submit the Edit Premises application to council by selecting Submit.

You can Save the application at any point by selecting Save, and return to it later for completion and submission.

Once created, a New Premises application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the New Premises application will display a status of Submitted in your Applications list.

You will be notified by email when the application is progressed.

Once the New Premises has been registered/notified by council:

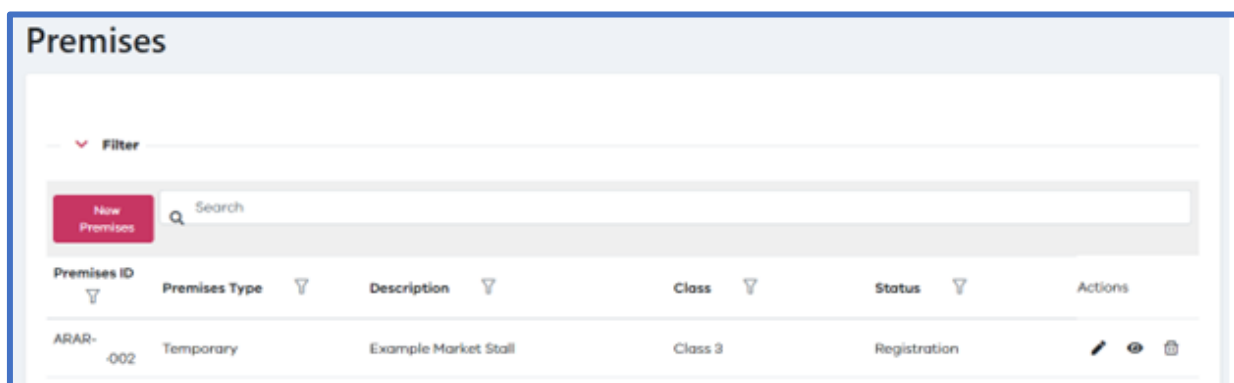
- your portal Premises list will display a status of registration or notification for the new premises,
- you will be able to download an updated Registration/Notification certificate including the new premises, and
- you will be able to apply for Statements of Trade to trade from the new premises.

Closing a premises

If you no longer require a premises to be registered or notified, for example if you have sold a food truck or vending machine, you can request the 'closure' of that premises.

To close the premises in FoodTrader means to remove it from your registration/notification.

To request the closure of a premises, select the Close icon next to the required premises record on the Premises list of your FoodTrader portal.



A Close Premises request will open.

Enter the reason you are requesting closure of the premises and confirm the request.

Close Premise

Are you sure you wish to close the premise?

Provide Reason: *

Sold food truck

Once submitted to council, the Close Premises request will display a status of Submitted in your Applications list and the Premises will display a status of Closure Requested.

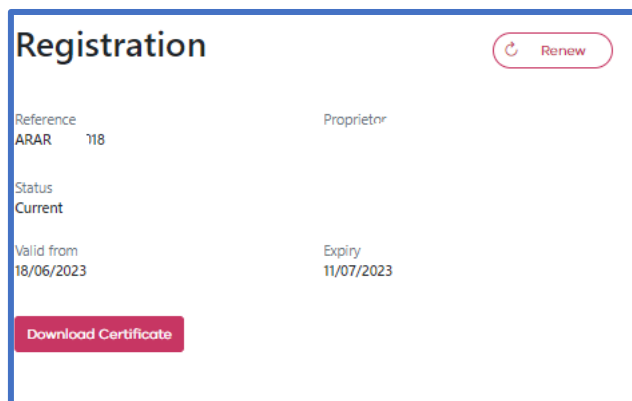
You will be notified by email when the closure has been actioned by council and:

- the Premises will display a status of Closed in the premises list of your FoodTrader portal
- you will be able to download an updated Registration/Notification certificate.

Renewing your Registration

If your Registration is a standard annual Registration (and not a short-term registration for a defined limited term) then it will require renewal on an annual basis.

As the expiry date of your Registration approaches, you will receive an email reminder of the requirement to renew your registration and a Renew button will appear in the Registration tile of your FoodTrader portal Overview screen.



You should select the Renew button whether or not you intend to renew.

On selection of the Renew button you will first be required to advise if you intend to apply for renewal of your registration or if you no longer wish to maintain your registered status (for instance, if you are no longer operating a food business).

If you do not wish to renew; you can let your council know by selecting the 'Do not renew' button. You will be asked to provide a short reason for not wishing to renew, before submitting the information to council. A request to not renew will lead to the closure of your registration. Your council may contact you to discuss this (and any outstanding actions or fees) before actioning the closure.

If you do wish to renew your Registration for a further term you should select the Renew option. This will lead you to the Renew application.

It is important when completing the Renew application that you review and confirm all information relating to your registration, including the details of your registered premises and the food sold and prepared at each.

During the Renewal application, you can request to add an additional (New) premises to your Registration by selecting the 'Add Premises' button.

You can also request the Closure of a premises as part of your Renew application, by selecting the Close icon on a premises record in your premises list.

At the point of submitting your Renew application you should be sure that:

- your Proprietor details, Principal Premises address and Contact details are all up to date,
- the list of Premises in the Renew application reflects the premises you want to take forward to the next Registration term (including the addition of any new), and
- you have confirmed the types of food and methods of food preparation applicable to each of your premises.

You can submit the Renew application to council by selecting Submit.

You can Save the application at any point and return to it later for submission.

Once created, a Renew application can be viewed in the Applications list of your portal. Where the application shows a status of Draft it can be opened and completed before submission.

Once submitted to council, the Renew application will display a status of Submitted in your Applications list.

Once the Renew application is processed by council:

- you will receive an email confirmation,
- your portal will display the changed details,
- the Renew application will display a status of Completed in your Applications list, and
- an updated Registration or Notification certificate will be available for download by selecting the Download Certificate button.

A change to the Registering Council

A change to the Principal Premises address in a Renew application may lead to a change in your primary (registering) council. This occurs when the new Principal Premises address is located in a different local council area.

If your registering council changes, your Renew application will be received and processed by the new council and your Registration/Notification reference number will be updated to reflect the change. Your new registration certificate will be issued by the new council.

You may also be contacted by your previous council regarding any outstanding actions or fees associated with your previous term of registration.

Fees and Invoices

Fees and invoices may be issued to your FoodTrader portal by your registering council or (where applicable) other local councils.

Outstanding fees relating to your registration/notification may be displayed on your FoodTrader portal Overview screen in the Outstanding Fees tile.

Proprietor details Trading Name Address Type	Principal premises Principal premises	Contact details Primary contact Alternate contact
Registration Reference Status Valid from	Council details Proprietor Council name Phone Website Email	Outstanding fees

A list of Outstanding Fees can also be viewed by selecting the Outstanding Fees menu item.

Viewing invoices

If an invoice has been issued to you, an Invoice icon will display next to the outstanding fee record. Select the icon to download the invoice and save it to your files.

Paying fees

If the fee issuing council permits online payment and Online payment icon will appear next to the fee record.

Select the Online payment icon to open the online payment facility.

Where a fee issuing council does not allow online payment, you will need to contact the council for alternative methods of payment.
This information can often be found on a council's website.

PROFILE
Overview
APPLICATIONS
All
Active
Inactive
Draft
SOTS
All
Active
Inactive
PREMISES
All
Active
Inactive
FEE
Paid Fees
Outstanding Fees

Documents

A list of your documents (certificates and invoices) is displayed when you select Documents from the menu items of your FoodTrader portal.

Once opened all documents can be saved, printed and/or emailed as required.