

# Food & Health Premises - 2025 Renewal of Registration



## **FREQUENTLY ASKED QUESTIONS**

### **How do I pay for my renewal?**

Payment can be made by BPay, credit card over the phone or in person at any Shire Customer Service Centre. Please note the Bpay Biller Code has changed to 304618, using your same customer reference number

**BPay:** Once you have made the bPay payment via your bank, please ensure to then complete the online renewal of registration form using the Renew Online Link in your renewal email invitation.

**Credit Card:** Pay over the phone or in person at any customer service centre, quoting your registration number.

**In Person:** Pay with cash or cheque at any Shire Office quoting your registration number for the Shire cashier receipt.

### **Some of the information is incorrect on the renewal invitation email, what can I do?**

Let us know the correct details in the relevant section of the online renewal form. If the Food Safety Supervisor details have changed, please make sure to attach a copy of the training certificate for the current Food Safety Supervisor. This is a mandatory step in the online form.

### **Is the renewal application an invoice for payment?**

The email renewal invitation you have received from the Shire meets the statutory requirements under the Food Act or Public Health and Wellbeing Act and, upon payment, becomes an invoice for renewal fee payment. Shire payee details, such as company name and ABN, are included on the renewal invitation. Please note that the renewal of registration fee for your organisation is GST exempt.

### **Can I receive a paper or PDF copy of the renewal of registration form?**

The renewal and payment should be submitted using the online renewal form at [Renew a food business registration - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](https://mornpen.vic.gov.au/renew-a-food-business-registration).

Renewal certificates will be emailed as a pdf attachment.

A copy of your renewal of application form can be provided in PDF format or by post upon request to the Environmental Health Team on phone 5950 1373.

### **I have recently taken over the business. Can I change details?**

Registration details cannot be changed or transferred if you have purchased a **food business**. The Food Act requires that a new registration is issued following the sale of a food business. If you have recently purchased a food business, please apply for registration on the Shire's web site at [Register a Food Business - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](https://mornpen.vic.gov.au/register-a-food-business).

If you recently purchased a registered **health business** under the Public Health and Wellbeing Act, you can submit a transfer of registration form to the Shire at [Transfer or](#)

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[purchase an existing health or accommodation business - Mornington Peninsula Shire \(mornpen.vic.gov.au\).](https://mornpen.vic.gov.au)

## **Can I lodge the application by email or phone?**

Reply to the renewal email to confirm that you have paid and that your details are all correct or let us know if any changes. Queries regarding the renewal of registration process can be emailed to [environmentalhealth-renewals@mornpen.vic.gov.au](mailto:environmentalhealth-renewals@mornpen.vic.gov.au), quoting your registration number in the subject line of the email or by calling the Environmental Health Team on 5950 1373.

## **I'm having issues lodging my application online, who do I contact?**

Phone the Environmental Health Team on (03) 5950 1373. If you are experiencing technical difficulties, refreshing the web page or logging in on a different device may also be of assistance. You can also arrange a time to meet a team member in person for assistance at the Shire's Mornington Office on phone 5950 1373.

## **What happens if I lodge the renewal application after 31 March 2025?**

Food and health businesses had a due date of 31 March 2025 to complete the online renewal form and fee payment. Reminders were sent out to unpaid businesses prior to 31 March 2025. Council has an obligation to follow up premises that have not applied for registration after the due date under relevant legislation. If a business continues to trade without Food Act registration, a Penalty Infringement Notice may be issued.

## **Can I get an extension of time to pay the renewal?**

All requests for extensions of time and hardship must be made in writing to the Shire's Environmental Health Team and will be assessed on a case-by-case basis. Requests can be forwarded to [customerservice@mornpen.vic.gov.au](mailto:customerservice@mornpen.vic.gov.au), marked attention to the Environmental Health Team. Please quote your registration number in the request.

## **Is the renewal of registration fee refundable?**

The Food Act and Public Health & Wellbeing Act do not have specific provision for the refund of registration renewal fees. The fees for all Shire services are determined by Council during the annual budget process. Applications for partial refunds following the permanent closure of your food or health business can be emailed to the Shire at [customerservice@mornpen.vic.gov.au](mailto:customerservice@mornpen.vic.gov.au), quoting your registration number. Partial refund is not an option if your business has a change of ownership.

## **When will I get my certificate of registration?**

The Shire aims to send registration certificates as soon as possible if you have supplied all relevant details and your renewal is approved. The registration certificate will be sent as a PDF email attachment.

## **I need my certificate of registration urgently. Can I receive it as a high priority?**

The Shire aims to process renewal applications in a timely manner, given the anticipated high volume of online renewal applications. If your registration certificate is required

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urgently, please contact the Shire's Environmental Health Team at [environmentalhealth-renewals@mornpen.vic.gov.au](mailto:environmentalhealth-renewals@mornpen.vic.gov.au), quoting your registration number in the email subject line.

## What is this information used for?

The Shire has a legal obligation to register food premises, health premises and caravan parks. It must keep certain information as part of the registration process. The information also allows the Shire to contact you to follow up issues relating to public health (i.e. food recalls). The online form includes a privacy statement with further information

## My business is no longer trading, how do I cancel my registration?

An online closure form is available on the Shire's web site at [Notification of Closure of Existing Food Premises/Vehicle](#). Alternatively, please email the Shire's Environmental Health Team at [environmentalhealth-renewals@mornpen.vic.gov.au](mailto:environmentalhealth-renewals@mornpen.vic.gov.au) to confirm that your business is closed, quoting your registration number in the email subject line.

## How do I check whether my fees are correct?

For food businesses the current renewal fees are:

Registration Class	Fee
Class 1 Food premises	\$940
Class 2 Food premises	\$835
Class 2 Seasonal Sports club on Council land	\$420
Class 3A Food premises	\$600
Class 3 Food premises	\$600

Please contact the Shire's Environmental Health Team on phone 5950 1373 if you have any queries about your classification. This is risk-based and dependent on the type of activities and foods being sold. The Food Safety Victoria web site has further information at [Changes to food business classifications and regulations | health.vic.gov.au](#).

For health businesses the current renewal fees are:

Registration type	Category	Fee
Health premises	Body Piercing	\$360.00
	Beauticians	
	Colonic Irrigation	
	Ear Piercing	
	Tattooist	\$525.00
Prescribed accommodation	Hotel/Motel/Residential Accommodation /Student Dormitory/Holiday Camp/Hostel	\$250.00
	Rooming House	\$525.00

**Food safety program (for Class 1 and high risk 2 food businesses only)**

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Food Act amendments have changed the types of high-risk Class 2 food businesses that require a Food Safety Program. Please refer to the Food Safety Victoria web site for further information at [Changes to food business classifications and regulations | health.vic.gov.au](https://www.health.vic.gov.au/changes-to-food-business-classifications-and-regulations/).

## **What is a food safety program?**

A food safety program is a written plan showing what a business does to ensure the food it sells is safe for human consumption. It is an important tool to help businesses maintain safe food handling practices, demonstrate food safety substantiation under National Food Safety Standards and protect public health. For further information visit [Food safety programs \(health.vic.gov.au\)](https://www.health.vic.gov.au/food-safety-programs/).

## **What happens if I don't have a food safety program?**

All Class 1 food premises and those Class 2 food premises that undertake complex food activities must keep a copy of their food safety program onsite. Council may request details of the food safety program prior to renewing your registration.

Class 3 food premises do not need a food safety program due to the lower food safety risk at these premises. However, they must still ensure the food they sell is safe and comply with National Food Safety Standards.

## **Food Safety Supervisors**

### **What is a food safety supervisor?**

This is a qualified person employed at the business to manage food safety as defined by the Victorian Government Department of Health. For further information go to [Food safety supervisors \(health.vic.gov.au\)](https://www.health.vic.gov.au/food-safety-supervisors/).

### **What competency standards do I need to meet to become a food safety supervisor?**

Visit the Department of Health food safety website at [Food safety supervisors \(health.vic.gov.au\)](https://www.health.vic.gov.au/food-safety-supervisors/).

### **How do I get these competencies?**

Training must be completed through a registered training organization (RTO), or you must be issued with Recognition of Prior Learning by a RTO. For a list of RTOs go to [training.gov.au](https://training.gov.au) - [Home page](#)