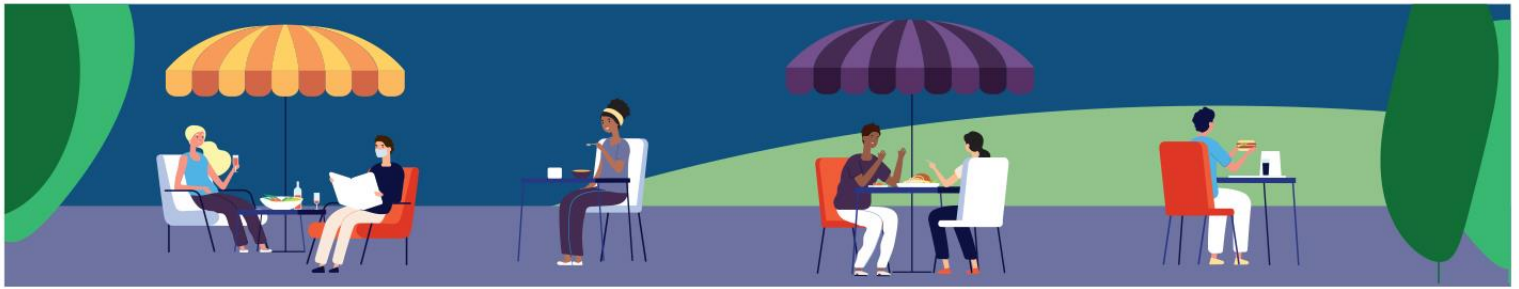


Temporary Outdoor Dining Permits

Guidelines and Code of Practice 2020





Outdoor Dining Permits

Introduction

The City of Greater Dandenong is committed to helping local businesses in the wake of the COVID-19 restrictions. To assist businesses we are streamlining the process for the use of outdoor areas for dining, which will enable businesses to maintain numbers when social distancing requirements impact the ability to do this inside.

You can apply to Council for a permit to use outdoor dining in a number of areas:

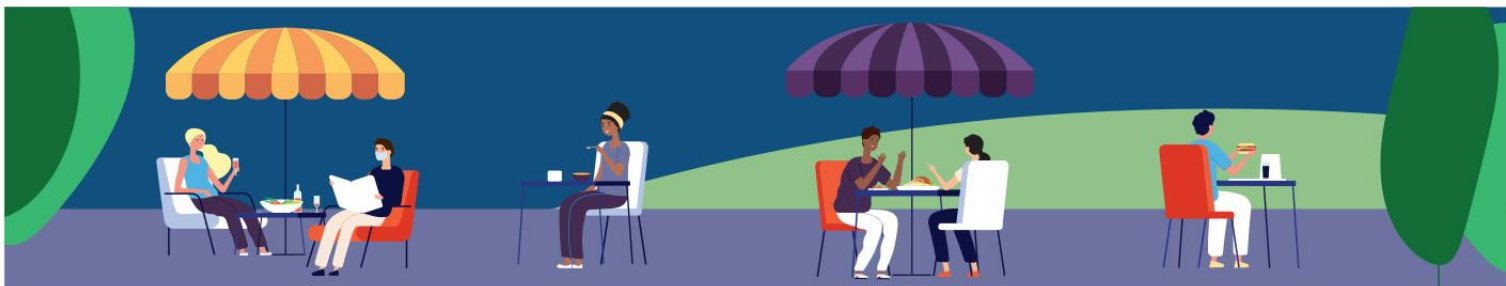
- On the footpath outside your business
- On the footpath along an extended area including outside other businesses
- Within parking bays, which can be closed
- Within roadways, which can be closed

This guideline document outlines the process for getting you up and running with a Temporary Outdoor Dining Permit.

If you require any assistance, Council Officers will be able to help you along the way.

You can find more information at **greaterdandenong.com/outdoordining**

Or email business@cgd.vic.gov.au with any questions you may have.



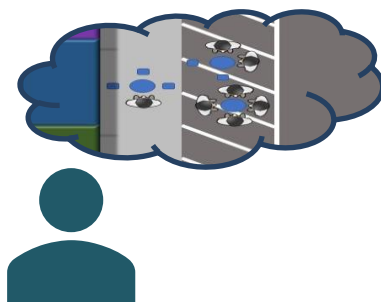
Application process

Obtaining a permit for outdoor dining is a simple process, and Council Officers will be available to help you through this process. The basic steps are below.

Step 1: Apply to Council

Fill in the online application form to advise Council of your plans. It is recommended you speak with your neighbours to determine whether a setup might work for multiple businesses.

You will need to provide proof of public liability insurance alongside your application. For further information, read the Public Liability Insurance section of this guide.

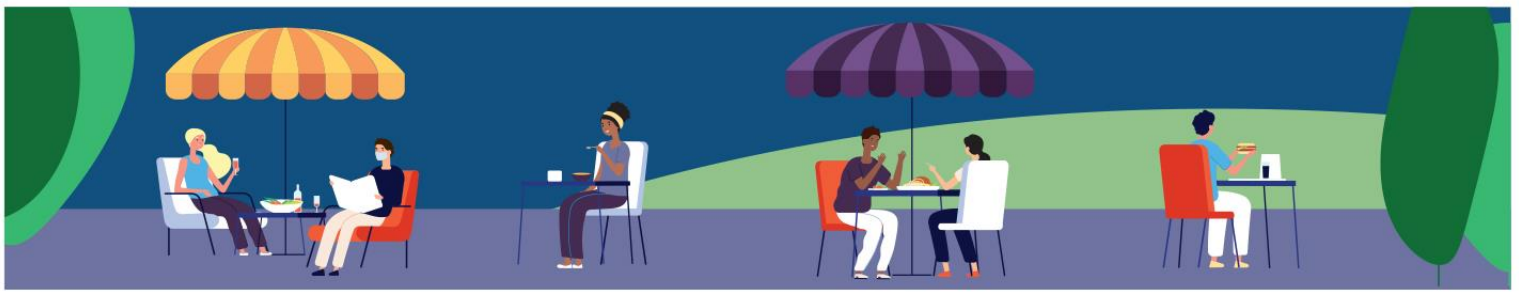


Step 2: Consultation

As part of your application you will need to speak to other businesses affected by your proposal. A Business Engagement Form is available from our website and asks you to record who you spoke to, when you spoke with them and their contact details. Council may contact these businesses as part of the review process.

Council will review your application in line with the Code of Practice and taking into consideration aspects including suitability of location, safety considerations and impact your proposal may have on the neighbouring businesses and other amenities. Where required, Council may also consult with other authorities as part of the review process.

Once this has occurred, Council will approve or reject your application.



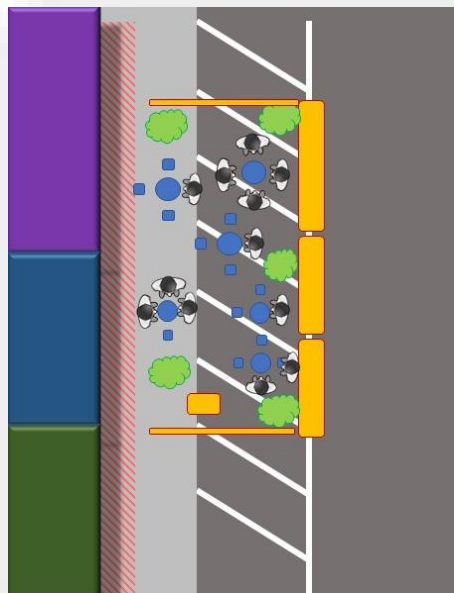
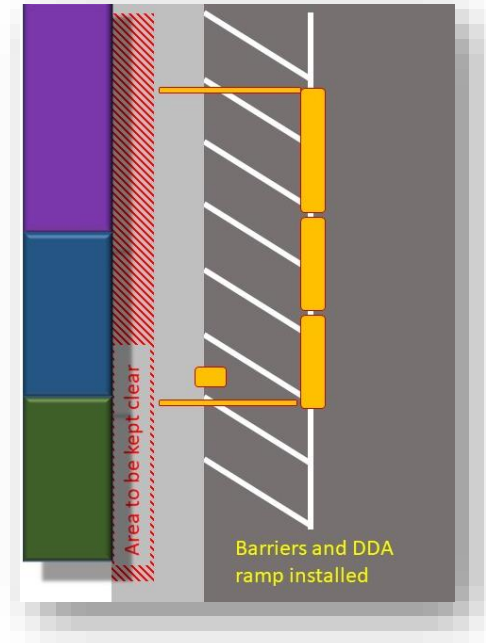
Step 3: Permit and Council implementation

If approved, your permit will require you to comply with the Code of Practice outlined in this document. The permit will also include confirmation of the dates for which the permit is valid.

If you are seeking approval to operate beyond the Code of Practice, an additional type of permit from Council or the Victorian Government may be required. For example, if you are seeking to prepare food on Council land an additional permit is required.

Council will install any necessary safety infrastructure to make the area available for use. This may include marking a space on the ground, installing temporary access ramps, or, depending on where you are located, and the speeds of nearby traffic, this may involve water filled barriers or simple fencing. Areas that must be kept clear for pedestrians may be marked.

If you wish to use your own café screens for these purposes, please discuss with a Council Officer.

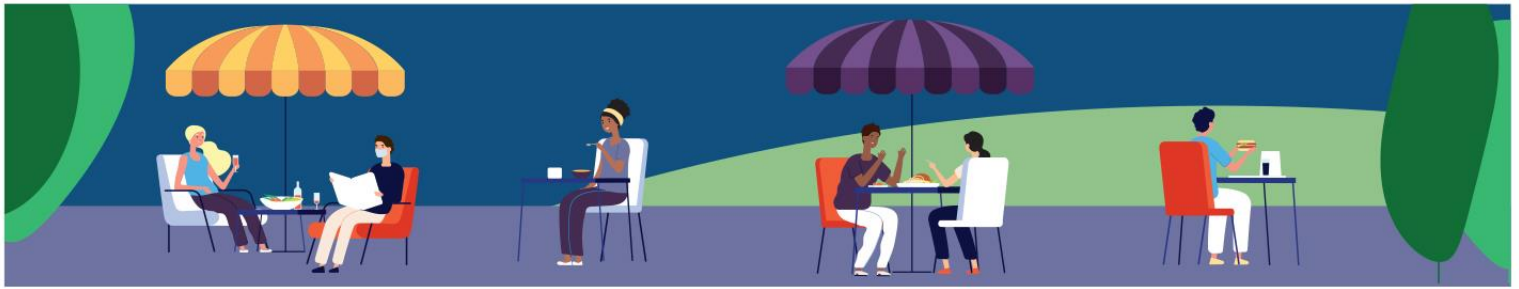


Step 4: Set up and start trading

If your application has been approved, Council will provide you with details of what you can and cannot do within the space. Typically, you are not allowed to permanently fix anything in place, but café screens, planter boxes, tables, chairs and umbrellas are generally supported.

Once you are set up, you can start trading.

Council Officers will occasionally check in to inspect your operations and may request you address any issues that might be raised.



Public Liability Insurance

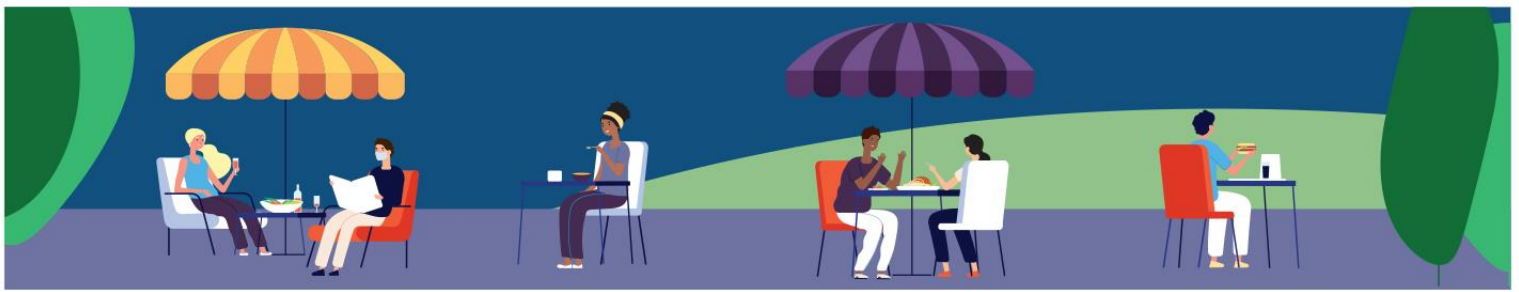
Businesses undertaking Temporary Outdoor Dining activities are required to have Public Liability Insurance with a minimum cover of \$20 million. This insurance will cover things like the public tripping over outdoor furniture and hurting themselves.

Council will seek proof of this insurance through your provision of a Certificate of Currency. The Certificate can be obtained from your Insurance Provider.

If you already have Public Liability Insurance for a smaller outdoor dining area, you may already be covered, but you should check with your Insurance Provider or Broker.

If you don't have Public Liability Insurance covering outdoor dining, you can purchase this by either extending any business insurance you have or purchasing new insurance for this purpose. Many providers of this type of insurance can be found online. While costs vary, they are generally fairly low.

If the process of obtaining Public Liability Insurance is taking you a few days and you wish to start operating sooner, please inform a Council Officer. Council may be able to temporarily cover you for this. However, if you are unable to provide a Certificate of Currency within a reasonable time frame, you will be required to cease the activity.



Code of Practice

Victorian Government Restrictions:

Any business wishing to provide table service in outdoor dining areas must hold a COVIDSafe Plan and comply with patron limits designated for outdoor spaces. As this is a Victorian Government requirement, please visit www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19 for the latest information on COVID-19 business restrictions.

Industry restart guidelines and other information specifically for the hospitality sector is updated regularly and can be found on the Victorian Government website: www.coronavirus.vic.gov.au/coronavirus-sector-guidance-accommodation-and-food-services

Additional Conditions:

If you are utilising a public area for outdoor dining, you must also be aware of the following conditions of use. Compliance with these is essential for public safety and will be monitored on an ongoing basis.

Placement of furniture

You must only occupy the area specified within your permit.

Typically, this will mean that areas must be kept available for:

- Pedestrian access - This is typically a 1.8 metre area along the shop front and ensures that pedestrians can continue to move safely around the area.
- Proximity to moving traffic - Depending on the speed of traffic on the road, there will be set minimum distances from the traffic at which you can place dining areas.
- DDA access - If wheelchair ramps etc. are in place as part of your outdoor dining set up, you must not place any obstacles within 1.6 metres of the ramp, so that there is sufficient turning space for users.

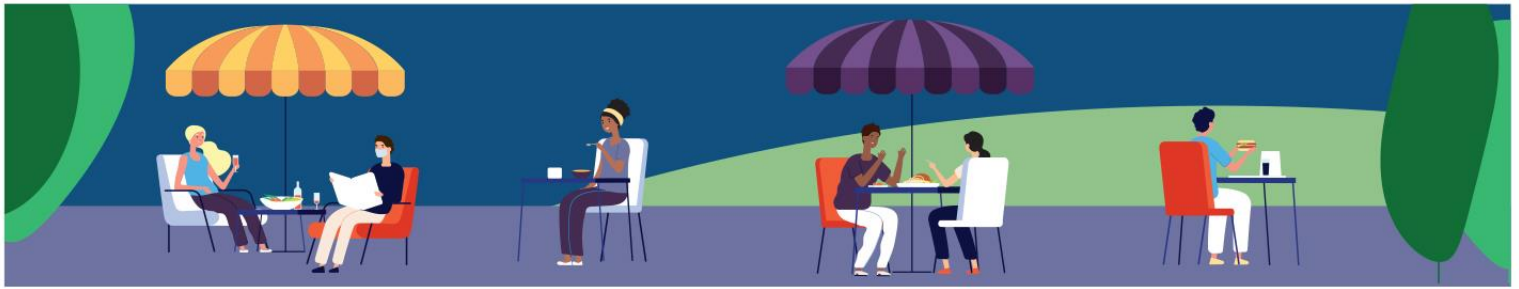
When your permit is issued, any specific requirements will be detailed. Council may also mark key areas on the ground outside, so you know where you can and cannot place furniture.

Types of furniture

Permit holders are responsible for ensuring that their items do not cause damage to Council assets. As a result, you must consider the following:

General

- All signs, outdoor furniture and display items should be safe, structurally sound and of a design and construction so as to be able to withstand windy conditions. Safety should always be the first consideration.



- Unless otherwise approved in a permit, items cannot be permanently affixed to any footpath, building, street furniture, pole or other structure.
- Furniture that may damage the pavement must be covered with a suitable rubber stopper/tyre or other device to protect the pavement surface from damage.

Screens, blinds and planter boxes

- The maximum height for opaque screens or planters (including plant height) is 1.4 metres.
- If using screens or blinds that are higher, they must be made of transparent materials such as safety glass that meets relevant Australian Standards.
- The base of screens should be at least 150mm from ground level, to prevent wind-borne material collecting.

Umbrellas

- Umbrellas may be provided for each table as long as there is a minimum of 2.1 metres height clearance from the underside of the umbrella to the pavement surface and they are securely weighted or fastened.
- Umbrellas must not extend into the pedestrian corridor so as to cause a hazard to people moving past the site.

Gas Heaters

- The use of outdoor radiant heaters must be undertaken in accordance with Australian Standard AS4565. They may only be used in association with, and sited in accordance with, the guidelines for (outdoor) alfresco eating facilities.
- They must not be positioned where they may present a fire hazard (eg. in close proximity to awnings/umbrellas).

Lighting

- Any lighting must be positioned to prevent any adverse effect on adjoining land and must not be considered excessive for the area.

Operating times

An outdoor dining permit does not allow you to trade during periods that are prohibited by any other permit, such as a Planning Permit covering your site.

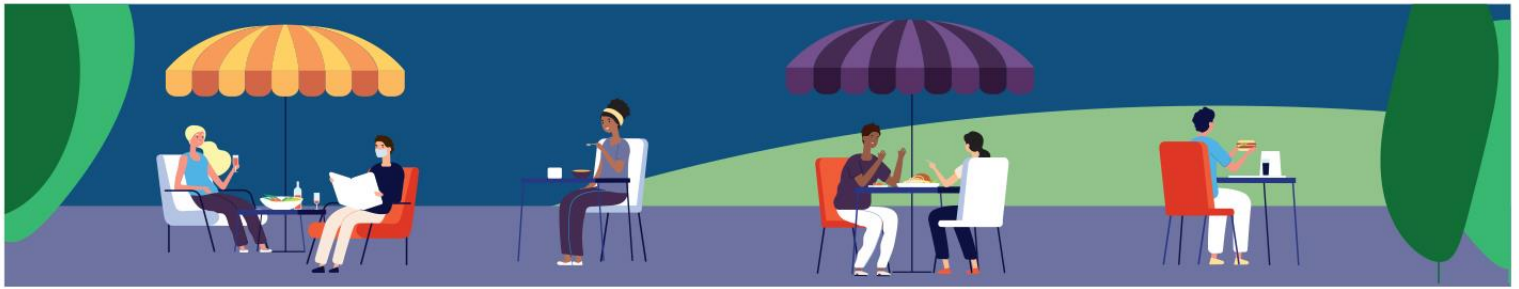
If you are unaware of any other restrictions affecting your business, outdoor dining must cease.

Sale and consumption of liquor

Businesses holding Outdoor dining permits allowing sale and consumption of liquor must obtain and maintain an appropriate liquor licence, before sale or consumption commences.

Cleanliness and appearance of area

Permit holders must keep their allocated space in a clean condition and clear away any litter, food scraps, cigarette butts, chewing gum and any other rubbish left on the site and deposit it within their own bins, kept inside the premises. Private bins cannot be stored on the footpath.



The permit holder must ensure the outdoor cafe and surrounds are kept in a clean and hygienic state at all times, including collecting and removing used plates, utensils, drink containers, food packaging, cigarette butts and chewing gum waste.

All businesses are encouraged to promote smoke free dining, as per the regulations that came into action in 2017, banning smoking in Outdoor eating/dining areas.

Stowage of furniture

Any furniture placed outside for outdoor dining must be securely stowed away during periods when the outdoor dining area is not in operation.

If you do not have sufficient storage space on site, please raise this issue with Council.

Advertising

If any of the furniture you are proposing to use includes advertising, please provide details as part of your application.

Advertising on umbrellas is allowed provided it is for your business or relevant products. Larger advertising may require additional permits or be unsuitable for the area.

