

FOOD TRUCK PROGRAM

COORDINATOR AND VENDOR GUIDELINES 2019

Purpose	The purpose of these Guidelines is to define the scope of the Food Truck Program , including providing guidelines for the determination of trading sites and around the specific roles and responsibilities
Management Statement	This program strives to fulfil the aspirations of the Strategic Community Plan of a vibrant and connected community.
Definitions	<p>Event Licence is issued once an event application has been assessed and all compliance requirements have been met.</p> <p>Fair Play Principles used to apply equity in the process of assigning trading sites. They assign preference in the following order: City programs; local community groups (geographical proximity); other City community groups; City commercial groups; and all other groups.</p> <p>Food Truck Program (Program) is the broad term used to describe the overarching system that guides Food Truck Events. It represents the City's role as an enabler of these events.</p> <p>The Program limits Events to hosting no more than ten Trucks (site dependant) at any one time and no more than two additional entertainment elements (e.g. musician, children's activity, etc.).</p> <p>Food Truck Event(s) (Event) an organised, pre-arranged activity occurring as part of the food truck program which occurs at an approved site and involves; the presence of a defined number and type of mobile food vendors; gathering of community members local to the event site; and a potential additional approved element. These exist independent of Administration and are solely managed by external parties.</p> <p>Food Truck Coordinator(s) (Coordinator) means an external person(s) or organisation(s) that submits the event application. The Coordinator is the person responsible for ensuring that Food Truck Events are delivered and managed effectively and in compliance with the conditions provided in the Event Licence.</p> <p>Mobile Food Truck(s) (Trucks) includes any registered vehicle, caravan, trailer, bicycle, or other method of transport used for mobile food vending.</p> <p>Mobile Food Vendor (Vendor) <i>is the operator and licence holder for a Mobile Food Truck</i></p> <p>Trading Season (the Season) is the period during which Food Truck Events occur. Traditionally this is from October through to May.</p>

	<p>Trading Site(s) (Site) means an agreed trading location for Food Truck Events to occur at as part of the Food Truck Program.</p>
<p>Trading Sites</p>	<p>Food Truck Events are only permitted on City parks and reserves that have been approved by the City. The approved sites remain public space; this means Vendors and patrons may not have exclusive use of the area.</p> <p>Booking a Trading Site for a specific day of the week will not provide exclusive use of the site on other available trading days.</p> <p>An approved list of Trading Sites can be located http://www.wanneroo.wa.gov.au/Mobile_Vendor_Information</p> <p>All bookings will be subject to City Conditions of Hire including:</p> <ul style="list-style-type: none"> • The Food Truck Program is considered as being a seasonal operation; • Bookings are made on a seasonal basis as defined in the Guidelines, and charged as per the schedule of fees and charges; • Activation Program fees are only applicable to the Food Truck Program; • As bookings are discounted in conjunction with the already reduced community rate, cancellations do not receive refunds or credits; • Other food truck events and occasional bookings are charged on Casual Hire Reserve rate; • All payments for site bookings to be made in accordance with the City Facilities Hire and Use policy; and • Keys are provided to the Food Truck Coordinator, as per the Community Facility Conditions of Hire. <p>Trading sites are reviewed on an annual basis. Sites may be removed or added and trading days/times changed. The following criteria is used to assess individual locations:</p> <ul style="list-style-type: none"> • Community demand; • Opportunities for place activation; • Proximity to fixed food businesses; • Utilisation by sports clubs and associated canteens; • Sites fit for purpose; • Available amenities such as toilets, bins, water fountains, play equipment, etc; • Agreement from Developers where the site is still under their care and control; and • Impact on nearby residences. <p>Minimum requirements of individual sites;</p> <ul style="list-style-type: none"> • Be situated at least 100m from a fixed food business unless agreed upon with the affected business(es); • Allowing sufficient space for ten trucks to park without causing any obstructions or damage to City facilities and allow for the provision of parking for visiting community members; and • Not requiring trucks to be on, or pass across, an active sports reserve.
<p>Mobile Food Trucks – Compliance and</p>	<p>All Food Truck Vendors are permitted to trade if they meet the following conditions:</p>

<p>licences</p>	<ul style="list-style-type: none"> • Hold a valid City of Wanneroo Trading Licence; • Hold a current Food Act 2008 Certificate of Registration from a Western Australian Local Government; and • Do not require an external power connection. <p>Once a licence has been issued, the Food Truck Vendor is required to comply with the requirements of the Food Act 2008 and Food Standards Australia and New Zealand (FSANZ) Food Standards Code in relation to the Food Truck and fixtures.</p> <p>All food products shall be kept secured under lock and key at all times whilst the vending unit is unattended (for example; for meal/bathroom breaks, etc.).</p> <p>Alcohol or tobacco products are not permitted to be sold from the Mobile Food Vendor at any time.</p>
<p>Mobile Food Trucks – Amenities and Appearance</p>	<p>Mobile Food Trucks are permitted to have temporary fixtures such as advertising, tables, chairs and umbrellas in accordance with the following:</p> <ul style="list-style-type: none"> • The fixtures are to be of a temporary nature and removed from the site at the end of each trade session; • Must be kept in a safe and well-maintained condition at all times; • Should be sturdy and made of quality materials without sharp edges or other features likely to cause harm; • Must not obstruct pedestrian flow or vehicular traffic and not result in damage to any surfaces including grassed areas; and • Vendor advertising should not encroach on public walkways. <p>Noise</p> <ul style="list-style-type: none"> • Generators must not have a manufacturer specified operational volume greater than 75dB; and • Music or deliberate sounds to attract customers shall not be emitted whilst the vehicle is in transit. <p>Notwithstanding the above noise provision all Mobile Food Trucks noise (including the generator) must comply with the assigned noise levels specified under the Environmental Protection (Noise) Regulations 1997.</p>
<p>Mobile Food Trucks – Maintenance & Cleaning</p>	<p>Mobile Food Trucks should be conscious of their impact in the community and make a positive contribution to the environment and surrounding area.</p> <ul style="list-style-type: none"> • A holding tank for wastewater must be located beneath the vehicle and waste water or any other pollutant must not be left on the site or allowed to enter the stormwater system. • Hot water, oil or other hot liquids are not to be disposed of on City open space. • The Mobile Food Vendor is to take full responsibility for the care, appearance, maintenance and operation of their activity area. • Mobile Food Vendors must comply with relevant health regulations and licences conditions.
<p>Food Truck Events – Application process</p>	<p>Applying to deliver Food Truck Events is a two part process governed by the City Public Community Events framework:</p>

	<p>http://www.wanneroo.wa.gov.au/Public Community Events.</p> <p>Prior to the start of a new Trading Season, Coordinators are invited to express their interest to deliver Food Truck Events by submitting an event notification. This expression of interest period lasts for two weeks and ensures equity among Coordinators. Following closure of this period, the received event notifications will be assessed against Fair Play principles. The outcomes of this assessment will determine when and where Coordinators trade at sites, with successful Coordinators invited to submit the Event Application.</p> <p>Following the initial expression of interest period, the standard event approval process will apply.</p> <p>Event Notification – must be completed by all event coordinators proposing to hold an event anywhere in the City at least ten (10) weeks in advance. The notification process allows you to notify the City of your intention to hold an event within the City and seek in-principle approval without having to provide all the final details.</p> <p>Once the details have been assessed, the applicant should receive an invitation to complete the Event Application form.</p> <p>The Event Notification will also place a provisional hold on the Trading Site, until the Event Licence has been issued.</p> <p>Event Application – will need to be completed for events occurring on City land or those which require additional approvals relating to food, noise, electrical, facility hire etc. Event Application forms must be submitted to the City at least eight (8) weeks prior to your event to allow for adequate processing. Coordinators completing the event application may be required to provide:</p> <ul style="list-style-type: none"> • Risk Assessment; • Site plan; • Waste management plan; • Parking and Security plans; and • Evidence of resident notification <p>Once the City is confident that all the application requirements have been met and the trading site is available an Event Licence will be issued.</p>
<p>Food Truck Events – Fees</p>	<p>Fees will be consistent with the City of Wanneroo Fees and Charges schedule: http://www.wanneroo.wa.gov.au/downloads/schedule of fees and charges 2019/20.</p> <p>Fees payable to the City:</p> <ul style="list-style-type: none"> • Trading Licence - all individual Food Trucks will need a City of Wanneroo trading licence to attend Food Truck events; • Hire of Parks and Reserve including bonds; • Promotional signage; and • Additional Bins. <p>The Event Notification and Application does not attract a fee but associated costs payable to external parties, may be incurred in order to meet the application requirements and related legislation.</p> <p>Fee's associated with booking Food Truck Events are listed under</p>

	<p>Community Activation Programs. As this type of booking is substantially subsidised, no refunds will be given if an event is cancelled.</p> <p>A “Parks – Moderate Risk” bond will be applied to each Food Truck Coordinator and may cover multiple trading sites. Should damage occur on one or more Trading Site during the Trading Season the bond will be withheld and/or additional invoices generated to cover the cost of repairs.</p> <p>Event Licences will not be issued until the required fees have been paid and evidence of compliance received.</p>
<p>Food Truck Events - Management</p>	<p>To ensure Food Truck Events are managed effectively the following principles apply:</p> <ul style="list-style-type: none"> • Alcohol or tobacco products are not permitted to be sold from the Trading Site at any time. • Trees and other significant streetscape elements such as public art, benches, waste bins and bus shelters shall not be obstructed, covered, removed, relocated or modified. • Noise from Entertainment or Music from individual operators must comply with the Assigned Levels prescribed in the Environmental Protection (Noise) Regulations 1997. • Parking for towing vehicles is not permitted. The trailer/caravan needs to be dropped off to location and a legitimate park found for the towing vehicle. • A constant presence by the operator(s) is required for regular cleaning and maintenance of the activity area. • Food vehicles must be removed when not used for vending. • The Event Licence Holder assumes responsibility for any liability issues which arise and are associated with the Food Truck Event and may be required to pay costs associated with any rectification works required in relation to the event. • The Event Licence Holder is responsible for ensuring all conditions of the event licence are met. • Promotional event signage must comply with City policy and procedures.
<p>Food Truck Events - Public Risk Management</p>	<ul style="list-style-type: none"> • Food Truck Event Licence holders must take out and keep current a public and product liability insurance policy. The policy must insure for the amount of at least ten million dollars (\$10,000,000) and must cover injury, loss or damage to persons or property arising out of the activity carried out under this Licence or the granting of this Licence by the Council. • Safety measures may be required at Food Truck Trading Sites and will be assessed on a case-by-case basis by the City. If public safety cannot be reasonably addressed, Event Licences will not be issued.
<p>Monitoring Renewal and Cancellation</p>	<p>The City’s authorised officers may conduct unannounced inspections of Mobile Food Vendors and Trading Sites to determine compliance with the conditions of the:</p> <ul style="list-style-type: none"> • Trading Licence • Local Government Act 1995 • City of Wanneroo Health Local Law 1999 • Environmental Protection (Noise) Regulations 1997 • Environmental Protection (Unauthorised Discharge) Regulations 2004

	<ul style="list-style-type: none"> • Food Act 2008 • FSANZ Food Safety Standards <p>Food Truck Event Licences will be issued on an annual basis using:</p> <ul style="list-style-type: none"> • Fair Play Principles; • Community feedback; and • Previous Food Truck event management. <p>Trading Licences, Event Licences and Facility Bookings may be cancelled should the Licence Holder not comply with the licence conditions, government legislation or risk-mitigation.</p>
<p>Compliments, Feedback and Complaints</p>	<p>Vendors and Coordinators participating in the Food Truck Program understand they may be asked to provide quality feedback to the City for assessment and review of the program. The feedback may take the form of:</p> <p>(a) Customer feedback survey; and (b) Vendor feedback</p> <p>Customer complaints regarding Food Truck Events should be directed to the Coordinator in the first instance. If the concern is not resolved or the complaint relates to a matter under local government jurisdiction customers can inform the City via:</p> <ul style="list-style-type: none"> • Completion of the Compliment, Feedback or Complaint online forms; • Emailing feedback to enquiries@wanneroo.wa.gov.au; or • Contacting a City Customer Liaison Officer on 9405 5000.

FOR MORE INFORMATION PLEASE CONTACT

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