



GUIDELINES FOR STALLHOLDERS

This document contains a set of general stallholder guidelines governing Burwood Council events. Successful stallholder applicants will receive event-specific information two weeks prior to their respective event day.

Your cooperation in observing these guidelines at all times will assist in the overall success of the event you are participating in.

Selection criteria for stalls

Burwood Council aims to provide the community with a diverse range of quality stalls and exhibits at events. To achieve this, stallholder selection will be based on a combination of the below criteria:

- Complete application form received with all required documentation attached, including all stallholders to provide a copy of their current Public Liability insurance
- Stallholder loyalty
- Order of applications received
- Diversity in range of products at any particular event
- Achievable logistical and power requirements
- Use of sustainable environmental practices e.g. provide biodegradable cutlery, plates, serviettes made from materials such as paper, wood, sugarcane and corn starch.
- Quality of product and stall presentation

Reasons for non-selection include:

- Incomplete application
- Inability to meet appropriate regulations and event requirements
- Duplication
- Lack of sites available
- Poor environmental practices
- Unsuitable for the particular events' aims and objectives



Site fees, application process, payment

- Fees vary depending on the event and are outlined in Burwood Council's *Fees and Charges* available from Council's website: www.burwood.nsw.gov.au. Application forms for each event will include the fees applicable.
- For Burwood Festival, stallholder applicants must complete the online application process at www.burwoodfestival.com.au and attach all the required documentation to be considered a complete application. Offline paper applications will not be received.
- Upon completing the online application, Burwood Council's Events team will assess applications as they are submitted and notify applicants via email of the outcome of their application within ten business days.
- Successful applicants will be given a Reference Number in the form of 16/..... and a link to an online payment portal where payment can be made via credit card. Please note there will be a credit card fee for payments. Alternate payment methods include cash or eftpos at Burwood Council's Customer Service desk located at Suite 1, Level 2, 1-17 Elsie Street, Burwood NSW. You will need your Reference Number to make payment.
- Once payment has been made, stallholders should send the Burwood Council's Events team a copy of their payment receipt to events@burwood.nsw.gov.au to secure their space.
- Once payment has been confirmed, stallholders will be accepted in to the event.

Insurance and Risk Assessment

- All stallholders must maintain current Public Liability insurance to the amount of \$20 Million or more, covering the activities at the stall site. A copy of the Certificate of Currency will need to be provided upon application or the application will not be considered complete and will not be assessed.
- Once accepted in to an event, stallholders will then need to complete a Risk Assessment prior to participating in the event. This will be sent to the stallholder prior to the event. All details must be completed and returned to the Burwood Council Events team by the stated due date.



Site descriptions

- A **Site** is a 3m x 3m space only.
- A **Covered Stall & Site** includes a 2.4m x 2.4m covered stall on a 3m x 3m space. The covered stall (pictured) will already be set up for the stallholder, and will be ready to be used by the event's allocated bump in time.



The benches on the table are 60cm wide.

- A **Van Site** is 6m x 3m space only.
- All sites do not come equipped with power. Requests for power can be made upon application for an additional fee.

Bump in, bump out and operation times

- Generally bump in and bump out are to be carried out on the day of the event.
- Bump in and bump out time slots allocated for each event will be provided two weeks prior to the respective event day.
- Stallholders wishing to set up outside of the allocated bump in times for the event must inform Council's Events team. Security will not be provided for stalls, equipment and stock set up outside of allocated bump in times, and stallholders do so at their own risk.
- All stalls must remain operational for the entire duration of the event as indicated on the application form.

Vehicle access and parking

- Stallholders are permitted to drive vehicles onsite, however as each event is different please be aware that conditions and location of entry/exit may change for each event.
- Event site maps with vehicle access routes highlighted for each event will be provided two weeks prior to the respective event day.
- All stallholders must follow directions given by Council staff upon arrival into the Park.
- Please drive on the concrete paths provided where possible and remain aware of pedestrians and cyclists. Hazard lights must be on at all times and speed must remain below 10km/hr.



- A lockout time will be provided by which all vehicles must be removed from site prior to the event commencing.
- Authorised vehicles that have applied for a Van Site must remain stationary at their designated site for the duration of the event and cannot leave the event site until the event has concluded and Council staff deem it safe for vehicles to reenter/exit the site.
- Generally there is no reserved parking for stallholders. Parking will be in public carparks.
- Vehicles may only return on site when a designated Council staff member deems it safe to do so.

Electrical requirements

- Temporary electrical installation and distribution on site is supplied by Burwood Council. All stallholders that require electricity must pay the Power Connection fee on application. One Power Connection fee entitles you to one 15 amp connection point only. If you require more power than this, you are able to pay for multiple Power Connections.
- All electrical equipment to be used within a stall must be listed on the application form, as well as the amps per item. Please be careful not to underestimate your power usage and ensure you purchase sufficient Power Connection fees for your requirements.
- Van Sites that are able to provide their own electricity through a generator are permitted to do so and are not required to pay the Power Connection fee.
- All electrical appliances and/or extension leads brought on site must carry current testing tags.
- A Council Officer may be onsite during events to check that all appliances and leads have current test tags which must be made available for inspection. Failure to do so may result in a penalty via exclusion from future events. If the Council Officer finds appliances and lead tags to be expired, they will retest and tag the equipment on site before they can continued to be used. This will incur a fee of \$21.00 per item which must be paid on the spot.
- No double adaptors are authorised. Power boards are acceptable.



Stall presentation

- It is the responsibility of all stallholders to keep their area free of rubbish and to maintain a safe, presentable and professional area.
- All sites are to be left clean upon departure, including removing all waste. Please note failure to do so may attract a post event garbage clean up penalty fee of \$65.00.
- All stall activities must be confined to the stall's allocated site. This includes staff and/or use of mascots who are not authorised to roam around the event site, and must stay within the area of the stall's allocated site.

Food vendors

- All food and drink stallholders must have a current Food Safety Supervisor Certificate and keep a copy of this within the stall premises to present to Council Health inspectors.
- An additional document, *Guidelines for Food and Drink Stallholders*, is attached which outlines storage, handling, and preparation of foods, and personal hygiene requirements. All food and drink stallholders must read this document and adhere to the guidelines at all times.
- A Council Health Inspector will be onsite during events to ensure that hygienic conditions are being observed. Stallholders must comply with the direction of the Inspector and make their stall available for inspection. Failure to do so may result in a penalty via exclusion from future events. If the Inspector finds any unsafe practices, this must be rectified immediately, or the stall risks being closed until the issue is addressed.

Fire extinguisher and blankets

- A compliant fire extinguisher of adequate size must be provided in a convenient and accessible location within stalls containing cooking equipment.



Garbage, recycling and sustainability

- Stallholders are encouraged to minimise waste, and provide biodegradable packaging, for example paper rather than plastic.
- Stallholders must use latex-free gloves when preparing food and only sell or giveaway latex-free balloons.
- All stallholders are responsible for keeping their allocated site clean and tidy. Stallholders must provide their own covered garbage bin for the storage of the stall's waste.

Offensive goods

- Burwood Council retain the right to enter upon the site of any stallholder at any time and remove any article, sign, picture, or printed matter which in our opinion is either not eligible for display or considered offensive.

Use of amplifiers, loud speakers or mascots

- The use of amplifiers or loud speakers including portable audio players is prohibited except with prior written consent from Burwood Council's Events team.
- Stallholders are not permitted to employ, contract, or program any performer or performance without prior permission from Burwood Council's Events team. This includes the use of mascots who are not allowed to roam around the event site, and must stay within the area of the stall's allocated site.

Political, community, charity, tourism, religious groups

- Burwood Council prohibits all political parties, groups, or individuals from obtaining stalls or other paid or unpaid space at any Burwood Council and related events, for the purpose of promoting political views or distributing any political material.
- All groups, organisations and individuals must complete the same stallholder application form and comply with the same guidelines as any other stallholder. Burwood Council reserves the right to make the final decision on the outcome of all stallholder applications.



Cancellation

- Stallholder cancellation up to 14 days prior to the event will incur a penalty fee of 50% of the site fees payable to Council.
- Stallholder cancellation within 14 days prior to the event will incur a penalty fee of 100% of the site fees payable to Council. No refunds will be given for any reason.
- Stallholders failure to attend the event will incur a penalty fee of 100% of the site fees payable to Council. No refunds will be given for any reason.
- Generally Burwood Council events take place despite weather conditions. However, if an event is cancelled due to serious inclement weather, stallholders will receive a refund of their total stallholder fees.

Disputes

- At all stages of event planning and on event day, the decisions of Burwood Council staff are final and must be adhered to. If there is a dispute regarding direction this can be pursued in writing to the General Manager, Burwood Council.



GUIDELINES FOR FOOD AND DRINK STALLHOLDERS

Requirements for the operation of a Temporary Food Stall

The storage, handling and preparation of food for sale can result in health risks to the community if certain guidelines are not observed.

Burwood Council produce a range of events to provide the community with enjoyable activities and outings. It would be unfortunate if food poisoning outbreaks were to occur as a result of unsafe practices being used by stallholders.

These guidelines outline the requirements which must be met when operating a temporary food and drink stall within the Burwood Council area.

These guidelines have been prepared to ensure that all personnel involved in the storage, preparation and sale of food are aware of the potential risks and that all possible steps are taken to minimise the possibility of a food poisoning outbreak.

A Council Health Inspector will be onsite during events to ensure that hygienic conditions are being observed. Stallholders must comply with the direction of the Inspectors and make their stall available for inspection. Failure to do so may result in a penalty via exclusion from future events. If the Council Officer finds any unsafe practices, this must be rectified immediately, or the stall risks being closed until the issue is addressed. An example of the Report used by Health Inspectors is included in **Appendix 1** of these Guidelines to serve as a checklist when preparing for your event.

Stall requirements

- A temporary food stall must have a roof and three sides designed to maintain adequate ventilation and protection of food. The stall material shall be of plastic or vinyl type sheeting and care must be taken to ensure the stall is stable and secure.
- A durable dust and moisture cover must be laid over the entire floor area of the stall. A suitable material would be an impervious membrane such as rubber matting.
- All stall counter surfaces shall be smooth, durable and impervious. Surfaces can be covered with plastic or plastic table cloths to meet this requirement. Surfaces that cannot be easily cleaned, such as wood, will not be accepted.



- All power and gas service leads must be secured.
- No animals are to be permitted in to any food areas.

Cooking equipment

- Heating and cooking equipment must be located within the stall's allocated site. The equipment must be located so that the public are protected from hot appliances.
- The stall must be of adequate size and height to provide a safe and comfortable work area. Appliances that produce heat and flame must be located away from the walls and lower roof area of the stall.
- Open flame barbecue cooking plates, char grilles and cookers that use hot coals can be located externally and adjacent to the food stall and must be barricaded to prevent public access. An overhead cover must be provided to all cooking areas or food storage areas outside of the stall. This may be achieved by providing a sun shade structure or open sided stalls. Please note, all stall equipment must remain within the 3m x 3m site space allocated, unless multiple sites are purchased.
- A compliant fire extinguisher of adequate size must be provided in a convenient and accessible location within the stall.
- Ensure that all BBQ residues are collected in drip trays and portable BBQs are elevated to prevent damage to any grassed areas.

Food display and protection

- All food on display must be either:
 1. whole fruit, vegetables;
 2. wrapped or packaged with labels indicating the nature of the product and date of packaging; or
 3. completely enclosed in a suitable display cabinet; or
 4. be protected by a physical barrier such as Perspex glass sneeze guard or clear plastic siding to the stall or
 5. located so as not to be openly accessible to the public.
- All food must be stored inside the stall and must be raised approximately 750mm above the ground. All food must be kept wrapped, packaged or in enclosed containers. Food should be protected from damage and direct sunlight.



- Any food which is given away as "samples" must be distributed in a supervised manner that is given out off a tray or plate by a staff member. It must not be left out for self service on any counter, benchtop or food display unit (please note that food which is given away for the furtherance of trade is deemed to have been sold pursuant to the *Food Act 2003* Definitions – link provided in the **Legislation and Guidance** section).
- All food deliveries to the stall must be kept wrapped, packaged or in enclosed containers to protect from contamination.
- Single use eating and drinking utensils, straws, etc, shall be pre-wrapped or adequately protected from contamination. Stallholders are encouraged to minimise waste and provide biodegradable packaging, for example paper rather than plastic.
- All condiments such as sauce, mustard, etc, must be kept in squeeze type dispensers or in individual sealed packets.
- Smoking is not permitted inside or at the rear of the food stall.
- All food for retail sale must comply with the labelling requirements of the *Australia New Zealand Food Standards Code Chapter 1, Part 1.2 - Labelling and other information requirements* (link provided in the **Legislation and Guidance** section).

Rubbish disposal

- The stall must provide its own covered garbage bin for the storage of the stall's wastes. Separate storage of paper, cardboard or other recyclable material is encouraged.
- Suitable garbage bins should also be provided near the food stall for the public to dispose of used takeaway food containers, drink containers and other refuse.
- Provision must be made for the storage of waste water and cooking oils generated within the stall.
- Waste water and oils must not be disposed of into the stormwater system or on the ground. All waste water and oils must be disposed of through a licensed contractor at the arrangement and expense of the stallholder. Fines can be imposed by Council Officers for incorrect disposal of liquid waste.



Washing facilities

- Separate hand washing facilities must be provided within the food stall. A sealed container of potable water (minimum capacity 10 litres) with a single spout tap and suitable bowls or containers must be provided for cleaning, sanitising and hand washing. The waste water is to be disposed of into a waste water container.
- Alternatively, a maximum of two stalls may share a hand wash (station) basin as long as it is located within five metres of each stall and it is not obstructed.
- An adequate supply of warm running water (approximately 40°C), liquid soap and disposable paper towels must be provided at each hand wash (station) basin.

Food temperature control

- All hot food must be kept at or above 60°C. All cold food must be kept at or below 5°C. Chilled food intended to be served hot must be rapidly reheated to 75°C or above.
- All frozen food must be kept below (minus) -18°C.
- All takeaway food prepared at the food stall must be sold immediately unless there is a suitable food warmer or display cabinet in which to keep the food either hot or cold.
- All raw and perishable foods such as steaks, hamburger patties, seafood and other meat products must be kept in a refrigerated unit such as a portable cool room. Small amounts of these foods can be stored in a portable cooler together with an adequate supply of ice or other cooling for a period of less than three hours.
- Ready-to-eat food products or pre-cooked foods which contain fresh cream, custard, cheese or any similar food that promotes bacterial growth must be stored and displayed in a refrigerated unit at a temperature below 5°C.
- Stalls must have a temperature probe that is able to measure the core temperature of food.
- For events that will last three hours or longer, a refrigerator or coolroom must be used to ensure all potentially hazardous food can remain under temperature control. Access to a coolroom will be provided for a fee of \$81.00 per 1m x 1m space.



Food Safety Supervisor

- Any food stall selling food that is ready-to-eat, potentially hazardous and not sold and served in the supplier's original package must have a Food Safety Supervisor.
- Stallholders must keep a copy of their certificate within the stall premises to present to Council Health inspectors.

Food Handlers

All food handlers must:

- have adequate skills and knowledge in food safety and food hygiene matters
- cease handling food if suffering with symptoms that may be associated with a food borne illness, and should be free from illness, abrasions and skin infections
- be appropriately dressed with at least a head covering, clean apron and enclosed shoes
- use utensils or latex-free disposable gloves when handling or preparing food
- observe excellent personal hygiene and hand washing practices

Please ensure that all personnel involved in your stall on event day are familiar with these guidelines. It is suggested that you display these guidelines in your food stall on the day of the event.

Legislation and Guidance

- Food Act 2003: <http://www.legislation.nsw.gov.au/#/view/act/2003/43/first>
- Australia New Zealand Food Standards Code:
<http://www.foodstandards.gov.au/code/Pages/default.aspx>
- NSW Food Authority - Guidelines for food businesses at temporary events:
http://www.foodauthority.nsw.gov.au/Documents/industry_pdf/temp_events_guideline.pdf

Further information

Should you require further information on the requirements and facilities permitted for the operation of a Temporary Food Stall, please contact Council's Environment and Health Section on 9911 9911.



APPENDIX 1: TEMPORARY FOOD PREMISES INSPECTION REPORT

Event: **Date:**
Stall Name: **Stall Number:**
Contact Person: **Time of Inspection:**
Inspector: **TRIM No.:**

	Complies		Complies
Type of Food		Food Storage	
Pre-packaged only		Food protected from contamination	
Unpackaged, ready to eat foods (includes food offered for taste testing only)		Storage provisions are appropriate & adequate	
Food Preparation		Temperature Control	
Food not being prepared outside		PHF not left out of temperature control	
Controls in place to prevent cross contamination from occurring		Temperature control of PHF adequate	
Physical barrier to protect food		Thermometer in use	
Structure		Serving Procedures	
Appropriate materials & design		Money & food handled separately	
Barrier between stall & public		Single use utensils	
Adequate floor covering		Utensils protected from contamination	
Dry Chemical fire extinguisher		Gloves changed regularly	
Personal Hygiene		Waste Management	
Clean attire, person and habits		Adequate storage for refuse & recyclable matter	
Clean water for hand washing only			
Liquid soap & paper towel provided			
Comments / Action to be Taken			