

# The PrimeSafe Licensee Portal

## How to renew an existing licence



Welcome to the PrimeSafe Licensee Portal. Renewing an existing licence is made easy in eight steps.

- You can use the Portal on a computer, mobile phone or tablet.
- The information you provide autosaves. This means you can start an application, leave it (including close the browser) and return to it.
- Data that PrimeSafe already has on file is pre-filled into the application form where possible.
- There are fewer pages for each application or renewal form, making it easier to see your progress.
- The navigation pane at the top of the Portal means you easily move through the application process.

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### Step 1: Log in/set up account

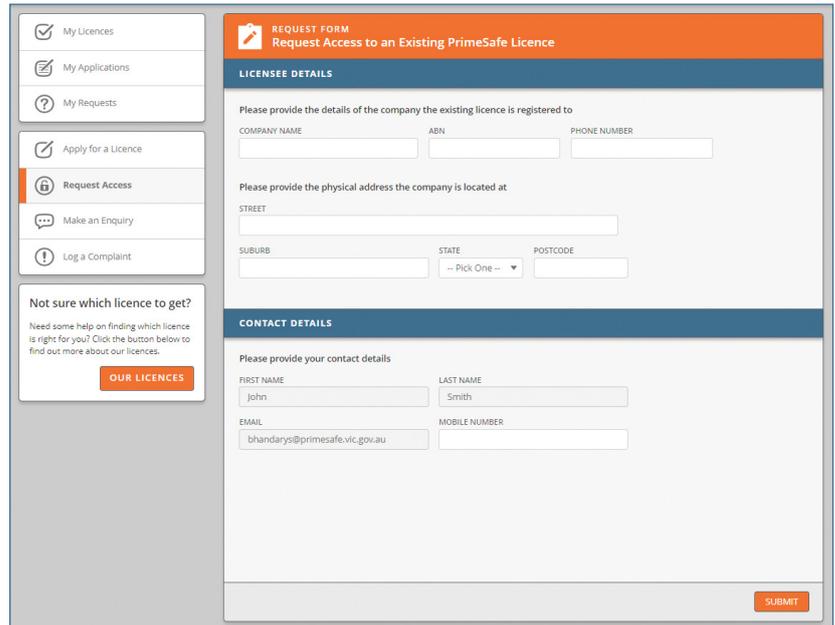
- Go to <https://portal.primesafe.vic.gov.au/s/login/>
- If you already have an account with the PrimeSafe Licensee Portal (e.g. you created one last year to renew your licence/s), use your email and password to log in.
- If you do not have an account, register for one by entering your email and password.

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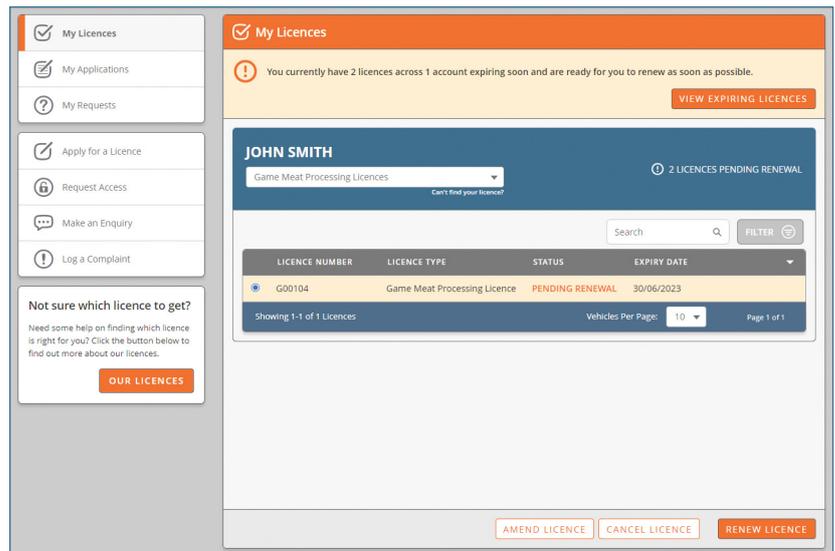
If you are creating a new Licensee Portal account, you will need to connect your licence/s details to this account. Do this by:

- Select 'Request Access' from the menu bar on the left-hand side of the screen.
- Enter licensee details and contact details.
- Press **SUBMIT**.
- PrimeSafe will review the request, verify your identify and then connect the licence details to your Licence Portal account.



### Step 2: Choose your licence

- Select 'My Licences' from the menu bar on the left-hand side of the screen.
- Click on the licence you want to renew.
- Click the **RENEW LICENCE** button at the bottom.



**Note:** Bulk renewals are available for meat transport vehicles (MTV) fleets. If you have multiple MTV licences, you can select all the licences you want to renew and do them all in one go, rather than do one by one. The total payment at the end will include all licences selected for renewal and you will be able to submit one payment.

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- Our privacy policy will show on the screen. Be sure to read the entire policy. Once you have scrolled to the bottom of the policy, tick the box that you have read and agree with it. Click **CONTINUE**.

**RENEWAL FORM**  
Game Meat Processing Licence

RENEWAL REFERENCE NUMBER  
LR-GMP-1327-6385

INTRODUCTION  
STEP 1 OF 6

**ABOUT THIS LICENCE**

You are applying for a renewal of the following licence:  
Game Meat Processing Licence

**Why is this licence required?**  
Under the *Meat Industry Act 1993*, all meat processing facilities in Victoria require a licence issued by PrimeSafe in order to operate. Please check our [website](#) for more information.

**How long will my licence be valid?**  
At the Payment step in this form, you will be advised as to when your licence is valid.

Please ensure that the following activities are complete so your application is processed:

- Submitted online application
- Successful payment received

**PRIVACY POLICY**

**Privacy Statement**  
PrimeSafe is committed to protecting your personal information consistent with the principles set out in the *Privacy and Data Protection Act 2014*.

The protection of personal data is a priority of every employee of PrimeSafe. All employees of PrimeSafe have a statutory duty to manage your personal information confidentially (*Meat Industry Act 1993, Section 57*).

**Your right to access and correct personal records**  
If you believe we hold personal information about you, you can ask for a copy of your personal data by writing to us. You can ask us to correct, update or amend the information we hold about you. Before we send you any personal data, you will need to provide evidence of your identity. If you do not provide evidence of your identity, PrimeSafe reserves the right to refuse access to the personal data.

**Further information**  
Please contact PrimeSafe if you would like to:

- obtain further information about this privacy statement;
- access your personal information held by PrimeSafe;
- provide details for PrimeSafe to correct or update your personal information; or
- complain about a breach of privacy by PrimeSafe.

I HAVE READ AND AGREE WITH THE ABOVE PRIVACY POLICY

**CONTINUE**

### Step 3: Check applicant details

- Check pre-filled details are correct.
- Fill in any missing details.
- Once complete, click **CONTINUE**.

**Note:** You cannot continue until the required information is filled in.

**RENEWAL FORM**  
Game Meat Processing Licence

RENEWAL REFERENCE NUMBER  
LR-GMP-1328-7069

APPLICANT DETAILS  
STEP 2 OF 6

**APPLICATION CONTACT DETAILS**

This is who we will contact if we have any enquiries about this application:

TITLE: Mr. FIRST NAME: John LAST NAME: Smith

EMAIL ADDRESS: bhbandarys@primesafe.vic.gov.au MOBILE NUMBER: 0444 444 444

**LICENSEE DETAILS**

The Person this licence is for is:  
John Smith (ABN: 21006819692)

If required, please update the following details for the Person:

NAME: John Smith ABN: 21006819692

If required, please update the postal address for the Person:

STREET: Collins Street

SUBURB: Melbourne STATE: Victoria POSTCODE: 3004

Need to make changes?

**OPERATOR DETAILS**

If required, please update the contact details for the Operator:

TITLE: Mr. FIRST NAME: John LAST NAME: Smith

EMAIL: bhbandarys@primesafe.vic.gov.au MOBILE NUMBER: 0444 444 444

Need to make changes?

**BACK CONTINUE**

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### Step 4: Check licence details

- Check pre-filled details are correct.
- Fill in any missing details.
- Once complete, click **CONTINUE**.

**My Licences**

**My Applications**

**My Requests**

**Apply for a Licence**

**Request Access**

**Make an Enquiry**

**Log a Complaint**

**Not sure which licence to get?**

Need some help on finding which licence is right for you? Click the button below to find out more about our licences.

**OUR LICENCES**

**RENEWAL FORM** RENEWAL REFERENCE NUMBER  
**Game Meat Processing Licence** LR-GMP-1328-7069

**LICENCE DETAILS** STEP 3 OF 6

**LICENCE CATEGORY**

Please select a category for your licence

FIELD DEPOT VEHICLE / FACILITY

GAME MEAT FIELD HARVESTER

GAME MEAT PROCESSING PREMISES

HARVEST VEHICLE

**FACILITY DETAILS**

**FACILITY NAME**  
ABC Pty Ltd

**Facility Address Details**

**STREET**  
345 Oakleigh Road

**SUBURB** **STATE** **POSTCODE**  
Carnegie Victoria 3163

**FACILITY PHONE** **FACILITY FAX**  
03 3333 3333

**THROUGHPUT**

Please enter the estimated annual throughput of the facility. Throughput is defined as the weight of product brought into the facility for processing.

**ESTIMATED ANNUAL THROUGHPUT (IN TONNES)**  
500

**INTENDED USE FOR GAME MEAT**

What is the intended use for game meat?

HUMAN CONSUMPTION

PET FOOD

**SPECIES PROCESSED**

Please select species processed

DEER

GOAT

HARE

KANGAROO

PIG

RABBIT

**OTHER ACTIVITIES**

Will the facility be manufacturing any smallgoods?  
 YES  NO

Will the facility be processing any meat and/or poultry?  
 YES  NO

Will the facility be manufacturing or storing any goods for export?  
 YES  NO

**ISO ACCREDITATION**

Does the facility have ISO accreditation?  
 YES  NO

**What is ISO accreditation?**

If your business holds a current ISO accreditation, please email your ISO certificate to [info@primesafe.vic.gov.au](mailto:info@primesafe.vic.gov.au). Reduced audits cannot be considered without a current certificate.

**PRIMESAFE APPROVED AUDITOR**

**PRIMESAFE APPROVED AUDITOR**  
-- Pick One --

Note: A licence will not be issued unless you have entered into an agreement with a PrimeSafe approved auditor.

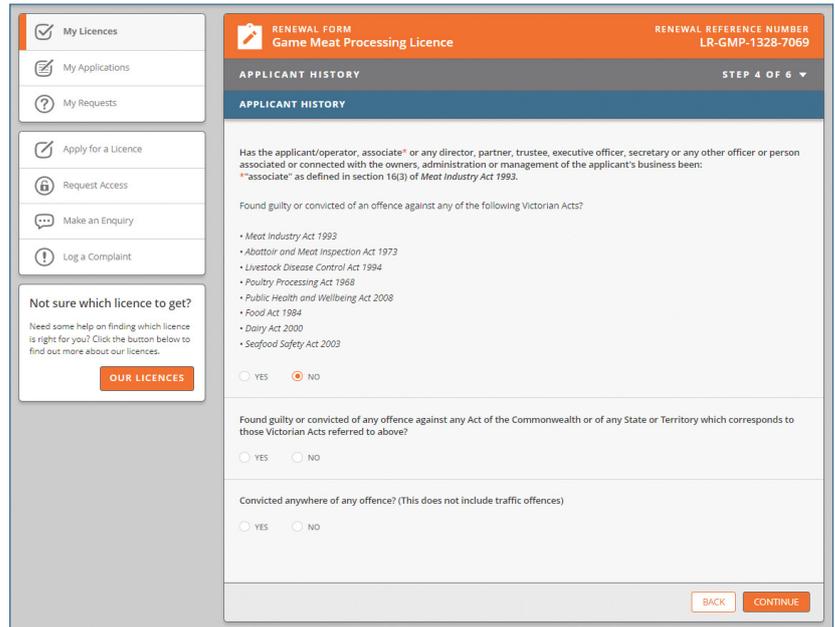
**BACK** **CONTINUE**

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### Step 5: Complete applicant history

- Read the questions about the applicant history carefully.
- Answer the applicant history questions by selecting yes or no.
- Provide more details if requested.

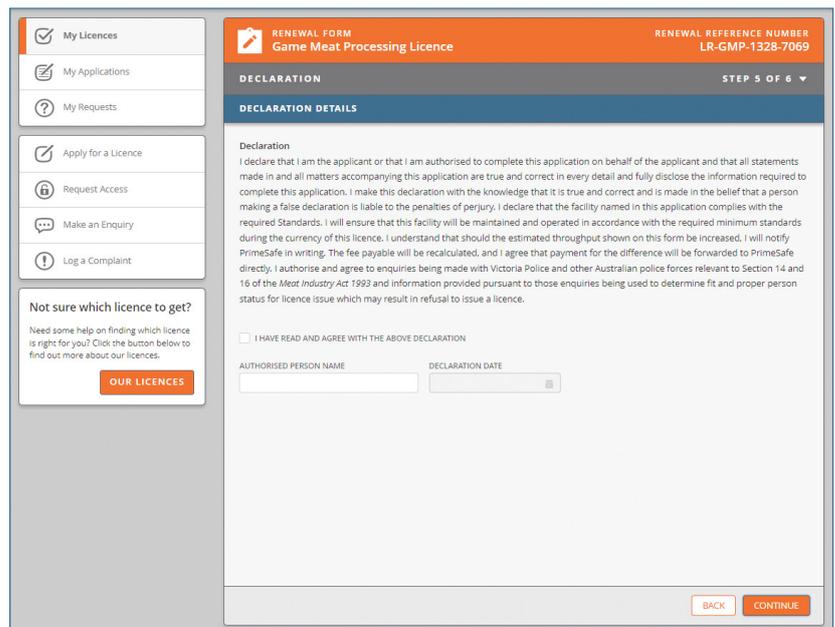


### Step 6: Complete declaration

- Check your details and select the box if you agree with the declaration.

**Note:** The information you provide on all the pages now autosaves. You can review each page by clicking the arrow in the top right.

- Fill out the 'authorised person' details.

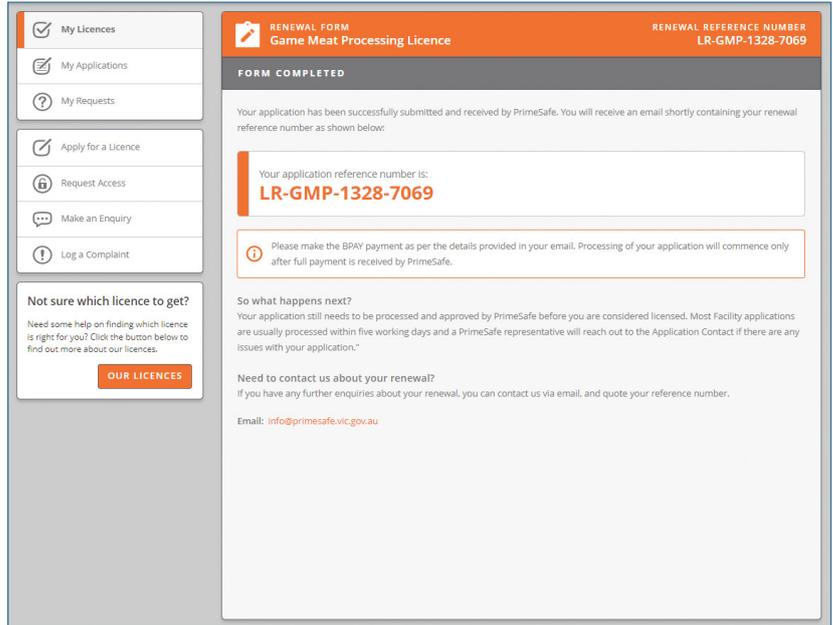


### Step 7: Pay renewal fee

- Review your payment details.
- Select your payment method. You can now pay with credit card or BPAY.

### Step 8: Form completed

- Your renewal application has now been submitted. PrimeSafe will now process your renewal application. PrimeSafe must approve it before your licence is renewed.
- If you pay with BPAY, you will receive an email with payment details. PrimeSafe will only start processing your application after full payment is received.
- To pay by BPAY, log into your online or mobile banking. Select BPAY, your preferred account, enter the BPAY details (in the email from PrimeSafe), amount and payment date.
- PrimeSafe will only start processing your renewal application after full payment is received. ✓



The screenshot displays the PrimeSafe Licensee Portal interface. On the left is a navigation menu with options: My Licences, My Applications, My Requests, Apply for a Licence, Request Access, Make an Enquiry, and Log a Complaint. Below the menu is a section titled 'Not sure which licence to get?' with a button for 'OUR LICENCES'. The main content area is titled 'RENEWAL FORM Game Meat Processing Licence' and shows 'FORM COMPLETED'. It includes a renewal reference number (LR-GMP-1328-7069), a confirmation message, the application reference number (LR-GMP-1328-7069), a note about BPAY payment, and contact information for further enquiries.

FOOD SAFETY IS EVERYBODY'S BUSINESS

#### More information:

You can also make an enquiry or log a complaint on the PrimeSafe Licensee Portal. To do this, click on [MAKE AN ENQUIRY](#) or [LOG A COMPLAINT](#) in the menu bar and complete the details.

Contact PrimeSafe via phone (03) 9685 7333 or email [info@primesafe.vic.gov.au](mailto:info@primesafe.vic.gov.au)

[primesafe.vic.gov.au](http://primesafe.vic.gov.au)