

PO Box 89  
HOLMESGLEN VIC 3148  
Fax: 03 9808 9922



**TheCoeliacSociety**

of Victoria Inc  
ABN: 75 785 779 882

Dear Owner/Manager,

The Coeliac Society of Victoria was established in 1975 to assist people with coeliac disease and their carers. It is a registered charity and community based organisation which provides an excellent support resource for over 5000 members.

Coeliac disease is a lifelong dietary intolerance to gluten with as many as 1 in 100 Australians possibly affected. Many foods and ingredients contain gluten and must be avoided by people with coeliac disease in order to live a normal, healthy life and avoid associated long term health complications.

The Coeliac Society of Victoria has a list of restaurants recommended by members as being suitable for people on a gluten free diet. All new members are provided with this list which is also available through our website - [www.coeliacsociety.com.au](http://www.coeliacsociety.com.au). Your business may already be listed here.

You can improve your business profile and receive a priority listing, by joining the society as a Professional Business Member. Membership to the Society represents an excellent opportunity to promote your business to this valuable consumer group and benefit from a close professional association with The Coeliac Society. Details of how to apply for the membership are enclosed.

You are welcome to contact Jackie Gale on 9808 7563 should you wish to discuss or clarify any aspect of this application further.

I look forward to receiving your completed application form and developing a strong association with your establishment.

Regards,

Jane Davies  
**Executive Officer**



Restaurant/Café Professional Business Members Application  
for 2010-2011  
The Coeliac Society of Victoria Inc

**Restaurant/Café Name:** \_\_\_\_\_  
**ABN:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Suburb:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Website Address:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Contact Person/Manager:** \_\_\_\_\_

I will/will not be sending a photo/logo via email to jackie.gale@coeliacsociety.com.au

Business Membership for a restaurant/café is specifically granted to the contact person/manager nominated above. If the restaurant/café ownership or management changes, Business Membership lapses and the restaurant/café must re-apply for Business Membership.

**Professional Business Membership includes:**

- Subscription to the Australian Coeliac Magazine and The Coeliac Society of Victoria Inc newsletter
- Coeliac Society of Australia Handbook
- The Coeliac Society of Australia Ingredient List (a comprehensive listing of common food ingredients with information as to whether gluten is present)
- Food Industry Guide to Allergen Management and Labelling
- Information relevant to your industry/area of expertise
- Sign stating that you are a Coeliac Society of Victoria Inc Business Member
- Window sticker stating that you are a Coeliac Society of Victoria Inc Business Member
- Priority listing of your restaurant/café on a list of restaurants and cafes within The Coeliac Society of Victoria Inc
- Separate listing on a dedicated Business Member web page on The Coeliac Society of Victoria Inc website

**Joining Fee structure:**

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|---|-----------------|
| • <b>Professional Membership</b> (Joining Fee & Start Up Kit) | <b>\$ 55.00</b> |
| • <b>Subscription 2010-2011</b>                               | <b>\$ 45.00</b> |
| • <b>Business membership Fee</b> (Window Sticker & Sign)      | <b>\$ 30.00</b> |
| <b>Total</b>  | <b>\$130.00</b> |

**Note:** To continue this Membership after first calendar year (2011-12), an annual fee of approximately \$45.00 will apply for magazine subscription plus \$30.00 for a new Window Sticker and Sign. (Total \$75.00)



To be granted a Business Membership, the following questions must be completed to satisfaction of the Coeliac Society of Victoria Inc.

**1. Do you undertake to provide gluten free food or gluten free meal options in your restaurant/café for the subscription period, where possible?**

Yes / No

**2. How will patrons be able to establish which items are gluten free on your menu? (Tick as many options that may apply to your business)**

- Foods on menu/display are noted/labelled as gluten free
- Staff are educated as to what items are gluten free and are able to confidently answer customer's enquiries
- Gluten free meals/foods are able to be prepared on request without prior notice
- Gluten free meals/foods are able to be prepared on request provided prior notice (24 hours) is given

**3. Are you and your staff aware of issues of cross contamination in relation to gluten free foods?**

Yes / No

**4. What practices do you use in your kitchen to manage these cross contamination issues?**

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**5. How will you ensure that current and new staff are provided with appropriate training and understanding of gluten free food management?**

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**6. Would you like to discuss advertising opportunities, and/or join other businesses in offering discounts to members of The Coeliac Society of Australia?**

Yes / No

**7. Could you please provide the following information to assist with accurate listing of your business.**

- Days and hours of operation
- Cuisine/Specialities
- Licensed/BYO
- Price range
- Payment options
- Ability to cater for large groups

Please attach on a separate page any other information which may be relevant or of interest to diners.



**Note:** The Coeliac Society of Victoria Inc. will rely on the information provided by each restaurant/café and will not conduct independent verification.

**Conditions:**

1. The Coeliac Society of Victoria Inc has the right to refuse to grant Professional Business Membership if the applicant does not answer the questions above to the satisfaction of The Coeliac Society of Victoria Inc. The Professional Business Membership fee is not payable until an applicant is approved.
2. Professional Business Membership is granted by The Coeliac Society of Victoria Inc for the subscription period. At the end of the subscription period, existing Professional Business Members must complete a renewal application form. If the application is successful, Professional Business Membership will be granted for a further 12 month period, a new sticker and certificate will be issued and a further fee of \$30.00 is payable. The \$30.00 Business Membership fee is in addition to the annual renewal fee.
3. The Coeliac Society of Victoria Inc reserves the right to withdraw Professional Business Membership at any time if they receive two or more complaints from patrons that the provision of gluten free food by the Professional Business Member is not satisfactorily managed or is no longer available.
4. If a first complaint is received, The Coeliac Society of Victoria Inc may contact the restaurant/café to establish if there is an issue regarding the service provided in relation to gluten free food.
5. If a second complaint is received, The Coeliac Society of Victoria Inc may withdraw the restaurant/café's Professional Business Membership.
6. Professional Business Membership lapses if there is a change in restaurant/café management or ownership. Professional Business Membership signs and stickers are issued to the contact person/manager nominated on the application form.
7. The Coeliac Society of Victoria Inc reserves the right to withdraw the Professional Business Membership of a restaurant/café if The Coeliac Society of Victoria Inc is satisfied that the restaurant/café no longer provides gluten free food, or if The Coeliac Society of Victoria Inc discovers by any means that any information provided on this application form is incorrect.
8. If Professional Business Membership is withdrawn or lapses, the restaurant/café must remove both the Professional Business Membership sign and sticker from display and destroy them immediately. The Coeliac Society of Victoria Inc will remove all references to the restaurant/café from The Coeliac Society of Victoria Inc website.
9. A Professional Business Member is only permitted to use The Coeliac Society of Victoria Inc affiliation and logo by displaying the Professional Business Membership sticker and Business Membership sign supplied. Any other use of The Coeliac Society of Victoria Inc's registered name, logo or affiliation for marketing, advertising or promotional purposes is prohibited and Professional Business Membership will be withdrawn.
10. A Business Member must comply with directions from The Coeliac Society of Victoria Inc regarding the use of the term 'Business Member' and use of The Coeliac Society of Victoria Inc's logo and registered name.
11. A Professional Business Member must notify The Coeliac Society of Victoria Inc of any changes to the information provided on this application form.
12. The Coeliac Society of Victoria Inc will rely on the information provided by each Business Member and will not conduct independent verifications.

I ..... have the authority to sign on behalf of

..... Restaurant/Café and I accept the conditions as outlined above.

..... (Signature)

**Payment Details:**

Please find enclosed cheque/money order for **\$130.00**

**Or** Please charge **credit card** account type:  MasterCard  Visa

**Authorised Amount** \$.....

Card Number: \_\_\_\_\_

Expiry Date \_\_\_/\_\_\_ \***CCV No.** \_\_\_ (the last 3 numbers which appear on the signature panel)

Cardholder's Name..... Cardholder's Signature: .....

**Collection Statement**

The Coeliac Society of Victoria Inc collects and uses your personal information as a requirement of membership and statistical information for such things as funding and grants. Our Privacy Statement advises you how we usually collect and disclose your personal information and how you can ask for access to it. Our Privacy Statement is available on [www.vic.coeliacsociety.com.au](http://www.vic.coeliacsociety.com.au) or by phoning **(03) 9808 5566**.

I ....., agree that personal information can be used or disclosed by The Coeliac Society of Victoria Inc, as contemplated by this form as per the Privacy Policy Guidelines.

..... (Signature)

