



Australian Government
National Indigenous
Australians Agency



NIAA

National Code of Practice for Remote Store Operations Guidelines 2025

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Part 1 Introduction

1.1 These Guidelines

These are the National Code of Practice for Remote Store Operations Guidelines 2025 (**Guidelines**).

These Guidelines are published by the National Indigenous Australians Agency (the **NIAA**) and give Remote Community Stores (**Stores**) and organisations information about the National Code of Practice for Remote Store Operations (the **Code**). Among other things, these Guidelines set out how a person can become enrolled as a Code Participant and Register a Store.

Contact details for the NIAA are available on the [NIAA Food Security Website](#).

In addition to these Guidelines the following are available on the [NIAA Food Security Website](#):

- a. the Code
- b. the Code Rules
- c. more information about the Code and the Code Rules.

1.2 Objective of the Code

The objective of the Code is to help improve health outcomes, and help protect the food security, of remote Aboriginal and Torres Strait Islander communities. It does this by setting minimum standards and best practice standards for the operation of Remote Community Stores. The standards are informed by the Commonwealth's Remote Food Security Strategy.

A Code Participant is required to comply with the Code and the National Code of Practice for Remote Store Operations Rules 2025 (**Code Rules**) in relation to its Code Registered Stores and so help support the NIAA in achieving the Code's objective.

1.3 About the Code

The Code is a non-prescribed voluntary code. It was formulated by the NIAA with input from representatives of the Aboriginal community-controlled health sector, State and Territory governments and industry experts.

The Code does not override any existing legislation at local, State, Territory or Commonwealth levels.

The Code sets out certain standards for Code Participants to follow in relation to Code Registered Stores. Applicants enrolled as Code Participants must ensure that their Code Registered Stores meet all the Minimum Standards (unless their Code Registered Stores are Conditionally Registered). They should also ensure that their Code Registered Stores meet the Recommended Standards as a matter of best practice.

1.4 Code enrolment

Enrolling in the Code allows Code Participants access to certain Government supports that aim to improve governance processes and practices for remote stores. A person will only be enrolled if they have one or more Stores that are:



- (a) Fully Registered or
- (b) Conditionally Registered.

Note: where an applicant has more than one Store, each Store may attract different levels of Registration.

A Code Participant may also be eligible to participate in the Low-Cost Essentials Subsidy Scheme for Remote Community Stores (**Scheme**). More information about the Scheme is available on the [NIAA Food Security Website](#). To be clear, a Store Owner can have Code Registered Stores but choose not to participate in the Scheme.

To be enrolled as a Code Participant, a person must follow the process set out in these Guidelines. If an applicant is not able to comply with all the Minimum Standards in relation to a Store it has, NIAA may still enrol the applicant as a Code Participant via the Conditional Registration pathway in 3.5.

Applications open on 25 June 2025.

1.5 Changes to these Guidelines

The NIAA can change these Guidelines at any time, by publishing the changed version on the [NIAA Food Security Website](#).

However, if the NIAA does propose to change these Guidelines, it may carry out a public or targeted consultation (where appropriate) with Store Owners and other stakeholders before making the change.

1.6 The Commonwealth doesn't endorse Stores, goods or services

While the NIAA enrolls applicants under the Code, the Commonwealth doesn't endorse any Store, Store Owner, Store Owner's operations, or goods and services offered at any Store.

Code Participants are not agents of the NIAA. They aren't contracted by the NIAA to provide any services. The Code and the Scheme are there to promote health and food security outcomes in remote Aboriginal and Torres Strait Islander communities.

1.7 NIAA doesn't regulate Stores generally

The NIAA doesn't regulate Store Owners that are enrolled as Code Participants under the Code except for compliance with the Code and the Code Rules.

There are a range of other Commonwealth, State and Territory government agencies that have specific roles in regulating the operations of Code Participants. Examples include:

- (a) the Australian Securities and Investments Commission which, for example, regulates credit products
- (b) the Australian Competition and Consumer Commission which, for example, regulates product safety and Commonwealth consumer protection law
- (c) State and Territory Fair Trading agencies, which administer State and Territory consumer safety and other laws



- (d) the Office of the Registrar of Indigenous Corporations (**ORIC**), which administers the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*.

The NIAA will cooperate with the relevant Commonwealth, state and territory government agencies in their work. However, it won't interfere with, or direct, them as they do their work.

1.8 Power to extend times

If these Guidelines require a person to do a particular thing at a specified time or within a specified period, the NIAA can, by notice to the person, extend the period as stated in the notice. It can do so more than once, and even after the period has ended.



Part 2 Applying to be enrolled as a Code Participant

2.1 Introduction

This Part describes the process and requirements for a person to be enrolled as a Code Participant, including how to apply to the NIAA for enrolment.

By lodging an application, the applicant agrees:

- (a) to comply with the requirements of this Part
- (b) that, if it does not comply with a particular requirement, the NIAA has no obligation to continue assessing the application until the applicant does comply
- (c) that the NIAA may ask the applicant to provide further information to assess and determine the application

Note: For the application assessment to be finalised, the applicant must provide the information in the timeframe specified by the NIAA.

- (d) that, if the applicant does not provide further information as requested by the NIAA, the application is taken to be withdrawn

Note: Prior to withdrawal of the application, the NIAA will follow up with the applicant seeking the requested information.

- (e) That the NIAA can reject the application for non-compliance.

An applicant may withdraw its application at any time by notifying the NIAA at remotefoodsecurity@niaa.gov.au.

2.2 What applicants should consider before applying

Before applying, an applicant should make sure that:

- (a) it understands the Code and the Code Rules
- (b) it can demonstrate that it meets all the Minimum Standards for any Store listed in its Application Form (except where it is only applying for Conditional Registration in respect of a Store)
- (c) if it is applying for a Store to be Conditionally Registered —it can identify the Minimum Standards that it does not comply with for the Store and can confirm that there is a reasonable pathway for it to meet those Minimum Standards.

2.3 The Application Form

A person that seeks to be enrolled will need to apply to the NIAA by completing an Application Form.

Only one Application Form will be accepted per applicant.



The Application Form must specify each Store in respect of which Registration is sought. More than one Store may be included in an application, but all Stores included in an application must be owned and operated by the applicant listed in the Application Form.

Note: See definition of Store Owner in 3.1(b)

An applicant must also indicate if they wish to apply for Conditional Registration or Full Registration in relation to any Store it includes in the Application Form.

Note: The Application Form can be downloaded from on the [NIAA Food Security Website](#). The Application Form covers both enrolment for the Code and enrolment for the Scheme. An applicant will need to indicate on the Application Form whether it is only applying to be enrolled for the Code, or the Code **and** the Scheme. An applicant will also need to indicate on the Application Form whether it is also applying to become a Scheme Participant.

2.4 Fill out the Application Form

Applicants must complete the Application Form, following the instructions in the Form. All fields indicated as mandatory must be completed.

Applicants will also be required to attach supporting documentation in accordance with the instructions in the Application Form. The NIAA cannot receive attachments that exceed the file size limits specified in the form.

2.5 Sign the Application Form

The Application Form must be properly signed by the applicant in wet ink.

The following table sets out whose signatures on the form are acceptable for the most common cases.

In other cases, the applicant should contact the NIAA to discuss its proposed method of signature.

If the applicant is ...	the Application Form must be signed ...
an individual	by the individual
a Corporations Act company	by 2 directors, OR a director and the company secretary OR the sole director
a Corporations (Aboriginal and Torres Strait) (CATSI) Act company	by 2 directors OR a director and a corporation secretary OR the sole director
a statutory corporation (including local government bodies)	by a person, or in a way, authorised by the legislation setting up the body
an incorporated association, incorporated under state or territory law	by a person, or in a way, authorised by the legislation setting up the body and the rules that govern it
a partnership	by a general partner

2.6 Lodge the Application Form

The signed Application Form, together with all the documents that the form says must be included, must be lodged by:

- (a) sending them as attachments to an email addressed to remotefoodsecurity@niaa.gov.au, or
- (b) uploaded online via the [Application Form Upload](#).



On receiving the application, the NIAA will acknowledge receipt and advise if any further information is required for assessment of the application to commence.

By lodging the Application Form, the applicant acknowledges that giving false or misleading information to the NIAA can be a serious offence.

2.7 Obligations

By lodging an application, the applicant agrees that:

- (a) it will comply with the applicable provisions of the Code, these Guidelines and the Code Rules and
- (b) these Guidelines do not create any rights, express or implied, in the applicant except for:
 - (i) confidentiality rights (see 3.7), and
 - (ii) rights about complaints (see Part 4).

2.8 Enquiries about applications

Any enquiries about an application, including issues with lodging an application, should be sent in writing, to remotefoodsecurity@niaa.gov.au.

2.9 Requirements for the Application Form

Without limiting the NIAA's rights, the NIAA may at any time set aside an application, and no longer consider it, if the Application Form:

- (a) is clearly incomplete
- (b) is not properly signed, or
- (c) includes a false or misleading statement.

Generally, the NIAA will notify an applicant if it sets aside an application, unless it's not able to – for example, because it can't contact the applicant using the contact details provided on the Application Form.

2.10 Changes in circumstances

- (a) If an applicant becomes aware, at any time before the application is decided, that any of the information provided to the NIAA in connection with the application is inaccurate or incomplete, the applicant must, as soon as practicable, notify the NIAA that the information is inaccurate or incomplete. The NIAA need not deal further with the application until the applicant corrects or completes the information and confirms to the NIAA that it has done so.
- (b) Paragraph 2.10(a) also applies to changes in the identity of the people or organisations that Control the applicant. In this case the applicant must notify the NIAA of the same details of the new controllers as are required for controllers and managers in the Application Form.



2.11 The Application Form contains some statements and representations

The Application Form includes a number of statements and representation that the applicant makes to the NIAA. An applicant should make sure that that the statements included in its Application Form are correct. Providing false or misleading information to the NIAA can be a serious offence.

2.12 Conflicts of interest

Applicants will be required to declare, as part of their application:

- (a) any business or other dealings or relationships that may be considered an actual, perceived or potential conflict of interest or
- (b) that, to the best of the applicant's knowledge after due inquiry, there is no conflict of interest.

If an applicant later identifies that there is an actual, perceived, or potential conflict of interest, or that one might arise in relation to its application, it must notify the NIAA in writing immediately.

Upon notification of an identified actual, perceived or potential conflict, the NIAA may direct an applicant to take such steps as it considers are reasonably necessary to address or manage the actual, potential or perceived conflict. An applicant should comply with any such direction from the NIAA.

2.13 NIAA can get more information about applications

To assess an application, the NIAA can:

- (a) ask for additional information relevant to the application from the applicant or other sources, including regulatory bodies, consumers and consumer groups, and take that information into account
- (b) take into account the previous activities of, and the NIAA's previous dealings with, the applicant, its predecessors, its Related Bodies Corporate and the managers of the Store or Stores specified in the application. This includes the applicant's history of applications under these Guidelines or applications to be a Scheme Participant, and
- (c) use information submitted in the Application Form in response to one requirement to assess another requirement.

If the NIAA asks the applicant for further information about its application, the applicant must give the NIAA the information. The NIAA has no obligation to consider the application further until the information is provided.

The NIAA may ask to carry out a site visit to a Store listed in an applicant's Application Form. The applicant must arrange for the visit and cooperate with NIAA personnel conducting the visit. This includes answering questions and providing information on request.

2.14 Privacy

The NIAA collects Personal Information when:

- (a) an applicant submits an Application Form, and



- (b) an applicant has a Store that is Registered for the Code.

This is so the NIAA may:

- (a) assess applications
- (b) manage the Code
- (c) answer any questions or complaints and
- (d) study how the Scheme and the Code are performing so improvements can be made.

What Personal Information does the NIAA collect?

The NIAA collects the following Personal Information from applicants:

- name
- address
- email address
- telephone number
- signature

Who is this Personal Information disclosed to?

The NIAA may disclose Personal Information from applicants to:

- Monash University and / or ORIC so they can contact Code Participants to assist Code Participants to comply with the Code
- an organisation engaged by the NIAA to check how well the Code works and if Code Participants are following the Code
- the Commonwealth Ombudsman to help with a complaint
- a court or tribunal if the law permits this
- other federal, state or territory government agencies (including the Australian Competition and Consumer Commission), and
- Government ministers and the parliament for accountability.

The NIAA may publish information about an applicant participating in the Code. This will not include Personal Information.

The NIAA will not disclose Personal Information from an applicant overseas.

What happens if an applicant does not provide its Personal Information?

If an applicant does not provide its Personal Information:

- its application may not be assessed as the NIAA needs a contact person for each applicant, and
- the NIAA may not be able to respond to a question or complaint from the applicant.

More information

The NIAA's privacy policy at www.niaa.gov.au/privacy-policy explains:

- what the NIAA does with Personal Information
- how an applicant can get a copy of or correct its Personal Information



- who to contact for privacy questions or complaints, and
- what the NIAA does with privacy complaints.

To find out more, an applicant can contact the NIAA's Privacy Officer:

- phone: 02 6152 3080
- email: privacy@niaa.gov.au
- post: PO Box 2191 Canberra ACT 2600



Part 3 Assessing applications

3.1 Enrolment Requirements

To be enrolled as a Code Participant, an applicant must:

- (a) be a legal person, with the power to conduct its business and enter into arrangements with the NIAA
- (b) be the owner and operator of at least one Remote Community Store (a **Store Owner**). To be clear, the Store Owner of a Remote Community Store does not include a person operating the Store under contract as a store management services provider, or who is otherwise engaged by another person to operate the Store
- (c) have a valid Australian Business Number (ABN) for each Store included in its Application Form, or Australian Registered Business Number (ARBN), and
- (d) demonstrate that it complies with Minimum Standards in respect of any Store included in its Application Form, in accordance with these Guidelines.

3.2 Store Registration

An applicant's Store will be Registered by the NIAA if:

- (a) it is included in an Application Form and the relevant applicant is enrolled as a Code Participant, and
- (b) the NIAA determines that the applicant demonstrates compliance with Minimum Standards in respect of the relevant Store.

A Store can be:

- (a) Fully Registered
- (b) Conditionally Registered, or
- (c) not Registered,

in accordance with these Guidelines.

3.3 Potential application outcomes

A successful applicant can be enrolled as a Code Participant:

- (a) with one or more Fully Registered Stores
- (b) with one or more Conditionally Registered Stores or
- (c) a combination of Fully Registered and Conditionally Registered Stores.

An applicant can be enrolled as a Code Participant as long as at least one Store included in its Application Form is Registered.

If no Stores included in an Application Form are Registered, the applicant's entire application will be rejected, and the applicant will not be enrolled as a Code Participant.



An applicant's compliance with the Minimum Standards will be assessed in respect of each Store included in its Application Form. There is no guarantee that each Store included in an applicant's Application Form will be Registered, or that each Store will attain the same Registration status.

3.4 Deciding applications

On an application by a Store Owner to be enrolled as a Code Participant, the NIAA must:

- (a) subject to 3.5, if the NIAA is satisfied that the applicant does not comply with all the Minimum Standards in respect of any Store included in the Application Form:
 - (i) by notice to the applicant, reject the application if the applicant only included one Store in its application or
 - (ii) by notice to the applicant, not Register the Store where the applicant was assessed as non-compliant with all the Minimum Standards
- (b) if the NIAA is satisfied that the applicant complies with all the Minimum Standards in respect of all the Stores included in the Application Form — by notice to the applicant:
 - (i) grant the application
 - (ii) Fully Register those Stores and
 - (iii) enrol the applicant as a Code Participant in respect of those Stores
- (c) if the NIAA is satisfied that the applicant complies with the Minimum Standards in relation to some, but not all Stores included in the Application Form:
 - (i) by notice to the applicant, Fully Register those Stores where the applicant is assessed to comply with all Minimum Standards
 - (ii) by notice to the applicant, Conditionally Register those Stores where the applicant is assessed to comply with some but not all Minimum Standards (provided the conditions in 3.5 are satisfied)
 - (iii) by notice to the applicant, not Register those Stores where the applicant is assessed as non-compliant with all the Minimum Standards and
- (d) if the NIAA is satisfied that the applicant does not comply with all the Minimum Standards in respect of all Stores included in the Application Form – by notice to the applicant, reject the entire application. The Applicant will not be enrolled as a Code Participant if no Store included in the Application Form is Registered.

3.5 Conditional Registration

- (a) Conditional Registration under the Code gives the Store Owner access to Government and other supports available through the Code while it works towards full compliance with all the Minimum Standards.
- (b) If the NIAA is satisfied that:
 - (i) the applicant meets all the requirements of 3.1
 - (ii) the applicant does not meet all the Minimum Standards in respect of one or more Stores which it is applying to be Registered (each a **Non-Compliant Standard**) and



(iii) the applicant has confirmed that there is a reasonable pathway for the applicant to meet the Non-Compliant Standards in respect of a relevant Store and

(iv) the applicant has confirmed that there is no significant barrier preventing the applicant from complying with the Non-Compliant Standards,

the NIAA may, by notice to the applicant, enrol the applicant as a Code Participant and Register one or more Stores on a conditional basis (**Conditional Registration**).

(c) If the NIAA Conditionally Registers a Store, it will notify the relevant applicant of:

(i) the Minimum Standards that apply to the Store for the duration of its Conditional Registration

(ii) any steps the applicant must take to achieve compliance with Non-Compliant Standards during the Store's Conditional Registration

(iii) the period, or date, by which the applicant must take the steps specified in the notice to achieve compliance with the Non-Compliant Standards in respect of Conditionally Registered Stores (**End Date**).

Note: An End Date may be extended: see 1.8.

(d) So long as the applicant complies with the Minimum Standards that are not Non-Compliant Standards, and is taking the steps specified in the notice to achieve compliance with the Non-Compliant Standards, the applicant is taken to comply with the Code.

(e) Conditional Registration of a Store automatically expires at the End Date. Where a Code Participant has no Fully Registered Stores and only has Conditionally Registered Stores, the Code Participant's enrolment in the Code will automatically terminate when the Conditional Registration of all its Stores expire (and none of its Code Registered Stores achieve Full Registration via the process in 3.6).

3.6 Moving from Conditional Registration to Full Registration

(a) If a person achieves compliance with the Non-Compliant Standards for a Conditionally Registered Store on or before the End Date, it may apply to the NIAA for the Store to be Fully Registered under the Code. The application must:

(i) be by email

(ii) clearly identify the relevant Store which the applicant is seeking to Fully Register

(iii) identify the relevant End Date for the Conditional Registration of the relevant Store and

(iv) include or be accompanied by a self-assessment report of the Store Owner's Code compliance in respect of the Store while it has been Conditionally Registered.

(b) The NIAA may request additional information from the applicant, consistent with the application process for enrolment as a Code Participant under these Guidelines.

(c) If the NIAA is satisfied that the Store Owner has achieved compliance with the Non-Compliant Standards in respect of the Store, it must, by notice to the Store Owner, grant the application and Fully Register the Store.

Note: If the NIAA is not so satisfied, the Conditional Registration automatically expires at the End Date: see 3.5)



3.7 Confidentiality

- (a) The NIAA must not use or disclose Confidential Information that an applicant gives it in connection with an application (including an application to move a Store from Conditional Registration to Full Registration) except:
- (i) for the purpose of assessing and dealing with the application
 - (ii) for the purpose of administering arrangements with the Store Owner, including arrangements connected with the Scheme, or
 - (iii) with the applicant's consent.
- (b) However, 3.7(a) does not prevent the NIAA from disclosing information:
- (i) to NIAA officers, employees, agents, advisers or subcontractors
 - (ii) to the extent required by a written law
 - (iii) to a Commonwealth, state or territory government agency in connection with enforcement of an applicable law
 - (iv) to a Minister of State for the Commonwealth, or an adviser to such a Minister
 - (v) in connection with the performance of the NIAA's statutory functions or duties, and anything incidental to them,
 - (vi) to another Commonwealth entity for any purpose of the Commonwealth, including for law enforcement purposes, public accountability reasons, and for the purposes of meeting a request by the Parliament, a committee of the Parliament or a Minister
 - (vii) in defending any claim or proceeding in relation to the application, the Code or the Scheme or that is in the public domain otherwise than due to a breach of confidence by the NIAA or the Commonwealth.
- (c) Confidentiality obligations under 3.7 no longer apply if an applicant becomes a Code Participant, because the confidentiality obligations under the Code Rules will apply from that point on.
- (d) Nothing in these Guidelines or other arrangements in relation to the Code affects the ownership of any Intellectual Property.



Part 4 Complaints about applications

4.1 Complaints

If an applicant is not satisfied with a decision the NIAA makes about dealing with its application to be enrolled as a Scheme Participant or have its Stores become Code Registered Stores, it can make a complaint to the NIAA about the matter. The complaint must be made in writing and given to no later than 15 Business Days after the NIAA notifies the applicant of its decision. Complaints must be made to remotefoodsecurity@niaa.gov.au.

4.2 Information in a complaint

A complaint must set out enough detail to enable the NIAA to investigate the complaint properly. If the NIAA asks the complainant for further information relevant to the complaint, it doesn't have to deal further with the complaint until it receives the information.

4.3 Investigation

The NIAA will conduct an appropriate investigation of any complaint an applicant makes. It will do its best to finish the investigation within 8 Business Days after receiving the complaint or after it gets any further information it asks for under 4.2, whichever is later.

4.4 Proposed resolution

The NIAA will notify the complainant of the decision made in respect of the complaint, and how it proposes the complaint should be resolved (**Resolution Notice**). The complainant can notify the NIAA:

- (a) that it agrees with the proposed resolution or
- (b) that it doesn't agree with the proposed resolution — in which case it's open to the complainant to take the matter further.

However, if the complainant does not give the NIAA either of those notices within 10 Business Days after the Resolution Notice, it is taken to have agreed to the proposed resolution.

4.5 Complaint processes a pre-condition to other proceedings

A complainant must not take any other proceedings about the decision:

- (a) while the NIAA is investigating the complaint, but if the NIAA takes longer than [30] Business Days to give the complainant a Resolution Notice, this 4.5 no longer applies, or
- (b) unless it notifies the NIAA that it does not agree with the proposed resolution.

4.6 Review of decision to reject an application

If a person's application is either:

- (a) completely rejected – that is, where the person is not enrolled and the NIAA has not assessed any Store included in the Application to be a Code Registered Store, or



- (b) partially rejected – that is, where a person is enrolled, but has one or more Stores included in the Application Form rejected as a Code Registered Store or a Store that the applicant sought to be Fully Registered is Conditionally Registered,

it may request for its application to be reviewed.

If a person requests for its application to be reviewed, a new assessor and/or delegate of the NIAA will remake the decision on the basis of:

- (a) the applicant’s original application and
- (b) additional information or documentation provided by the applicant and received by the NIAA within 10 days of their request for review.

The applicant will be informed of the outcome of its request in a timely manner.



Part 5 Compliance

A key element of the Code arrangements and objectives is the Code's compliance framework and the ability of the NIAA to check whether Code Participants remain compliant with the requirements of their enrolment under the Code. Continued compliance with the Code and Code Rules is a requirement for a Code Participant to be enrolled for the Code, and its Store (or Stores) to be Code Registered Stores.

The Code Rules set out in detail the NIAA's powers for investigation, audit and enforcement of the Code.

5.1 Reporting

Code Participants will be required to complete annual self-assessments for compliance with the Code and Code Rules.

5.2 Compliance checks

Code Participants may also be subject to compliance checks by the NIAA.

The NIAA can conduct a compliance check at any time (generally, on reasonable notice). A compliance check may relate to the Code Participant's compliance with these Guidelines, the Code Rules and the Code.

5.3 Stores can be removed

The NIAA may terminate or suspend a Code Participant's enrolment as set out in the Rules.

If a Code Participant's enrolment is terminated, it may reapply to be enrolled as a Code Participant by following the process in these Guidelines.



Part 6 Interpretation

6.1 Definitions

In these guidelines, unless the context requires otherwise:

Application Form means the form so named available on the [NIAA Food Security Website](#)

Business Day, in relation to something to be done on a day in a place, means a day other than a Saturday or a Sunday, or a public holiday in the place.

Code means the National Code of Practice for Remote Store Operations.

Note: The Code is available on the [NIAA Food Security Website](#).

Code Participant means a person enrolled for the Code in accordance with the Code Rules and Code Guidelines. A person is a Code Participant even if its Code Registered Store is only Conditionally Registered or its Code enrolment is suspended.

Code Registered Store or **Registered Store** means a Store that is Fully Registered or Conditionally Registered.

Code Rules means the National Code of Practice for Remote Store Operations Rules 2025.

Note: The Code Rules are available on the [NIAA Food Security Website](#).

Conditional Registration (or **Conditionally Registered**) has the meaning at 3.5(b).

Confidential Information means information provided by an applicant to the NIAA, in connection with the Scheme, that meets all the following criteria:

- (a) it is commercially sensitive (that is, it is not generally known or ascertainable)
- (b) its disclosure would cause unreasonable detriment to the owner of the information or another person
- (c) it was provided with an express or implied understanding that it would remain confidential.

It includes Personal Information about a customer or another person. It does not include information that:

- (d) is or becomes public knowledge other than by breach of these Rules
- (e) is in the possession of a receiving party without restriction on disclosure before the date of receipt or
- (f) was independently developed or acquired by the receiving party.

Control of an entity includes the power to directly or indirectly:

- (a) determine the management or policies of the entity
- (b) control the membership of the board or other governing body of the entity or
- (c) control the casting of more than one half of the maximum number of votes that may be cast at a general meeting of the entity

regardless of whether the power is in writing or not, enforceable or unenforceable, express or implied, formal or informal or arises by means of trusts, agreements, arrangements, understandings, practices or otherwise.

End Date has the meaning given in 3.5(c)(iii)

Full Registration or **Fully Registered** means registration of a Store under the Code on an unconditional basis.

Guidelines or **Code Guidelines** means this document, the National Code of Practice for Remote Store Operations Guidelines 2025.



Note: The Code Guidelines are available at on the [NIAA Food Security Website](#).

Intellectual Property means all present and future rights conferred by law in any business names, business trademarks, domain names, patents, designs, copyright material, proprietary software and all other rights resulting from intellectual activity in the industrial, scientific, literary and artistic fields recognised in domestic law anywhere in the world, whether registered or unregistered.

Minimum Standard means a standard identified in the Code as a mandatory requirement.

NIAA means the National Indigenous Australians Agency.

Non-Compliant Standards has the meaning at 3.5.

ORIC means the Office of the Registrar of Indigenous Corporations.

Personal Information has the meaning given in the *Privacy Act 1988*.

Recommended Standard means a standard identified in the Code that is not a Minimum Standard.

Register or **Registration** of a Store means registration of that Store, either Conditionally or Fully, in the Code.

Related Body Corporate has the meaning given to it in the *Corporations Act 2001*.

Remote Area or **Very Remote Area** means an area identified by the Australian Bureau of Statistics as in remote Australia or very remote Australia in accordance with the Australian Statistical Geography Standard.

Remote Food Security Strategy means the National Strategy for Food Security in Remote Aboriginal and Torres Strait Islander Communities (also known as the National Strategy for Food Security in Remote First Nations Communities) available at the time of publication of these Guidelines on the [NIAA Food Security Website](#).

Rules or **Code Rules** means the National Code of Practice for Remote Store Operations Rules 2025.

Note: The Code Rules are available on the [NIAA Food Security Website](#).

Scheme means the Commonwealth scheme known as the Low-Cost Essentials Subsidy Scheme.

Scheme Rules means the Low-Cost Essentials Scheme Rules 2025.

Note: The Scheme Rules are available on the [NIAA Food Security Website](#).

Store or **Remote Community Store** has the meaning given in the Code.

Store Owner: has the meaning at 3.1(b).

6.2 Interpretation

In these Guidelines:

- (a) headings, labels and notes are for convenience only and do not affect the meaning of other provisions
- (b) the singular includes the plural and vice versa
- (c) where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have corresponding meanings
- (d) a reference to one gender includes a reference to other genders
- (e) a reference to a contract or agreement includes a reference to any legally enforceable arrangement between parties, whatever the form of the document recording the arrangement

Note: For example, as a contract or a deed.



- (f) a reference to a contract or a document is a reference to the contract or document as varied or novated, or the document that replaces it
- (g) the meaning of general words is not limited by specific examples introduced by words such as “such as”, “including” and “for example”
- (h) a reference to “person” includes a reference to an individual, a body corporate, a partnership, a joint venture, an unincorporated association and an authority or any other entity or organisation
- (i) a reference to a particular person includes a reference to the person’s executors, administrators, successors, substitutes (including persons taking by novation) and assigns
- (j) a reference to a time of day, in relation to something to be done on a day in a place, is a reference to the legal time on that day in that place
- (k) a reference to “law” includes Commonwealth, State and Territory statutes, the unwritten or common law and the principles of equity.

Rules of interpretation

No rule of interpretation applies to the disadvantage of the NIAA merely because it prepared these Guidelines.

