



Scores on Doors

What is it? How does it work?

Scores on Doors is the NSW food hygiene scoring program which displays the results of food premises inspections. It makes public how well local restaurants, takeaway shops, bakeries, pub bistros and cafés are complying with NSW hygiene and food safety requirements.

It makes the results of council's existing mandatory inspections visible to consumers and creates more consistency for inspections across NSW because participating councils use a standardised inspection checklist.

The NSW Food Authority has recently made a range of improvements to the program to:

- make it easier for councils to administer

- increase the number of businesses participating, and
- drive consumer awareness of the program.

Why participate?

The role that food premises play in the local community is becoming more important, as people's lives get busier and they source their food from outside their home. Food businesses also form an important part of the local economy creating economic activity, employment, bringing people into the area and retaining those who live and work in it by providing reliable meal options.

Council and the community benefit from the local food industry and rely on food premises and the part they play in the diverse local economy. At the same time, consumer expectations are rising, in particular, that food premises have the highest levels of compliance

with hygiene and food safety standards and that consumers have the right to access that information.

The opportunity exists for council to be proactive in providing transparency around the inspections and create an additional incentive for businesses to maintain and increase their inspection results, thereby improving the quality of local food premises.

How to participate

Council Environmental Health Officers already undertake food inspections to ensure compliance with hygiene and food safety requirements.

Councils wanting to participate in the Scores on Doors program are required to use the Food Premises Assessment Report (FPAR) to conduct their inspections. The FPAR is provided free by the NSW Food Authority.

The FPAR is divided into nine sections that relate to compliance with the food safety standards of the Australian New Zealand Food Standards Code. The sections relate to hygiene and food safety and focus on the most important foodborne illness risk factors, including cooling and cold holding temperatures, food prepared ahead of planned service, hot holding temperatures, food handler personal hygiene and food handlers experiencing illness, reheating and cleaning and sanitising of equipment and premises.

If your council currently uses another form or process, you should think about introducing FPAR which may improve the consistency of your inspections and join Scores on Doors. Food businesses that operate in multiple council areas are becoming familiar with the FPAR and its checkpoints.

For more information on the FPAR and how to adopt it, visit the website or contact the Local Government Unit via 1300 552 406.

How does it work?

As council's existing routine inspections are concluded, eligible food premises receive a hygiene and food safety rating based on points allocated on the FPAR consistent with the FPAR guidelines, akin to a demerit system.

Display certificates and stickers can be issued on the spot at the conclusion of the inspection, or sent out shortly afterwards. The program can give council officers a positive message for businesses at the end of their inspections. Officers can show the rating (3 stars or above) to the business, explain the program and offer the certificate and sticker on the spot. The Food Authority has produced a brochure for businesses for council officers to give to businesses with the certificate.

NSW Food Authority provides the certificates free of charge to councils for each of the three ratings: Good, Very Good or Excellent and businesses assessed with critical

breaches or too many lesser breaches are not awarded any grade or certificate.

Councils may co-brand the display certificates and stickers at no charge and other Scores on Doors materials such as the business brochure and consumer flyer at council's cost. A local message from your Mayor can also be inserted if requested. Alternatively, brochure and flyer artwork can be supplied.



Council promotional guide

We recognise that many councils do not have the resources to mount a local marketing campaign for Scores on Doors, so the Food Authority has developed a promotional guide to provide you with cost effective ways to promote the program locally. This toolkit can be accessed on the Scores on Doors webpage.

The Food Authority can also provide videos, posters, template ads, champion programs and online advertising to boost the promotional guide.

| Points | Rating | Definition |
|--------|--------------------|---|
| 0-3 | ★★★★★ Excellent | The highest expected level of hygiene and food safety practices. |
| 4-8 | ★★★★☆ Very good | The business has in place very good hygiene and food safety standards. Some minor areas will need to be addressed to get a higher result. |
| 9-15 | ★★★☆☆ Good | The business has a good general standard of hygiene and food safety. A number of non-critical areas were found which need attention to get a higher result. |

For more information about Scores on Doors

Contact the NSW Food Authority on: 1300 552 406 or contact@foodauthority.nsw.gov.au

www.foodauthority.nsw.gov.au/scoresondoors