



Tell your customers about your good hygiene

You can tell your customers just how good your hygiene is by displaying your certificate in your premises window. This means your customers can easily see your premises has qualified for a score when they visit your business. You can also promote your score on your website and in your marketing.

Get on board with Scores on Doors

Participation is open to all NSW councils and food businesses* in participating council areas.

If your council is participating, you can too. Ask about it at your next inspection.

Customers... want more?
Join Scores on Doors

For more information and to see if your council is participating go to:
www.foodauthority.nsw.gov.au/scoresondoors

Every business wants satisfied customers.

Displaying your food safety and hygiene score can help you see more customers walk through your door.

*Scores on Doors is for NSW businesses which process and sell food in that is ready-to-eat, potentially hazardous (that is, it requires temperature control), and for immediate consumption. The program is not intended for supermarkets; delicatessens or greengrocers; low risk food premises or businesses that serve pre-packaged food such as service stations and convenience stores; temporary markets; mobile food vending vehicles; or businesses that hold a NSW Food Authority licence and are separately audited such as butchers.



Display a Scores on Doors rating certificate to reassure customers that a hygiene & food safety inspection has been undertaken.

Promote your good hygiene and food safety record

Scores on Doors is the NSW food hygiene scoring program that reassures customers about hygiene and food safety standards.

Scores on Doors rates a food business' compliance with hygiene and food safety requirements and is for restaurants, cafés, takeaways, bakeries, pub bistros and clubs*.

It makes the results of council's existing mandatory inspections visible to your customers and creates more consistency for your inspections, as council uses a standardised inspection checklist.

How Scores on Doors works

Scores on Doors is an opportunity to better promote your business and does not require any additional inspections or costs.

At the end of routine food safety inspections by your local council, each business in participating local government areas will receive a score and, if the score is sufficient, be offered a certificate showing its star rating. This is for display in a prominent, public position such as a front window and can give you a point of difference from your competitors.

Calculating your score

The council officer will use the standardised Food Premises Assessment Report (or FPAR) checklist to conduct the inspection. The FPAR is designed to be used as a checklist of compliance, and features a points system from which a hygiene and food safety score (3, 4 or 5 stars) will be determined.

The council officer will assess the following as part of the inspection:

- > general items: that you appointed a trained Food Safety Supervisor (FSS), have an FSS certificate on the premises, and that food handlers have skills and knowledge to handle food safely
- > food handling controls: storage, display and transport, processing, the risk of cross-contamination
- > cleaning and sanitising, hand washing and proximity of facilities
- > food temperature control
- > pest control
- > premises design and construction: issues such as water supply, disposal, adequate and safe garbage facilities and lighting; and
- > food labelling: accurate and sufficient.

After the council officer completes the inspection checklist, points are tallied and a score is assigned. The officer will issue you with a Scores on Doors certificate for display.

Certificates remain the property of the issuing council and NSW Food Authority.

Receiving any level of certificate means that no critical breaches of standards were found during the last inspection.

Standard scores

All of the scoring levels that qualify for a certificate reassure customers your business has had its official hygiene and food safety inspection.

If you have any level of certificate, it means there were no critical breaches found during the inspection. Critical breaches of food standards result in 'No grade' and no certificate to display.

Points	Rating	Definition
0-3	★★★★★ Excellent	The business has achieved the top score which means that it achieved the highest expected level of compliance with hygiene and food safety standards.
4-8	★★★★☆ Very good	The business has in place very good hygiene and food safety standards. Some minor areas 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.

