

Scores on Doors

Guide for businesses

Every business wants satisfied customers. Displaying your food safety and hygiene score can help encourage more customers to walk through your door.

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.

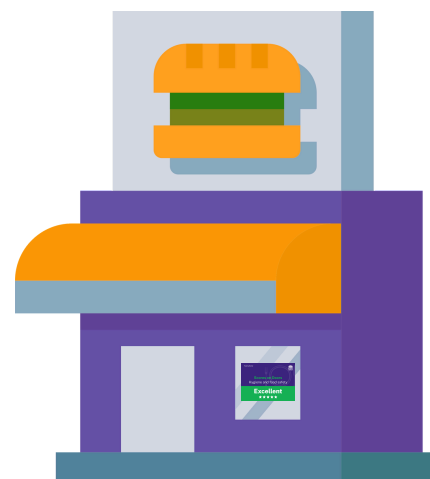
Calculating your score

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 all food handlers are trained and have adequate skills and knowledge for their duties
- 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 and disposal, adequate and safe garbage facilities and lighting
- 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.



Standard scores

Scoring levels that qualify for a certificate reassure customers your business has had its official hygiene and food safety inspection and that no critical breaches were found. Critical breaches of food standards result in 'No grade' and no certificate to display.

| Points | Score | 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. |

Getting a higher rating

All businesses should be able to achieve the top rating.

Do a self-check by downloading a copy of the [inspection form](#) (PDF, 314 KB).

To get the best possible rating, you should:

- make sure your premises has an up-to-date notification record at council
- make sure your premises has a current, designated Food Safety Supervisor (FSS) and a copy of the FSS certificate is on the premises
- ensure all food handlers are trained in food safety and hygiene and that they have adequate skills and knowledge for their duties

- ensure staff are able to answer questions on food safety related to the food handling work they do. Safe processes are as important as physical conditions.
- look at your last hygiene and food safety inspection report to check that you've taken all of the actions needed to meet the legal requirements. If you can't find your last report, contact your local council and they will be able to give you a copy
- continue making regular, routine checks to ensure hygiene standards are being maintained and staff are following the rules
- promptly arrange for any repairs and conduct regular maintenance of the premises and equipment.

The 5 most common issues

Below are the most common issues identified by council inspection officers. Make sure you have these covered.

- 1 Clean the food premises and equipment: under, behind, inside equipment and appliances; grease traps; floors; storage areas.
- 2 Have hand washing facilities that are readily accessible, dedicated to hand washing and have a supply of warm, running potable water, soap and single-use towels.
- 3 Pest control issues such as cockroaches and mice: evidence of infestation; waste containers must be covered; areas protected from pests with flyscreens, etc.
- 4 Keep high risk food at the correct temperatures (hot at or above 60°C or cold at or below 5°C) during both display and storage; have a food temperature measuring device (otherwise, how do you know food is at a safe temperature?).
- 5 Cover food during storage and display and protect it from contamination.

For further advice on food safety inspections, see [What to expect: Inspections](#) (PDF, 171 KB).