

Scores on Doors

Benefits to Council

Rebuilding confidence and supporting a strong local economy

Public awareness and interest in hygiene and sanitation in the fresh food and hospitality industries have never been stronger. Expectations are higher than ever, and people are looking for reassurance about where they spend their money.

The food industry plays a big role in a local economy and Scores on Doors can help build consumer confidence. We want to reward local food businesses doing the right thing.

We know that councils are the heartbeat of a community. Your role in supporting the local economy is crucial.

Recognising your role in food safety

Scores on Doors lets the community see the work that council is already doing in food safety. The program requires no extra commitment from you.

A Scores on Doors rating is based on the result on the NSW inspection checklist (Food Premises Assessment Report or FPAR) that you are already using in inspections.

We provide the display certificates and stickers which your authorised officers will present to the business.

See 'Scores on Doors Retail food business rating program Guidelines' for more information.

Incentives that work for us all

Public display of certificates and stickers is something customers look for. The lack of these at a food business may raise doubts about the premises' food safety standard for customers.

A stronger food safety culture will reap further rewards, resulting in fewer consumer complaints, fewer follow-up visits and less need for resource intensive compliance action.

Another bonus is that a food business with a consistently good compliance performance – recognised through a Scores on Doors risk-based priority – may allow for fewer inspections. This can free up local council resources to focus on other problem or high-risk areas.

Food businesses assessed to have critical food safety breaches will not receive a Scores on Doors certificate and sticker but it's an incentive to improve their food safety practices!

If the food business rectifies the identified critical issues, and seeks a Scores on Doors certificate, the councils can decide whether to re-inspect, or wait until the next routine inspection to reward the business, in accordance with their own policies.

Full disclaimer

Scores on Doors comes with a full disclaimer for Council. Council is not liable for compliance failures or issues with premises conditions. Every certificate is issued in good faith, intended as a general guide only. The Scores on Doors rating and certificate are only based on the results of the food standards inspection at that point in time.

Certificates expire on a date determined by the inspecting authorised officer in accordance with Council policy. Businesses are not permitted to display out-of-date certificates.

Certificates and stickers may also be withdrawn if, for example, critical breaches are found during investigation of a complaint.

Working together

The NSW Food Authority is committed to working with councils to deliver a consistent approach to understanding and enforcing food standards legislation in NSW.

A pro forma report and resolution has been developed which may be useful in presenting Scores on Doors at a Council meeting.

A full promotion pack is available (email food.contact@dpird.nsw.gov.au) to help you work with the local community to promote the program once you have decided to launch Scores on Doors.

The enormous public interest in the NSW Food Authority's Name and Shame register demonstrates the appeal of transparent information. Consumers like choice. Scores on Doors rewards good performers and complements the register as a positive public face of a strong food safety culture.

FI393/2209