



Scores on Doors Enhancements to the program

Scores on Doors has been running as a voluntary trial since 2011, and following an evaluation the NSW Food Authority has made a range of improvements to the program. It is now an ongoing program in NSW.

The enhancements are intended to make it easier for councils to administer, increase the number of businesses participating, and drive consumer awareness of the program.

Removal of the Participation Agreement

Signing a Scores on Doors Participation Agreement was a requirement during the trial, but was found to be an impediment to businesses joining the program.

In 2013 the Food Authority determined the agreement was not necessary as part of a voluntary program and there were other ways to achieve the intended outcomes. The terms that were in the agreement are now covered in the business brochure which explains Scores on Doors to businesses when council officers provide a certificate and sticker to a business.

Proactive issue of certificates

Scores on Doors can give council officers a positive message for businesses at the end of their inspections, by offering the business a certificate and sticker immediately afterwards.

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 council officers to give to businesses.

Councils that have taken this approach have seen business uptake in their region increase considerably.

Review & reinspection

Complaints from businesses about their rating should be dealt with under councils' standard complaints handling processes.

From time to time a business may request a review of its Scores on Doors rating. It remains optional for councils to decide whether to make reinspections available and council should advise businesses of their policy when offering certificates and stickers.



For councils that offer a reinspection, the Food Authority recommends:

- requests for reinspection be in writing and supported by information about improvements undertaken since the previous inspection
- businesses be advised when their request has been received and whether a reinspection will be undertaken
- only one reinspection should be undertaken during the standard inspection period
- unannounced reinspections should be undertaken within three months of council approving the request to reinspect, and
- reinspections are charged at the rate recommended in the Food Regulation 2015.

Councils may also elect to appoint an approved third-party auditor to conduct reinspections if they wish to offer this service. The Food Authority maintains a list of approved third-party auditors on its website.



Refreshed certificates, co-branding & new materials

The Scores on Doors rating certificate design has been refreshed to improve readability and understanding for the consumer. The integrity of the brand has been retained, as it is already recognisable to many consumers. The Food Authority provides certificates, stickers, business brochures and consumer flyers at no charge.

Councils may co-brand the certificates and other Scores on Doors materials such as the business brochure and consumer flyer*. To order certificates, stickers, brochures and flyers, or request certificates that are co-branded with council and other relevant logos, all you need to do is fill in the order form on the website, email your logo as instructed, and the Food Authority will arrange for these to be printed and mailed to you. Similarly the Food Authority can co-brand the brochure and the flyer*, and even insert a local message from your Mayor if requested. Alternatively, brochure and flyer artwork can be supplied.

*Printing of the co-branded brochure and flyer are at council's cost.

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.

Feedback

The Food Authority welcomes council feedback on the program and encourages sharing of innovative ideas that may have worked in your council area. Please let us know what has been useful and what can still be improved. Email your comments to scoresondors@foodauthority.nsw.gov.au

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/scoresondors