

Scores on Doors

How Scores on Doors can benefit your council



Department of
Primary Industries
Food Authority

There are many reasons why participating in the NSW Scores on Doors program will benefit your council.

No additional work

The Scores on Doors program is underpinned by the standard NSW inspection checklist (Food Premises Assessment Report or FPAR) that staff of most councils already use to conduct food premises inspections.

The FPAR is provided free to councils from the NSW Food Authority and has built-in check points that can be used to calculate the Scores on Doors rating. The NSW Food Authority provides the display certificates and stickers at no cost for each of the three rating grades, and council inspection staff can routinely hand these over at the conclusion of the inspection. There is no need for additional work.

Council may choose for certificates to be co-branded with council's logo and/or overprinted with inspection details and dispatched from the office. The NSW Food Authority can also supply artwork for local printing.

Visible inspection activity

Councils already invest considerable resources for staff to undertake inspections of most retail food premises. However, without Scores

on Doors, local consumers have little or no way to see or be aware of this work. Public expectations for access to this information is rising rapidly.

Each Scores on Doors rating certificate and sticker displayed by a food business is a street-level reminder that council is actively working to maintain and promote high standards of hygiene and food safety in businesses. The more businesses that participate, the greater the visibility for council's inspections.

More efficient use of resources

Public visibility of the Scores on Doors ratings helps create competition and an incentive for food premises to maintain and improve their food safety culture. This can lead to greater levels of compliance and therefore less need for follow up visits and resource intensive compliance action. It can also mean fewer consumer complaints.

A risk based priority classification system can also allow councils to go a step further and recognise consistently good compliance performance by reducing a food premises' inspection frequency. While optional, this can free up even more council resources to focus on other problem areas.

Stronger local economy

Council and its community benefit from the local food industry and rely on the role it plays in a diverse local economy. The Scores on Doors program is designed to reward food premises that do the right thing by their customers. Displaying a rating certificate and sticker can be a source of trust for consumers that food businesses have been inspected and met minimum standards in critical areas.

At the level of the individual business, certificates and stickers can be a tool for businesses to attract greater custom. They also provide council inspection staff with a positive way of engaging with businesses and concluding inspections. Good compliance with hygiene and food safety standards also minimises the risk of foodborne illness. Food poisoning outbreaks can involve many cases, negative exposure, direct and indirect costs and business disruption.

Areas known to have a proactive council that visibly monitors food safety standards can help draw more consumers into the area for dining and food service and consequently benefit the local economy. High rates of business participation in the Scores on Doors program and council support for local businesses is an asset that can be promoted.

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