



Scores on Doors

How to get a higher rating

Thinking about participating in Scores on Doors and want to get an Excellent (5 star) score to promote to your customers?

Already in Scores on Doors and want a better score?

All businesses should be able to achieve the top rating. Here's how to get yours.

General tips

To get the best possible rating, you should:

- Make sure your premises has an up-to-date notification record at either the council or on the free online notification website at www.foodnotify.nsw.gov.au
- Make sure your premises has a current, designated Food Safety Supervisor (FSS) and that they have an FSS certificate for the required training units
- 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
- Safe processes are as important as physical conditions. Staff should be able to answer questions on food safety related to the food handling work they do
- Promptly arrange for any repairs and conduct regular maintenance of the premises and equipment.

Perform a self check

Do a self check by downloading a copy of the inspection form.

The five most common issues

Make sure you have these covered. The five most common issues

identified by council inspection staff are where food businesses fail to:

1. Clean the food premises & 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 paper towels
3. Control pest 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 enough or cold enough) during both display and storage; have a food temperature measuring device (how do you know food is at a safe temperature?)
5. Cover food during storage and protect it from contamination.

For more information about Scores on Doors

Contact your local council or the NSW Food Authority on: 1300 552 406 or contact@foodauthority.nsw.gov.au

www.foodauthority.nsw.gov.au/scoresondoors