

8.3 Voluntary 'Scores on Doors' Trial

Scores on Doors

Scoring food safety

Scores on Doors allows the public to know how well food businesses are complying with food safety and hygiene requirements. The scheme requires participating businesses to display a certificate showing a star rating ranging from three stars, indicating a 'good' level of food safety compliance, to five stars, indicating an 'excellent' level of food safety compliance.

The rating is assigned after an unannounced routine inspection by council Environmental Health Officers. A certificate is then issued by council and positioned in a place highly visible to customers, usually in the business' front window or door.

Scores on Doors is being trialled for 12 months by the NSW Food Authority in conjunction with local councils. Participation by councils and food businesses is voluntary.

Ratings system

During the inspection, businesses are assessed against a food safety checklist and assigned a star rating reflecting their performance.

Rating	Definition
★★★★★ Excellent	The business has achieved the highest level of compliance with food safety standards.
★★★★ Very Good	The business has very good food safety practices in place. Some minor areas where standards were not met will need to be addressed.
★★★ Good	The business has a good standard of food safety compliance. A number of areas, although not serious, need to be corrected.

Council Environmental Health Officers will take immediate action if they inspect a food business that does not meet required food safety standards. For more information, view the NSW Food [Authority's enforcement policy](#).

In certain circumstances, businesses will be ineligible to display a certificate. These circumstances include:

- when a council officer undertakes an enforcement action on a business
- where a business is inspected due to a complaint and that complaint is proven or substantiated, or
- when the council becomes aware of a significant decline in food safety standards in a business after the rating has been assigned.

In these circumstances, the business must wait until its next routine scheduled inspection from the council before it is eligible to receive and display a rating.

Eligible food service businesses

Scores on Doors is aimed at food service businesses that process and sell food in NSW that is ready-to-eat, intended for immediate consumption, and potentially hazardous which means it may require special handling to be safe, such as temperature control. These businesses include:

- restaurants
- takeaways
- pubs
- hotels
- cafes
- bakeries
- clubs

Scores on Doors is not intended for:

- supermarkets
- delicatessens
- low risk food premises
- businesses that serve pre-packaged food (eg, service stations, butchers, greengrocers, temporary markets, mobile food vending vehicles), or
- businesses which hold a Food Authority licence.

Participating areas

The following councils are currently participating in the Scores on Doors trial:

- Randwick City
- Greater Taree City
- Griffith City
- Goulburn Mulwaree
- Forbes Shire
- Kogarah City
- Cootamundra Shire
- Manly
- Ashfield Municipal
- Blacktown City
- City of Sydney
- Holroyd City
- Parkes Shire
- Newcastle City
- Tumbarumba Shire
- Cessnock City
- Murrumbidgee Shire
- Ryde

Business scores

Councils are responsible for maintaining the star ratings of businesses in their local area and may have this information available on their website.

Please contact the council for this information.

Source: NSW Food Authority www.foodauthority.nsw.gov.au

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NSW Food Authority
safer food, clearer choices

Scores on Doors Food Safety Result



EXCELLENT



EXCELLENT



VERY GOOD



GOOD

www.foodauthority.nsw.gov.au/scoresondors

Business name

DRAFT

Address

Inspection date

DRAFT

Expiry date

Issuing council



Food
Regulation
Partnership

Together towards safer food

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The rating represented on this certificate is based on a food safety assessment carried out by an authorised officer of council on the date indicated. The rating is given in good faith but is intended as a general guide only. You should not rely solely on the general nature of the rating. The council makes no representation, gives no warranty and will not be liable for any negligent act or omission in connection with the rating, the condition of the premises, the quality of food or food safety standards of the food business on the date indicated or at any time in the future.