



# Scores on Doors Policy

## DOCUMENT AUTHORISATION

<b>RESPONSIBLE OFFICER:</b>		BUILDING AND ENVIRONMENTAL HEALTH OFFICER			
<b>REVIEWED BY:</b>		Director of Place and Growth (DPG)			
<b>REVIEW DUE DATE:</b>		March 2026			
<b>VERSION NUMBER:</b>		3			
<b>VERSIONS:</b>	<b>DATE:</b>	<b>RESOLUTION NO:</b>	<b>DESCRIPTION OF AMENDMENTS:</b>	<b>AUTHOR / EDITOR:</b>	<b>APPROVED / ADOPTED BY:</b>
3	28/03/2023	24.02/20 - remains in effect as the Policy position has not been amended.	Minor administrative changes have been made to fit the Policy into the new Policy Template. The Policy position has not been amended in this review. This Policy did not go back before Council. This is in accordance with the Corporate Governance Policy Framework.	BEHO	Council
2	27/02/2020	24.02/20	Review	MP&RS	Council
1	24/10/2015	28.09/15	Review	MP&RS	Council

  
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 General Manager

14/4/23  
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 Date

## ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

## PURPOSE

The Scores on Doors Scheme in NSW is intended to assess participating food businesses against food safety legislation, with particular emphasis on those food handling practices known to be linked to foodborne illness. Scores on Doors certificates are issued disclosing the result achieved by a food premises following an inspection assessment.

This assessment, using a standardised checklist and scoring scheme, will generate a star rating which is designed to be displayed in a prominent location within the premises. This allows consumers to make informed choices about the places where they eat out or from where they purchase food, thereby encouraging businesses to maintain and improve their hygiene standards to a high level without further stigmatising poor performing businesses.

Additionally, it is designed to apply 'market pressure' on businesses to improve compliance and regulatory consistency.

## APPLICABILITY

The scheme only applies to certain medium and high risk retail food service businesses, such as those businesses processing and selling food in NSW that is:

- ready-to-eat;
- potentially hazardous (i.e. requires temperature control); and
- for immediate consumption.

Businesses that produce and supply this type of food include, but not limited to:

- Restaurants;
- Take away shops;
- Pubs;
- Hotels;
- Cafes;
- Bakeries; and
- Clubs.

The Scheme is not intended for delicatessens, low risk food premises or those serving pre-packaged food only, for example supermarkets, service stations, butchers, green grocers, temporary markets, mobile food vending vehicles, or premises licensed by the NSW Food Authority.

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## OUTCOMES

This policy is designed to detail how Scores on Doors will work. It outlines the requirements of the Scheme in relation to food businesses and Council. The policy also provides consumers with an understanding of the workings of the Scores on Doors Scheme.

## ROLES AND RESPONSIBILITIES

Enforcement of this policy will be by education, positive persuasion and inspections, by Authorised Council Officers.

## DEFINITIONS

Definitions used in this Policy have the same meaning as those used in Section 4 of the *Food Act 2003* (NSW).

## POLICY STATEMENT

### 1. THE SCORES ON DOORS INSPECTION PROGRAM

Council officers will use the programmed, unannounced inspection system currently in place to conduct the Scores on Doors inspections.

Businesses cannot opt out of the Scheme even if they are dissatisfied with their score. The results of any follow-up re-inspections or enforcement activity, further to an unannounced inspection, will not be used to generate or amend a Scores on Doors rating.

Council is not obliged to carry out any additional inspections solely for the purposes of the Scheme. Council can choose whether or not they will allow a further additional unannounced inspection to regrade a food business which is dissatisfied with its score and all issues have been rectified.

### 2. ISSUE OF HYGIENE AND FOOD SAFETY RATING

After the Council officer completes the inspection check sheet, the points received by the business are added together and a corresponding star rating is assigned. The lower the point score received, the better the star rating.

### 3. STANDARDISED INSPECTIONS

During an inspection, food businesses participating in the Scores on Doors Scheme will be assessed using the standardised inspection check sheet, the **Food Premises Assessment Report (FPAR)**. The content of the check sheet has been developed in consultation with NSW councils and is based on legislative requirements of the **Food Standards Code (FSC)**.

The FPAR is designed to be used as a checklist of compliance and features a scoring system whereby points are accrued for non-compliance from which a star rating (3, 4 or 5 stars) will be determined. Points are issued for certain breaches related to risk, ranging from one (1) point (minor) to eight (8) points (critical).

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If a critical food safety issue is identified during the inspection, it is dealt with by the inspector as per the Council's enforcement guidelines.

Under these guidelines, Council officers use a range of enforcement tools depending on the severity of the issue. A variety of enforcement tools are available which range from warning letters through to penalty notices, prohibition orders, seizure orders and prosecution. Businesses identified as having a critical food safety issue are ineligible to display a star rating.

<b>Points</b>	<b>Rating</b>	<b>Definition</b>
0-3	★★★★★ <b>Excellent</b>	The business has achieved the top grade which means that it achieved the highest level of compliance with food safety standards.
4-8	★★★★ <b>Very Good</b>	The business has very good food safety practices in place. Some minor areas where standards were not met will need to be addressed.
9-15	★★★ <b>Good</b>	The business has a good standard of food safety. A number of areas, although not serious, need to be corrected.

#### **4. SCORES ON DOORS CERTIFICATE TO BE DISPLAYED**

Council provides the business with a certificate which depicts the star rating achieved during the inspection. The certificate must be displayed at each public entrance to the premises or in a prominent location where food is ordered the premises or in a prominent location where food is ordered and remains the joint property of the NSW Food Authority and Council. Only the official Scores on Doors Certificate may be displayed. Businesses should not display a false Certificate or one that is not the most recent.

The certificate will be provided by Council within seven (7) days of the inspection or can be issued on the spot. The Certificate includes an expiry date, and the Certificate must be displayed until the next routine inspection by Council unless the business is deemed ineligible to display the Certificate due to critical food safety breaches.

The Scheme operates separately to the Name and Shame Scheme operated by the NSW Food Authority and will have no effect upon this latter scheme or upon the exercise of regulatory functions in relation to food safety.

#### **5. APPEALS PROCESS**

Food businesses may seek a review of its star rating within seven (7) days of receiving the Certificate.

The appeal must be made in writing to Council. In the appeal the proprietor(s) must specify what non-compliance they wish to appeal and either provide evidence of any mitigating circumstances that may have resulted in the non-compliance or provide supporting evidence of improvements undertaken to rectify the non-compliance. Council must advise the proprietor(s) that their request has been received and give a determination of the appeal within 14 days following the conclusion of the investigation.

The review can be an internal desk review by a Council officer other than the inspector who conducted the initial assessment. A further inspection of the premises may be required. Any reinspection's will be charged at the rate shown in Council's Operational Plan and Budget at the time. Any unannounced re-inspections are to be undertaken within 3 months of Council approving the review. Only one re-inspection can be undertaken within the standard inspection period.

Examples of circumstances that may be considered in an appeal:

- Emergency situations;
- Structural issues that have arisen in the past seven (7) days;
- Equipment faults that have occurred in the past 24 hours and have not resulted in a food safety issue;
- Interpretation of FSC requirements.

Examples of circumstances that will not be considered in an appeal:

- Lack of knowledge on FSC requirements;
- Issues with staff;
- High risk food safety issues;
- Long term issues.

If Council's review results in an amended rating Council should issue a revised Certificate. Otherwise, it should notify that the score remains unchanged.

## **6. INELIGIBLE BUSINESSES AND REMOVAL OF RATING**

A food business is not eligible to receive or display a rating, regardless of the final points score, if:

- a) The 'Authorised Officer' assigns a 'critical' breach (breach score of 8) during the inspection,
- b) A 'full' inspection is not undertaken, and/or
- c) A food business is inspected due to a complaint, or Council becomes aware of a significant change in food safety standards at the premise, inspection indicates a critical food safety breach.

If any of the above situations occur, the food business will be deemed ineligible to display its current rating and the existing certificate may be removed.

## **LEGISLATION AND SUPPORTING DOCUMENTS**

**Relevant Legislation, Regulations and Industry Standards include:**

- *Food Act 2003,*
- *Food Regulation 2015.*

**Relevant Council Policies and Procedures include:**

- Enforcement Policy,
  - NSW Food Authority Factsheets and Guidelines.
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## VARIATION AND REVIEW

The Scores on Doors Policy will be reviewed every three (3) years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.

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