



WHS in the food delivery industry checklist

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Scope and definitions

WorkSafe WA has developed a checklist for businesses and workers engaged in food delivery services. This checklist is most applicable for food delivery riders using bicycles, e-bikes, motor scooters and motorcycles and may also be useful for those delivering food in a car.

Elements of the food delivery system as part of the 'Gig economy' include:

- **Platform** - an entity that oversees the technology in the **app** used to order and deliver food;
- **Outlet** - the café, restaurant or take-away entity that provide the food that is delivered;
- **Food Delivery Rider, (FDR), (rider/motor vehicle operator)**
- **PCBU** - as described in Section 5 of the *Work Health and Safety Act 2020* (WHS Act).

This checklist highlights safety issues for all elements of the food delivery system, (Platforms, Outlets and FDRs) as part of the gig economy with respect to compliance with WHS legislative duties and requirements for a safe work environment, provision of information and methods of hazard control.

This checklist focuses on major hazards for this work but does not cover all hazards, and further guidance should be accessed as required. For example, COVID-19 safety measures are not included here, as there is general guidance available separately on this issue.

It should be noted that a FDR may have duties as a worker (ie someone engaged by the platform to do work, or a worker whose activities in carrying out work are influenced or directed by the platform) and may also be considered a PCBU, as a business working for one or more platforms.

Hours of work

Platform

- Provide information to FDR in onboarding and training programs to enable them to understand the signs of fatigue and the effect on rider performance.
 - Develop and implement a Fatigue Management Policy and Procedures and include these in onboarding and training programs.
 - Design controls into the app which prevent FDR working excessive hours.
 - Design controls into the app which remind FDR to take sufficient breaks.
 - Ensure that the app is based on average rider speeds and predicted traffic conditions.
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Food delivery rider, as a worker

- Attend training and information programs to understand the signs of fatigue and the effects on riding performance.
 - Work a maximum of 12 hours per 24 hour period.
 - Manage your work/life schedule to ensure you have at least 8 hours sleep per day (i.e. 10 hours not working).
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Food delivery rider, as a PCBU

- Consult, cooperate and coordinate with the platforms regarding strategies to ensure compliance with the Fatigue Management Policy and Procedures when working for multiple platforms.
 - Consult, cooperate and coordinate with the platforms regarding average rider/operator speeds and predicted traffic conditions for predicting delivery timeframes.
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Systems of work

Platform

- Ensure that the systems of work including apps, products and logistics processes are designed with the safety of FDR and others in mind.
 - Identify, manage and document the design and implementation of the platform app and assess the risks to the FDR.
 - Eliminate (where reasonably practicable) or otherwise minimise the risks to FDR and others that may arise from the use of the app and the performance of work when using it.
 - Ensure that the app is designed to be used safely in the context of the FDR work and:
 - is based on average FDR speeds and predicted traffic conditions
 - does not encourage unsafe FDR behavior
 - is used to set realistic customer expectations around delivery times and delays.
 - Ensure that FDR are provided with sufficient information, instruction and training in the use of any app, including the use of routing/map apps.
 - Monitor and review the systems of work to ensure risks are controlled.
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Food delivery rider, as a worker

- Complete all training and onboarding provided by the platform.
 - Follow all safe systems of work as notified by the platform.
 - Use all safety features associated with the app.
 - Report any safety risks connected with the use of the app.
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Food delivery rider, as a PCBU

- Consult, cooperate and coordinate with the platform to ensure the design of the app is effectively designed to allow FDR to work safely.
 - Provide feedback to the platform about the app and its impact on the way FDR work.
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Food outlet

- Provide feedback to the platform about the app and the algorithm and any observed safety outcomes.
 - Provide any specific transportation requirements to FDR, for example systems to ensure containers are transported upright.
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FDR skills and competencies

Platform

- Ensure FDR are trained and competent to do the work, and can:
 - demonstrate the knowledge and skills required to work safely
 - demonstrate an understanding of WA road rules
 - demonstrate an understanding of the specific hazards and controls for food delivery work.
- Consult with FDR to ensure that information/training is appropriate.
- Ensure training is provided in a way that is readily understandable to the FDR to whom it is provided.
- Ensure that FDR hold the necessary credentials to undertake the work. For example – the relevant motorbike operator licence, or Responsible Service of Alcohol Training competency if delivering alcohol with meals.
- Ensure that FDR retain the necessary skills and competencies to work safely, such as by annual refresher training.
- Amend training requirements and competencies when new hazards are identified.

Food delivery rider, as a worker

- Complete all required training and onboarding.
- Complete all required assessment tasks.
- Obtain and provide copies of all required credentials to platforms.
- Follow all WA road rules and operate vehicles, bikes, scooters and motor bikes safely.
- Seek additional training/instruction if you are not confident to ride on WA roads.

Food delivery rider, as a PCBU

- Consult, cooperate and coordinate with the platform to ensure training is relevant and effective.
- Consult, cooperate and coordinate with the platform to ensure training is provided in a way that is readily understandable to the FDR to whom it is provided.
- Consider additional 'on road' training & assessment if the FDR lacks skills or confidence.

Food outlet

- Provide information to the platform that will help FDR to pick up from your location, which might include information on:
- where to park safely and legally
 - where to pick-up food
 - specific food transport requirements
 - other safety requirements (such as public health information).
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Equipment fit for the task

Platform

- Provide FDR with personal protective equipment (PPE) such as hi-visibility vests, shirts or jackets and/or delivery bags.
- Inform FDR that they must use the PPE at all times while working.
- Inform bicycle riders that bicycles must meet the requirements of Australian and New Zealand Standard AS/NZS 1927:2010 and be fitted with markings to indicate this.
- Inform e-bike riders and/or preferred bicycle suppliers that e-bikes must be designed to be propelled primarily by the rider – they cannot be propelled exclusively by the motor.
- Inform bicycle riders and/or preferred bicycle suppliers that to be 'fit for purpose' bicycles must:
 - display a white light on the front of the bike in dark or hazardous conditions
 - display a red light to the back of the bike in dark or hazardous conditions
 - display a red reflector to the rear of the bike in dark or hazardous conditions
 - have at least one working brake
 - have a bell, horn, or other warning device.
- Inform motorcycle/moped operators that all motorcycles/mopeds must be roadworthy and have current registration.
- Inform bicycle/motorcycle riders to carry out regular prestart checks and maintenance of the bicycle/motorcycle.
- Inform bicycle riders that certain safety gear is legally required to ride on WA roads, including a correctly worn helmet to the approved standard for the type of vehicle.
- Where FDR are expected to use a map app, a mobile phone cradle fitted to the handlebar of the bicycle, motor scooter or motorbike is recommended.
- Platforms providing insulated delivery bags to FDR to aid visibility must ensure the bags are designed to be hi-visibility and that the hi-visibility markings/materials meet the required Australian Standards (or equivalent).

Food delivery rider, as a worker

- Always wear hi-visibility vest, shirt or jacket and/or delivery bag with hi-visibility markings/materials that meet the Australian Standards (or equivalent).
 - Always wear closed-in shoes when riding.
 - Wear suitable clothing for the vehicle, e.g. long pants, long sleeved shirt.
 - Ensure that your bicycle is fit for purpose:
 - display a white light on the front of the bike in dark or hazardous conditions
 - display a red light to the back of the bike in dark or hazardous conditions
 - display a red reflector to the rear of the bike in dark or hazardous conditions
 - has at least one working brake
 - has a bell, horn, or other warning device.
 - Lights must be turned on and working when it is dark.
 - Conduct daily prestart checks to ensure your vehicle is safe and fit to ride.
 - Always wear a helmet approved for the type of vehicle you are riding, securely fitted and fastened.
 - Conduct daily checks of your helmet to ensure it is not cracked or damaged.
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- Do not wear a cap or anything else under the helmet.

 - Always secure mobile phone in cradle fitted to the handlebar of the bicycle or motorcycle.

 - In the case of a damaged bicycle, assess damage and make running repair if competent to do so; carry bike/tyre repair kit.

 - Carry a first aid kit for personal use.

 - Carry drinking water and remain hydrated while conducting vigorous work or working in hot conditions.
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Food delivery rider, as a PCBU

- If using a bicycle, ensure that only a standard bicycle that meets the requirements of Australian and New Zealand Standard AS/NZS 1927:2010 is purchased; and ensure it is fitted with markings to indicate this.

 - If using an e-bike, ensure that is designed to be propelled primarily by the rider – not propelled exclusively by the motor.

 - Purchase equipment including a bicycle that is fit for purpose; that will:
 - display a white light on the front of the bike in dark or hazardous conditions
 - display a red light to the back of the bike in dark or hazardous conditions
 - display a red reflector to the rear of the bike in dark or hazardous conditions
 - has at least one working brake
 - has a bell, horn, or other warning device.

 - Ensure a motorcycle is roadworthy and has current registration and insurance.

 - Supply a helmet to the standard required for the vehicle type.

 - Consult, cooperate and coordinate with the platform in relation to equipment safety.
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Food outlet

- Provide fit for purpose equipment such as containers and carriers suitable for the food that is to be delivered.
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High risk manoeuvres/interactions with vehicles, pedestrians and objects

Platform

- Include information on contributing factors of motor vehicle accidents involving riders/operators in training and onboarding programs.

- Advise bicycle riders to use the bike mode on branded apps for delivery routes so that riders travel on the safest route available, for example:
 - well-lit roads with bike paths or lanes
 - avoid narrow and busy roads without bike lanes
 - must not use motorways or tunnels that prohibit bicycles
 - ride separately to traffic and pedestrians using designated bike paths or lanes.

- Develop and maintain incident reporting systems and provide advice requiring FDR to report all incidents to the platform as soon as practicable.

- Develop and maintain a process to assist law enforcement to contact the platform and identify FDR, in the event of a crash or other serious incident.

- Develop systems and capacity to detect and respond to critical incidents once reported:
 - to swiftly mitigate risks
 - to notify relevant persons and authorities (including next of kin, emergency contacts, external authorities if necessary)
 - to resolve the issue.

- Comply with the WHS Act requirements to notify WorkSafe WA of notifiable incidents.

- Investigate the root causes of all serious incidents and use this information to inform ongoing risk management, for example:
 - consulting with workers
 - updating the Risk Register
 - revising training material.

- Advise the FDR of updated risk and risk control information via an effective communication tool, which may include social media, pop-up messaging on app, push messaging or via Health and Safety Representatives, if elected.

- Provide updated training to FDR to address revised risks and risk controls.

- Identify hazards and control of risks for FDR interacting or colliding with non-vehicle obstacles.

- Instruct riders using bicycles:
 - footpath movement to be conducted in accordance with WA law and rules relating to bicycle traffic on footpaths
 - not to ride across a pedestrian crossing unless there is a green light.
 - to keep to the left when on a shared path or separated path.
 - to give way to any pedestrian on a shared path.

Food delivery rider, as a worker

- If riding a bicycle always use the bicycle mode on 'Maps' so you travel on the safest route available:
- well-lit roads with bike paths or lanes
 - avoid narrow and busy roads without bike lanes
 - do not use motorways or tunnels that prohibit bicycles

- ride separately to traffic and pedestrians using designated bike paths or lanes where practicable.

- Report all incidents to platform as soon as practicable following an incident.

- Carry identification, the phone number of an emergency contact and the contact information of platform you are working with, in case of serious injury.

- Follow all advice about risks and risk controls provided by the platform.

- Attend all training provided by the platform, as far as reasonably practicable.

- Apply relevant control measures listed above to the identification of hazards and control of risks for FDR interacting or colliding with non-vehicle obstacles.

- Footpath movement to be conducted in accordance with WA law and rules relating to bicycle traffic on footpaths.

- Do not ride across a pedestrian crossing unless there is a green light.

- Keep to the left when on a footpath, shared path or separated path.

- Give way to any pedestrians on a shared path.

Food delivery rider, as a PCBU

- Consult, cooperate and coordinate with the platforms to ensure delivery routes provided by branded apps use the bike mode on 'Maps' for bicycle riders so that riders travel on the safest route available.

- Report all incidents to the platform as soon as practicable following an incident.

- Consult, coordinate and cooperate with the platform to identify risks and investigate risk controls.

- Apply relevant control measures listed above to the identification of hazards and control of risks for FDR interacting or colliding with non-vehicle obstacles.

Food outlet

- Consider traffic conditions and traffic movements when advising FDR where to pick up a delivery.

- Ensure outdoor dining arrangements do not introduce obstacles for FDR when picking up deliveries.

Environmental matters

Platform

Include information on riding in hazardous environmental conditions in onboarding and training programs, for example:

- what wet weather gear to carry
 - sun protection and use of sunscreen
 - riding in heat, the risk of heat stroke, and the importance of hydration
 - riding when there is poor air quality.
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- Develop and implement specific policies to prevent promotion of unsafe behaviour during wet or hot weather.
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Food delivery rider, as a worker

- Check the weather app and the UV radiation app before setting out on the ride.
 - Pull off the road and seek shelter if rain, hail, wind or smoke is extreme.
 - Ensure wet weather gear is hi-visibility and reflective – not black.
 - Carry and use a P2 respirator if working in conditions of environmental smoke or traffic fumes.
 - Wear long sleeved shirts and long trousers in extreme heat or high UV conditions.
 - Always carry and apply sunscreen when riding when UV rating is high.
 - Be aware of the potential for heat stroke or heat stress, carry water and maintain adequate hydration.
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Food delivery rider, as a PCBU

- Provide protective gear suitable for extreme weather conditions – hi-visibility and reflective.
 - Consult, cooperate and coordinate with the platforms to prevent the promotion of unsafe behaviour during wet or hot weather.
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Visibility

Platform

Include information on the need for good FDR visibility in onboarding and training programs, for example:

- blind spots in vehicles
- blackspots in the environment
- the importance of always wearing hi-visibility clothing, shirts or vests
- the importance of wearing additional reflective equipment when delivering at night, e.g. hi-visibility vest with reflective strips, reflective slap wraps on an ankle.

Provide hi-visibility shirt, jacket or vest with reflective strips

Provide reflective slap wraps for use on an ankle.

Insulated delivery bags should include reflective properties and meet the requirements of Australian and New Zealand Standard AS/NZS 4602.1-2011 (or equivalent).

If relying on the platform's recommended insulated delivery bag as a hi-visibility garment, it must be reflective in a range of low visibility conditions on road and ensure that bicycle riders have been informed that it must be on their back (not strapped on the bike) to provide optimal visibility.

Food delivery rider, as a worker

Recognise that other road users may have difficulty seeing bicycle riders/scooter and motorcycle operators in certain circumstances for example:

- blind spots in vehicles
- blackspots in the environment
- riding at night.

If the platform's delivery bag is hi-visibility and has reflective qualities ensure that as a bicycle rider it is worn on your back rather than strapped to the bike unless wearing equivalent hi-visibility shirt or jacket.

Always wear hi-visibility shirt, jacket or vests and/or delivery bag.

Always wear reflective garments when riding/driving on the road at night:

- Hi-visibility, shirt, jacket or vest with reflective strips
 - reflective slap wraps for use on an ankle.
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Food delivery rider, as a PCBU

Consult, cooperate and coordinate with the platforms to develop strategies to improve FDR visibility.

Manual tasks

Platform

Ensure the design of the work, the systems of work, and the delivery bag design consider human factors and good ergonomics, for example:

- variations in FDR height, weight and strength
- delivery bags – size, shape and weight
- weight and distribution of loads so that it does not cause the bicycle, scooter or motorcycle to become unbalanced
- riding posture on bicycle, motor scooter or motorcycle
- number of deliveries per hour.

Provide advice on how to safely load vehicles during onboarding/induction.

Include risks associated with hazardous manual tasks and control measures in training and onboarding programs.

Food delivery rider, as a worker

Practice good riding posture and stretching exercises between deliveries.

Select a delivery bag that is suited to your body and the type of vehicle you use.

Ensure the weight and distribution of loads is tolerable.

Do not overload the delivery bag or carry two delivery bags at once.

Food delivery rider, as a PCBU

Consult with platform on risk controls for hazardous manual tasks.

Slips trips and falls

Platform

Provide information to FDR on appropriate non-slip footwear to prevent slips, trips and falls.

Food delivery rider, as a worker

Wear appropriate non-slip footwear when working.

Do not wear thongs or sandals when working.

Food delivery rider, as a PCBU

Provide appropriate non-slip footwear to FDR to prevent slips trips and falls.

Food outlet

Ensure unobstructed access and egress to the venue.

Occupational violence

Platform	
<input type="checkbox"/>	Identify factors external to the workplace which may lead to violence or aggressive behaviour impacting FDR, for example: gatherings of people, protests or people affected by drugs or alcohol.
<input type="checkbox"/>	Ensure FDR who will be delivering alcohol have undertaken Responsible Service of Alcohol Training (RSAT) and complete the required assessment.
<input type="checkbox"/>	Take appropriate action when advised of unsafe or inappropriate behaviour of any customer towards a FDR.
<input type="checkbox"/>	Manage expectations of customers by clearly communicating expected wait times and delays.
<input type="checkbox"/>	Clearly communicate to customers that any form of violence or aggression is not tolerated e.g. in-service agreements, contracts, app T&C and social media.
<input type="checkbox"/>	Provide information to FDR in how to deal with difficult customers, conflict resolution, when and how to escalate issues to the platform and procedures to report incidents.
Food delivery rider, as a worker	
<input type="checkbox"/>	Consider the use of tracking devices such as GPS systems as a measure of personal safety so that current location can be tracked.
<input type="checkbox"/>	Learn how to deal with difficult customers, conflict resolution, when and how to escalate issues to the platform and procedures to report incidents.
<input type="checkbox"/>	Undertake Responsible Service of Alcohol Training (RSAT) and complete the required assessment before delivering alcohol.
<input type="checkbox"/>	Report all incidents of violence and aggression to the platform immediately.
<input type="checkbox"/>	If the violence or aggression involves an assault, or a threat of an assault, report the incident to the WA Police immediately.
Food delivery rider, as a PCBU	
<input type="checkbox"/>	Consult with platform on risk controls to manage the risks of occupational violence and aggression.
<input type="checkbox"/>	Provide FDR Responsible Service of Alcohol Training (RSAT) prior to delivering alcohol.

Further information

Department of Mines, Industry Regulation and Safety - [WorkSafe WA](#)

NSW Centre for Work Health and Safety – [Gig economy roles and responsibilities in WHS](#)

Safe Work Australia – [Gig economy guidance](#)

SafeWork NSW – [Food delivery industry](#)