

A side-profile photograph of a woman, likely a delivery person, wearing a black helmet, a bright neon green long-sleeved shirt, and a large yellow backpack. She is pointing her right index finger towards a keypad on a wall. She is also holding a brown paper bag. The background is a plain wall with a keypad and a small screen.

RISKS ON THE DELIVERY ROAD

SAFework NSW

What you can do to stay safe

INTRODUCTION

Common cause for incidents involving food delivery riders include:

- being hit by or colliding into another vehicle
- the rider losing control of their vehicle on the road, such as due to slippery road surface, speed or rider error
- objects being thrown at or onto riders
- an assault by a member of the public
- tripping or falling in slippery conditions

While the platforms have a responsibility to provide safe systems of work to prevent riders from getting hurt, there are things that you can do to reduce the likelihood of getting hurt.

1. RIDE SAFELY

To ride safely on busy city roads, it is essential that you know how to ride and that you feel confident on the road. The platform must provide you with training about riding safely on NSW roads.

YOU MUST:

- complete all required training and onboarding
- complete all required assessment tasks

REMEMBER:

- ride to the conditions e.g. slow down if it is raining
- if riding a bicycle always use the bicycle mode on 'Maps' so you travel on the safest route available e.g. well-lit roads with bike paths or lanes
- avoid narrow and busy roads without bike lanes
- ride separately to traffic and pedestrians using designated bike paths or lanes
- report all incidents to platforms as soon as practicable
- carry identification, the phone number of an emergency contact and the platform you are working with, in case of serious injury

The Centre for Road Safety has useful information for bicycle riders on riding safely.

If you are using a motorcycle to do delivery work and particularly if you are riding on an overseas rider license you should familiarise yourself with the *NSW Motorcycle Riders Handbook* for safety tips.

The Centre for Road Safety also has information on safe riding for motorcyclists.



2. FOLLOW THE ROAD RULES

Bicycle and motorcycle riders must follow NSW road rules and know the specific road rules for bicycle or motorcycle riders. YOU MUST:

- not exceed the speed limit
- stop at red lights or stop signs
- give way as indicated by road signs
- give hand signals when changing direction
- wear a helmet approved for the type of vehicle you are riding that is securely fitted and fastened. (Do not wear a cap under the helmet)
- only use a mobile phone when it is in a cradle fitted to your bike or motorcycle

FOR BICYCLE RIDERS:

- do not ride on footpaths unless it is a shared path, or the part of a separated footpath designated for the use of bicycles
- do not ride across a pedestrian crossing unless there is a green bicycle light
- keep to the left when on a footpath, shared path or separated path
- give way to any pedestrians on a shared path
- do not ride on motorways or into tunnels that prohibit bicycles
- do additional “on-road” training if you are not confident to ride on NSW roads

FOR MOTORCYCLE RIDERS:

- always allow a three (3) second gap between you and the vehicle in front
- always keep at least one hand on the handlebars
- keep both feet on the foot pegs when moving
- always ride with your headlights on

Again, if riding a motorcycle, you should familiarize yourself with the *NSW Motorcycle Riders Handbook* for all the specific road rules that must be followed.

3. CHECK YOUR BIKE AND HELMET

It is essential that you are riding a bike or motorcycle that is fit for purpose and is in good working condition.

FOR BICYCLES:

- only ride a standard bicycle that meets the requirements of AS/NZS 1927:2010 and is fitted with markings to indicate this
- only ride an e-bike that is designed to be propelled primarily by the rider – they cannot be propelled exclusively by the motor

The Centre for Road Safety has information on e-bikes and petrol-powered bicycles.

- ensure that your bicycle:
 - displays a white light to the front of the bike in dark or hazardous conditions
 - displays a red light to the rear of the bike in dark or hazardous conditions
 - displays 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

FOR MOTORCYCLES:

- make sure your motorcycle is roadworthy and has current registration and insurance
- conduct daily prestart checks to make sure your vehicle is safe and fit to ride
- conduct daily checks of your helmet to ensure it is not cracked or damaged

4. MAKE SURE YOU CAN BE SEEN

Not being seen by other road users is one of the greatest risks you face.

WHAT YOU CAN DO TO REDUCE THE RISK:

- recognise that other road users will have difficulty seeing you in certain circumstances e.g. blind spots in vehicles, blackspots in the environment, riding at night and ride defensively
- if the platform provides you with a hi-vis vest or jacket and tells you to wear it, you must wear it when riding
- always wear reflective garments when riding on the road at night e.g. hi-vis shirt, jacket, or vest with reflective strips
- if the delivery bag is hi-vis and has reflective qualities, ensure that it is worn on your back rather than strapped to the bike
- always wear reflective slap wraps for use on an ankle

5. SLIPPING, TRIPPING OR FALLING

To avoid slipping, tripping or falling while at work:

- always wear appropriate non-slip footwear when working
- do not wear thongs, sandals or scuffs when working

6. DON'T RIDE IF YOU ARE TIRED

Working long hours or riding when you are tired dramatically affects your ability to react and ride safely. To minimise impairment from fatigue:

- attend training and information programs to understand the signs of fatigue and the effects on riding performance
- recognise the signs of fatigue and do not ride when fatigued
- 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 (10 hours not working)

7. ENVIRONMENTAL HAZARDS

Remember you are exposed to the environment when riding.

REMEMBER TO:

- 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
- always carry wet weather gear in case of rain or storms
- ensure wet weather gear is hi-vis and reflective. Do not wear black
- carry a P2 facemask and wear it for protection against environmental smoke or traffic fumes
- wear long sleeved shirts and long pants in extreme heat or high UV conditions
- always carry and apply sunscreen when riding when UV rating is high
- be aware of the potential exposure to heat stroke or heat stress, carry water and maintain hydration



8. AVOIDING CONFLICT

Any job involving interaction with customers may expose workers to threats or assaults.

TO MINIMISE THIS RISK:

- activate the location function on your phone/ device so the platform can monitor your position
- use and activate the personal safety alarm provided by the platform, if available
- use techniques and training provided by the platform to resolve conflicts and de-escalate arguments when dealing with difficult customers
- undertake Responsible Supply of Alcohol Training (RSAT) and complete the required assessment before delivering alcohol
- report all incidents of violence and aggression to the platform immediately
- if the violence or aggression involves an assault or a threat of an assault, report the incident to NSW Police immediately

9. SAVE YOUR BACK

To avoid injuries from hazardous manual tasks:

- 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

10. SPEAK UP APP

If you see something unsafe we want you to tell the platform. If you are worried about raising a health and safety concern then the SPEAK UP app lets you report an unsafe situation, while giving you the choice to remain anonymous.



11. FOR MORE INFORMATION, REFER TO:

WORK HEALTH AND SAFETY

SafeWork NSW

Food Delivery Industry

At Risk Workers

Website: www.safework.nsw.gov.au

Phone: 13 10 50

SUPPLY OF ALCOHOL

Liquor & Gaming NSW

Responsible Supply of Alcohol Training (RSAT)

Website: www.liquorandgaming.nsw.gov.au

ROAD SAFETY

Transport for NSW

Centre for Road Safety

Information for bicycle riders

Information for motorcyclists

Information on E-bikes and petrol-powered bicycles

NSW Motorcycle Riders Handbook

Website: www.roadsafety.transport.nsw.gov.au