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Senior Project Officer, Work Health & Safety - Metro
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Compliance and Dispute Resolution
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Dear [REDACTED]

Re: Food Delivery Rider guidance

Thank you for the opportunity to provide feedback on the draft 'Guide to Managing Work, Health and Safety in the Food Delivery Industry'.

Transurban has reviewed the draft guide and we are supportive of the approach, particularly in the practicality the guidance provides to the key stakeholders, being food delivery platforms (FDPs), food delivery riders (FDRs) and food outlets (FOs). We provide the following feedback on the draft guide:

- The guide should emphasise the NSW Road Rules as well as the Health and Safety Laws in the introduction, given the key risks and existing injury data are road related.
- The guide should also include customer obligations to ensure safe access to the point of delivery, whether this is a home, workplace, public space or other. If there are existing obligations in another regulatory setting, then these should be referenced.
- The guide should provide requirements for FOs and FDPs to set customer expectations around delivery times and delays, to support FDRs to not be subjected to unreasonable pressure in their work.
- Under the section, 'FDR Skills and Competencies', the guide should include a requirement for FDPs to provide and conduct training to meet diverse needs including for new arrivals to Australia, those with English as a second language and for those with low level literacy to ensure they understand the necessary credentials, skills and competencies to be a delivery rider.
- Under the section 'Other vehicles', the language around access to motorways and tunnels, even though acknowledged as prohibited routes, should be stronger than 'avoid' or change the phrasing to emphasise the road laws around these assets.
- Under the section 'Visibility hazards', the guide should place an emphasis on heavy vehicles including trucks, trucks with trailers and buses as particular safety hazards when turning left as this is a key cause of cyclist and motorcyclist injury crashes.
- Under the section 'Occupational violence', FDR training by FDPs and FOs should also include dealing with difficult customers, rather than 'FDRs should learn to deal with difficult customers ...'. This would ensure a consistent understanding and application of approaches to manage these situations.

I would be happy to discuss this feedback and can be contacted at the details below.

We also look forward to being involved in the next steps of this important work, including the development of an Industry Action Plan for the Food Delivery Industry.

Yours sincerely



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