



Control Measures Checklist

for food outlets



Food outlets must do all they can to make sure food delivery workers are safe when working.

Food delivery workers include both those who work directly with food outlets and those who work for a platform by receiving orders through an app.

Here are some ways to ensure delivery workers are healthy and safe at work.

Can you get rid of the danger?

The best way to avoid a danger is to get rid of it.

Can you reduce time pressures by ensuring food delivery workers have adequate time for safe deliveries? Do you provide your customers with realistic expectations?

You should encourage your workers to rest between deliveries and not switch between delivery apps to continue working.

Can you keep delivery workers safe in unsafe conditions, for instance in heavy rain or storms?

Food outlets should ensure the floor inside and ground outside the premises is kept clear of slip and trip dangers, particularly in wet weather.

Food outlets should ensure the area around their premises is well-lit to avoid injuries that can occur in the dark.

It is not always possible to eliminate dangers at work. If this is the case, you should work through the hierarchy of control measures below.

Can you replace the danger with something less dangerous?

Can you use something safer?

Do you provide access to a safe vehicle (car, bicycle or scooter) if your worker's mode of transport is unsafe?

If you provide vehicles (car, bicycle or scooter) for worker's use, do you ensure you maintain the safety of the vehicle?

Is there a system for workers to report safety issues such as poorly maintained or damaged parts?

Can you create distance between people and the danger?

Use distance or barriers to separate the danger from workers and customers.

As a food outlet, do you have a separate entry for delivery pickups to avoid congestion with customers?

Entry and exit points to the food outlets should be clear, well-lit and accessible. You should provide information to delivery workers on how to collect food safely, including where to park, wait and pick up food, as well as any other safety requirements relevant to the workplace. Parking areas should be obvious, safe and well-lit.





Can you add a process or new equipment?

Do you communicate clearly with food delivery workers and customers about delays in food production? Do you allow more time for deliveries in bad weather?

No one should have to take risks in order to meet delivery times. Food delivery workers should be provided with more time to deliver in unsafe conditions.

Is there a process for delivery workers to report safety risks or incidents and are they trained to use the process?

Do you have a process in place for manual handling and heavy loads? Do you ensure that the delivery bags are not too heavy?

You should ensure workers safely use, load and transport the delivery bags. Delivery bags and containers should be fit for purpose. High visibility, insulated bags should be safely secured to bikes or scooters.

Do you use a device that detects crashes and sends information to emergency services?

Do you have policies to support safe work practices and worker behaviour at your workplace?

Make sure you have training, processes and policies in place so workers know how and when to report safety incidents (if a worker is feeling unsafe or threatened, they should call 000).

Have you provided training, policies, and procedures to prevent worker exposure to violence, aggression, abuse and harassment?

Are the food delivery workers trained and competent at driving and riding bikes and scooters on roads, in traffic, at night, in adverse weather and road conditions and when carrying loads?

Food delivery workers should be competent at riding or driving in a delivery context, including on roads, in traffic, at night, in adverse weather and road conditions, and when carrying loads. Workers should also know the specific road rules for your state/territory.

Have you provided appropriate training on safety matters - such as the use of personal protective equipment (PPE) and how to inspect a vehicle before use?

Do the food delivery workers have access to safe clothing and equipment?

Do you provide personal protective equipment (PPE), and training so workers know how to use it?

You must ensure workers are provided with suitable training and instruction as well as appropriate PPE, whether they are employed by you or through a platform (app).

Have you checked that any PPE you provide is the most appropriate for the risk and fits the workers properly?

Are you using appropriate delivery bags at your business? High visibility, insulated delivery bags that can be secured to a bike or scooter are preferable.

Have you looked for guidance on your WHS regulator's website?

Do you have any questions specific to your workplace?

The WHS regulator in your state or territory is responsible for regulating and enforcing WHS laws. WHS regulator contact details are available on our website.

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