





Deliver yourself home safely

Food delivery workers

Managing work health and safety risks






As a food delivery worker, platforms (an app) and food outlets (restaurants/shops) must protect you from risks to your health and safety. You also have a responsibility to protect yourself and other people around you.

It is important that you, the platform and food outlet talk to each other about:

-  common dangers and risks to the health and safety of you and others, and
-  who is best placed to take action to eliminate or minimise the risks?



Common hazards

-  bad weather
-  traffic and pedestrians
-  poorly maintained or unsuitable equipment (e.g. bike, scooter or delivery bag)
-  violence, aggression or harassment from customers or staff
-  unsafe systems of work, for example unrealistic delivery times leading to unsafe riding

Platforms and outlets must talk to you about identifying hazards and assessing the likelihood and seriousness of the harm.





Take action

Identify the actions you, the platform or food outlet can take to make your work safer.

It is important to talk to the platform or food outlet to determine who is best placed to take action to protect your safety.

If you can't resolve your safety concerns you should contact your health and safety representative, state or territory work health and safety regulator, or union.



Review

Regularly check the actions that you, the platform and food outlet are taking to reduce harm to ensure they continue to keep you and others safe.

As a self-employed food delivery worker you must:

- ✓ know and follow the road laws
- ✓ do all safety training provided by the platform
- ✓ follow reasonable instructions from the platform and food outlet
- ✓ tell the platform or food outlet about any safety issues
- ✓ check and maintain your equipment - your bike, scooter, car, helmet, delivery bag
- ✓ use safety equipment and clothing - wear a helmet, wear reflective clothing, weather protection, shoes with good grip
- ✓ redesign tasks to minimise manual handling so you don't hurt yourself lifting
- ✓ stay alert - take breaks, don't work too much or when you're tired, and don't take risks while riding.

