



Managing the risks in the food delivery industry – Food outlets

If your business produces and delivers food and employs delivery drivers, it is essential you prioritise your workers' health and safety and manage the risks inherent to this type of work.

Food outlets must consult with their riders, drivers and workers about safety. Consulting with contractors and sub-contractors and establishing contractual arrangements to embed and ensure safety standards is key to creating a safer work environment.

To improve health and safety for delivery workers in your business, start by reviewing and addressing how you approach the below common risks and issues.

This tool assists food outlets ensure they do all they reasonably can to ensure the health and safety of delivery workers when they are working. It will also help identify opportunities to improve work health and safety practices. Remember eliminating hazards and risks is best practice.

Employer checklist for food delivery drivers

Systems and work design	Yes	No	Comments/actions required
Do you consult with riders, drivers and workers about safety? <i>Consulting with contractors and sub-contractors and establishing contractual arrangements to embed and ensure safety standards is key to creating a safer work environment.</i>	<input type="checkbox"/>	<input type="checkbox"/>	
Can you reduce time pressures by ensuring food delivery workers have adequate time for safe deliveries?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you provide your customers with realistic delivery time expectations? <i>You should encourage your workers to rest between deliveries and not switch between delivery apps to continue working.</i>	<input type="checkbox"/>	<input type="checkbox"/>	

Systems and work design	Yes	No	Comments/actions required
Can you provide access to a safer vehicle (car, bicycle, or scooter) if your worker's mode of transport is unsafe?	<input type="checkbox"/>	<input type="checkbox"/>	
If you provide vehicles (car, bicycle or scooter) for workers to use, do you ensure these are maintained so the vehicle is safe to use (e.g. regular checks, keeping log books up to date)?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a well understood system for workers to report safety issues such as poorly maintained range of transportation modes, bikes, electric scooters, small motorbikes and cars or damaged parts?	<input type="checkbox"/>	<input type="checkbox"/>	
<p>As a food outlet, do you have a separate entry for delivery pickups to avoid congestion with customers?</p> <p><i>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.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a process for delivery workers to report safety risks or incidents, and are they trained and encouraged to use the process?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have a risk management process to manage manual tasks (e.g. providing smaller delivery bags, not overloading delivery bags)?	<input type="checkbox"/>	<input type="checkbox"/>	
Are systems in place to ensure large orders can be safely transported (e.g. alternate delivery methods, assigning multiple delivery workers for large orders)?	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Can delivery bags be secured to the bike/scooter?</p> <p><i>You should ensure workers safely use, load and transport delivery bags. Delivery bags should not be overloaded.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you use a device that detects crashes and sends information to emergency services?	<input type="checkbox"/>	<input type="checkbox"/>	

On-road issues for riders	Yes	No	Comments/actions required
<p>Are the food delivery workers trained and competent at driving, riding bikes and scooters on roads?</p> <p><i>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 transporting or handling loads. Workers should also know the specific road rules for your state/territory.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Have you provided appropriate training on safety matters – such as how to inspect and make adjustments to a vehicle before use (e.g. seat, handlebars)?</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Do you provide personal protective equipment (PPE) e.g. safety helmets, clothing such as hi visibility vests, skin protection such as gloves and footwear including safety and rubber boots, and training so workers know how to use it?</p> <p><i>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).</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Have you checked that any PPE you provide is the most appropriate for the risk and fits the workers properly?</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Are you using delivery bags and containers that are fit for purpose at your business?</p> <p><i>High visibility insulated bags should be safely secured to bikes or scooters.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Do food delivery workers wear suitable non-slip footwear?</p>	<input type="checkbox"/>	<input type="checkbox"/>	

Environmental hazards	Yes	No	Comments/actions required
<p>Do you temporarily cease deliveries during periods of adverse weather such as heavy rain/storms?</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Do you provide safe access for delivery workers (e.g. ensure pets are locked away or the delivery can be left on the doorstep etc)?</p>	<input type="checkbox"/>	<input type="checkbox"/>	

Environmental hazards	Yes	No	Comments/actions required
Do you ensure the floor inside and the ground outside the food outlet premises is kept clear of slip and trip dangers, particularly when wet?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the area around the food outlet premises well-lit to avoid injuries that can occur in the dark?	<input type="checkbox"/>	<input type="checkbox"/>	
Do delivery workers have additional lighting that they can use during low light levels (e.g. when making deliveries)?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have something in place to manage the risks to delivery workers in bad weather?	<input type="checkbox"/>	<input type="checkbox"/>	

Psychosocial hazards	Yes	No	Comments/actions required
Do you have a process in place to manage the risk of work-related violence and aggression from customers?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you encourage workers to report abusive customers, and do you communicate to customers that violence and harassment will not be tolerated?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you provided training, policies, and procedures to prevent worker exposure to violence, aggression, abuse and harassment?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you monitor how often workers utilise this process, and the effectiveness of policies and procedures in place.	<input type="checkbox"/>	<input type="checkbox"/>	

Resources

For more help and guidance:

- visit Safe Work Australia’s webpage at [Deliver yourself home safely: Resources](#), for access to fact sheets, infographics, campaign kits, videos and other useful guidance.
- access the [Safety Fundamentals](#) toolkit - a useful resource for employers, including small businesses and sole traders. It explains your legal obligations and how to comply with the law to create a safer, healthier and more successful business. The kit has seven modules you can work through in sequence, or simply start at your topic of choice.
- access additional resources and support through Workplace Health and Safety Queensland’s (WHSQ) [Injury Prevention and Management \(IPaM\) program](#). IPaM is a joint initiative delivered by WHSQ and WorkCover Queensland. It is free and designed to help Queensland businesses develop and implement sustainable health, safety and injury management systems.
- subscribe to [eNEWS](#) – this free email subscription service will keep you informed on a range of health and safety issues that affect workplaces in Queensland.
- Find out more information on [hazardous manual task training](#) including why training is important, legislation, who needs to be trained and more.
- Visit our [Safety capability, leadership and culture](#) page to access information and resources on building safety capability, maintaining strong safety and recovery and return to work outcomes and more.