

Food Delivery Rider FAQs — Bicycle Riders

Food delivery rider safety is an important focus for both road users and the community. Working on NSW roads can be a high-risk activity, and everyone plays a role in managing the risks that food delivery riders face in their day-to-day work.

These FAQs provide information and advice to food delivery riders, helping to ensure their safety and well-being when riding on NSW roads.

Safety gear — bicycle riders

How can I make myself more visible when riding?

To make it easier for other road users to see you, food delivery riders must wear retro-reflective clothing (such as a vest) during the day and at night. You must also use a bright fluorescent retro-reflective delivery bag or container.

Safety reflectors should also be affixed to all visible parts of delivery bags, including the front, the whole width to the rear and sides of the bag, as well as on the straps facing the front.

Another important way to improve your visibility is to use bright fluorescent gear, including a light coloured (such as white or fluorescent yellow) or retro-reflective approved helmet.

Am I required to supply my own high-visibility personal protective equipment?

The *Work Health and Safety Amendment (Food Delivery Riders) Regulation 2022* was recently established to protect food delivery riders on NSW roads.

As of 1 January 2023, food delivery booking providers are legally required to supply a food delivery rider with high-visibility personal protective equipment, including a retro-reflective outer clothing item (such as a vest) and a retro-reflective bag or container for safely transporting food or drink.

What other safety equipment does my bicycle need?

Bicycles sold in Australia must have markings stating they comply with Australian Standard AS/NZS 1927. All bicycles must have at least one working brake and bell fitted.

Do I need to have lights and reflectors on my bicycle?

If you are riding at night or in hazardous weather conditions, you must display all of the following:

- ▶ A steady or flashing white light on the front of the bike that is visible for at least 200 metres
- ▶ A steady or flashing red light on the rear of the bike that is visible for at least 200 metres
- ▶ A red reflector on the rear of the bike that is visible for at least 50 metres when illuminated by a vehicle's headlight on low beam.

To improve visibility, use flashing lights on the front and rear of the bike during the day and night.

What type of lights and reflectors will make me more visible?

Light emitting diode (LED) lights are extremely bright and take less energy to power, making your batteries last longer. Front lights should be fitted so they do not distract oncoming road users.

Pedal and wheel reflectors will also increase your visibility to other road users and should be used in addition to reflectors that are affixed to delivery bags.

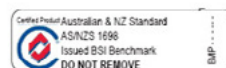
Do I need to wear a bicycle helmet?

All bicycle riders, including food delivery riders, are required by law to wear an approved bicycle helmet that is securely fitted and fastened to your head. In NSW, there are no exemptions from wearing an approved bicycle helmet.

A study by University of NSW in 2016 found wearing a helmet is associated with about a 50 per cent reduction in head injuries of any severity, about a 70 per cent reduction in serious head injuries and 65 per cent reduction in fatal head injuries.

What is an approved bicycle helmet?

Approved bicycle helmets have stickers or labels certifying that they meet the Australian and New Zealand standard (AS/NZS 2063) and have passed stringent safety tests.



BSI



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How should I wear my helmet?

A bicycle helmet that is not correctly fitted and fastened does not provide enough protection in a crash. To ensure its effectiveness, you should always make sure you fit the helmet correctly.

- ▶ The helmet should fit comfortably and securely when the straps are fastened.
- ▶ The straps should not be twisted or cover the ears. When done up correctly, the straps should provide a snug fit over the ears and under the chin.

How can I improve the visibility of my helmet?

If possible, choose a bright coloured fluorescent or reflective helmet so other road users can see you.

You can increase your visibility by applying retro-reflective markings to your bicycle helmet. However, make sure any adhesives applied to the helmet surface do not damage it, or strip any protective layer which may have been applied by the helmet manufacturer.

More information about how to install reflectors can be found [here](#).

Can I wear sandals while riding?

You should always wear closed-toed shoes while riding, such as sneakers or running shoes. For maximum comfort, wear shoes with flexible soles, as wearing stiff soled shoes can make your feet sore.

It's important to also ensure the widest part of your foot is over the pedal axle. Wearing cycling shoes with cleats will also ensure centralised pressure on the pedals.

Can I wear a cap or hat under my helmet?

It's important to not wear any caps or hats under your helmet. Doing so compromises the fit and safety of the helmet, as the use of a hat or cap can push the helmet higher on your head, which can expose your skull in a fall or crash.

What types of routine maintenance checks should I do on my bicycle?

You should do regular maintenance checks and have your bike professionally serviced at least once a year to ensure it's in the safest condition. You should also carry out a 3-minute check every time you ride your bike:

1. Tyres should feel very firm to touch (the correct pressure is written on the side-wall of each tyre).
2. Check the seat is at the correct height and the seat post is tightly inserted at least 5cm into the frame.

3. Lift the handlebars, spin the front wheel, apply the brakes and check that the:

- wheel is properly secured in the forks
- quick release levers are secure
- wheel rotates freely without rubbing on the brakes
- gears and brakes operate smoothly and directly.

4. Lift the seat, turn the pedals, spin the rear wheel, operate the gears and brakes, and apply the above four stage test again.

What is the safest way to stack my delivery bag?

A carrier bracket is the safest way to securely mount your delivery bag to your bicycle. To ensure the carrier bracket is compatible, it is important to check that the bracket meets the required specification for your bicycle.

It is also important to ensure that the loads in your delivery bags are evenly distributed so that they do not unbalance the bicycle, which could lead to a crash. Before you start the trip, you should also check that your delivery bags are secure so they do not fall off in transit.

Rules for bicycle riders

Do I need induction training before becoming a food delivery rider on NSW roads?

As of 1 July 2022, food delivery booking providers must provide induction training to food delivery riders and verification when the training is successfully completed. This is to ensure that the food delivery rider is trained before delivering food or drink.

As a food delivery rider, you must have and make available to an inspector or police officer the training verification record issued to you.

Do I have to follow the same road rules as other vehicles?

When riding a bicycle, you must obey the road rules. Under the NSW Road Rules on the [NSW legislation website](#), a bicycle is considered a vehicle and riders generally have to follow the same road rules as other vehicles. You must stop at red lights or stop signs, give way as indicated by road signs and give hand signals when changing direction.

Can I ride on the footpath?

It is illegal to ride on the footpath, unless you are under 16 years of age or otherwise exempt.

If you need to use the footpath to access the food retailer or delivery address, you must dismount and wheel your bicycle along the footpath.

Can I ride across a pedestrian crossing?

No — it is illegal to ride across a pedestrian crossing or children's crossing.

It is also illegal to ride across a crossing with pedestrian lights. However, if there is a bicycle crossing light, you may ride across the crossing when it turns green.

If you need to cross the road at a pedestrian or children's crossing or at pedestrian lights, dismount and wheel your bicycle across the crossing.

Can I ride on a shared path?

All bicycle riders can ride on a shared path. However, when riding on a shared path, you must:

- ▶ Give way to pedestrians
- ▶ Keep left unless it is impractical to do so.

Can I overtake to the left of vehicles?

You can ride past or overtake to the left of other vehicles on the road. However, you must not ride past or overtake another vehicle that is indicating and turning left.

Even though you're permitted to overtake to the left of vehicles, make sure there's plenty of room. It's safest not to overtake to the left of larger vehicles, such as trucks and buses, as they may not be able to see you.

More information on how to keep yourself safe around trucks can be found [here](#).

Can I use my mobile phone when riding?

In order to use a mobile phone for food delivery dispatch and navigation functions, you must secure the mobile phone in a holder that is affixed to the bicycle.

The only other functions you can legally use while riding, include:

- ▶ Making or receiving an audio phone call
- ▶ Playing audio

More information on legal mobile phone use can be found [here](#).

Can I ride in a bus lane or other special lanes?

Bicycle riders can ride in bus lanes, tram lanes, transit lanes and truck lanes. However, you should take extra care around other vehicles using the lane.

Remember that trams can't always see you. If you need to ride across tram tracks, look out for other road users and keep your wheels at right angles to the track so that they don't get stuck in the track.

It is illegal to ride in lanes that are sign posted as a bus only lane or a tram only.

Are there any special rules that apply only to bicycle riders?

The following special rules only apply to bicycle riders:

- ▶ You may perform hook turns at intersections unless prohibited by a road sign.
- ▶ You are required by law to give a right-hand turn signal. You do not need to give a left or stop signal, or signal when making a hook turn, but it is strongly recommended you do.
- ▶ You may ride two abreast with other bicycle riders but not more than 1.5 metres apart.
- ▶ You may overtake two other bicycle riders who are riding side-by-side.
- ▶ You may ride to the left of a continuous white edge line.
- ▶ You are required to ride in a bicycle lane where available unless it is impractical to do so.
- ▶ You are required to wait in the bicycle storage box at traffic lights when available.

Bicycle requirements

What bicycles are legal to ride on NSW roads?

Bicycles that can be used on public roads and road-related areas (for example shared paths) include:

- ▶ Bicycles that have no engine attached and are built to be propelled solely by human-power (through a belt, chain or gears), such as:
 - Regular bicycles
 - Pedicabs
 - Penny-farthings
 - Tricycles.
- ▶ Bicycles that are built to be propelled by human power but have power assistance to help the rider (e-bikes). These include e-bikes that meet the requirements for:
 - Power-assisted pedal cycle
 - Electrically power-assisted cycle

What e-bikes are power-assisted pedal cycles?

A power-assisted pedal cycle:

- ▶ Has one or more motors attached with a combined maximum power output of 200 watts
- ▶ Cannot be propelled exclusively by the motor/s
- ▶ Weighs less than 50kg (including batteries)
- ▶ Has a height-adjustable seat

What e-bikes are electrically power-assisted cycles?

An electrically power-assisted cycle has a maximum continued rated power of 500 watts. This power output must be:

- ▶ Progressively reduced as the bicycle's speed increases beyond 6km/h.
- ▶ Cut off when:
 - The bicycle reaches a speed of 25km/h; or
 - The rider stops pedalling and the travel speed is above 6km/h.

What bicycles are illegal on NSW roads?

Illegal bicycles include:

- ▶ Bicycles powered by petrol engines
- ▶ Bicycles powered by other types of internal combustion engines
- ▶ Any powered bicycle which is propelled solely by the motor (i.e. without the rider pedalling)
- ▶ Any powered bicycle which does not meet the e-bike requirements.

Safe riding rules and tips

To ensure your safety each time you ride your bicycle, remember to follow the below safe riding tips:

- ▶ Always wear an approved bicycle helmet, properly fitted and fastened. It is illegal not to wear a helmet.
- ▶ Always obey the road rules, including traffic lights, stop signs and give way signs.
- ▶ When riding on a shared path, always keep left and give way to pedestrians. If necessary, use your bell to warn pedestrians you are approaching and try to allow them at least a metre of space when passing.
- ▶ Ride in a predictable manner so that other road users do not have to react suddenly to your movements.
- ▶ Do not listen to music while riding.
- ▶ Mobile phones must be secured in a cradle fixed to the vehicle or operated without touching any part of the phone (e.g. Bluetooth controls).
- ▶ Give hand signals when changing lanes or turning left or right.
- ▶ Make yourself more visible by wearing bright, light or reflective clothing, in addition to the mandated high-visibility personal protective equipment you're required to wear.
- ▶ Plan your route using quieter streets, bicycle paths or shared paths.
- ▶ Always be in control of your bicycle and have at least one hand on the handlebars.

Tips for drivers

Motorists have a responsibility to keep all bicycle riders, including food delivery riders, safe on our roads. That's why it is important to remember the following:

- ▶ Bicycles are more difficult to see than cars or trucks, especially at night. Take care to check for bicycle riders in blind spots, especially when turning at intersections and at roundabouts.
- ▶ Sometimes a bicycle rider can travel faster than a car, particularly in slow-moving traffic. Never underestimate their speed and do not cut them off by moving in front of them. Remember that it can take bicycle riders longer to stop than cars.
- ▶ Check in your rear-view and side mirrors to avoid opening your car door into the path of a bicycle rider. It can be dangerous and is legally your responsibility to check.
- ▶ Bicycle riders may need the full width of a lane to ride safely because of rough road edges and gravel. Be prepared to slow down and allow the rider to travel away from the kerb.
- ▶ Drivers must leave 1 metre of space between their motor vehicle and a bicycle rider when passing them on a road with a speed limit below 60km/h, and 1.5 metres of space when the speed limit is 60km/h and above.

More information

Please visit the [Centre for Road Safety](#) website for more information about delivery rider safety and [bicycle rider safety](#).