

# Food Delivery Rider FAQs — Motorcyclists

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 who ride a motorcycle, helping to ensure their safety and well-being when riding on NSW roads.

## Safety gear — motorcyclists

### 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 bag or container for safely transporting food or drink.

### When should I use lights?

By law, you must have your lights on between sunset and sunrise and in bad weather.

To improve visibility, turn your lights on in the daytime as well.

### Why do I need to wear special equipment when riding?

Motor scooter and motorcycle riders are vulnerable on NSW roads and risk serious injuries if they are in a crash.

Riders wearing motorcycle protective clothing, especially when fitted with impact protection, are less likely to be injured in a crash, while those who are injured are less likely to be hospitalised.

### What equipment will provide the best protection?

For the best protection, your riding gear should cover your whole body, preferably with impact protectors in vulnerable areas, such as shoulders, knuckles, wrists elbows, hips and knees.

Protective gear should have two or three lines of stitching, with at least one line of concealed stitches on all exposed seams to prevent failure from heavy contact with the road surface. Impact protectors should be labelled EN 1621-1.

The [MotoCAP website](#) provides motorcyclists with product ratings to help choose the right gear to provide the best protection and comfort for their ride.

The website now also provides a guide for buying a safe motorcycle helmet.

## Rules for motorcyclists

### 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.

### Am I allowed to ride any type of motorcycle?

Learner and Provisional motorcycle licence holders are restricted to riding motorcycles **approved** under the 'Learner Approved Motorcycles Scheme' (LAMS). These motorcycles are restricted in capacity to 260mL, and a power to mass ratio of up to 150 watt/ kg. LAMS electric motorcycles are restricted to 25kW power output.

### What kind of helmet should I wear?

You must wear an approved helmet and make sure it fits your head securely. Helmets must be approved to Australian Standard AS/NZS 1698 or UNECE R22.

The Consumer Rating and Assessment of Safety Helmets (CRASH) provides independent information on motorcycle helmets in relation to:

- The levels of protection they provide in a crash; and
- The comfort levels when worn while riding.

CRASH ratings can be found on the [MotoCAP website](#).

If you wear a visor while riding, it should be clear, in good condition and shatter-proof.

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

Routine maintenance checks can help determine if your bike is roadworthy before you start your journey and can save lives. For example, under-inflated tyres can greatly affect a motorcycle's handling and significantly increase the risk of a crash. That's why it's important to check the following before you ride:

- ▶ Tyre pressure and tread
- ▶ Fluid levels in engine, coolant and brakes
- ▶ Nut and bolt tightness
- ▶ Lights, indicators and horn
- ▶ Brake pads, chain and sprockets, and suspension.

## 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 motorcycle. To ensure the carrier bracket is compatible with your vehicle, it is important to check that the bracket meets the required specification for your motorcycle.

It is also important to ensure that the loads in your delivery bags are evenly distributed so that they do not unbalance the vehicle, 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.

## Can I use my mobile phone when riding?

Restricted licence holders including learner, P1 and P2 riders are not permitted to use their phone at all while riding. This includes use of hands-free and Bluetooth functions.

Unrestricted licence holders are permitted to use particular mobile phone functions. These include making or answering a phone call, or playing audio, but only if the phone:

- ▶ Is secured in a cradle; or
- ▶ Can be used without touching any part of the phone (e.g. Bluetooth)

If the motorcycle is stationary and in a road-related area, a mobile phone can be used to:

- ▶ Function as a payment device for goods or services purchased in the road related area.

- ▶ Use as an electronic coupon or card to use or redeem an item.
- ▶ Access another road related area or adjacent land (e.g. as an access pass).
- ▶ Display a digital driver licence on your phone while on the motorcycle, if you have been directed to do so by a police officer.

## What is lane filtering and when can I do it?

Lane filtering is when a motorcycle rider moves alongside vehicles that have either stopped or are moving slowly (less than 30 km/h).

Motorcycle lane filtering laws apply in NSW, with strict conditions. These include:

- ▶ Motorcyclists must only lane filter when travelling less than 30 km/h.
- ▶ Motorcyclists can only lane filter through stationary and slow moving traffic.
- ▶ Motorcyclists should always look out for pedestrians and bicycle riders when lane filtering.
- ▶ Motorcyclists should not lane filter around heavy vehicles and buses.
- ▶ Motorcyclists must comply with all existing road rules when lane filtering. This includes stopping before the stop line at a red traffic light or stop sign, never in front or over it.

## When is lane filtering illegal?

Only fully licensed motorcyclists are allowed to lane filter and can only do so when it's safe.

It is illegal for motorcyclists to lane filter:

- ▶ When travelling over 30km/h
- ▶ Next to the kerb
- ▶ Next to parked vehicles
- ▶ In school zones.

## What other rules should I be aware of?

While key rules for motorcyclists have been included in these FAQs, the **Motorcycle Riders' Handbook** contains more information about riding techniques, how to cope with hazards and additional road rules for motorcycles.

## Quick safe riding tips

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

- ▶ Scanning, setting up and buffering are three essential elements for safe motorcycle riding
- ▶ Cars can stop faster than motorcycles. Following too closely to the vehicle in front can easily result in a crash
- ▶ A three-second crash avoidance space gives you time to react and respond to situations in front of you. You should set up for any situation when there is potential for something to enter the space three seconds in front of your motorcycle
- ▶ Always wear an approved motorcycle helmet that is securely fitted and fastened on your head, and riding gear that covers your whole body, preferably with impact protectors in vulnerable areas
- ▶ Set your speed according to your surroundings. Damp sections can pose particular problems for motorcyclists, as do loose surfaces like gravel and dirt
- ▶ Motorcycles can take longer to stop than other vehicles. Riders need to be aware of safe braking distances in different conditions
- ▶ When cornering, observe all road speed and advisory speed signs — they are there to assist you in making decisions as you approach them
- ▶ On tight corners, do not cut over double lines as there may be someone coming from the opposite direction. Take a wide line, and don't fully commit until you can see through the corner.

## Tips for drivers

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

- ▶ Remember to scan the road environment and watch for motorcycles, especially when you approach intersections
- ▶ Cars have blind spots that can be large enough to obscure your view. Look over your shoulder before you make a move of any kind
- ▶ Check your mirrors and blind spots often, and give motorcycles room in traffic
- ▶ When you're getting out of a parked car, check for motorcycles before you open the door
- ▶ When you're pulling out from the kerb, look for motorcycles. They have a narrower profile than cars and can be hard to spot
- ▶ Give motorcycles space. They may have to avoid an obstacle that wouldn't matter to you, but could be a serious problem for them.

## More information

Visit the [Centre for Road Safety website](#) for more information on motorcycle rider safety and [food rider delivery safety](#).