VICTORIAN TRADES HALL COUNCIL
SUBMISSION

Inquiry into the Victorian on-demand workforce

February 2019

Contact: Carina Garland
T: (03) 9659 3511
E: info@vthc.org.au
W: vthc.org.au

Victorian Trades Hall Council
Ground Floor, Old Building, Trades Hall,
Cnr Victoria & Lygon Streets, Carlton South, VIC 3053
**About Victorian Trades Hall Council**

The Victorian Trades Hall Council (VTHC) was founded in 1856 and is the peak body for unions in Victoria. VTHC represents approximately 40 unions and over 400,000 workers in Victoria. These workers are members of unions that reach into every industry in the state, both in the public and private sectors.

Since gaining the Eight Hour Day in April 1856, VTHC has had a long history of fighting for and defending the rights of workers in Victoria. The importance of winning the Eight Hour day is significant not just in Australia but worldwide. Few advances in the quality of life for working people would have been achieved without the involvement of the Victorian union movement.

Over the last 150 years, VTHC and its affiliated unions have campaigned for and successfully won a range of important rights and entitlements for Victorian (and Australian) workers, including:

- Minimum wage
- Penalty rates
- Collective bargaining rights
- Freedom of association and the right to representation
- Occupational Health and Safety (OHS) protections
- Annual as well as Sick (and Carer’s) Leave
- Maternity and Parental Leave
- Paid Domestic Violence Leave
- Superannuation
- Protections from unfair dismissal and redundancy entitlements, and
- Long Service Leave.

This submission has been prepared with research and support from the Young Workers Centre and Migrant Workers Centre.

Please note: This submission is complimentary but not intended to supersede any submission from an affiliate union.
Executive Summary

The world of work is rapidly changing and hard-won workers’ rights are now under attack. Digital ‘disruption’ has resulted in a new industrial landscape where companies (including multinational corporations) engage workers through online platforms to perform temporary ‘gigs’ of work on demand. Common forms of gig work seen by VTHC include food delivery, ridesharing, and increasingly care work and domestic work. It’s referred to as the gig economy and it’s sold to workers and consumers as a flexible, innovative business model. The reality is anything but innovative: companies operating in this space are predominantly engaging workers as independent contractors, which allows them to shift employer responsibilities and costs onto workers directly. As a result we’re seeing workers’ rights and safety diminished to those seen in the 19th century. Each and every day, these workers are missing out on the benefits of the union movement’s wins for Victorian workers: decent pay, safe work and the right to organise.

What does typical gig work look like?

- Workers face irregular work schedules, driven by fluctuations in demand for their services;
- Workers may have no guaranteed work or income;
- Most jobs are compensated on a piecework basis, with payment defined according to specific tasks rather than per unit of time worked;
- Workers are often engaged as independent contractors and do not benefit from the protection of minimum conditions of employment contained within the National Employment Standards and relevant Awards. In such cases workers are unable to organise and collectively negotiate due to cartel provisions in the Competition and Consumer Act 2010 (Cth);
- Gig jobs are usually understood to be organised around some form of digital mediation, like a web-based platform;
- Workers provide some or all of the capital equipment used in their work—from a bicycle for food delivery, to more complex and expensive transportation or computing equipment in other jobs. Equipment may be company branded.

Adapted from Stewart & Stanford, 2017.

Worker exploitation in the gig economy is part of a broader movement towards insecure work and corporate avoidance of employment and occupational health and safety laws. Subcontracting, sham contracting, labour hire arrangements and franchising arrangements are all examples of work arrangements where we have seen evidence of worker exploitation. These work arrangements diminish workers’ bargaining power, their job or income security, or result in a fissuring of the relationship between companies and their workers which allows companies to avoid or shift employer responsibilities and costs onto workers themselves or other entities.

---

One key feature that distinguishes the gig economy is the insidious reframing of gig workers’ identities as entrepreneurs. Companies have framed working on demand for piece rates as ‘flexible work’. Independent contracting arrangements with no minimum wage, entitlements or other safety nets is now part of the ‘choice’ you have by being your own boss. This language serves to not only normalise worker exploitation, but to give it a desirable status.

The exploitation of on demand food delivery riders is a typical example of the downsides of work life in the gig economy under our existing regulatory regime. A workforce of predominantly young migrant workers ride bicycles and scooters across busy city streets to collect food from restaurants and deliver it to people in their homes or workplaces. Riders are predominantly engaged as independent contractors, with little or no power to negotiate their pay or working conditions. Riders are given a ‘take it or leave it’ contract containing whatever the company’s going rate is at that time. Riders can’t negotiate collectively else be charged with forming an illegal cartel.

Riders perform long hours of unrecognized, unpaid work. Only portions of riders’ labour are considered ‘work’ for which they are paid: from restaurant pickup to arrival at the home or work of the customer who ordered. The hourly rates of pay that existed three years ago are long gone. For their efforts riders are paid either flat rates or through opaque ‘dynamic’ pay rates based on time and distance. Effective hourly pay rates are as low as $6.67 per hour. Riders bear the costs of essentials they need to work: a bicycle or scooter (and its maintenance), phones, data, and petrol.

Riders navigate dangerous busy roads under pressure to ride as quickly as possible. They need to maintain good ratings from customers to continue getting assigned jobs. Their flat rates and dynamic pay rates incentivise high quantities of deliveries. On the road they compete with cars, trams and tram tracks and at best have intermittent access to bike lanes. Riders work under these conditions without guaranteed access to workers compensation insurance. One rider, who wished to remain anonymous, summed up working in the gig economy:

“I feel like a slave, making just enough money to survive week by week but not enough to move on and find better work or fight sufficiently for better rights in this job.”

This submission illustrates the experience of gig workers, specifically on-demand food delivery riders. This initial submission includes:

1. Findings from the 2018 On Demand Food Delivery Rider survey, including alarmingly high injury rates and effective hourly pay rates below minimum wage.
2. A case study of one rider’s personal story.
3. Evidence of ongoing cuts to riders’ pay rates.
4. Implications of Foodora’s exit from Australia and the decision that its riders are employees.
5. An outline of VTHC’s 2019 Gig Workers survey.

We will make a supplementary submission in March that will include initial findings from VTHC’s Gig Workers survey.

Victorian Trades Hall Council welcomes the opportunity to illustrate these points further by participating in inquiry hearings.

---

8 Ibid
Recommendations

1. VTHC recommends that the state government mandate that all international students studying in Victoria receive work rights, health and safety training. This training must be embedded in university and TAFE orientation programs and delivered by relevant industry unions, worker centres and community legal centres with expertise in employment and/or occupational health and safety law.

2. VTHC recommends that the state government embed mandatory work rights, health and safety training in all Victorian high school and TAFE curriculum. This training must be delivered by relevant industry unions, worker centres and community legal centres with expertise in employment and/or occupational health and safety law.

3. VTHC recommends that the federal government amend the *Fair Work Act 2009* (Cth) so that all workers, regardless of status, have access to minimum entitlements, safety nets, and the right to organise and bargain collectively. This includes (but is not limited to) a minimum wage, health and safety protections, workers’ compensation, superannuation, unfair dismissal protections and dispute resolution.

4. VTHC recommends that where the legal status of a worker is in dispute, there is a reverse onus of proof on the entity engaging that worker to demonstrate that the worker is operating a genuine business and not working under employer control.

5. VTHC recommends the federal government amend the *Fair Work Act 2009* to make sham contracting a strict liability offence.

6. VTHC recommends the federal government review the existing penalty regime for sham contracting with a view to increasing penalties to create a more effective disincentive.

7. VTHC recommends the state government review and amend the *Occupational Health and Safety Act 2004* (Vic) to ensure that companies operating in the on-demand or gig economy sector bear costs and responsibilities associated with the health and safety of the workers they engage.

8. VTHC recommends the state government review and amend the *Workplace Injury Rehabilitation and Compensation Act 2013* (Vic) to ensure that companies operating in the on-demand or gig economy sector bear costs and responsibilities associated with the rehabilitation of and compensation to the workers they engage should they be injured or die as a result of accidents and diseases in the course of their work.

9. VTHC recommends the state government review and amend the *Transport Accident Act 1986* (Vic) to ensure that companies operating in the on-demand or gig economy sector bear responsibility and costs associated with insuring workers they engage should they be injured or die as a result of a transport accident in the course of their work.

10. VTHC recommends the federal government amend the *Superannuation Guarantee (Administration) Act 1992* (Cth) to abolish the $450 minimum monthly earnings threshold to receive super payments. This threshold unfairly disadvantages low-income earners and those performing non-standard work. Workers should earn superannuation on their first dollar earned. The minority of gig workers engaged as employees are particularly vulnerable to missing out on super given their working patterns can be inconsistent and earnings low.

11. VTHC recommends the federal government amend the *Fair Entitlements Guarantee Act 2012* (Cth) to expand eligibility of the Fair Entitlement Guarantee scheme to visa holders with work rights including international student and working holiday maker visa holders.
The Real Story: On-Demand Food Delivery Riders speak up

In 2018, food delivery riders made their voices heard and their experiences felt in the first On-Demand Riders Survey. This survey, coordinated by the Transport Workers Union and the Young Workers Centre, allowed workers to tell the real story of life in the gig economy. They found:

On-demand food delivery is not just a ‘pocket money’ job – it’s a full time occupation

One in four riders reported working 40 or more hours each week: the equivalent of a fulltime job. Three in four riders reported working 20 or more hours each week. These findings contradict commentators who describe gig economy jobs as work designed to supplement or ‘top up’ regular income\(^\text{10}\). Some riders reported working upwards of 80 hours per week which raises safety and fatigue concerns for riders on the job and other commuters on our roads.

3 in 4 riders are earning less than minimum wage

Riders were asked to report their average weekly earnings and hours worked in order to calculate effective hourly pay rates. 3 in 4 riders earned effective hourly pay rates lower than the minimum pay rates for Level 1 casual transport workers under the Road Transport and Distribution Award (2010). Calculations showed effective pay rates as low as $6.67 per hour.

Riders want employee entitlements

More than 70% of riders surveyed said they should receive worker entitlements such as sick leave.

Riders are injured on the job – and they’re uninsured

More than 45% of riders surveyed said they or someone they know has been hurt on the job. Workers described a range of injuries: minor injuries such as grazes through to serious injuries including broken bones that rendered riders unable to work.

“I’ve had minor injuries - I have been ‘doored’ twice by cars”
- UberEats rider

Riders are predominantly young men and are culturally and linguistically diverse

The average age of riders who participated in the survey is 25, and 90% of riders were aged 30 or under. Food delivery riding is male-dominated: 98% of riders identified as male. Almost half (46%) listed a preferred language other than English. The top 4 preferred languages were Spanish, Mandarin, Malaysian and Hindi.

See appendix A for the full On Demand Food Delivery Riders survey findings.

Daniel’s Story

Daniel* is 25 years old and works as an on demand food delivery rider and bike courier. Most of the companies he works for assign him jobs through an app, and some by phone call.

No ability to negotiate a pay rise
Daniel takes on jobs with three companies so he can pay for food, rent and bills. As an independent contractor, he doesn’t receive superannuation, and he can’t get a pay rise to meet increasing costs of living.

“I don’t believe I can negotiate a pay rise. It is not possible under the structure of the gig economy”

Adverse consequences for refusing unreasonable work
Daniel says although he can choose if and when to work for these companies, his choices can negatively impact his chances of being assigned future jobs.

“There was one situation recently where the office called and asked me to do an unreasonable delivery, I declined and they hung up on me mid-sentence. For the next week I received substantially less delivery requests. I suspect I was in some way blacklisted and punished for this interaction.”

Negative impacts to his physical and mental health
Daniel described the impact of working on the road as a bike rider. Riding in traffic can be dangerous at the best of times, and when workers are under pressure to make quick deliveries or feel compelled to work in rain or extreme heat, the risks to their health skyrocket.

“I have suffered injuries and sickness due to working in dangerous weather conditions. I have also been injured in altercations with other road users. I also receive regular verbal abuse from car drivers and even pedestrians, which is emotionally taxing.”

No paid leave means no real holidays
Daniel doesn’t have access to paid sick leave. If he gets sick or injured and needs time off work, he doesn’t get paid and needs to use his savings as make-up pay. As a result, taking time off for recreation, holidays, or to recharge is rare.

“Due to my financial situation, which is exacerbated by my employers terms and conditions, holidays and breaks are not a viable option for me.”

What Daniel wants to see change
“I would like to either be made an employee with all rights and benefits under the law, or be paid a reasonable amount to compensate for the expenses and needs I have as an independent contractor. For instance I make $25 an hour on average. Once I remove my sick pay, leave, super and tax and expenses for the maintenance of my bike, I make well under the minimum wage.”

*not his real name.
Ongoing Cuts to Riders’ Pay Rates

The table below provides a comparison of three different Deliveroo contracts provided to workers between November 2015 and April 2016. This comparison shows the real wage theft workers suffer as a result of lost income and super. The analysis is based on a 21 year old casual rider:

- Working four three-hour shifts per week
- With an average of five deliveries completed per shift
- Three shifts are weeknights (attracting the ‘afternoon’ rate under the Award)
- One shift is a Saturday night (attracting the ‘Saturday’ rate under the Award).

<table>
<thead>
<tr>
<th>CONTRACT DATE</th>
<th>DELIVEROO CONTRACT TERMS</th>
<th>WEEKLY INCOME UNDER DELIVEROO CONTRACT</th>
<th>WEEKLY INCOME UNDER THE ROAD TRANSPORT &amp; DISTRIBUTION AWARD (2015-16 RATES)</th>
<th>WAGES STOLEN PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2015</td>
<td>$18/hour + $2.50/delivery</td>
<td>12 hours @ $18 20 deliveries @ $2.50 = $266</td>
<td>9 hours @ $26.72 3 hours @ $32.81 = $338.91 + 9.5% super $32.20</td>
<td>-$72.91 income -$32.20 super</td>
</tr>
<tr>
<td>February 2016</td>
<td>$16/hour + $2.50/delivery</td>
<td>12 hours @ $16 20 deliveries @ $2.50 = $242</td>
<td></td>
<td>-$96.91 income -$32.20 super</td>
</tr>
<tr>
<td>April 2016</td>
<td>No hourly rate $9/delivery</td>
<td>20 deliveries @ $9 = $180</td>
<td></td>
<td>-$158.91 income -$32.20 super</td>
</tr>
</tbody>
</table>

See appendix B for excerpts of Deliveroo contracts obtained by the Young Workers Centre.

This analysis does not include or quantify additional factors that would demonstrate further losses to workers including:

- Phone & data allowance costs
- Bike purchase and maintenance costs
- Wages stolen due to four-hour minimum shifts under the Award
- Insurance costs
- Employment rights enshrined in law such as the right to a healthy and safe workplace with clearly defined employer responsibilities for workers’ compensation insurance.
Foodora wind up operations as courts rule their workers are employees

In 2018 a landmark unfair dismissal case found a Foodora rider was incorrectly classified as an independent contractor. Rider Josh Klooger had his access to the Foodora app deactivated in March and in November that year the courts ruled he was in fact a Foodora employee who was unfairly dismissed. Foodora were ordered to pay Klooger just under $16,000 in compensation for his unfair dismissal. In August, in the middle of this eight month long process, Foodora announced it would exit Australia and its Australian business went into voluntary administration.

Foodora’s failed business in Australia has resulted in multi-million dollar losses in the form of unpaid wages to workers and unpaid taxes to federal and state tax agencies. It’s been reported that Foodora’s parent company will pay creditors less than half of what it owes. The bill includes:

- $5.5 million in unpaid wages to workers
- $2.1 million in unpaid taxes to the Australian Tax Office
- $550,000 to Revenue NSW
- $400,000 to Victoria and Queensland Revenue

“more likely than not ... the delivery riders and drivers should have been classified as casual employees instead of contractors”. Foodora’s administrators Worrells estimated former workers were underpaid by $5.5 million.

Foodora’s unpaid wage bill likely to fall on the public purse

Foodora’s administrators estimate that approximately $1.5 million in workers’ unpaid wages could be reimbursed through the Government’s Fair Entitlements Guarantee scheme under the Fair Entitlements Guarantee Act 2012 (Cth) (FEG scheme) given their assessment that Foodora’s workers are employees.

While the FEG scheme is intended to act as a safety net for employees who have unpaid wages and other entitlements as a result of their employer’s bankruptcy or insolvency, we assert that Foodora’s misclassification of workers was a deliberate profit-maximising choice to shift employer costs and responsibilities onto workers. The legality of Foodora’s rider contracts has been questioned since as early as March 2016, when a spokesman for the Fair Work Ombudsman said the riders should fall under the Road Transport and Distribution award. In 2016, delivery riders reported the Australian Business Registrar cancelled their ABNs on the basis their work was more in line with a company employee. This is in effect corporate misuse of the FEG scheme that could be replicated by other companies operating in the gig economy should they go into liquidation.

12 Ibid.
Moreover, given the FEG scheme is only accessible by Australian citizens and permanent residents, the many international students and working holiday maker visa holders who work as food delivery riders are not eligible to make claims.\(^{16,17}\)

**Foodora’s failed business is a wakeup call for regulators**

The Foodora story perfectly illustrates shortcomings in our current regulatory regime. An individual worker, who has lost their source of income, had to go through an eight-month long court process to assert their true rights as an employee. During this process, the unprofitable and unsustainable company in question was able to exit the country and leave behind a multi-million dollar wage and tax bill.

The Foodora story is not unique: other companies operating in the on demand food delivery sector could easily follow suit. Deliveroo Australia reported a $4.2 million loss, even after receiving more than $20 million in support from its UK parent in 2017. It is reported their ‘cost of delivery service’ for the same year accounted for 88% of revenue, a figure that analysts say would become even higher if Deliveroo were to provide workers minimum employee conditions under the Fair Work Act.\(^{18}\)

We are seeing evidence that on demand food delivery business models are based on worker exploitation, are unsustainable, and in some cases, not even profitable. This requires urgent regulatory attention to make clear to existing and future companies operating in the gig economy their corporate and employer obligations. The ramifications for workers directly and federal and state tax revenue are too big to ignore any longer.

---


The next Gig Workers survey: Gig Workers make their voices heard

It is clear that there is cause for concern about the status and treatment of workers in the gig economy. Existing research and case studies show compelling evidence that companies operating in the gig economy have found pathways to circumvent our current employment and occupational health and safety laws and avoid basic responsibilities to the workers they engage. Research to date shows workers’ contracts and work arrangements can be frequently and unilaterally changed as companies scramble to avoid liability. Ongoing, live research is therefore crucial to our understanding of workers’ experiences in the gig economy.

VTHC is contributing to this body of research by generating a snapshot of current gig workers’ experiences in Victoria. We are surveying and interviewing on-demand workers in the gig economy, with a particular focus on reaching out to food delivery riders. The survey probes:

- Workers’ capacity to negotiate pay and conditions;
- Workers’ ability to schedule and control the work they perform;
- Workers’ motivations to work, and to cease work, in the gig economy;
- The impacts of gig work on their health;
- Safety risks and hazards; and
- What regulators, unions and companies can do to improve working conditions.

VTHC is collaborating with the Young Workers Centre and Migrant Workers Centre on this research project. We will submit initial findings to the inquiry via a supplementary submission. We will present findings in full in 2019.
Conclusion

All workers in Victoria deserve to be paid a living wage, to be safe at work and to have the ability to organise and negotiate their working conditions as a collective. Our employment and occupational health and safety laws and regulations are not keeping pace with changes in employment practices that are playing out in industries and occupations affected by this disruption. Even enforcement of existing laws has been shown to be too slow to respond as companies unilaterally modify employment contracts and practices in a bid to avoid liability. Workplace rights, entitlements and safety provisions for food delivery riders and all gig workers, regardless of their employment status, must meet the minimum employment standards and conditions that other Victorian workers are entitled to receive.

As digital ‘disruption’ occurs and holes emerge in existing regulation and protections, policymakers and government must resist calls to simply remove regulation and protections, and instead review and strengthen regulation and protection. Where laws are outside state jurisdiction, the state government must press the federal government to take action. It is imperative that working Victorian’s economic livelihoods and their safety are priorities when considering regulation and protection so that Victoria is the best state for working people.

VTHC will continue to campaign tirelessly for the rights, entitlements and protections of all workers in Victoria, no matter their employment status or employer, workplace or birthplace. Victoria must take the lead in protecting all working people in this state.
References


APPENDIX A

On-Demand Food Delivery Riders survey findings
We surveyed 160 on-demand food delivery riders about the ups and downs of working in the gig economy. This is what they told us.

1. **MORE THAN 70% SAY THEY SHOULD GET ENTITLEMENTS SUCH AS SICK LEAVE**

71.5% of riders said that they should receive worker entitlements such as sick leave.¹

![Image](https://via.placeholder.com/150)

2. **MORE THAN 45% SAY THEY OR SOMEONE THEY KNOW HAS BEEN HURT ON THE JOB**

46.5% of riders said they or someone they know has been hurt while working as a food delivery rider². Some reported near accidents or minor injuries such as grazes. Others reported significant accidents that rendered riders unable to work due to injury or damage inflicted to their bikes.

- "My friend was in an accident with a taxi driver and got a broken bone"
  UberEats rider, 26

- "I get hit nearly once a week"
  Deliveroo rider, 20

- "I’ve had minor injuries - I have been ‘doored’ twice by cars"
  UberEats rider

3. **1 IN 4 RIDERS WORK FULL TIME HOURS**

Contrary to the idea that gig work is used to supplement or “top up” regular income, 26.4% of riders reported working 40 or more hours per week. 3 in 4 (76%) riders work 20 or more hours per week³.

![Image](https://via.placeholder.com/150)

Some riders reported working upwards of 80 hours per week which raises safety and fatigue concerns for riders themselves and other commuters on the roads.

4. **3 IN 4 RIDERS EARN LESS THAN MINIMUM WAGE**

We asked riders their average weekly pay and hours worked to calculate effective hourly pay rates and found that 76.6% of riders earn effective hourly pay rates well below the minimum wage for casual workers⁴. Calculations also showed effective pay rates as low as $6.67 per hour.

![Image](https://via.placeholder.com/150)

**HOW ARE RIDERS’ PAY RATES DETERMINED?**

Almost all current riders report being paid per delivery. Some companies pay a flat rate per delivery, while others are paid a ‘dynamic’ rate per delivery based on distance and time travelled. Contracts that provide a minimum hourly pay rate have largely been phased out, however a small number of riders working on older contracts report hourly pay rates plus a commission based on number of deliveries. Most riders do not negotiate contracts and pay rates with companies, they are simply provided whatever the current ‘standard’ contract is at their time of engagement.

¹N=130 responses ²N=145 responses ³N=129 responses ⁴N=107 responses. Compared with the Road Transport and Distribution Award Casual Transport worker grade 1 rate $24.21
THE RULES AND PAY RATES CHANGE WITH NO CONSULTATION

Riders reported companies often change the rules and rates of pay for their work without consultation or negotiation with riders or their representatives.

Riders reported sudden company rostering policy changes. For example, removing shift rosters and asking riders to log on and off work as they like, only to reintroduce allocated shifts and rosters later, essentially “locking out” workers who aren’t included in those rosters.

“The pay has gone down - it used to be per hour, now per delivery”
Deliveroo rider

WORKERS NAME THEIR BIGGEST ISSUES

NO GUARANTEED WORK OR PAY

Riders say a lack of orders combined with payment per delivery leads to low and inconsistent pay. As weekly pay goes up and down, riders often spend many hours waiting for orders to make enough money each week to meet housing and living costs.

“We should all get a basic payment per hour. Sometimes you don’t receive enough orders to earn enough money to live.”
Deliveroo rider, 25

LONG UNPAID WAIT TIMES AT RESTAURANTS

Riders reported long wait times at restaurants. Companies use mobile apps to alert riders when a delivery is ready to be collected. Riders report they frequently wait at restaurants for up to 1 hour while food is prepared. Riders are not paid for this time, but must remain at restaurants ready for the order. If riders cancel a delivery at this point, their ‘delivery acceptance’ rate is affected, causing them to receive less jobs. Some riders say they believe the issue is a fault in company mobile apps, others say the restaurants are at fault.

“Restaurant wait times are a problem if the food is not ready.”
Deliveroo rider, 25

TOO MANY RIDERS, LEADING TO LONG UNPAID WAIT TIMES BETWEEN ORDERS.

Riders say companies over-recruit, meaning there are too many riders and not enough orders and deliveries to keep them busy. The result is long wait times between jobs when riders must be ready to work, yet they receive no pay. No deliveries means no money for riders.

“Too much waiting. You work a lot of hours, but only get paid for a small part of the time.”
UberEats rider, 23

WHAT WORKERS WANT TO SEE CHANGE

HIGHER PAY AND MINIMUM HOURLY RATES

“I would like to have my hourly wage guaranteed. Payment by delivery is not fair for us.”
Foodora & UberEats rider, 29

ALLOWANCES FOR WORKING IN BAD WEATHER

“We need to be safer especially in the rain. We put our life at risk and are pressured to get the delivery done quickly but we are putting our lives at risk in the rain.”
Deliveroo rider, 24

FIX THE BROKEN RATING SYSTEM

“Unhappy customers are only able to complain about or rate riders, not the restaurant for getting order wrong”
UberEats rider, 27

This report is based on surveys conducted face to face in Sydney and Melbourne and online in January 2018. The survey received 160 responses from workers who ride bicycles, scooters or motorcycles for food delivery companies including Foodora, Deliveroo, and UberEats. This report was prepared by [name redacted] and [name redacted] of the Young Workers Centre.
APPENDIX B

Deliveroo contracts November 2015 – April 2016: excerpts showing different pay structures and rates.
Dated November 2015

DELIVEROO AUSTRALIA PTY LTD

[Text redacted]

and

[Text redacted]

INDEPENDENT CONTRACTOR AGREEMENT

[Text redacted]
SCHEDULE B

Service Fees

<table>
<thead>
<tr>
<th>1.</th>
<th>Service Fees</th>
<th>Rate per hour $18.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Rate per delivery $2.50</td>
</tr>
</tbody>
</table>
Dated • February 2016

DELIVEROO AUSTRALIA PTY LTD

[Text redacted]

and

[Text redacted]

INDEPENDENT CONTRACTOR AGREEMENT

[Text redacted]
<table>
<thead>
<tr>
<th></th>
<th>Service Fees</th>
<th>Rate per hour $16.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Rate per delivery $2.50</td>
</tr>
</tbody>
</table>
Dated  April 2016

DELIVEROO AUSTRALIA PTY LTD

[Text redacted]

and

[Text redacted]

INDEPENDENT CONTRACTOR AGREEMENT

[Text redacted]
<table>
<thead>
<tr>
<th></th>
<th>Service Fees</th>
<th>Drop Fee $9.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>