

Submission by a Worker–Inquiry Into the On-Demand Workforce in Victoria

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The prevalence and nature of on-demand work in Victoria

The Inquiry wants to understand the extent of and issues for the on-demand workforce. We welcome examples or case studies that illustrate the experience of individuals and the perspective of workers in the on-demand economy. The following questions are prompts for people working in the on-demand economy – you do not need to answer all of them or, if you prefer, you can say whatever you like at the end under ‘additional information’.

1. How frequently are you offered on-demand work in Victoria?

7 days a week

2. How much on-demand work do you do each week?

In order for me to make a decent money at the end of the week I must put a lot of hours, 80 – 100 Hours a week which is generally accepted standards for most of the Uber drivers.

To give you an example the reason why the drivers doing this long hours:

- Car rent \$300 per week (if driver is renting)
- Petrol \$300 per week
- Cleaning/Car wash at least 2 X per week 60\$

So before you make any money for yourself and your family you must make this operating cost, then you will be thinking your target and your budget.

I hope you may be aware of the Uber rates and how cheap it is the service we are providing to the public as a drivers, and this is all about desperation for just to earn a pit of money to survive.

3. In what industries or regions do you work, when working for an on-demand business or platform?

Driving Rideshare -Uber
In Victoria Melbourne

4. Do you have another job and what kind of other job(s) do you have?

No. I don't have any other job

The legal status of on-demand workers

The status of workers in the on-demand economy is a fundamental issue that determines how regulatory frameworks apply to workers. The answer to this question impacts on the rights and obligations of workers, platforms, businesses, consumers and the community. It dictates where a person might go for help or advice if something goes wrong and what remedies might be available.

A fundamental question that the Inquiry must consider is whether and how regulators are able to resolve the question of whether the laws they are invested with enforcing on behalf of the community apply to these arrangements and the extent to which users and workers are able to understand their rights and obligations and seek assistance if something goes wrong. The Inquiry therefore seeks submissions about the following:

5. How were you recruited and engaged to perform work?

I have been recruited online platform

6. Please outline how your work arrangements were put in place?

My work arrangements were forceful agreement that I did not have the power and ability to control, except agree and sign online contract, otherwise I will not be able to login and work.

7. Did you discuss or negotiate the details of your work arrangement with the platform and/or the end user?

Not at all, I start driving Ubar about 3 and 1/5 years ago and there were no human interactions at all

8. Do you decide how and where you work?

Yes! I can work and drive where ever I want

9. Are you free to provide the same services to more than one on-demand platform and/or client at the same time?

Yes! You I can, except taxi, although Australian Government recognised Ubar as a Taxi services!

10. What do you do if you have a dispute or concern about your work? Where and from whom can you seek help in resolving disputes?

It use to be very difficult, sometimes we use to wait 72 or some cases days and weeks, however recently Ubar open call centre or 1300 number to call, although it may not be resolve some issue instantly.

11. How is the quality of your work assessed? In what situations if any might you lose the right to obtain work via the platform?

As this is a services base online platform, which the algorithms behind is so powerful, manipulations is one of the reasons I am losing the right to obtain work via the platform.

For instant; Melbourne Airport if the demand for request outweighs the number of cars available surcharge will come into effect.

However, the surcharge will not be near the terminals where the riders are requesting the services, it will start at least 10 to 15 kilometres away from Melbourne Airport Terminals, and the more demands the more surcharge going higher, higher and higher outside the airport and sometimes as far as between Melbourne Airport and Sunbury.

These manipulations are making me lose, because I will end-up picking trip without surcharge, after I have been deceived with this false surcharge and waited for then an hour.

Furthermore, I have also observed if we travel anything more than 20KM, there are some deductions as per kilometre price which is \$1.15, so this is another manipulation.

The impact of on-demand work for workers, including vulnerable workers

The impact of on-demand work on workers is multi-dimensional and complex. In considering the question of 'impact' the Inquiry wants to hear about the experience of individual on-demand workers, but also seeks to understand the broader impact of the emergence of on-demand work on both the on-demand cohort, but also workers in 'traditional' arrangements.

12. What and how are you paid?

During the week I would be able to see the number of trips I completed and each ones payment breakdown factually and then by Monday morning 4am the week payment transferred to my account.

I would like to share with you and include some information related to payment:

Uber rates per kilometre: \$1.15 (UberX) according to our contract

Time travel per one minute: 0.35set

Base fare: \$2 – Uber takes this whole amount, Uber does not share with use this Base fare

These prise rates, Uber informing and spreading false information to the Australian tax office in regards to GST, Uber advising to the government drivers must pay GST, which Ubar has not collated from the raiders and Uber does not want to charge the raiders any GST and it done not Including the fare, so the drivers are been asked GST that has not been collected from the riders.

Also, ironically Uber demanded 2.5% increase their fee which is GST that they are charging us "because they are providing service to the drivers", but somehow the service we are providing to the riders is not including and they don't want to charge .

13. Why do you engage in on-demand work?

I engage with Uber App

14. How often do you participate in on-demand work? Is on-demand work some, most or all of the paid work that you do? Do you also work outside of the on-demand economy?

When I start about 3years ago according to my fires contract was 20% Uber fee and I will take 80%, also the begging we use to receive full amount of the surcharges, which I realised it was part of the bait, later Uber share with the surcharges as well.

However, Uber fee vary from 22%, 25% and 25.7, depend month and year you jointed their online platform.

15. Do you experience any differences when you work under on-demand arrangements or 'traditional' arrangements?

On-demand or online platform, I would describe degrading and making me feel subhuman. Traditional arrangements, at least you have someone to tell your grievances.

16. Are there any training or development opportunities made available to you when you work with an on-demand business or platform?

None of these exited on-demand business or platform.
But I would like to just share with you some of the thing that will emerge particularly Uber drivers: High blood procures, kidney failure, nerve issues and many more health issue and the Australian Tax payers will wear the burden.

17. How do you raise issues or concerns about your workplace arrangements? Do you feel confident to do this?

Online platform does not have any of those things, sometimes I feel that I am dealing with ghost.

18. What happens when you are unable to work due to a physical or psychological injury, illness?

Tough luck! It's all up to you to cover your car rent or your car loan.

19. How are workplace injuries addressed if you are injured?

The online platform does not want to know you if you are involved accident or injured in an accident, because it happen to one of my own friend.

20. Are you paid superannuation?

No!

21. What tax do you pay and how do you ensure your tax liabilities are met?

I launch my tax return every year

Your views

My views are these degrading rates should be increase.
The Department of Transport should be controlling, according to the government allowing Uber to operating in Australia, government recognised as a taxi.