

Consumer Submission – Inquiry Into the On-Demand Workforce in Victoria

Prepared by: [insert name/company name]

Impact of on-demand work on the community and consumers

The uptake of consumers accessing services via the on-demand sector demonstrates that the choices and convenience offered have high value to many. The Inquiry invites submissions from consumers, the community and regulators. Answer as many questions as you feel able to. You do not have to answer all questions.

1. What services do you access from the on-demand sector?

Shebah female rideshare

2. Why do you access services in this way?

Great safe way to travel. Drivers all friendly and professional. Nothing is too much trouble.

3. What are the benefits that you feel you experience as a consumer of services via the on-demand economy as opposed to other methods?

Safety and comfort equally important. Cars are always clean. When requesting a ride, the driver always messages to touch base. I can communicate with my driver.

4. How do you as a consumer agree to/negotiate the terms and/or conditions of any services purchased, directly with workers, or with platform businesses? Please describe your experience.

5. What do you do if the services are not of an acceptable quality and how successful have you been in accessing compensation or another remedy as a result of sub-standard services being delivered?

Shebah are always of high standard.

6. What options do you feel that you have as a consumer if you suffer any harm when on-demand services are being provided to you or for your benefit?

I know I can always call head office and get a prompt response. I haven't had the need to do that.

7. In your experience, does the way that on-demand work is completed create any risks to the safety of Victorians, either directly as users of services or indirectly?

Absolutely, particularly lone females. Sadly there are some male drivers out there who are predators and behave appallingly towards women. They simply do not respect women in general and make many women feel uncomfortable.

Additional Feedback