

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

**Prepared by: Alphonse van den Acker/ Lifetime trophies Pty Ltd**

## 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?

Casual staff with varying hours and jobbing staff when seasonal work is available

2. Why do you access services in this way?

1. Our business is seasonal and it is difficult to employ workers when they are not needed
2. Our workers with children like to have the ability to change work times
3. We like to have the ability to send people home if the work is not there
4. A little more flexibility if there are staff issues

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?

Flexible staff and workflow management

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.

Generally outline the conditions etc. and stipulate that the worker receives a 25% loading because of the casual rate. Whilst some workers understand this they are still unhappy when they get to the

holiday period and are not paid extra for their holidays. Does not seem to matter how many times this is explained

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?

If the workers are not up to the task we can employ others – the same as in full time situations

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?

All little more flexibility to replace workers

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?

No

### Additional Feedback

The government is promoting the work from home and shifting workplace where an employee may have a number of jobs rather than just one. Legislation is not supporting this method of work and as an employer I believe I am penalised for employing a casual worker. Costs are generally higher and we still have to train the staff for these positions in addition they appear to have all of the benefits of full time to the detriment of the business. I would employ some workers on a casual basis but not necessarily want them full time with the full time benefits I would have to provide.