

## Select Committee on Job Security

### Clarifications - Earner Advisory Forums

This year we established two Uber Australia Earner Advisory Forums: one for driver partners and one for delivery people. The purpose is to bring together earners on the platform and Uber company leaders to discuss areas of concern and practical ways to address them. The Advisory Forums have met twice. The topics discussed at the forums are selected by the Advisors as well as earners more broadly via a survey. Unfair dismissal has not been raised as a topic advisors or earners wish to discuss.

### Questions taken on notice at the public hearing

#### Question 1

<b>Page. 16</b>	<p><b>Senator FARUQI:</b> When was this app updated? How far into the lockdown did that happen?</p> <p><b>Mr Taylor:</b> It was for the majority of the time that the LGA restrictions were in place. As each LGA was added to that, we added more LGAs to that. Let me take on notice the exact date that we implemented those changes. I can confirm that it was revoked with the passing of the 70 per cent vaccination rate in New South Wales as the LGA rule subsided.</p> <p><b>Senator FARUQI:</b> Could take that on notice and let us know what date the app was changed to allow for the restriction accommodations?</p> <p><b>Mr Taylor:</b> Of course.</p>
	<p><b>ANSWER:</b></p> <p>LGA dispatch restrictions went live on 12 August 2021. It's our understanding we were the only rideshare company which changed the dispatch properties of the trips that we sent to drivers based on the area in which they lived in order to comply with public health orders.</p> <p>Prior to this date Uber provided drivers with information and education around not accepting trips that would take them outside their LGAs.</p>

## Question 2

<b>Page.22</b>	<p><b>CHAIR:</b> You told us earlier in the year that the average rate of pay in Sydney at peak meal times for Uber Eats was about \$20. Now you're telling me that the rate of pay across all times is \$29. What's the reason for that increase, under your assertion?</p> <p><b>Mr Denman:</b> The \$21.55 from the report earlier in the year was after costs. The comparable figure is a little bit higher—closer to \$25. We have seen, as a result of the behaviour change that's happened during the pandemic, increases in demand for food delivery. We've also broadened our services into verticals and other products, which smooths out the demand across the day. We have seen an increase in earnings as a result of that. Our belief is that we will continue to see elevated earnings, given the changes that have happened in the demand of the community for our services as a result of the pandemic.</p> <p><b>CHAIR:</b> And perhaps you could come back to me on this question. So, you're paying \$15.22 an hour for labour. The labour is providing its own workers comp. If you take out the \$13.78 from your \$29, it's \$15.22 per hour that people are being paid. You have a drivers committee that doesn't have the power to negotiate rates or deal with unfair dismissals. You've done some internal research. You mentioned that you are supportive of minimum standards.</p>
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**ANSWER:**

According to an analysis conducted by Accenture, between August and December 2020, the average Sydney delivery worker made \$24.90 before costs / \$21.55 after costs per online hour during key meal times on the Uber Eats platform (excluding any work conducted on other platforms).

In the 6 weeks prior to Uber's most recent appearance before the Committee, the average delivery worker earned \$29.02 per online hour before costs across Australia – incorporating all online time, both peak and off peak.

We attribute the increase in earnings in part to increased demand for food delivery during the pandemic. We've also expanded to more types of merchants over 2021 which would also enable more trips across more times of day and thus earning opportunities for earners.

The \$13.78 cost figure cited from the Transport Industry Council relates to a 1 tonne van.. It also incorporates a number of assumptions, for example, that the vehicle is in operation 7.6 hours a day for 220 days per year. In contrast, almost 60% (59%) of delivery people spend less than 20 hours a week on the app and more than a quarter (27%) of delivery people spend 10 hours a week or less on the app (Source: Accenture - Making delivery work for everyone report March 2021). The cost calculation also includes costs such as insurance for goods in transit, which persons delivering on the Uber app are not required to provide.

Respectfully we submit the detailed analysis undertaken by Accenture as to costs is more relevant to the online food delivery sector, where deliveries are typically undertaken by car, motorbike or bicycle.

The Accenture report found the average cost for Sydney delivery workers on Uber Eats was \$3.30 per hour for cars, \$1.51 per hour for motorcycles and \$0.77 per hour for bicycles.