

Joint Select Committee on Road Safety
ANSWERS TO QUESTIONS ON NOTICE
Inquiry into Road Safety – Public hearing 6 October 2021
Deliveroo

Committee Question Number: RSQN024

Proof Hansard Page: p. 27 (6 October 2021)

CHAIR: ...[I]n relation to your answer to one of Tony's questions about rider feedback and the satisfaction of eight or nine out of 10, what's the mechanism for doing that? Are they randomly providing feedback, or are they asked to provide feedback as part of regular operations?

...

Mr Pratt: We have multiple ways in which we engage and collaborate with our riders and gather that feedback. The survey that Ed has already spoken to is a survey that is regularly sent to a random subset of riders on a rolling three-month basis. We get in excess of a thousand responses from our riders on a monthly basis regarding information on flexibility and satisfaction that they have with riding with Deliveroo.

CHAIR: As part of that survey, are there questions on safety or whether your riders feel safe at work?

Mr Pratt: Throughout the survey we ask questions regarding the importance that they place on things like flexibility and safety and the satisfaction that they have with things like flexibility and safety. I don't have the exact numbers in front of me for those feedback areas.

Mr McManus: We can take that on notice.

CHAIR: I'd appreciate that. It would be interesting to see that sort of feedback and how they view their own safety in the workplace.

Answer

Deliveroo's response to this question on notice has been taken as **CONFIDENTIAL**.

Committee Question Number: RSQN025

Proof Hansard Page: p. 29 (6 October 2021)

Mr THISTLETHWAITE: What does Deliveroo do to ensure that your riders and drivers aren't using the app illegally whilst they're on the road?

Mr Pratt: ...We ensure that riders complete orders with safety at the forefront when they are completing the deliveries. When we onboard all riders, they go through a comprehensive onboarding program, and that is clearly outlined throughout that process. All riders complete that onboarding process, and that includes videos and information regarding road safety and hazards. It's information that's relevant to the locations and the way in which they use the app. Within that, at the end of each learning module there's a short quiz that the riders complete as well, to ensure comprehension and understanding of the topic. We're very clear throughout the whole process, regarding the use of the app, that it needs to be done first and foremost in a safe manner.

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Mr THISTLETHWAITE: Does that include that they have to pull over and they're not meant to be mobile at all when they're using the app?

Mr Pratt: I will have to take that on notice to give a complete answer.

...

Mr THISTLETHWAITE: If you could send the information that you provide to riders to ensure they don't use the app once they're mobile, that would be helpful.

Mr McManus: Yes. The other point to outline is that complying with the road rules is part of the rider's agreement with us. As you pointed out, this is part of the road rules. We will follow up on that point specifically.

Answer

Deliveroo's response to this question on notice has been taken as **CONFIDENTIAL**.

Committee Question Number: RSQN026

Proof Hansard Page: p. 29 (6 October 2021)

Ms VAMVAKINO: ...Do you collect data of breaches of road rules by your drivers, or incidents that take place between your drivers and other road users? Do you collect that sort of data? You talked about insurance, and this question was inspired because I was listening to Victoria Walks the other day talking about their accidents with cyclists. They can't sue cyclists for causing physical bodily harm. That was a case that was on air the other day. Are your riders also insured in the event that they cause an accident and hurt someone else?

...

Ms VAMVAKINO: ...[G]iven that your riders are working on the road, are they fully covered? Is there insurance available to cover themselves and any others that they may cause an accident with?

...

Ms VAMVAKINO: ...I'd [also] be interested to see the rate of accidents or incidents that are being reported to you. Where is that data? Do you have it, and if so how can it be used to better inform road safety?

Mr McManus: We do collect data on any incidents that are reported to us, as previously described, which occasionally involve a member of the public, or a report to us that a rider has been using the road inappropriately. It's very infrequent but it does happen. I'm happy to follow up with some details on that. And yes, we do provide public liability insurance for cyclists who are working for Deliveroo.

Answer

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Committee Question Number: RSQN027

Proof Hansard Page: pp. 29–30 (6 October 2021)

Senator SHELDON: What is the number of injuries that you've reported to the Point-to-Point Transport Commission in New South Wales?

Mr Pratt: I don't have the data. We'll have to take that on notice.

Senator SHELDON: ...If you could come back with that data and break it down to states and territories, that would be of great assistance.

Mr Pratt: We'll come back to you on that.

Senator SHELDON: And the reporting over the period that you've been in operation in Australia—if you could take that on notice as well, that would be helpful.

Answer

Deliveroo's response to this question on notice has been taken as **CONFIDENTIAL**.