

ON DEMAND WORKERS

FREQUENTLY ASKED QUESTIONS



I WAS TOLD TO GET AN ABN. WHAT DOES THIS MEAN?

An Australian Business Number is an 11 digit number used to register a business with the Australian Business Register. Both Deliveroo and Foodora's contracts state that a contractor must register an ABN in order to be engaged by the company.

WHAT HAPPENS IF MY BIKE IS DAMAGED?

As an independent contractor, you are responsible for any damage to your equipment and the company's equipment. You could take out insurance for your job. Travel insurance is unlikely to cover you for injuries or damage sustained while working if you are on a visa.

HOW MUCH NOTICE SHOULD I RECEIVE FOR MY SHIFTS? WHAT IS THE MINIMUM SHIFT LENGTH?

Deliveroo and Foodora contracts don't provide for a minimum notice or minimum shift period. The Deliveroo contract states that preferred hours should be given by the rider on a weekly basis. The Foodora contract states that riders should be available when they are rostered and provide at least 48 hours' notice if they are unable to work their scheduled shift. If a rider is rostered to work a weekend shift, they must provide notice by 10pm the Tuesday before the shift.

SHOULD I BE PAID REGULARLY?

Yes. Unfortunately, the Deliveroo contract states that contractors will be paid fortnightly. The Foodora contract says that riders will be paid within 10 days of submitting an invoice.

DO I STILL HAVE TO RIDE IN BAD WEATHER?

Yes. There is no extra pay for wet or inclement weather in the contracts.

I'M HERE ON A STUDENT VISA, HOW MANY HOURS CAN I WORK?

If you are on a student Visa, the Government says you can only work 40 hours a fortnight during semester. This means you could work 15 hours one week and 25 the next, as long as you do not exceed 40 hours in any two-week period. You have unlimited working hours during holiday periods.

If you are on a working holiday or other type of student visa and you are unsure about your working entitlements, call the TWU for more info.

AS A CONTRACTOR, HOW DO I PAY TAX?

Contractors are responsible for paying their own tax. Any income over the \$18,200 tax-free threshold that you receive from riding for Foodora or Deliveroo will be taxed. Under government legislation, it is best to be putting money aside to from every pay in order to pay your tax obligations at the end of the financial year. You can roughly work out how much you will earn by taking your weekly wage and multiplying it by the number of weeks you expect to work during the financial year. The financial year begins on July 1 and ends on June 30. You then have until October 31 to lodge a tax return.

HOW DO I INCREASE MY WAGES AND IMPROVE MY JOB?

The best way to change your industry and improve your job, including increasing your wages, is to join the campaign through your union, the TWU. You can join by contacting on ondemand@twu.com.au

WHAT SHOULD I DO IF I NEED HELP?

If you need help, contact the Transport Workers' Union @ ondemand@twu.com.au or 02 8114 6566. We can help you understand your rights and what to do in any situation.

For more information, email: ondemand@twu.com.au
or follow us on Facebook: [facebook.com/ondemandworkersaustralia](https://www.facebook.com/ondemandworkersaustralia)