



SNAPSHOT: ON-DEMAND FOOD DELIVERY RIDERS

We surveyed 160 on-demand food delivery riders about the ups and downs of working in the gig economy. This is what they told us.

1. MORE THAN 70% SAY THEY SHOULD GET ENTITLEMENTS SUCH AS SICK LEAVE

71.5% of riders said that they should receive worker entitlements such as sick leave.¹



2. MORE THAN 45% SAY THEY OR SOMEONE THEY KNOW HAS BEEN HURT ON THE JOB

46.5% of riders said they or someone they know has been hurt while working as a food delivery rider². Some reported near accidents or minor injuries such as grazes. Others reported significant accidents that rendered riders unable to work due to injury or damage inflicted to their bikes.



"My friend was in an accident with a taxi driver and got a broken bone"
UberEats rider, 26

"I get hit nearly once a week"
Deliveroo rider, 20

"I've had minor injuries - I have been 'doored' twice by cars"
UberEats rider

3. 1 IN 4 RIDERS WORK FULL TIME HOURS



Contrary to the idea that gig work is used to supplement or "top up" regular income, 26.4% of riders reported working 40 or more hours per week. 3 in 4 (76%) riders work 20 or more hours per week³.

HOW MANY HOURS PER WEEK DO YOU WORK?



Some riders reported working upwards of 80 hours per week which raises safety and fatigue concerns for riders themselves and other commuters on the roads.

4. 3 IN 4 RIDERS EARN LESS THAN MINIMUM WAGE

We asked riders their average weekly pay and hours worked to calculate effective hourly pay rates and found that 76.6% of riders earn effective hourly pay rates well below the minimum wage for casual workers⁴. Calculations also showed effective pay rates as low as \$6.67 per hour.



HOW ARE RIDERS' PAY RATES DETERMINED?

Almost all current riders report being paid per delivery. Some companies pay a flat rate per delivery, while others are paid a 'dynamic' rate per delivery based on distance and time travelled. Contracts that provide a minimum hourly pay rate have largely been phased out, however a small number of riders working on older contracts report hourly pay rates plus a commission based on number of deliveries. Most riders do not negotiate contracts and pay rates with companies, they are simply provided whatever the current 'standard' contract is at their time of engagement.

¹N=130 responses ²N=145 responses ³N=129 responses

⁴N=107 responses. Compared with the Road Transport and Distribution Award Casual Transport worker grade 1 rate \$24.21

WORKERS NAME THEIR BIGGEST ISSUES



NO GUARANTEED WORK OR PAY

Riders say a lack of orders combined with payment per delivery leads to low and inconsistent pay. As weekly pay goes up and down, riders often spend many hours waiting for orders to make enough money each week to meet housing and living costs.

“ We should all get a basic payment per hour. Sometimes you don't receive enough orders to earn enough money to live.”

Deliveroo rider, 25

LONG UNPAID WAIT TIMES AT RESTAURANTS

Riders reported long wait times at restaurants. Companies use mobile apps to alert riders when a delivery is ready to be collected. Riders report they frequently wait at restaurants for up to 1 hour while food is prepared. Riders are not paid for this time, but must remain at restaurants ready for the order. If riders cancel a delivery at this point, their 'delivery acceptance' rate is affected, causing them to receive less jobs. Some riders say they believe the issue is a fault in company mobile apps, others say the restaurants are at fault.

“ Restaurant wait times are a problem if the food is not ready.”

Deliveroo rider, 25

THE RULES AND PAY RATES CHANGE WITH NO CONSULTATION

Riders reported companies often change the rules and rates of pay for their work without consultation or negotiation with riders or their representatives.

Riders reported sudden company rostering policy changes. For example, removing shift rosters and asking riders to log on and off work as they like, only to reintroduce allocated shifts and rosters later, essentially “locking out” workers who aren't included in those rosters.

“ The pay has gone down - it used to be per hour, now per delivery ”

Deliveroo rider

TOO MANY RIDERS, LEADING TO LONG UNPAID WAIT TIMES BETWEEN ORDERS.

Riders say companies over-recruit, meaning there are too many riders and not enough orders and deliveries to keep them busy. The result is long wait times between jobs when riders must be ready to work, yet they receive no pay. No deliveries means no money for riders.

“ Too much waiting. You work a lot of hours, but only get paid for a small part of the time.”

UberEats rider, 23

WHAT WORKERS WANT TO SEE CHANGE



HIGHER PAY AND MINIMUM HOURLY RATES

“I would like to have my hourly wage guaranteed. Payment by delivery is not fair for us.” Foodora & UberEats rider, 29

ALLOWANCES FOR WORKING IN BAD WEATHER

“We need to be safer especially in the rain. We put our life at risk and are pressured to get the delivery done quickly but we are putting our lives at risk in the rain.” Deliveroo rider, 24

FIX THE BROKEN RATING SYSTEM

“Unhappy customers are only able to complain about or rate riders, not the restaurant for getting order wrong” UberEats rider, 27

This report is based on surveys conducted face to face in Sydney and Melbourne and online in January 2018. The survey received 160 responses from workers who ride bicycles, scooters or motorcycles for food delivery companies including Foodora, Deliveroo, and UberEats. This report was prepared by Sarah Bright and Amy Fitzgerald of the Young Workers Centre.

