

# Food Delivery Rider/Driver Survey



## FINANCIAL STRUGGLES



FOOD DELIVERY WORKER  
AVERAGE HOURLY WAGE

**\$10.42/hr\***



**88%**

have noticed a decrease in delivery payments over time



**71%**

are struggling to pay bills and buy groceries



**73%**

think they should be employees rather than independent contractors

*"We are hardly making \$10 per hour. Please help us."*

*"Food delivery companies think they are entitled to make drivers wait at restaurant for long periods without pay."*



## NO BASIC RIGHTS



**63%**

have been unfairly treated by a company without a chance to defend themselves

*"Uber eats me eliminó la cuenta sin dejarme defender" (Uber eats deleted my account without allowing me to defend myself)*



## SAFETY AT WORK



**36%**

have been hurt or injured on the job – of those,



**81%**

didn't receive any support from their company



**73%**

are worried about being seriously hurt or killed while at work

*"We need the election of safety representatives."*

*"Extremely unsafe in tough weather conditions like rain and wind."*

*"Companies should provide financial assistance when riders are met with accidents."*

# Food Delivery Rider/ Driver Survey

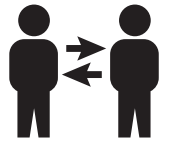


## COVID-19



**51%**

More than half not provided sufficient basic PPE (masks, sanitisers and gloves)



**78%**

not provided sick leave or compensation when forced to self-isolate



Only

**36%**

provided additional safety training

*"My company promotes contact-free delivery but will not answer my questions on how to approach this when their procedure is not a possibility."*

*"They just send a message before starting the job and send some emails but didn't do anything effective."*



## WHAT FOOD DELIVERY WORKERS WANT TO SEE



**90%**

of workers said delivery workers should be able to form a union to collectively represent their interest.

*"It should be organised by a governmental institution, not by 10 different companies."*

*"Greater transparency, timely human support & establishing WHS workgroup in my zones."*



**87%**

of workers said delivery workers should have access to rights like superannuation, sick leave, penalty rates and a minimum wage.

*"Better pay, safety at work, better support from the companies, clarity."*

*"A fair delivery price which allows us to eat good food like our customers."*

*"Must have minimum wages applied on drivers, weekend penalties and job security must be applied."*

Respondents work for:  
UberEats (63%), Deliveroo (62%), MenuLog (30%), DoorDash (31%),  
Yello (7%), Easi (5%), Sherpa (5%), Hungry panda (2%) and others  
**Note: many respondents work for multiple apps**

