



**Menulog – Transport Workers' Union of Australia
Charter of Principles and Ongoing Commitments to Ensure Safety and Fairness for
On-Demand Delivery Couriers
March 2023**

1 Background

The on-demand economy has expanded at a rate faster than anyone could have predicted. While businesses operating in the on-demand delivery industry continue to create economic opportunities for workers, the TWU and Menulog recognise the need to improve the rights, certainty and security for both workers and businesses, via measures that are fit for purpose and support a thriving and sustainable industry in which there is an abundance of work opportunities for all who seek them.

The TWU and Menulog support Federal regulation that aims to better conditions for all on-demand delivery couriers, including ensuring that employment continues to provide security and fair standards for workers. The TWU and Menulog, together with the Fair Work Commission and other stakeholders, have had meaningful discussions on how to make work safe, sustainable and fair for the on-demand delivery industry and will continue to do so alongside the Federal regulation for employee-like conditions for independent couriers.

2 Principles for Regulation

The TWU and Menulog support the Federal Government legislating to give the Fair Work Commission the capacity to:

1. Set minimum and transparent enforceable rights and standards for all on-demand delivery couriers who are not engaged as employees, while maintaining the level of flexibility and choice sought by these workers.
2. Facilitate a cost-effective and efficient mechanism to resolve all disputes (including terminations of contracts).
3. Ensure the rights of on-demand delivery couriers to join and be represented by the relevant trade union are respected and that on-demand delivery couriers have an effective collective voice.
4. Ensure that appropriate enforcement exists to meet these standards and objectives by ensuring compliance throughout the industry and supply chains.

3 Ongoing Commitments

The TWU and Menulog further commit to:

1. Having good faith discussions aimed at reaching a set of sustainable and national industry standards in the various sectors of the on-demand delivery industry, and
2. Lobby the Federal Government or any future body, to establish agreed standards.
3. Having good faith ongoing discussions aimed at reaching a consent position on sustainable conditions to offer employment in the on-demand delivery industry.

A handwritten signature in black ink, appearing to read "Morten Birk Belling".

Morten Birk Belling
Managing Director, Menulog Pty Ltd

A handwritten signature in black ink, appearing to read "Michael Kaine".

Michael Kaine
National Secretary, Transport Workers' Union