FAQ

TWU Gig TWU Carrying Australia

UNFAIR DEACTIVATION PROTECTIONS KICK-IN FROM FEB 26

After years of campaigning for transport reform, your TWU team has won world-leading deactivation protection rights for gig workers across Australia.

Only TWU members have access to full representation from TWU legal team and delegates in cases of unfair deactivation.

These are landmark protections and we've answered some frequently asked questions for you to better understand your rights.

If you're not a member yet, join today and secure your rights!

JOIN THE TWU

TOGETHER, WE ARE STRONGER.
JOIN NOW FOR A BETTER FUTURE.

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What is an unfair deactivation?

You are unfairly deactivated, if you are blocked, suspended, deactivated or banned from a platform without a valid reason.

Am I protected against unfair deactivation?

If you are a gig worker and have worked regularly for a platform for 6+ months since August 26, 2024, you are protected under the new unfair deactivations code.

Can the platform deactivate me without a warning?

If you have engaged in serious misconduct – including engaging in theft, fraud, assault, sexual harassment or being intoxicated at work, you can be deactivated without warning. But there must now be a fair and transparent process.

What does it mean to be working regularly for 6+ months?

There can be different circumstances to determine if you have been working on a regular basis. Some circumstances include:

If you have completed, on average, 60-hours of paid work each month through a platform.

If you have completed, on average, paid work on 3 days each week through a platform.

What will the deactivation process look like?

The duration of how long the process will last will be determined on a case-by-case basis. But broadly, you will be given a:

Preliminary warning notice: a written notice that will state the reason for your warning and will give you a chance to respond and amend your behaviour/ performance.

Review process: Platforms will consider your response using a human representative and conduct their enquiries. You have the right you bring a TWU representative with you for discussions with the platform.

Final decision: If the platforms decide to deactivate you, you will receive a written termination from them stating the reason, the time and day when your deactivation will start, and any final payments that are owed to you.

When do these protections take effect?

From February 26, 2025 (if you have worked for a platform for at least 6 months).

Do I have to pay a fee to fight my case with the platform?

If you were a TWU member before the deactivation took place, you are protected. The TWU will cover the legals costs of your case, if required.

What is a valid reason to be deactivated?

A valid reason depends on individual circumstances but broadly a deactivation is not unfair if you have:

Engaged in serious misconduct – like engaging in theft, fraud, assault, sexual harassment or being intoxicated at work.

Failed to meet your obligations under the service contract of your platform.

Engaged in unsafe driving practices.

Engaged in conduct that is reported to the police.

Have an incorrect licence or accreditation.

Been warned about breaking platform rules, given a chance to improve but failed.

What happens after it is determined that you were unfairly deactivated?

The platform must lift any suspension/modification to your account on the platform immediately.

You must be reinstated onto the platform with same access you had before you were unfairly deactivated.

You must be reinstated with the same ranking you held before.

How can I join the TWU?

You can join the TWU by following a few simple steps. Click on the link below/ scan the QR code and enter your details.

How can the TWU help me during an unfair deactivation?

- Members have access to full representation from the TWU, including from union delegates and the TWU legal team.
- Your TWU team will ensure your notices comply with the law and you are given sufficient information about your deactivation.
- Your TWU team will cover legal costs, if needed.
- A TWU representative will participate in the discussions you have with the platform over your deactivation.
- Your TWU team will assist in your reinstatement and compensation if you're found to be unfairly deactivated.
- As a TWU member – you will help your team drive improvements to pay, safety and working conditions for all gig workers.

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