



TWU
Carrying Australia

THE UNION FOR TRANSPORT GIG WORKERS



FOOD DELIVERY

RIDESHARE

PARCEL DELIVERY



IT'S A **HUGE MOMENT** FOR TRANSPORT GIG WORKERS IN AUSTRALIA.

NEW LAWS, BUILDING POWER

After winning new laws that TWU gig workers fought for, we've got a massive opportunity to make gig work safer and fairer, and increase your pay and conditions.

The new laws are a powerful tool and we've already made our first applications.

But to use them as effectively as possible and improve on rights over time, we need to build our member power.

**Now is the time to join
the TWU.**

Find out about the new laws on Page 6.



ABOUT THE TRANSPORT WORKERS' UNION

The Transport Workers' Union is the largest collective voice for the workers who keep Australia moving in the transport industry, from right across road transport and aviation. Together, we lead the fight for a safer and fairer industry for transport workers.

Throughout all states, across all sectors, we're united in our fight to raise standards for all transport workers.



THE TWU IS A UNION LED BY MEMBERS

What does that mean?

- A union is a democratic organisation
- The TWU is governed by the National Council, made up of representatives from the membership
- Workplace leaders are elected by membership, and members determine the direction of our union
- Your voices are central in deciding how we'll improve conditions for gig workers
- Members stand together to fight for a safer, fairer and more secure industry


The more members are in a union, the more power we have to make work safer and fairer for everyone.

IT'S TIME TO RESHAPE THE GIG ECONOMY

A survey of over 1,000 gig workers conducted by McKell, TWU and TEACHO in 2023 revealed alarming safety concerns, and showed the urgent need for fair standards for all workers.

With 18 food delivery riders killed since 2017, urgent standards are needed to help save lives.


LOW PAY

 3/4

work long hours to make enough money

 2/3

of full-time workers earn less than minimum wage

 45%


have struggled to afford groceries and household bills.

SAFETY ISSUES

 55%

have faced threatening or abusive behaviour

DEACTIVATION

 1 in 4

have had one of their accounts 'deactivated'



Workers tell Prime Minister Anthony Albanese about the need for reform in 2023.

WITH NEW LAWS WE HAVE A ONCE-IN-A-GENERATION OPPORTUNITY FOR CHANGE.

RIDESHARE

With declining rates of pay and skyrocketing costs of living, the rideshare industry is unfair and unsustainable for workers.

Many drivers have reported not being able to pay themselves super, or having to work while sick or injured.

New laws will allow us to start making change.



For the majority of rideshare drivers, costs are more than 30% of weekly pay



DELIVERY

FOOD • BEVERAGE • PARCEL

The pressures on food and parcel delivery workers to rush and take risks on the road are **huge safety issues**.

Too many food delivery riders have died on Australian roads.

In parcel delivery, companies like Amazon Flex are dragging down workers' pay and conditions, exploiting workers.

Minimum standards in these areas will save lives and lead to better pay and conditions.

56%



of food delivery riders have felt **pressured to rush or take risks** to earn enough and avoid deactivation



MEMBERS TAKING ACTION

Since the gig economy came to Australia, TWU members have campaigned for better rights for gig work, despite the system being stacked against them.

Classed as independent contractors, gig transport workers have had no rights like minimum wage, sick leave and workers' compensation like other workers.

Below are some of the actions members took before having access to the laws we've just won—court processes and other actions were lengthy and complex, but workers continued to fight back.

IN THE COURTS

FOODORA WAGE THEFT



Foodora delivery rider Josh Klooger spoke out about pay and conditions and was sacked. He won an unfair dismissal case and riders received a world-first payout when Foodora fled the country - but only received 30% of their underpayments.

UNFAIR DISMISSALS



The full Federal Court found Diego Franco was unfairly dismissed by Deliveroo but could not find he was an employee—just because of the wording of his contract.

ACTIONS



Deliveroo riders stand up against unfair pay and conditions



TWU members protest Amazon's undercutting and exploitation

LOBBYING



Yavuz Cikar, the uncle of a food delivery rider killed in 2020, bravely shares his story



Hungry Panda rider Zhuoying Wang shares her story with Senator David Pocock - the deciding vote on the new laws

OUR WINS

Through workers standing together we've had significant wins that have led us to the position we're in today.

Even before we had the current laws, gig workers standing together made huge progress.

UNION WIN: WORLD-FIRST COURIER STANDARDS



Couriers are now included in laws under "Chapter 6" in NSW. This means couriers will receive significant improvements to minimum pay rates. In a world-first, this also means **Amazon Flex drivers in NSW have minimum pay rights and entitlements.**

UNION WIN: CHARTERS WITH MAJOR GIG COMPANIES



The three major gig companies Doordash, Uber and Menulog all signed groundbreaking charters with the TWU committing to support reform to lift standards for food delivery riders and rideshare drivers.

UNION WIN: HUNGRY PANDA RIDERS GET PAY CUTS REVERSED



After sudden pay cuts, and two riders sacked for protesting, Hungry Panda riders joined the TWU en masse and fought back. The pay cuts were reversed, injury insurance was introduced, and the two riders who were deactivated got their jobs back. Hungry Panda workers continue to push the company to do better.

UNION WIN: FAMILIES OF FOOD DELIVERY WORKERS KILLED RECEIVE COMPENSATION



Families of gig transport workers should receive the same amount of support as any other worker's family if they are killed at work. We fought for justice for the families of food delivery workers killed at work who were denied compensation, including Bijoy Paul, Dede Fredy, Xiaojun Chen, and Burak Dogan.

UNION WIN: WORLD-FIRST LAWS SECURED

We've won new laws that will give transport gig workers access to workplace rights for the first time, regardless of whether they're labelled an employee or independent contractor.



UNFAIR DEACTIVATION PROTECTIONS

From Feb 2025, gig workers will have protections against unfair deactivations through the Fair Work Commission.

Previously gig workers did not have access to the FWC.

MINIMUM STANDARDS ORDERS

We can also apply to the Fair Work Commission for minimum standards on pay and conditions in all areas of gig work, including food delivery, rideshare and parcel delivery.

We've already started that process with applications for food delivery and last mile parcel delivery. Workers will be a key part of the consultation process of these applications.

OUR FIRST APPLICATIONS FOR MINIMUM STANDARDS:

We've applied for minimum standards to include the following.

FOOD DELIVERY AND PARCEL DELIVERY:

- ✓ Minimum hourly rates for parcel delivery, and a safety net for food delivery, ensuring cost recovery for vehicle expenses, insurances & labour
- ✓ Adjustments for major cost fluctuations like fuel
- ✓ Protections from unfair deactivation and contract termination
- ✓ Company-funded superannuation, personal injury insurance, and safety training
- ✓ Dispute resolution and consultation rights

THIS IS JUST THE START

This first set of applications is to set an **immediate** safety net.

RIDESHARE

We've now started consultation with rideshare members about what minimum standards should look like in that space.

To build on these standards we need **as many union members as possible to build our power.**



FAQ

How do the new laws work?

The Fair Work Commission, Australia's workplace tribunal, now has a specialist road transport Expert Panel.

This panel has the job of setting enforceable standards to make transport safe, sustainable and viable.

The TWU can make applications for minimum standards to the Expert Panel, which then follow a consultation process with the people who are affected, including workers.

1. **Expert Panel:** must refer applications to the Road Transport Advisory Group, so that the industry gets a say on any standards they set.
2. **Road Transport Advisory Group:** this includes the TWU, and guides the Expert Panel on standards. The Road Transport Advisory Group can set up subcommittees to consult with relevant workers and companies on standards applications.
3. **Subcommittees:** will consist of groups affected by the applications, including workers.

Consultation with workers is at the heart of this system.

Are the new laws for minimum standards going to cap how much I earn?

No. Our applications are for a **minimum safety net** in food delivery, and **minimum hourly rates** in parcel delivery. This means you can't fall below that amount, but there's no cap on how much you can earn.

How does the TWU campaign make flexibility more achievable?

We know that many gig workers enjoy the flexibility they are able to have with this kind of work – in fact, the TWU represents over 20,000 transport workers on ABNs today who have flexible work arrangements and strong union-negotiated working conditions. As the McKell survey of gig workers shows, there is no flexibility without minimum standards because workers are pushed to work long hours, login at certain times and work dangerously to make enough money and avoid deactivation. TWU members are pushing for standards that ensure **real flexibility and fairness**.

Should gig workers be classified as employees?

Different workers have different views on whether they want to be classified as an independent contractor or employee in the transport industry. What all union members want is access to fair pay and conditions. This shouldn't have to depend on whether you're a contractor or employee. **New laws apply to all transport gig workers regardless of your employment label.**

How can I get involved?

Your TWU membership is your ticket to secure jobs, good pay, safety on the job and a say in the future of gig work. By joining the TWU, you are building our union power to be able to win better pay and conditions. Becoming a member gives you a voice on the issues that matter and will allow us to better use the new laws to improve gig work for everyone.

What kind of support does the TWU offer?

- Legal support - help when things go wrong at work or you need some legal advice
- Visa support - unlimited and free visa support from expert immigration lawyers
- Peer support - members meet on a monthly basis and have a network for relevant information and help

I am not an Australian citizen or permanent resident/I have limited English skills. Can I still join the TWU?

Yes, absolutely. The majority of the workforce in the gig economy are visa holders. We have hundreds of food, parcel riders and rideshare drivers coming from different countries.

Will the TWU share my information with others?

No, all your personal information is confidential. The TWU will never share your details with government, companies or anyone else outside the union. We need your contact details so we can contact you about future events and important information.



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JOIN TODAY

If you want to speak to a union
official first before joining, contact
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