
From: Libby Hay [REDACTED]
Sent: Friday, 29 July 2022 9:10 AM
To: Education, Employment and Training Committee
Cc: Ed McManus
Subject: Re: EETC - responses to questions taken on notice at the public hearing 21 July 2022

Good morning,

Please find below Deliveroo's response to the Question on Notice:

Deliveroo can confirm that the time on order rate, per hour, for a rider's earnings is around \$30. Time on an order is from the moment they accept to the moment they complete a delivery. This includes travelling to the restaurant, waiting at the restaurant and travelling to the customer. Being paid for time on an order is most reflective of how riders work in practice as they do not necessarily accept every delivery order while logged into the app, and even when they do accept an order they frequently reject ("unassign") from it if it no longer suits them to perform that delivery service. When they are logged into the app, riders have total freedom and control to set their own working patterns, working for as little or as long as they choose, wherever they choose. This means someone can be logged in for hours and make a choice not to accept any orders - or they may be logged into the Deliveroo Rider App but elect to undertake food deliveries for other platforms at that time.

Kind regards,

Libby



Libby Hay
Head of Corporate Affairs
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Deliveroo acknowledges the Wurundjeri Woi Wurrung & Bunurong Boon Wurrung peoples of the Kulin nation as the Traditional Owners of the land on which we work. We pay our respects to their Elders past, present and emerging.