

## Industrial Relations and Other Legislation Amendment Bill 2022

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<b>Submitted by:</b>	DoorDash Australia
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**Committee Secretary  
Education, Employment and Training Committee  
Parliament House  
George Street  
Brisbane Q 4000**

**Submission to Queensland's Education, Employment and Training Committee  
Inquiry into the *Industrial Relations and Other Legislation Amendment Bill 2022*  
July 2022**

DoorDash welcomes the opportunity to make a submission to the Inquiry into the *Industrial Relations and Other Legislation Amendment Bill 2022* (Bill), specifically in relation to Chapter 10A – Independent Courier Drivers.

DoorDash supports the introduction of national reforms to support independent workers in the on-demand sector to create minimum standards and provide certainty for businesses. We recently worked with the Transport Workers' Union to agree an industry-leading framework for reform at a national level, and we note that similar commitments have since been made by other industry participants. Given this progress towards a national framework, we recommend against passage of the Bill, which risks creating a patchwork of inconsistent standards, rather than a unified, national approach.

In addition, we have concerns with the process to develop and ultimately introduce this Bill to the Queensland Parliament, which has seen a lack of transparency and limited meaningful consultation. To the extent the Bill advances, we would welcome the opportunity to offer our detailed perspective on Chapter 10A and how it could impact the workers, local businesses, and customers who rely on our platform. We would also encourage the Committee to engage in meaningful consultation with the broad range of workers who may be impacted by Chapter 10A.

### **About DoorDash**

DoorDash is a technology company that connects consumers with their favourite local businesses across Australia, New Zealand, the United States and Canada. Founded in 2013, DoorDash enables local businesses to connect with new customers, provides supplemental earnings opportunities for thousands of independent delivery workers ("Dashers"), and helps bring our communities closer.

DoorDash launched in Australia in 2019, and is now operating in all states and territories — helping thousands of local businesses reach new customers, including restaurants, convenience stores, pet stores, and grocery stores. We are committed to offering outstanding service to customers; growth for small businesses; and access to flexible work when people need it.

### **The Dasher Community**

Platforms like DoorDash serve as a vital source of supplemental income for thousands of Queensland workers who choose to use our app because of the flexibility it provides. Many are parents, students, and small business owners, who choose this work because of the ability to work when, where and for how long they choose. In fact, even in today's tight labor market where workers have myriad options, thousands of Australians continue to choose to log on to DoorDash every day.

Most Dashers work for brief periods of time on the platform. On average, Australian Dashers work less than three hours per week, and many regularly exercise the option to pause work for



weeks or months at a time. The majority of Australian Dashers report that gig work is not their primary source of income. Rather, it is often a critical secondary income source that allows workers to cover an unexpected expense or ensure all the bills are paid on time.

We believe in engaging closely with the Dasher community, and, to that end, launched our Australian Dasher Community Council (DCC) in January 2021. The DCC is composed of a diverse group of Dashers from across the country, including from Queensland. The group meets frequently to discuss topics that are top of mind for Dashers and to help shape the future of the app by testing new product enhancements, providing a sounding board for ideas, and working hand-in-hand with DoorDash on the best ways to enhance Dasher safety. We will continue to engage with the DCC and the rest of the Dasher community on the reform discussions underway at a national level.

### **National Reform**

DoorDash supports a national framework regulating app-based work, and we have already begun taking steps to realise that vision. As the Committee will be aware, the new Federal Labor Government made commitments to regulate platform work prior to the May 2022 Federal Election and in the Labor Party National Policy Platform.

We (and other companies) are engaged in ongoing discussions with leaders in the labour movement about such a national framework. On 9 May 2022, after several months of dialogue, DoorDash agreed an industry-leading joint set of principles with the Transport Workers' Union (TWU). These principles recognise the value that workers derive from this new form of work, while also memorialising our commitment to safety and fairness for workers in the evolving app-based economy. To that end, the principles call for the creation of a national framework that allows app-based workers to maintain their independence while accessing new protections and benefits tailored to this new form of work.

DoorDash and the TWU further agreed to a three-stage approach towards achieving national regulation of the on-demand transport industry, and we are currently beginning the second stage of this process.

With these significant developments underway, DoorDash recommends against the passage of Chapter 10A in Queensland, which has the potential to upset ongoing work toward a national framework and ultimately result in inconsistencies with Federal reforms.

### **Consultation and supporting evidence for this Bill**

In addition to our concerns related to the emerging national framework in this area, we have also identified some issues with the policy development process for Chapter 10A.

- **First, the policy emerged prior to any consultation occurring.** We understand that the objectives of the Bill are to give effect to the Queensland Government's response to the recommendations of the Five-year Review of Queensland's Industrial Relations Act 2016 – Final Report. However, it appears the plan for Chapter 10A pre-dates the review taking place, and before any consultation. The Explanatory Notes for the Bill states:

*On 24 August 2020, the Minister wrote to the Commonwealth Attorney-General and Minister for Industrial Relations requesting in-principle agreement to amend the IC Regulation to permit the Queensland Government to introduce legislation setting minimum conditions for independent courier drivers.*

This was long before the Review was announced in May 2021, and prior to any recommendations being made in the Final Report.

- **Second, there was limited opportunity to give input both during and since the**



**Review.** The Final Report of the Review, released in February 2022, included only a short commentary about the gig economy, with no worker or business interviews or submissions cited. In fact, DoorDash is a member of one of the peak organisations purportedly included in the consultation process, but we were still unable to access a copy of the draft Bill. By comparison, the Victorian Government undertook a three-year process to develop its Fair Conduct and Accountability Standards for On Demand Platforms, including interviews, roundtables, surveys, written submissions and research by leading academics. Industry and worker participants were consulted at multiple stages.

Industry and worker consultations are critical to inform any proposals for reform in a new and evolving area that is delivering significant benefit to the community. Without adequate consultation and evidence to inform its development, Chapter 10A has the potential to impact workers, local businesses, and customers who rely on platforms like DoorDash every day.

### **Conclusion**

DoorDash is committed to working with the community of riders and drivers who use our app to improve their experience on our platform and champion their needs. While we want to support them to continue to access flexible, independent work, we also recognise the need for clear standards and tailored protections and benefits. To that end, we are invested in ongoing work with labour partners on a national framework.

For this reason, and in light of limited consultation with industry and workers, we recommend against Chapter 10A of this Bill. We would welcome an opportunity to discuss our concerns, including those relating to specific provisions of the Bill, with the Committee in the coming weeks.