

Rideshare Driver Survey



SAFETY CONCERNS



RIDESHARE DRIVERS
AVERAGE HOURLY WAGE

\$12.35/hr*

36%

have been involved in a car accident while at work

"Multiple threats with a knife, multiple grabbing & punching"

81%

have at some point felt unsafe or threatened by a passenger

"Male customers trying to touch inappropriately and trying to kiss and many more."

62%

have been verbally harassed or assaulted

"A passenger threatened to shoot me"

17%

have been sexually harassed or assaulted

"I had my breast grabbed by a passenger."

"I picked up a man who thought he had a right to touch me and to tell me out loud what he would like to do with me rather than go home to his wife."

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41%

experienced racism on the job

"People say me all the time, 'go back to your country.'"

"Been called a black c@#\$ by passengers while working in QLD even though I told them that I was from Sydney and Australian and the rest shouldn't matter."

OVERDUE

FINANCIAL STRUGGLES



85% said their income had dropped over time



56% struggled to pay the bills and buy groceries

"Money is so poor that it cannot cover for superannuation and sick leave"

*Average hourly wage calculated by taking into account average income, variable costs and fixed costs.

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UNFAIR TREATMENT



87%

have been left negative feedback for something beyond their control



58%

were unfairly treated by their company without being able to defend themselves



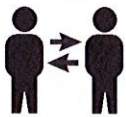
29%

have been suspended or deactivated as a result of a false allegation

"Drunk passengers falsely claimed sexual inappropriate behaviour by the driver. I was deactivated and they got a free trip and a great laugh."



COVID-19



76%

were not provided any sick leave or compensation if they had to self-isolate



50%

were not provided with sufficient free PPE (sanitisers, masks, gloves)



67%

were not provided any additional safety training

"I have to keep driving when I feel sick"

"Some companies promised help but delivered nothing"



WHAT RIDESHARE DRIVERS WANT TO SEE

"A more transparent appeal process should a passenger make a false complaint."

"We need more than the minimum wage."

"Fairness, equality, better pay, higher standards"

"Transparent fares and not being penalised for not accepting a trip"

"I want to get fair pay for the work that I do."

"Money is so poor that it cannot cover for superannuation and sick leave"

"Income should be improved. More safety"

"They should look after their drivers."

Respondents work for: Uber (93%), Didi (62%), Ola (52%) Shebah (9%) and others
Note: many respondents work for multiple apps

