

# NSW Select Committee on Future of Work

## Request for additional information from Tim Fung, CEO Airtasker

Information Requested	Response
<p>How many taskers have been injured in the last few financial years?</p>	<p>On further review, we do not ask for, or keep this information</p>
<p><b>Mr DAVID SHOEBRIDGE:</b> Is it your position that your legal advice says you have no obligation to have taskers notify you about injury while they are working on a task assigned by Airtasker?</p> <p><b>Mr FUNG:</b> Broadly, yes. However, it is a specific legal question and in that context I would want to take it on notice and come back to the Committee</p>	<p>The task is not assigned by Airtasker, rather it is the Customer who uses the Airtasker marketplace to find the person to perform the task that assigns the task. The Tasker is an independent contractor in relation to the poster, and has no relationship to Airtasker in respect of the task outside the terms and conditions they accept when using the marketplace. There is nothing in Airtasker's terms and conditions that requires a Tasker to report an injury. The Tasker is not providing a service to Airtasker, nor is it employed by Airtasker. In this context, Airtasker is a means of connecting the person who is looking for work with a person who has work done, and we are not aware of any legal requirement that would require notification of accidents.</p>
<p>Do you by any chance happen to have that number for New South Wales? How many of the 150,000 earning taskers are in this State?</p>	<p>As at 10 May 2021, more than 51,000 unique Taskers have closed a task in NSW</p>
<p><b>The CHAIR:</b> What is the market share per industry? How much of it is graphic design or furniture assembly et cetera?</p> <p><b>Mr FUNG:</b> Without wanting to go too deep and stretch my answer because I can talk about this for a very long time, the way we look at services industries on Airtasker is that there is an incredibly long tail of work. That long tail of work of all those minute verticals that are created is derived from two main dimensions. One is that there are variables within existing service</p>	<p>As at 10 May 2021, more than 7,200,000 tasks have been posted on Airtasker. A breakdown of those tasks is provided in Appendix 1 - Tasks by Category.</p>

categories—for example, cleaning is much more nuanced than just cleaning. So the variables within a category, but then also the categories themselves. Airtasker creates micro-verticals like removing spiders from ceiling fans or having people write poems for their wives. There are huge number of possible verticals which are not currently existent and therefore it makes it difficult to have conversations about things like market share or even share within the existing marketplace in category form.

**The CHAIR:** Is that because you consider the platform to be market-creating?

**Mr FUNG:** Absolutely.

**The CHAIR:** You are creating new forms of work.

**Mr FUNG:** Absolutely.

**The CHAIR:** I am going to invite you on notice to be as detailed as you would like to be in being able to provide us with as much information as you possibly can about what services are being provided in the community.

**The CHAIR:** Do you have any information as to how many people are exclusively earning through Airtasker? That is, they are earning all the income through Airtasker? Do you keep information like that?

**Mr FUNG:** I think it is difficult to ascertain whether someone is full-time on Airtasker or not because we do not track all the other income sources that they have. I would say that we have a very large cohort of people that are not full-time on the platform. More than 70 per cent of our people do less than five completed jobs per month which would certainly indicate that it is not in any way a full-time job. To date all-time for Airtasker we have had 13,000 people earn more than \$5,000 in a single month on Airtasker.

**The CHAIR:** I will again ask you on notice to provide any information. I accept that the data comparison in this area is generally opaque; hence it would be helpful to get whatever information is possible.

Have you seen the Victorian government's report into the future of work?

As at 10 May 2021, more than 31,000 unique active Taskers (over the past 12 months) whose earnings breakdown as follows:

Earnings Bracket (in last 12 months)	% of Total Taskers
> \$50,000	0.6%
\$5,001-\$50,000	10.0%
<\$5,000	89.4%

**Mr FUNG:** I have skimmed it.

**The CHAIR:** I you aware of the research they undertook as a part of that to measure earnings, hours and the diversity of the platforms that was undertaken by Swinburne University?

**Mr FUNG:** I have skimmed the document but do not know it in detail.

**The CHAIR:** Is there any basis upon which you would disagree with that? We can accept that as being a relatively independent report?

**Mr FUNG:** I do consider it to be an independent report. As I mentioned earlier, I think there are so many nuances to this gig economy or flexible work economy that it is difficult to run a study which can accurately bring all of the different types of platforms together. There are incredible nuances here some of which are more obvious than others and make it very difficult to put that umbrella and create a study across all of them.

**The CHAIR:** I am going to pass to Mr Searle, but I would invite you on notice to provide whatever nuance we should know. As lawmakers we have to rely on some form of evidence-base to ground our actions. We more than welcome any information that you have to add to it giving the perspective of Airtasker. Would you take that on notice?

**Mr FUNG:** Yes. I do take that on notice. I do state that I think the overarching difference has to do with who is controlling the price and scope of the work. If it is determined by the central platform that is the major differentiation—categories where that is determined by the platform versus where it is determined by the individuals.

As discussed, task payments are based on completion of a defined scope of work, not hourly rates.

**The Hon. ADAM SEARLE:** Just so we are not talking at cross-purposes. On page 13 of your submission you talk about creating new Australian jobs and you say your current analysis indicates that 24 per cent of jobs created by Airtasker are new jobs that would not have otherwise materialised. In terms of the quantum you are saying about one quarter of the work that is captured through Airtasker is new work that would not have otherwise been performed in the economy. The concomitant of that is about 76 per cent has been accessed through Airtasker that otherwise would have existed, is that correct?

**Mr FUNG:** That is correct. If I may clarify?

As at 10 May 2021, the following verified license badges have been applied.

Badge Type	Number
Electrical	871
Gasfitting	268
Plumbing	277

**The Hon. ADAM SEARLE:** How did you do that analysis?

**Mr FUNG:** In our opinion 24 per cent of jobs are definitely not going to be able to be created without Airtasker. The remaining 76 per cent would utilise existing skills. However, the job itself may not exist without Airtasker either.

**The Hon. ADAM SEARLE:** Is this just your impressionistic analysis of what you see or have you actually got a paper or done some research that stands these conclusions up a bit more?

**Mr FUNG:** We do have principles that we have applied to the data to be able to infer the figures that we provided. However, I would say that it is an incredibly nuanced and complex space to determine what is an existing job and what is not. I would be open to feedback on the principles that we have applied.

**The Hon. ADAM SEARLE:** If you could provide on notice any further detail that substantiates the claims you make at page 13 that would be of use. In relation to the work that is captured on Airtasker, when you say that these jobs may not otherwise exist do you have any sense and do you track any information about if some of the service providers are electricians, for example, they might have their own business but they have also decided to try and access work through Airtasker? How much of it is that kind of thing and how much of it is someone who might not be traditionally employed and trying to get back into the workforce or trying to earn some extra money and saying these are the skills I have and trying to access work through Airtasker? Do you have any sense of the proportion of people providing the services?

**Mr FUNG:** I do not have on hand any indication of the proportions.

**The Hon. ADAM SEARLE:** Could you do that on notice?

**Mr FUNG:** I believe that we could do that on notice in relation to the specific call-outs. For example, if we wanted to investigate in relation to a specific skill such as electricians, plumbers or gasfitters, we certainly have data that we can use to look into that more deeply. A general question around how much of Airtasker's work is existing versus non-existing is a bit more of a nuanced question because the data points are less obvious compared to something like electricians who have electrical licences verified on Airtasker or gasfitters and the like.

No further comments to add.

## Appendix 1 - Tasks by Category

<b>Task Category</b>	<b>% of Total Posted Tasks Total</b>
Removalists	15.03%
General Cleaning	11.50%
Gardening / Lawn Mowing	7.52%
General Handyman	6.94%
Pick Up & Delivery	4.82%
Furniture Assembly	3.30%
Waste Disposal Collection	3.26%
Painting & Painting Services	2.61%
Water Plumber	2.23%
Electrical Wiring	2.03%
Mechanic	1.99%
Graphic Design / Graphic Designers	1.82%
Household Equipment Repair & Installations	1.68%
Copywriting or Editing Services	1.66%
Carpenter	1.55%
Transporting / Taxi Services	1.54%
Television, Radio, Stereo & Home Entertainment Equipment	1.18%
Full House Removals	1.15%
Website or App Development / Hosting or Cloud Support	1.14%
Photography & Video Editing	1.12%
Landscape Gardeners	1.08%

Other	0.98%
Stump Grinding / Tree Surgery	0.95%
Hardware / Software / Network Support	0.93%
Carpet & Tile Flooring Installation	0.82%
Air Conditioning	0.79%
Social Media Online Support	0.78%
Fence construction	0.75%
Unknown	0.74%
Survey / Marketing / Internet Research / Data Collection	0.72%
Item Removals	0.72%
Domestic Window Cleaning	0.70%
Locksmiths	0.67%
Home Help	0.63%
Sewing / Clothing Repairs	0.62%
Data Entry / Processing / eCommerce Listing	0.59%
Domestic Gutter Cleaning	0.55%
Curtain / Blind Installation	0.54%
Hospitality Services	0.52%
Washing / Ironing	0.51%
Mobile Tutors	0.48%
Letter Box / Flyer Distribution	0.47%
Carwashes / Car cleaning	0.46%
Commercial Cleaning	0.45%

Gas Fitters	0.42%
Flooring	0.42%
Builder	0.41%
General Business & Admin	0.41%
Mobile Pet Services	0.40%
Labour	0.39%
Packing / Unpacking	0.38%
Glass	0.34%
Financial / Business / Legal advice	0.34%
Home Pet Care	0.30%
Models / Actors / Entertainers	0.28%
Pool Cleaning & Maintenance	0.28%
Pest Control	0.26%
Roof Tiling	0.26%
Assistants / Stallholders / Exhibitors / Labour	0.23%
Excavation	0.23%
Mobile Hairdressing	0.22%
Child Minding / Baby Sitting / Nannies / Childcare Centres	0.22%
Videography, Audit Recording	0.22%
Mystery Shopper	0.18%
Meals on Wheels	0.17%
Other Research Activities	0.17%
Fitness Trainers	0.17%

Earthmoving	0.16%
Demolition	0.16%
Massage Therapy	0.16%
Welding	0.15%
Concreter excluding formwork	0.14%
Concreter including formwork	0.14%
Translation / Transcription	0.14%
Property Inspection	0.12%
Beauty Services	0.11%
Sales / Telemarketing	0.11%
Antennae / Satellite Installation & Repair	0.10%
Driving Instructors / Tuition	0.10%
Ceiling Contractor	0.09%
Bricklayer	0.08%
Baking	0.08%
Product Packing	0.07%
Musical performance	0.07%
Mobile Language Lessons	0.06%
Bicycle repair	0.06%
Interior Design	0.06%
Cement Rendering	0.05%
Piano Removalist	0.05%
Tattoo Parlours / Mobile Artists	0.05%



Spurious	0.04%
Queue Line Up	0.04%
Picture Framing / Reframing	0.04%
Ventilation Installers	0.04%
Air BNB / Accomodation	0.03%
Insulation Installation	0.03%
Drainage/Sewerage Contractor	0.03%
Cable TV Wiring	0.03%
Stonemason	0.02%
Swim Instructors	0.02%
Mentoring	0.02%
Respite Care	0.01%
Housesitting	0.01%
Boat Detailing	0.01%
Drones	0.01%
Couriers acting in a professional capacity	0.01%
Skylight Installation	0.01%
Mobile Nail Technicians	0.01%
Event Planners	0.01%
Steel Fabrication	0.01%
Herbalists	0.01%
Security Guards	0.01%
Knitting / Needlecraft	0.01%

Wall Plastering	0.01%
Tee Shirt Printing	0.01%
Contact Sports Lessons	0.01%
Adventure Sports Instruction	0.00%
Doorman	0.00%
Crafting	0.00%
Wedding Planners	0.00%
Acoustic Sound Proofing	0.00%
Community Gardening	0.00%
Security Patrol	0.00%
Stunt Men / Women	0.00%
Impersonating	0.00%
Building Maintenance Managers	0.00%
Maternity Assistants	0.00%
Fruit & Vegetable Picking	0.00%
<b>Grand Total</b>	<b>100.00%</b>