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Daniel Mookhey

Committee Chair
Select Committee on the impact of technological and other change on the future of work and workers in New South Wales
Parliament of New South Wales
6 Macquarie Street
Sydney NSW 2000

Dear Committee Chair,

DoorDash appreciated the opportunity to testify before the Select Committee on the impact of technological and other change on the future of work and workers in New South Wales and submits the following responses to the questions taken on notice during that testimony. Per the Committee's request, please find our opening statement here:

<https://doordash.news/custompreview/?id=3277>.

Please see below for DoorDash's answers to the questions taken on notice during our September 10, 2021, testimony:

- *The Chair: Just with respect to the September 2020 fatality, did the person meet the definition of being on trip?*

No. He was not on a delivery sourced from DoorDash at the time of the accident.

- *The Chair: Does DoorDash draw a distinction in terms of your obligations if a person is on trip or not on trip, in terms of how you are reacting?*

To further supplement our response during testimony, all Australian-based Dashers are automatically eligible for personal accident insurance coverage (subject to policy terms) at no cost to them. Dashers do not need to activate, sign up, or enroll to receive coverage and there are no associated premiums, excess, or co-payments. Under that policy, a Dasher is also covered for 15 minutes after their most recent delivery, unless they log off of the platform or accept an opportunity from another platform during that time. DoorDash

also purchases general liability coverage for third party bodily injury and property damage that were to arise out of a Dasher performing delivery services. We also provide automobile liability coverage for Dashers driving their own vehicles should a Dasher cause bodily injury or property damage to a third party while on an active delivery. As with any of our insurance policies (in Australia and elsewhere around the world), we continue to evaluate new coverages and benefit options as they become available.

- *The Chair: Was he an Australian national?*

As originally stated, he was not an Australian national, but of Indian nationality.

- *The Hon. Adam Searle: I just wanted to talk about some of the things in your written submission. I think it is at the top of page 2 where you talk about the average earnings being \$32 per hour when on trip. Will you tell us what is the typical number of hours and the total average earnings over that period of time? How do you get that average of \$32 an hour?*

Over the first six months of this year, Dashers averaged more than \$32 per hour when on delivery in NSW. This was calculated using the active time a Dasher spends on the platform -- so the time from when a Dasher accepts an order until they drop it off with the customer and indicate that the delivery is complete through the app. As outlined in our presubmission, on average, Australian Dashers work less than three hours per week (including during this time period) and many regularly exercise the option to pause work for weeks or months at a time.

- *The Hon. Adam Searle: Maybe provide us whatever documents you can on notice. I have some other questions. Further down that same page you say that between March and September last year 17,000 new Dashers joined the platform. That is in addition to the existing 40,000, is that right? Should we assume therefore there are about 57,000 Dashers operating in that time period? Is that correct?*

No, the 17,000 and 40,000 Dashers are not temporally related in this way. Over 17,000 Dashers joined the DoorDash platform and completed a delivery between March and September last year. In September of this year when we gave testimony, there were over 40,000 Dashers on the platform who had completed a delivery in Australia.

- *The Hon. Adam Searle: Just pause there. What is the total number of Dashers that you are referring to on page 2? You say more than 17,000 joined the existing number. Previously in your submission you had said the previous number was 40,000, so what is the total number that you were referring to?*

Please see our previous response.

- *The Hon. Adam Searle: Yes, that would be good. You say that the number of Dashers earned more than \$30 million in income. Do you have a more up-to-date figure than \$30 million? Is it about \$30 million? Is it just a little bit above? Is it a lot more above?*

We are unable to provide a more recent earnings number for Dashers as this represents commercially confidential information.

- *The Hon. Adam Searle: Okay. If you divide \$30 million by—I thought it was 57,000 Dashers, but even if you divide it by 40,000 Dashers, then that is not a lot of earnings per person over the March to September period. Is that how we should read that evidence?*

No. Over 17,000 Dashers joined the DoorDash platform and completed a delivery between March and September last year. In September of this year when we gave testimony, there were over 40,000 Dashers on the platform who had completed a delivery in Australia, so these represent two separate time periods. Furthermore, the 17,000 Dashers that joined the platform between March and September of last year joined at different times and spent variable amounts of time on the platform. A large portion of those 17,000 Dashers, for example, only joined the platform in August or September. This means that one cannot, for example, divide \$30 million by 17,000 to reach an earnings figure for each individual Dasher because the 17,000 not only joined over time but also earned this figure together with then existing Dashers.

- *The Hon. Adam Searle: But, Ms Burrows, if it is 40,000 Dashers earning \$30 million over six months, then that is \$750 in average earnings. If you divide that by six months, they are earning very little per month on average. I am just trying to square that evidence with your \$32 an hour in earnings. These numbers are not adding up for me. Perhaps on notice, unless you can give us a clear and cogent explanation—the figures I am reading here are pretty exploitative of your workforce. Even allowing for the fact that this is not their main source of income, it looks highly exploitative to me. I am open to being persuaded otherwise, but the information you have provided here just does not do that.*

Please see our previous responses explaining these statistics. Please also note that Australian dashers work, on average, less than three hours per week on our platform, very often to earn supplemental income.

- *The Hon. Adam Searle: So that sounds like you have made some progress. In terms of the competitive advantage, obviously you would want all participants in your sector to be subject to the same arrangements or the same regime. Do you think that rather than this fairly slow-paced self-regulation, we should perhaps recommend extending chapter 6 of the Industrial Relations Act, which deals with transport work, to the sorts of activities that*

you and your competitors are engaged in to provide a common framework for you all to operate in?

The origins of Chapter 6 of the Industrial Relations Act of 1996 date back to the 1960s and are ill-suited to today's modern workforce, especially to food delivery couriers finding work on app-based platforms. Furthermore, in our view, if a legislative structure was put in place to cover gig workers it should be at the federal, not state level. Attempting state by state legislative reform presents numerous implementation challenges and would create inconsistencies for this work across the country.

- *The Hon. Courtney Houssos: Good morning, Ms Burrows and Mr Fernando. Can I go back to the very tragic death of the rider that you spoke about earlier, which you revealed this morning? How much is the small payment that is being offered to the family?*

We originally offered the family \$10,000 as a goodwill payment while we investigated the details of the incident and continued conversations with the victim's brother. After further investigation of the incident, we have since offered further payment to the family, as detailed below.

- *The Hon. Courtney Houssos: And was the death reported to WorkSafe in Victoria?*

We have reported the September fatality to WorkSafe Victoria since we became aware of the fatality and investigated the circumstances to the best of our ability. We continue to refine our internal processes, including those around reporting such incidents, which have already been updated to a more rigorous standard and maintain our commitment to the safety of Dashers by building on our existing efforts to improve safety.

- *The Hon. Courtney Houssos: Just to be clear, Ms Burrows, are you aware of the death being reported since this began? Since you uncovered the death in your preparations to appear before this Committee, are you aware of the death being reported to WorkSafe?*

Please see our previous response.

- *The Hon. Courtney Houssos: Okay. Will you provide us with some more details around the date or the location of the death?*

According to Victoria Police, a silver Nissan Skyline and a white Hyundai Accent collided at the intersection of Palmers Road and The Strand in Melbourne, Victoria, on the evening of September 5, 2020. The driver suffered life-threatening injuries and was taken to hospital where he tragically died. We do not have confirmation from Victoria police on the exact timing of the accident.



- *The Hon. Courtney Houssos: I just want to come back to the question of support for the family. Are you proposing to provide anything more to the family of the man who died if the death was outside that 15-minute window?*

We have further offered a cash payment of \$400,000 to the victim's brother in part in recognition of the time that has lapsed since the incident. What we know is that we should have escalated this matter internally more quickly and maintained closer contact with the family. We sincerely regret that and have implemented improved policies and procedures.

- *The Hon. Courtney Houssos: Or where he is from?*

As previously described, he was not an Australian national, but of Indian nationality.

- *The Chair: On notice, are we able to get either a copy of it or an explanation as to what it covers, how it works and how it has been claimed?*

As provided in our pre submission to the Committee, please find our current insurance policies and coverage summaries, all of which are also publicly available on the DoorDash website.

- Main Dasher Support Page for Insurance Inquiries:
https://help.doordash.com/dashers/s/article/DoorDash-Australia-Group-Personal-Accident-Insurance-FAQs?language=en_AU
- Injury Claim Form:
https://drive.google.com/file/d/1ra8gwBQvaAfs703Yc2RDCp7V0I_o68M9/view?usp=sharing
- Coverage Summary:
<https://drive.google.com/file/d/1e2Ja2E-OQq9x8QCJ62tvi0jRQDnpCLPy/view?usp=sharing>
- Group Policy Schedule:
<https://drive.google.com/file/d/1ELlwRkop2p0GaTERUmWKVJOg3LK2t4cA/view?usp=sharing>

We have recently renewed our insurance coverage to increase coverage limits to continue to align with industry standards and offer appropriately sized personal injury insurance for Dashers.

We again thank the Select Committee for its time and efforts in this inquiry.

Sincerely,

Rebecca Burrows