

Submission
No 52

**INQUIRY INTO IMPACT OF TECHNOLOGICAL AND
OTHER CHANGE ON THE FUTURE OF WORK AND
WORKERS IN NEW SOUTH WALES**

Organisation: Doordash

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By email: futureofwork@parliament.nsw.gov.au

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September 7, 2021

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 welcomes 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 for the Committee's advance consideration. DoorDash is a technology company that connects consumers with their favourite local and national businesses in more than 4,000 cities in Australia, the United States, Canada, and Japan. Founded in 2013, DoorDash enables local businesses to address consumers' expectations of ease and immediacy and thrive in today's convenience economy. By building the last-mile logistics infrastructure for local commerce, DoorDash is bringing communities closer, one doorstep at a time. DoorDash launched in Australia in 2019 and is currently operating in all states and territories, serving over 20,000 businesses -- over 5,500 in NSW -- and reaching over 80 percent of the Australian population. We are proud to support these communities during the COVID-19 pandemic.

We especially appreciate the opportunity to introduce the Committee to the couriers that use our platform, called Dashers, over 40,000 of whom are currently Dashing in Australia (over 10,000 in NSW). As part of our mission to empower local economies, we are committed to continually working with government stakeholders, third-party experts, and the Dasher community to ensure that we are implementing best practices designed to provide Dashers with opportunities to earn supplemental income. We have outlined below the ways in which DoorDash promotes the economic vitality of our community.

Platforms like DoorDash serve as a vital source of supplemental income for millions of workers who choose gig economy work because of the flexibility it provides. The Dashers who use our platform are stay-at-home parents, students, small business owners, and others who need



supplemental income from time to time. They choose to dash because the platform allows them to work when, where, and how they want all while averaging more than \$32 per hour when on delivery in NSW.

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. Overall, 83% of Australian Dashers report that gig work is not their primary source of income. Rather, it is an often critical source of supplemental income that allows workers to cover an unexpected expense or ensure all the bills are paid on time. Access to flexible work like dashing has taken on increased importance during the COVID-19 Pandemic. Between March and September last year, more than 17,000 new Dashers joined the platform and, together with existing Dashers, earned more than \$30 million. Here are a few of the ways in which our current initiatives protect and support Dashers:

- **Leveraging our platform for COVID 19 Relief**

We are deeply committed to supporting our entire community amidst the ongoing pandemic. At the start of the pandemic, we announced a series of steps to help keep Dashers safe. We began defaulting to no-contact deliveries while providing PPE including masks, gloves, wipes, and hand sanitiser to all Dashers who use the DoorDash platform. PPE items are completely free, including shipping, for all Dashers who have completed a delivery on the platform and can be reordered on a weekly basis. We are eager to continue engaging with Dashers and incorporating feedback on the best ways to support them. In particular, over the recent times we have provided detailed information to Dashers on Government restrictions, vaccination requirements and options and support.

- **Learning From the Dasher Community**

We believe strongly in working closely with Dashers and take their feedback into account when considering how we can best support them on issues of concern. We maintain a regular dialogue with Dashers across the country and are constantly learning from them regarding ways we can improve the Dasher experience.

We launched an Australian Dasher Community Council (DCC) in January 2021, composed of a diverse group of Dashers from across the country, including NSW Dashers. Each class of the DCC (as well as similar groups in the U.S. and Canada) will meet frequently over a six month period to discuss topics that are top of mind for Dashers and to help shape the future of dashing by testing new product enhancements, providing a sounding board for ideas, and working hand-in-hand with us on the best ways to enhance Dasher safety. We worked with this first cohort of the Australian DCC to specifically discuss safety improvements and other ways to better the Dasher experience. We look forward to launching our next cohort who will further test our product, operations, services, and offerings with a continued safety focus.

- **Insurance Offerings**

We believe in enhancing Dashers' economic security while preserving the vital source of supplemental income DoorDash provides to workers across the country who choose our platform because of the flexibility and independence it offers. We are proud to support Dashers by providing personal accident insurance for covered incidents should they occur while on a DoorDash delivery, subject to policy terms and conditions. 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 sign up or enroll and there are no associated premiums, excess, or co-payments.¹ Further in our insurance offerings, DoorDash also provides general liability coverage for third party bodily injury and property damage that may arise out of a Dasher performing delivery services. We also provide automobile liability coverage for Dashers while on an active delivery, should an accident result in a third party sustaining bodily injury or property damage.

We appreciated the opportunity to specifically engage with the NSW State Insurance Regulatory Authority (SIRA) in its consultation on personal injury insurance. As outlined in our submission to SIRA,² we believe our insurance offerings are the right fit for Dashers and for gig work more broadly.

- **Access to Safety Equipment**

We believe Dashers should have access to affordable safety equipment to help reduce distraction, prevent injury, and enhance visibility while on the road. For example, to further our NSW Industry Action Plan commitments, we recently made phone cradles and reflective armbands available to Dashers free of charge (including shipping and handling), and we continue to promote the availability of this safety gear to Dashers. We also continue to evaluate ways we can make safety gear more accessible to Dashers and we work with the DCC and the rest of the Dasher community to understand the most effective ways we can help Dashers increase safety while on the road. We are also working with third-party experts to develop our training curriculum for cyclists.

- **Ongoing Commitment to Safety**

We are in the process of comprehensively evaluating our safety programming, including ways that we can use our platform to raise awareness among Dashers and help them stay safe while Dashing. This includes an examination of the best ways to increase safety-focused information for Dashers, exploring additional product features that enhance safety, evaluating opportunities to improve our new Dasher activations

¹ Additional information on our occupational hazard insurance policy can be found at: https://help.doordash.com/dashers/s/article/DoorDash-Australia-Group-Personal-Accident-Insurance-FAQs?language=en_AU

² DoorDash's submission to SIRA can be found at: https://drive.google.com/file/d/1Xelh99YTTgGjvS8u-Zf9R56bac_MwNOM/view?usp=sharing



processes, and considering other options to keep safety top-of-mind for Dashers and provide visibility into the information they need to dash safely. We are committed to leveraging our platform to remind Dashers of relevant safety risks where possible, including by informing and reminding them of legal requirements and best practices recommended by the government and third-party experts.

In addition to the items mentioned above, we recently announced our participation in the development of Australia's first set of National Food Delivery Platform Safety Principles.³ The new principles, developed in consultation with peak industry body AiGroup, outline the high standards of practice that platforms have committed to implement to ensure the ongoing safety of food delivery workers by ensuring we have processes in place that meet the standards set out in these principles with respect to information, delivery equipment and personal protective equipment, support, standards and policies, consultation, and incident reporting and Investigation. While we already meet many of these benchmarks, we and others in the industry have pledged to continue to raise the bar for safety through continuing initiatives, technology, and research.

Platforms like DoorDash provide a critical source of supplemental income to workers in NSW, allowing them access to flexible work when they need it. We believe it is critically important to protect this new form of work, while ensuring workers receive the safety protections they deserve. As part of our mission to empower local economies, we are committed to continually working with government stakeholders, third-party experts, and the Dasher community to ensure we are implementing best practices designed to promote the safety and economic vitality of our community. We look forward to continuing engagement with the Committee on these important issues.

Sincerely,

Rebecca Burrows

³ The full principles can be found at:
<https://cdn.aigroup.com.au/FDP/National-Safety-Principles-July-2021.pdf>