

CPV REFORMS AND ITS EFFECTS ON THE RIDESHARE SEC

TRANSPORT WORKERS UNION (TWU)



Overview of changes and its affects on workers.

- Huge devaluation in value of taxi & hire car licenses for owners,
- Deterioration of working conditions for drivers altogether with Uber undercutting market,
- Most recently... The race to the bottom in rideshare drivers conditions as Uber has established its monopoly.
- **Drivers everywhere (rideshare, taxi/hire car drivers, license plate owners) have seen rapid deterioration in conditions**



Rideshare Drivers – No rights, No Security

- Rideshare drivers are engaged as contractors.
 - No security
 - Business risk/costs are shifted to drivers
 - No guaranteed rates of pay
 - No workers compensation
 - No pay for waiting times
 - No protections from unfair dismissal
 - Very little in terms of WHS by major rideshare companies
 - No collective bargaining or representation



Rideshare Drivers – Contractor Control

- Yet Uber maintains a high degree of control of drivers, despite maintaining they are ‘independent’ contractors:
 - Incentive schemes which create ‘quasi’ shift systems (bonuses for long hours, logging in at certain times)
 - Terms of agreement set unilaterally
 - Subcontracting prohibited
 - Drivers dependent on rideshare companies for all their work – no ability to create independent customer relationship with riders or pick up customers without the app.
 - Rideshare company branding/label required on cars.

What has this system meant for the working conditions of drivers?

- In 2018, the TWU along with the Rideshare Drivers Cooperative undertook a survey of rideshare drivers around Australia.
- **Findings showed systematic underpayments below minimum standards and countless instances of abuse**



THE
**RIDESHARE DRIVERS
CO-OPERATIVE**



TWU
Carrying Australia

WORKING CONDITIONS: PAY

On average, ride-share
drivers make just

\$16 an hour
before
costs

1. **85%** aren't satisfied with their earnings



3 in 4

say company
commissions are too high.

WORKING CONDITIONS - PAY

- Many drivers finance vehicles and are dependent on rideshare income to pay off cars.
- Low pay combined with heavy debts means drivers are likely to have very little to save for superannuation or leave.

31%

drive rideshare because they have debts to pay.

62%

say pay is not enough to save for super or leave.

HOURS OF WORK

1/2 of drivers
work full time.



- Low rates of pay and a lack of income security force drivers to work long hours to cover costs.
- Most drivers work full-time hours. More than a third driver in excess of 40 hours per week

969 reports of harassment and/or assault

10%

PHYSICAL
ASSAULTS

"I have been punched in the face, others threatened they would find out where I live and kill my family."

6%

SEXUAL
ASSAULTS

"A passenger pinned me into my seat with his body weight while he used a hand to sexually assault me."

37%

RECEIVED
THREATS

"In casual conversation a passenger made a joke about taking me to a remote location to rape me."

WORKING CONDITIONS EXPOSED... SAFETY

Rideshare companies aren't supporting drivers

Violent passengers aren't banned from services, and drivers are left to deal with damage to vehicles, medical bills and long-term effects.

"Too many times I've come close to being bashed by drunk and drug affected passengers. Every time I contact the rideshare company and they don't even help."

Alarming sexual and physical assaults

Drivers reported death threats and threats of harm, actual physical assaults, and sexual harassment and assaults.

"I had to file a police report because I was held at knifepoint. The rideshare platform didn't even deactivate the people's accounts."

COMPANIES (UBER'S) RESPONSE – 'NOT OUR PROBLEM'

JOB SECURITY

- Drivers routinely sacked – with no notice for no reason and with no right of appeal.
- Upon termination, drivers are provided no opportunity to explain or contest decisions.
- Within minutes, someone's livelihood is destroyed.

Drivers face deactivation with no right of reply

Drivers reported deactivation from false reports, while others received no reason for deactivation. This puts them under serious pressure in order to keep their jobs.

“Contracts are signed under threats of deactivation, which forces drivers into self destructive and often dangerous conditions of work.”



"Drivers want to be paid a fair rate, we want protections against threats and assaults and we want to go to work and know our company will not sack us without giving us a right of reply," D'Urso said." Emmet D'Urso Rideshare Drivers Cooperative



**Insert RDC other
Quotes/photos of Nat
& Mal**

Uber says its
about to get
worse for
drivers

"In particular, as we aim to reduce Driver incentives to improve our financial performance, we expect Driver dissatisfaction will generally increase"

Uber Technologies Inc.



Urgent Need for Minimum Standards for Drivers throughout the CPV Industry

Safe Rates – drivers should not have to choose between working safely and putting food on the table.

Other minimum rights and standards for all drivers – protections from unfair dismissal and independent tribunals to arbitrate disputes.

Right to organise and bargain collectively – drivers must be heard and the only effective way of doing this is to ensure they have rights to organise and bargain.

Models – Regulatory Innovation

- Chapter 6 of the Industrial Relations Act NSW
- New York Min Pay Standard
- Seattle – Bargaining Representation