

[REDACTED]

From:

Sent:

To:

Cc:

Subject:

Hello Task Force members,

My name is [REDACTED] Hotline Courier Co-op, a worker owned and operation Co-op in the courier industry. We have been operating since 2018 and are one of the few courier co-ops to have a Fair Work agreement with the TWU. Recently we have been given a grant from the city of Sydney to enter into the food delivery market.

I work closely with [REDACTED]

[REDACTED] I currently have some time in my schedule to fit in some interviews relating to the food delivery health and safety document that has been drafted if the members of the task force are interested.

[REDACTED]

I have read the draft guide, and while i agree with many of the initiatives/guidelines set forth in the document, i believe that there is a key language mistake being made. It is because of this language usage that my co-op, Hotline Courier Co-op, will not be supporting this document in its current form.

We believe that the term "Food Delivery Rider" is a term fabricated by the big players in the industry in order to circumvent long established rules, laws and guidelines within the courier industry. These men and women that we are trying to protect with this document are "Couriers" and in the co-op's opinion entitled to the already established rules, laws and guidelines for the courier industry. Of note amongst these long standing laws is a ruling from the fair work ombudsman of NSW that states that all Bicycle Couriers must be employed as "full employees". In addition there is also the ruling that "Couriers" are entitled to work-cover for accidents in the workplace, and superannuation.

The big players in the industry are fully aware of these rulings and continue to try and circumvent it through the creation of this term "Food Delivery Riders". By publishing this Guide in its current form we are cementing their notion that these hardworking men and women are somehow separate from the courier industry and we urge you to reconsider the language used in the document. It is a simple change that can not only help to improve the work, health and safety of these workers but also support them in the fight for fair wages and fair employment

Sincerely,

[REDACTED]
Hotline Couriers
[REDACTED]