



**Rebecca Burrows**

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DoorDash, Inc.

August 22, 2021

Mr Pat Conaghan MP

Member for Cowper

Chair

Joint Select Committee on Road Safety

Parliament Drive

Canberra ACT 2600

DoorDash welcomes the opportunity to respond to the Joint Select Committee on Road Safety's invitation to comment on road safety issues affecting the gig economy in Australia. DoorDash is a technology company that connects consumers with their favorite 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 and reaching over 80 percent of the Australian population. We are proud to support these communities during the COVID-19 pandemic.

We are pleased to write in support of the recommendations submitted to the Committee by the Amy Gillett Foundation (AGF). At DoorDash, we share AGF's goal to eliminate cyclist fatalities and make our roads safer for all vulnerable road users, including food delivery couriers. To achieve this vision, it is critical that we work together to advance robust national safety policy and invest in infrastructure that will keep cyclists safe. We respectfully request the Committee provide full consideration to AGF's submission and work to implement their recommendations.

In addition, we appreciate the opportunity to introduce the Committee to the couriers that use our platform, called Dashers. 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 and help them stay safe while on the road. We have outlined below the ways in which DoorDash promotes the safety and economic vitality of our community.



Platforms like DoorDash serve as a vital source of supplemental income for millions of workers across the country who choose gig economy work because of the flexibility it provides. The Dashers who use our platform are stay-at-home parents, students, small businesses 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. Most Dashers do relatively little work on the platform. On average, 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 Dashers report that gig work is not their primary source of income. 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 also launched the DoorDash Financial Assistance Program to provide two weeks of earnings to qualifying Dashers impacted by the pandemic.<sup>1</sup> We are eager to continue engaging with Dashers and incorporating feedback on the best ways to support them.

- **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 the Australian Dasher Community Council (DCC) in January 2021, composed of a diverse group of Dashers from across the country. Each class of the DCC (as well as similar groups in the U.S. and Canada) meets frequently to discuss topics that are top of mind for Dashers and help shape the future of DoorDash 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 will be working with the DCC to drive enhancements to our product, operations, services, and offerings with safety in mind.

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<sup>1</sup> Additional information on our COVID-19 financial assistance programs for Dashers can be found at: [https://help.doordash.com/dashers/s/article/COVID-19-Financial-Assistance-Program?language=en\\_US](https://help.doordash.com/dashers/s/article/COVID-19-Financial-Assistance-Program?language=en_US)





- **Personal Accident (Injury) Insurance**

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. All Australian-based Dashers are 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.<sup>2</sup>

- **Ongoing Commitment to Improving Safety**

We recently announced our participation in the development of Australia's first set of National Food Delivery Platform Safety Principles.<sup>3</sup> The new principles, developed in consultation with peak industry body AiGroup, outline the high standards of practice that food delivery 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 training and 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.

In addition to the items mentioned above, we are in the process of comprehensively evaluating our global 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 communications to Dashers, exploring additional product features that enhance safety, evaluating opportunities to improve our onboarding processes, and considering education 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 advise 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.

Platforms like DoorDash provide a critical source of supplemental income to workers all over Australia, 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

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<sup>2</sup> 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](https://help.doordash.com/dashers/s/article/DoorDash-Australia-Group-Personal-Accident-Insurance-FAQs?language=en_AU)

<sup>3</sup> The full principles can be found at:  
[https://drive.google.com/file/d/10APDH3ckVCiRo4Wh7INRw9tc\\_DQHUoDk/view?usp=sharing](https://drive.google.com/file/d/10APDH3ckVCiRo4Wh7INRw9tc_DQHUoDk/view?usp=sharing)



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