



accenture

# Making delivery work for everyone

March 2021

Accenture Strategy

Commissioned by

Uber

# Contents

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Infographic	<b>03</b>
Executive summary	<b>04</b>
01. Uber Eats supports 59,000 work opportunities in Australia	<b>07</b>
02. The average delivery worker on Uber Eats in Sydney takes home \$21.55 per hour during mealtimes	<b>14</b>
03. Delivery workers are satisfied with their work on Uber Eats, but some areas can be improved	<b>22</b>
04. Platforms and government can improve delivery work by adopting nine key principles	<b>26</b>
Appendix	<b>30</b>



# Uber Eats delivery workers



## Delivery with Uber Eats

 **+210%**

Australians are spending 210% more on food delivery today vs before COVID-19 even as in-venue dining begins to return

 **59,000**

work opportunities provided by Uber Eats in Australia during 2020

 **9 in 10**

delivery workers find flexibility to be a key attraction of working on Uber Eats



## Delivery workers in Sydney

 **59%**


of delivery workers joined a delivery platform to support themselves financially during the COVID-19 pandemic

 **3 in 5**

of delivery workers on Uber Eats work an average of 20 hours or less per week

 **\$21.55**

Average take home pay for delivery workers on Uber Eats is \$21.55 per hour during mealtimes. This varies by mode of delivery

 **\$20.47** for cars

 **\$21.97** for motorcycles

 **\$21.92** for bicycles



Platforms and government need to work together to improve platform work for all participants.

Some of the areas they should focus on are:



Providing protection to all delivery workers while on the job



Facilitating innovation in pooled or proportional benefits for all platform workers



Creating channels for continuous feedback and accountability to improve platform work



## Executive summary

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The gig economy is a relatively new phenomenon that has enabled and driven the emergence of a new type of flexible work that not only allows workers to set their work schedule but also allows them to change it in real time.

Prior to the emergence of app-based work, most workers had a limited ability to easily access flexible work. This was despite workers' preferences shifting towards options that offer more autonomy and greater choice, so they can balance other commitments and needs.

Since its emergence, the gig economy has continued to evolve, offering more options and even easier access to work. This growth accelerated as many Australians began to rely on home delivery during the COVID-19 lockdowns. With consumer spending on food delivery more than three times higher than before COVID-19, delivery platforms such as Uber Eats, Deliveroo, Menulog, DoorDash and EASI are continuing to grow, creating more opportunities for workers to earn.

This study combines administrative data from Uber Eats and bespoke surveys, to understand the experience of Australians working as delivery workers on the Uber Eats app. This study adopts a similar methodology and approach as [Flexibility and fairness: What matters to workers in the new economy](#), to estimate how much delivery workers make and determine their key drivers.

This study also looks at how to improve delivery work, and platform work more generally. With governments all over the world considering how to best support those working in the gig economy, and with platforms looking to make similar investments, there are significant opportunities for collaboration to improve the quality of platform work. In this study, we identify a number of directions for reform that governments and platforms could cooperate on to improve platform work for all workers, both in Australia and globally.

**“This growth accelerated as many Australians began to rely on home delivery during the COVID-19 lockdowns.”**

## Uber Eats created 59,000 work opportunities in Australia during 2020

The COVID-19 pandemic created various challenges for restaurants as Australia headed into lockdown in late March 2020. As dining at restaurants no longer became an option, consumer spending on food delivery services was quick to take its place. Consumer spending on food delivery is now three times more than before the pandemic started. During this time, spending at restaurants has also returned to pre-pandemic levels, suggesting that delivery platforms are here to stay.

Uber Eats entered the Australian market in 2016, and since then has provided thousands of work opportunities across the country. In 2020, Uber Eats supported 59,000 work opportunities, more than eight times its starting point in 2016.

A significant driver of this growth has been the desire from workers for more flexible options. About half the delivery workers on Uber Eats report flexibility as a primary motivator for joining the platform.

When asked about the flexibility of Uber Eats, 9 in 10 delivery workers (89%) were satisfied with the ability to balance work and non-work commitments. This flexibility has allowed 4 in 5 delivery workers (79%) to work another job in addition to Uber Eats, and 34% to engage in studies while working on the app.

Many delivery workers are using Uber Eats to earn supplemental income. About 8 in 10 delivery workers in Sydney work 30 hours or less per week.

Importantly, these work opportunities created by Uber Eats are often provided to individuals who may have otherwise struggled to access work. More than half (60%) of Uber Eats' delivery workers indicated that they found it difficult to access traditional work. The key barriers they faced included visa restrictions, limited skills or experience, and limited English fluency.

More than three-quarters of delivery workers (77%) on Uber Eats were also ineligible for government support during the COVID-19 pandemic. This was primarily due to their visa status. About 6 in 10 delivery workers began delivery work to support themselves financially during COVID-19. Nearly 1 in 3 of all delivery workers increased their hours on delivery platforms to financially support themselves during the pandemic.

## The average delivery worker on Uber Eats in Sydney takes home \$21.55 per hour during mealtimes.

Pre-cost earnings per hour on the Uber Eats app vary by mode of delivery. During key mealtimes, delivery workers in Sydney earn on average \$24.04 per hour in a car, \$23.48 per hour on a motorcycle and \$22.65 per hour on a bicycle. Adjusting these figures to account for commute time, pre-cost earnings increase by approximately 6% for all modes of delivery.

The key drivers of pre-cost earnings per hour include when, where and how a delivery worker elects to work on the app. For example, delivery workers who work a higher share of their time during dinnertime on Fridays earn more than the average.

Similar to other independent workers and businesses, delivery workers incur costs associated with their work. Average hourly costs incurred on the Uber Eats app are \$3.30 per hour for cars, \$1.51 per hour for motorcycles and \$0.73 for bicycles.

This means delivery workers on Uber Eats have an average take-home pay of \$20.74 per hour if they drive a car, \$21.97 per hour on a motorcycle and \$21.92 per hour on a bicycle. The weighted average take-home pay for all delivery workers in Sydney is \$21.55 per hour.

While this study does consider delivery workers who find work on multiple apps, it only considers their earnings and experiences with Uber Eats.

## Delivery workers value the flexibility of Uber Eats, but some areas can be improved

Delivery workers on Uber Eats value the flexibility and autonomy of being their own boss very highly. 84% of them indicated that flexibility was more important than an hourly wage, while another 84% valued flexibility more than other employment benefits. The flexibility of working on Uber Eats is a core element to attracting its workforce, as the majority of delivery workers (83%) said they would be unlikely to continue delivering if they were required to work set shifts.

Delivery workers on Uber Eats are also satisfied with various other aspects of their job on Uber Eats. When asked about this, 4 in 5 delivery workers said they were satisfied with their role on Uber Eats, while 83% were satisfied with the work itself that they do while on the Uber Eats app.

Despite the positives, delivery workers believe customer support, dependability of earnings and responsiveness to feedback on Uber Eats require improvement. These are some of the areas in which platforms such as Uber Eats can look to reform and improve the experience for delivery workers.

## Platforms and government can improve platform work by adopting nine key principles

Platform work has grown quickly over the past decade, providing more opportunities for easy access to flexible work. However, there are various issues platforms and government could address to ensure platform work remains a viable and attractive opportunity.

This study has identified nine key principles to guide platforms and government on reform to improve the quality of platform work for all participants:

- All workers should be kept safe while working.
- All workers should be afforded protection from any injury acquired while working.
- Explore how benefits could accrue to individuals through proportional accounts or pooled funds.
- All workers should be entitled to government support, and platforms should inform workers of their options.
- All workers should be able to maximise their earning potential, and have access to information and tools to help them make informed choices about their work.
- All workers should be encouraged to voice their concerns, and platforms should listen to and act on their feedback.
- All workers should receive support that enables them to realise their potential and aspirations.
- Everyone should be able to reliably find and access quality, safe work.
- Everyone should be able to work in a way that suits them, and have the ability to vary their portfolio of work to suit their needs.



01



**Uber Eats supports 59,000 work opportunities in Australia**

# Demand for food delivery grew during COVID-19, and is now here to stay

Spending on food delivery was quick to substitute for restaurant spending during COVID-19. Today, it is three times higher than pre-COVID levels while restaurant spending has returned to normal.<sup>1</sup>

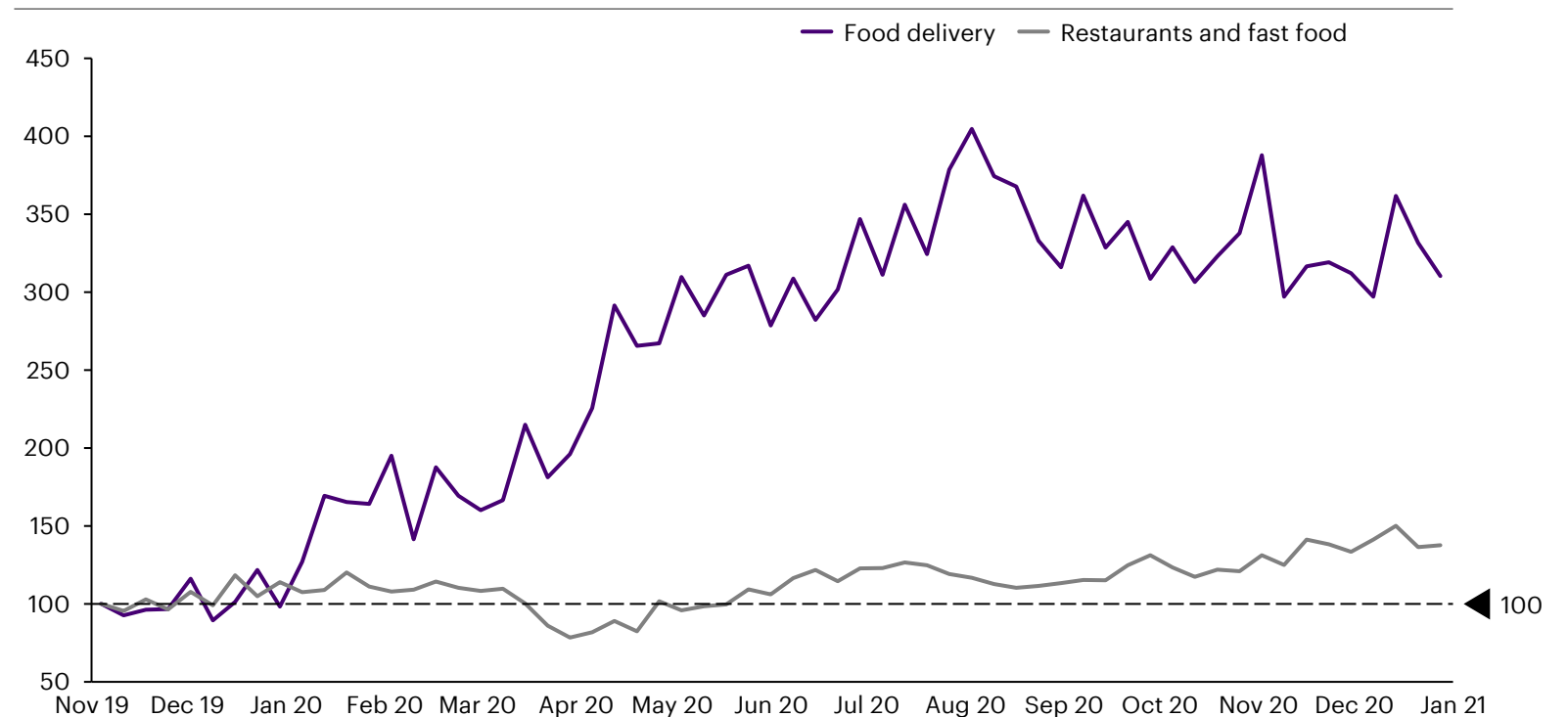
The COVID-19 pandemic created new challenges for industries such as tourism and hospitality. As Australian cities entered lockdown in early 2020, and restaurants faced the challenge of finding new revenue streams, food delivery services provided a direct lifeline to restaurants to keep revenue flowing.

As Australian cities emerged from lockdown in June 2020, restaurants began to experience increased foot traffic and consumer spending. Despite this, spending on food delivery remained more than three times higher than pre-COVID levels.<sup>1</sup>

Although food delivery may have operated as an alternative during the pandemic, it has become embedded in the Australian lifestyle, and will continue to be a critical component of Australia's hospitality sector.

## Consumer spending on food related purchases during the COVID-19 pandemic

Weekly index of consumption per person, 100 = normal weekly base excluding Christmas



Sources: illion; Accenture analysis



# Uber Eats is supporting a growing number of work opportunities in Australia

Work opportunities provided by Uber Eats increased eight-fold since 2016, driven by workers' desire for more flexible work.<sup>1</sup>

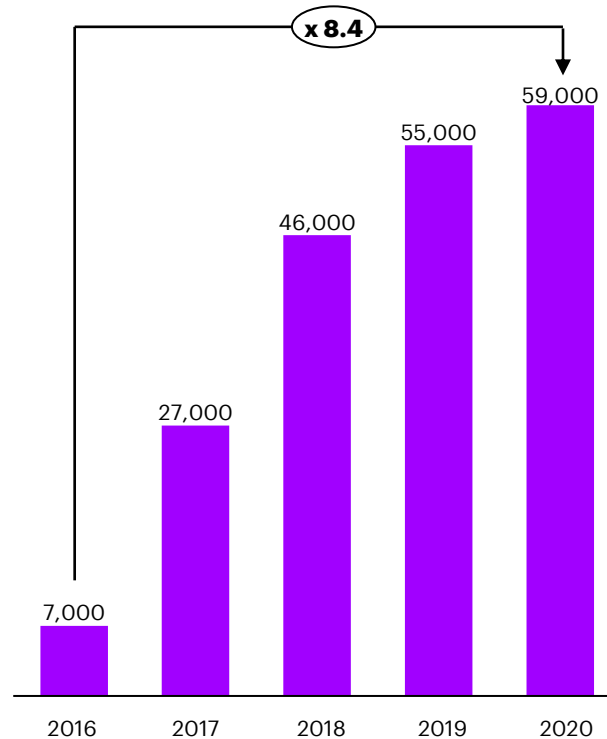
The food delivery industry has rapidly evolved since the 1990s when the first businesses entered the Australian market. Since then, multiple platforms – including Menulog, Deliveroo, Uber Eats and EASI – have entered the Australian market, growing food delivery to a \$2.6 billion industry, up 550% from 2016.<sup>2</sup> This significant growth has provided thousands of work opportunities for people across Australia, and provided a lifeline to the hospitality industry during the COVID-19 pandemic.

In 2016, Uber Eats alone provided work opportunities to approximately 7,000 workers in Australia. Since then, it has expanded across Australia and seen a significant growth in demand, resulting in an eightfold increase in the number of monthly active delivery workers working on the platform, to a 2020 total of 59,000.<sup>1</sup>

A significant driver of growth in the number of delivery workers in Australia is workers wanting the flexibility and autonomy to dictate their own working hours and times. This was reflected in a recent Uber Eats survey, in which nearly half (49%) of all respondents reported having joined the Uber Eats app because it offered them the flexibility to choose their own working hours.<sup>3</sup> Other key drivers of growth in workers on Uber Eats included unemployment (24%) and opportunities to earn additional income (17%).<sup>3</sup>

## Active Uber Eats delivery workers in Australia over time

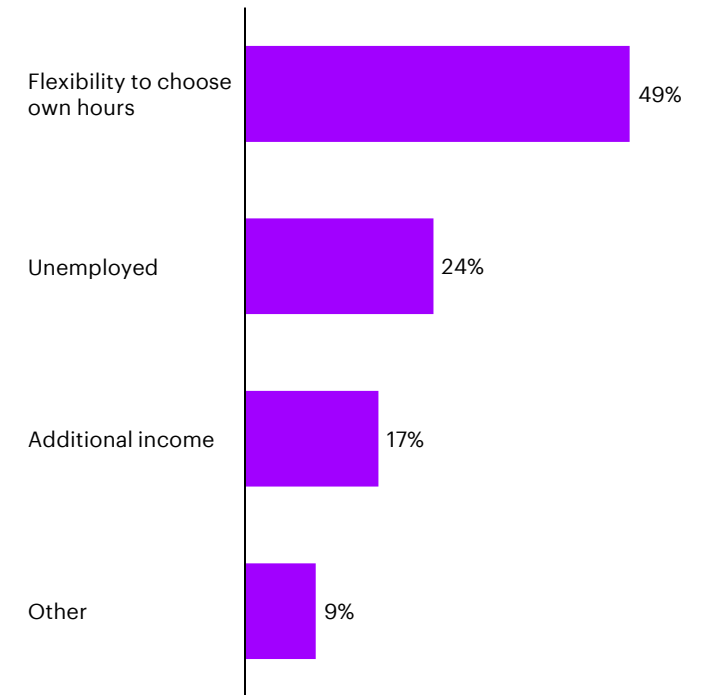
Number of active delivery workers, Dec 2016 – Dec 2020



(a) Survey question: Which, if any, of the following best describes your motivation to start delivering via the Uber Eats app?  
Sources: Uber Eats administrative data; Uber (2020) Why I deliver survey; Accenture analysis.

## Primary motivation for joining Uber Eats (a)

% of survey respondents (n = 567), 2020



1 Uber Eats administrative data.

2 AlphaBeta Australia (2020) *Growing the pie*. Research conducted prior to COVID-19 pandemic found that 70% of this economic activity was incremental to the restaurant economy.

3 Uber (2020) Why I deliver survey.

# Uber Eats provides workers the flexibility they desire

A large proportion of delivery workers are satisfied with the flexibility offered by their current role. Many of them are also engaged in other activities while working on Uber Eats.

A key characteristic of the work opportunities provided by Uber Eats is the degree of freedom and autonomy it provides to delivery workers, who have complete authority over when they work, where they work, how they work and how much they work.

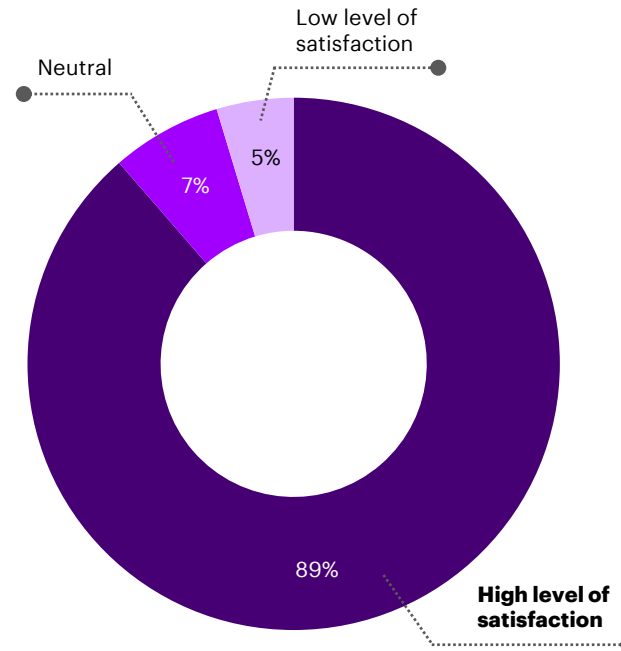
The importance of this flexibility is reflected in a recent survey of delivery workers, in which 9 in 10 respondents (89%) were satisfied with the level of flexibility Uber Eats offered them to balance their work and non-work commitments.<sup>1</sup>

The flexibility of Uber Eats has allowed 1 in 2 delivery workers surveyed (47%) to improve their work-life balance since joining the Uber Eats app.<sup>2</sup>

This flexibility has also allowed delivery workers to engage in other activities such as additional part-time work or studying. Four in five delivery workers surveyed (79%) indicated that they were working at least one other job in addition to Uber Eats, while another 34% indicated they were studying simultaneously.<sup>3</sup>

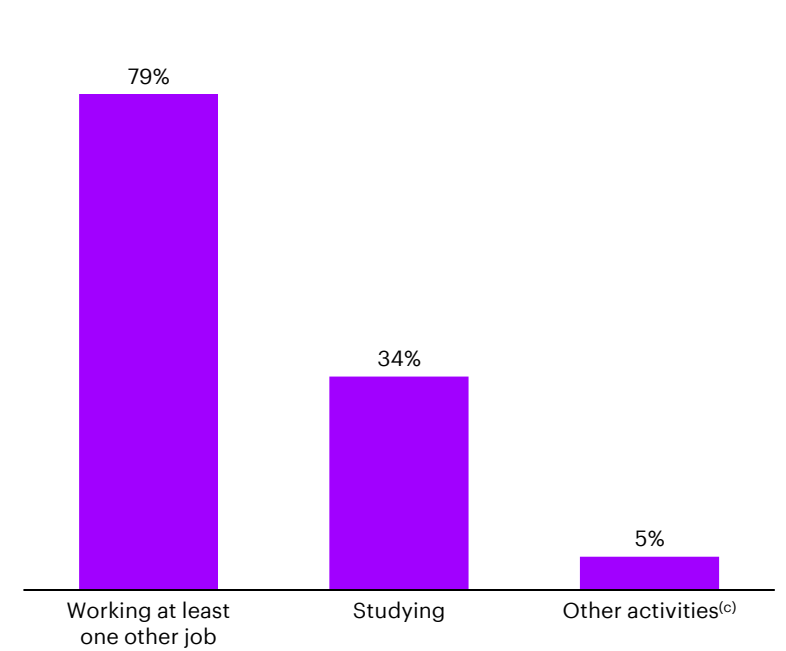
## Satisfaction with job flexibility among Uber Eats delivery workers<sup>(a)</sup>

% of survey respondents (n = 492), 2021



## Engagement in activities outside of Uber Eats prior to COVID-19<sup>(b)</sup>

% of survey respondents (n = 492), 2021



(a) Survey question: You said you work on the Uber Eats platform. How would you rate your satisfaction in working with Uber Eats in the following aspects of your job as a delivery partner? Please choose a number between 0 and 10, where 0 is 'Totally dissatisfied' and 10 is 'Totally satisfied'

(b) Survey question: Before the COVID-19 pandemic, did you do any of the following while also doing delivery work?

(c) Other activities include providing care for children, family members or friends; and other activities not specified.

Note: Totals may not equal to 100% due to rounding. A delivery worker was classified as satisfied where they rated their satisfaction as 6 or higher.

Sources: YouGov (2021) Uber delivery worker survey; Accenture analysis.

# Most delivery workers use Uber Eats for supplementary income

Uber Eats is widely used for supplementary income: 79% of delivery workers work an average of 30 hours or less per week.

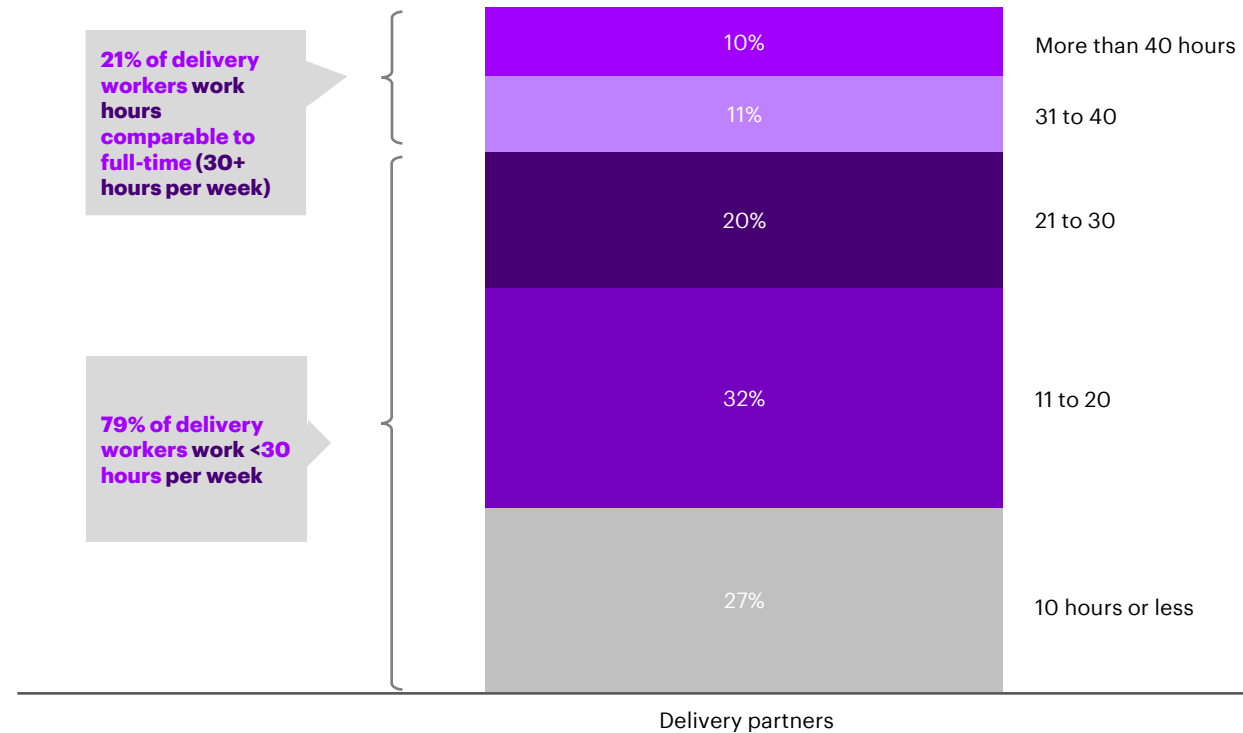
More than one-quarter (27%) of delivery workers spend 10 hours or less per week on the Uber Eats platform.<sup>1</sup> For these delivery workers, earnings from the Uber Eats app is a supplemental source of income – a way to save up for a holiday or other expense, or to get some extra cash to help make ends meet.

By comparison, only a very small share of delivery workers work hours on the Uber Eats platform that is comparable to full-time work. About 10% work 40 hours or more per week, while about 11% work 31 to 40 hours per week.

Of all survey respondents, 63% indicated that they joined Uber Eats to earn another source of income.<sup>2</sup> However, during COVID-19, 57% of respondents said that income from Uber Eats was essential for them.<sup>2</sup>

## Delivery workers by hours worked per week

% of Sydney delivery workers (n = 9,389), Aug – Dec 2020



Note: Totals may not add to 100% due to rounding.  
Sources: Uber Eats administrative data; Accenture analysis.

# Uber Eats provides access to work for those who would otherwise struggle to work

Three in five delivery workers find it challenging to access traditional work. The key challenges include visa restrictions, and limited skills and experience.

Many individuals often struggle to find traditional work – that is, work as a casual or permanent employee. There are many barriers to overcome, such as initial job availability; the application process, including interviews and reference checks; and various qualification, experience and skill requirements. Traditional job recruitment processes are also very competitive, resulting in very few applicants actually being hired.

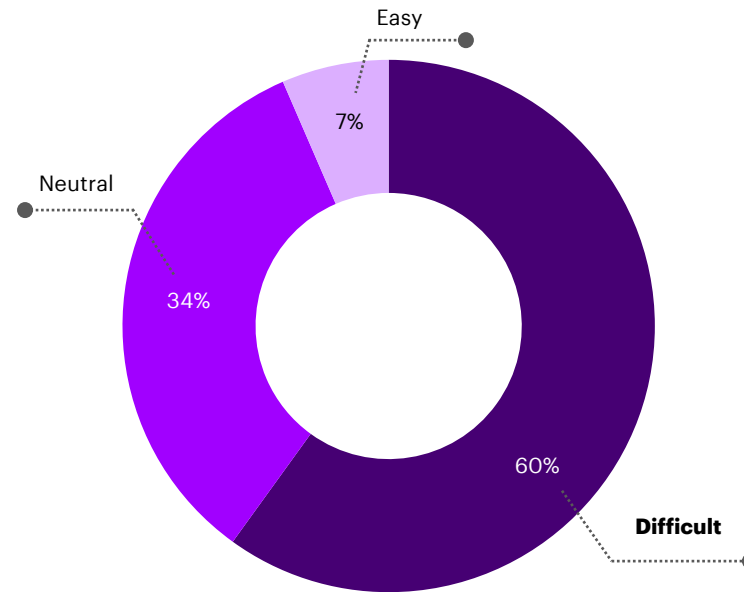
The main barriers to employment for the broader Australian population are lack of experience, education or skills (36%), and health and family reasons (16%).<sup>1</sup>

Among the delivery workers surveyed, 60% found it difficult to access traditional work. Of these, 3 in 10 (29%) indicated that visa restrictions were their biggest barrier to accessing work, and about 1 in 4 (23%) reported their limited skills or experience being the prohibiting factor.<sup>2</sup>

Previous surveys conducted by Uber found that 1 in 10 delivery workers joined the Uber Eats app because they were unable to find other work, while another 1 in 7 joined because they were in the process of looking for full-time or part-time employment.<sup>3</sup>

## Ability to access to traditional work<sup>(a)</sup>

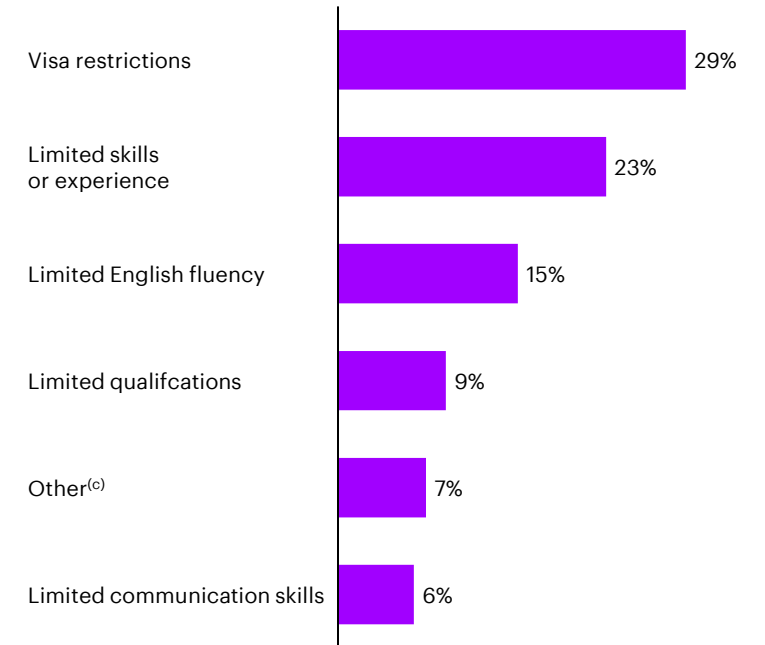
% of survey respondents (n = 492), 2021



(a) Survey question: How easy or difficult is it for you to find traditional work? Traditional work is being an employee as a casual or permanent worker (part time or full time).  
 (b) Survey question: What challenges do you face in accessing traditional work? Traditional work is being an employee as a casual or permanent worker (part time or full time).  
 (c) Other includes age; limited opportunities; health and low wages.  
 Sources: YouGov (2021) Uber delivery worker survey; Accenture analysis.

## Barriers to accessing traditional work<sup>(b)</sup>

% of survey respondents (n = 492), 2021



# Uber Eats provides a safeguard for workers who are not eligible for government support

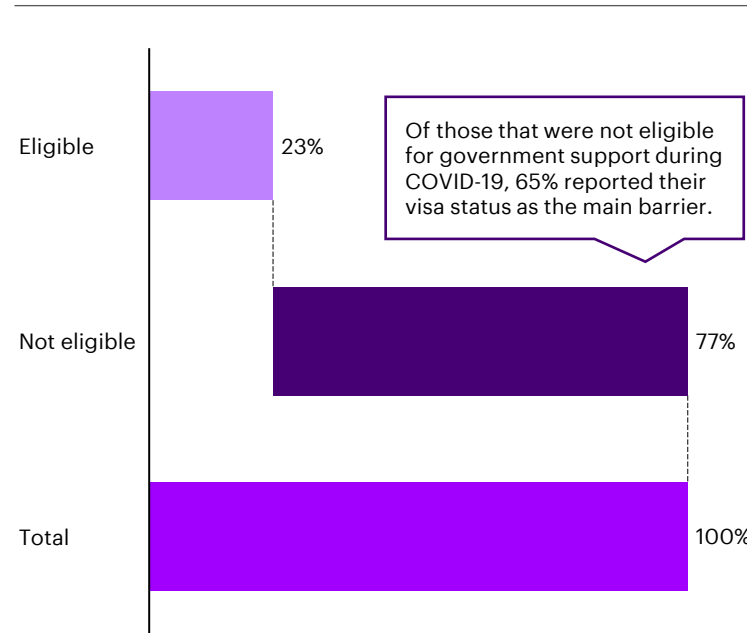
Nearly 8 in 10 delivery workers on Uber Eats were not able to access government support during the pandemic. Six in ten delivery workers joined a delivery platform during COVID-19 to support themselves financially.

The COVID-19 pandemic brought about Australia's first recession in nearly three decades, and with it significant unemployment for workers across various sectors, such as tourism, hospitality and retail. In response, many workers looked to the government for support. This was no different for Uber Eats delivery workers, although 77% of survey respondents were not eligible. Of these workers, 65% reported that their visa status was the main barrier.<sup>1</sup>

In response, delivery workers looked to alternative options to support themselves financially. About 6 in 10 (59%) delivery workers surveyed reported joining a delivery platform to support themselves financially during COVID-19.<sup>1</sup> Nearly 1 in 3 (31%) of all delivery workers increased their hours on delivery platforms to financially support themselves during the pandemic.<sup>1</sup>

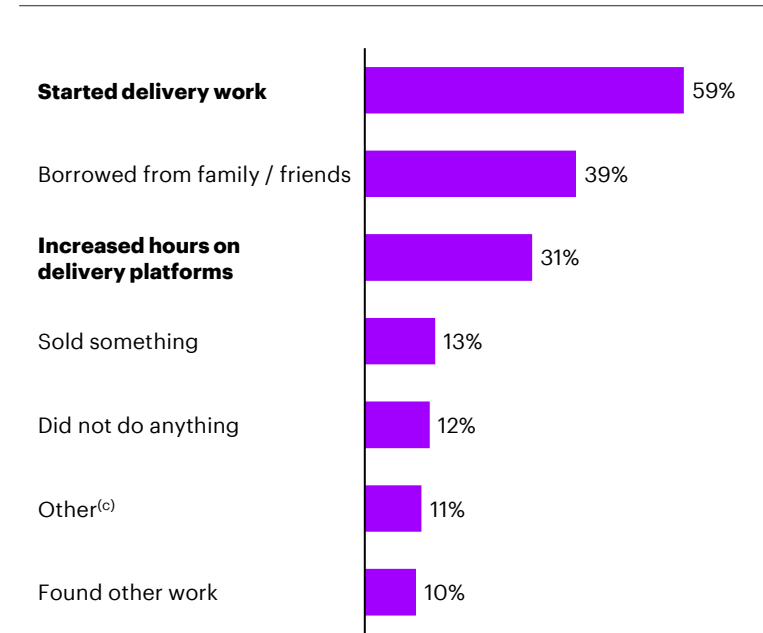
## Accessing government support during COVID-19<sup>(a)</sup>

% of survey respondents (n = 492), 2021



## Actions taken to be financial supported during COVID-19<sup>(b)</sup>

% of survey respondents (n = 492), 2021



(a) Survey question: During the COVID-19 pandemic did you receive any government/public benefits?

(b) Survey question: Did you do any of the following to support you financially during COVID-19? Please select all that apply.

(c) Other includes taking out a loan or increasing an existing loan amount; getting a credit card or increasing an existing credit limit; getting a short-term high interest product (e.g. overdraft); or withdrew from superannuation account.

Sources: YouGov (2021) Uber delivery worker survey; Accenture analysis.

# 02



**The average delivery worker in Sydney takes home \$21.55 per hour via the Uber Eats app during mealtimes**

The average delivery worker in Sydney takes home \$21.55 per hour during mealtimes

## Pre-cost earnings range from \$22.65 to 24.04 per hour, depending on mode of delivery

Delivery workers in Sydney record average pre-cost earnings through the Uber Eats app of \$24.04 per hour (car), \$23.48 (motorcycle) and \$22.65 (bicycle), during key mealtimes.<sup>1</sup>

For this study, we assessed observed data on approximately 6.9 million deliveries made in Sydney between August and December 2020, involving 9,389 delivery workers working on the Uber Eats app. Our analysis focused on Sydney, given its maturity relative to other markets in Australia.

This study also focused on earnings during key mealtimes, when demand for deliveries is highest.<sup>1</sup>

On average, delivery workers on Uber Eats in Sydney earn \$23.45 per hour during key mealtimes, before factoring in any costs. This amount varies depending on the mode of transport the delivery worker uses.

Delivery workers who drive a car earn the most: an average of \$24.04 per hour before costs during mealtimes. By comparison, the average is \$23.48 for delivery by motorcycle and \$22.65 for those on bicycles.

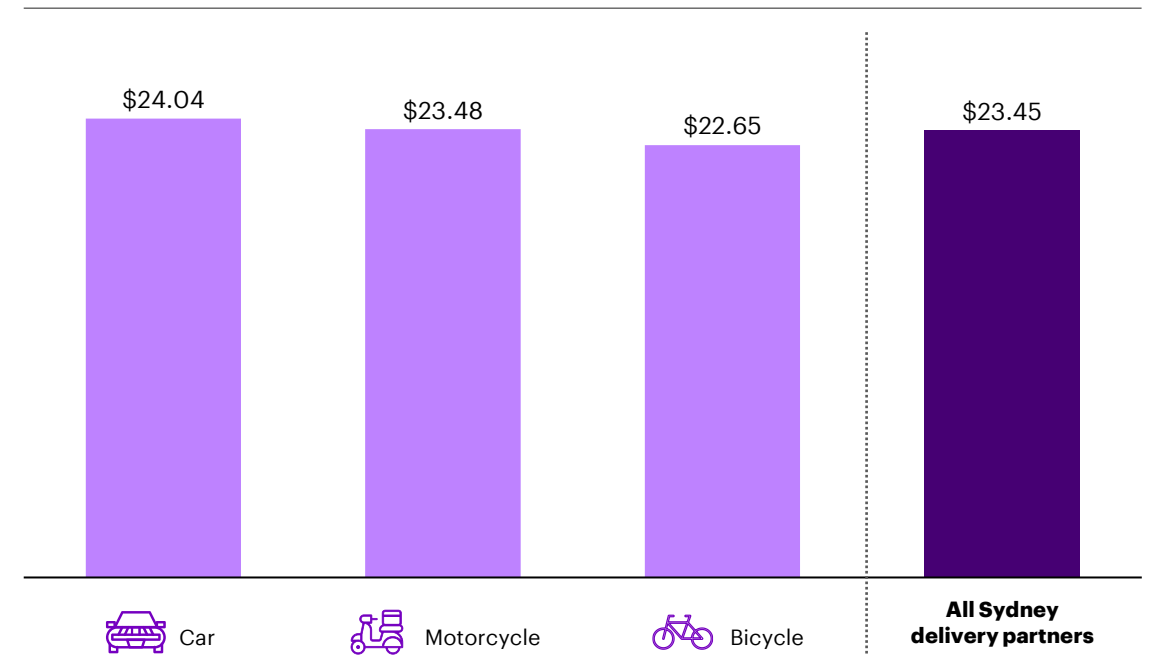
For the purpose of this study, we have assessed earnings over all “online time” during key mealtimes as all of the time that a delivery person is online with the Uber Eats app.

It is important to note that platforms like Uber Eats exercise no control over delivery workers during “online time”. Delivery workers may be completing work (e.g. ridesharing or delivery) with another platform app or have the Uber Eats app online while commuting or running errands.

Because off-platform earnings are not visible, platforms cannot determine the actual average hourly online earnings of those working on their platform. However, this study attempts to provide some insight into average hourly earnings by relying on Uber Eats data.

### Sydney delivery worker average hourly pre-cost earnings on Uber Eats during key mealtimes<sup>(a)</sup>

AU\$ per hour (n = 9,389), Aug – Dec 2020



Note: Earnings per hour are exclusive of tips.

(a) Key mealtimes are lunchtime and dinnertime.

Sources: Uber Eats administrative data; Accenture analysis.



<sup>1</sup> Lunchtime is 11am to 2pm; dinnertime is 5pm to 8pm.

The average delivery worker in Sydney takes home \$21.55 per hour during mealtimes

## Adjusting for 'commute time', pre-cost earnings increase by an average of \$1.45 per hour

Adjusting for commute time, average earnings per hour increase to \$25.58 for cars, \$24.90 for motorcycles and \$24.01 for bicycles.

Given the flexibility of choosing when and where to work, many delivery workers log onto the Uber Eats app during the time which would be considered as part of the commute for a traditional job, such as the commute from home to the target work area and vice versa.

But, just like in traditional jobs, including the commute time as working time would be overstating the total time worked. Therefore, we provide estimates of average hourly online earnings adjusted for commute time.

We estimate that commute time accounts for 6% of hours delivery workers spend on the Uber Eats app. This means that for every hour delivery workers spend on the app, they spend approximately four minutes commuting between their home and target work area, and vice versa. In comparison, the average Sydneysider spends 11% of their work time commuting.<sup>1</sup>

Adjusting for commute time, the average pre-cost earnings for delivery workers using a car increases by \$1.54 to \$25.58 per hour, \$1.42 to \$24.90 per hour for those on a motorcycle and \$1.36 to \$24.01 per hour for those riding a bicycle.

Actual pre-cost earnings are likely higher than estimated due to the prevalence of dual-apping.

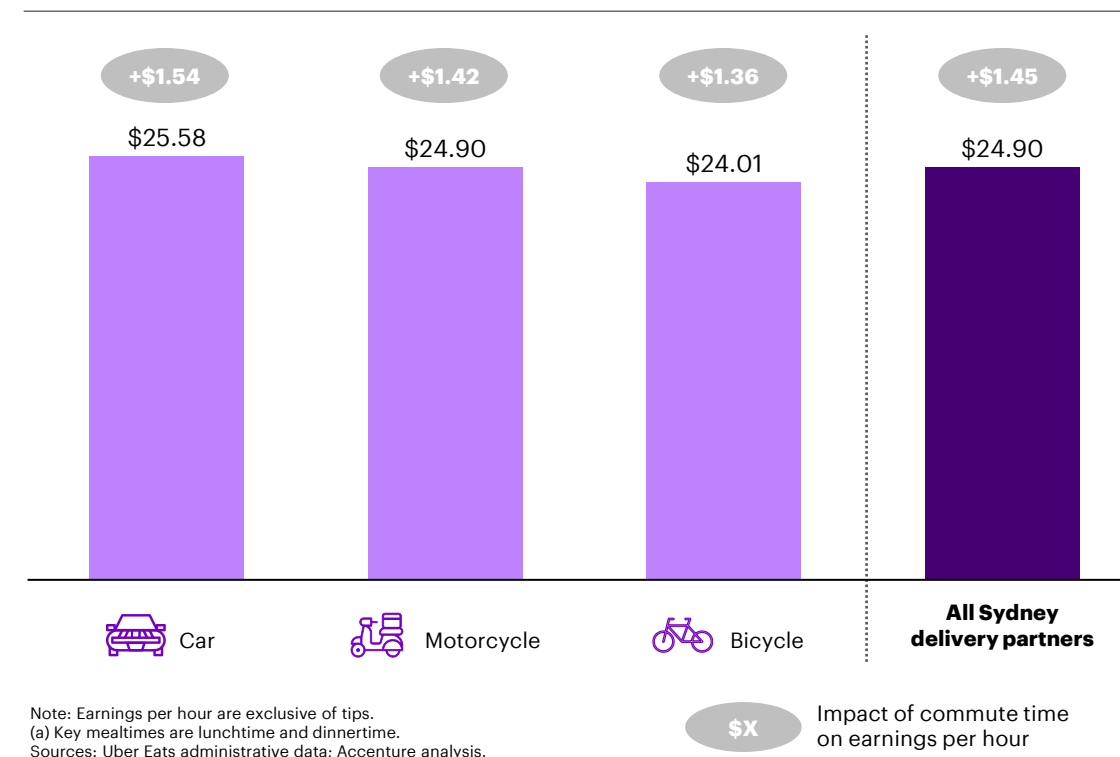
Many delivery workers use multiple delivery apps – known as 'dual-apping' – so the average pre-cost hourly earnings shown here are likely to be understated.

**If some or all of the time spent on other delivery apps overlaps with time spent on the Uber Eats app, the real earnings per hour will be higher than is revealed in the Uber Eats data alone.**

See page 18 for more information about dual-apping.

### Sydney delivery worker average hourly pre-cost earnings on Uber Eats during key mealtimes adjusted for commute time<sup>(a)</sup>

AU\$ per hour (n = 9,389), Aug – Dec 2020





# Pre-cost earnings depend on when, where and how delivery workers elect to work

Delivery workers can increase their earnings on Uber Eats by choosing when, where and how they work.

To isolate the variables that impact earnings per hour, including how delivery workers use the flexibility offered by Uber Eats, we conducted an ordinary least squares regression that related the earnings per hour of each delivery worker in our sample to choices about when, where, and how they work.

Our analysis showed that delivery workers who work 10 percentage points (ppt) more of their time during Friday dinner times instead of Monday to Thursday during non-peak times are likely to earn \$1.14 more per hour, and those working weekend dinner times are likely to earn \$0.86 more per hour.

Those who complete 10ppt more of their trips in the Sydney CBD instead of outer Sydney are likely to earn \$0.43 more per hour.

Those who work exclusively using cars or motorcycles instead of bicycles are likely to earn \$1.89 and \$0.87 more per hour, respectively.

## Delivery worker pre-cost earnings sensitivities on Uber Eats

AU\$ per hour (n = 9,389), Aug – Dec 2020



(a) Instead of working Monday to Thursday non-peak times.

(b) Instead of working in outer Sydney.

Note: See appendix for methodology and detailed results.

Sources: Uber Eats administrative data; Accenture analysis.

The average delivery worker in Sydney takes home \$21.55 per hour during mealtimes

# Many delivery workers dual-app, so there is potential to increase their Uber Eats earnings

Delivery workers are likely to earn up to an extra \$2.41 per hour by increasing their acceptance rate on Uber Eats.

Dual-apping – working across multiple apps at the same time – can be a relatively common practice among platform workers. For example, delivery workers can be online on Uber Eats and Deliveroo, accepting work from both platforms interchangeably.

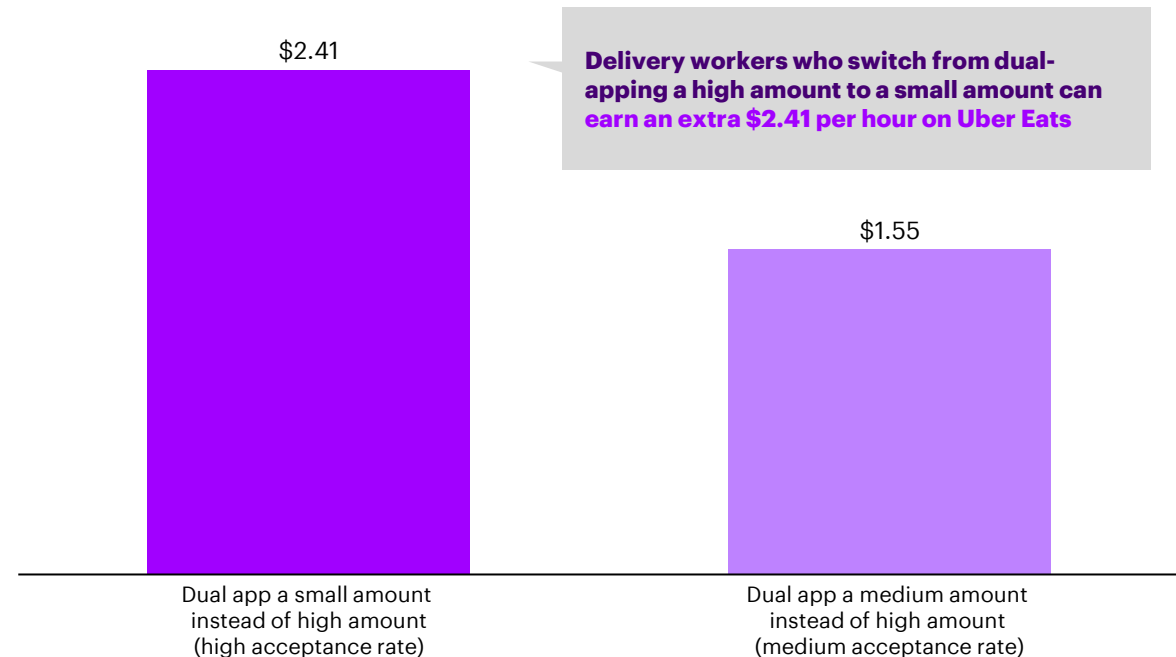
Dual-apping decreases the proportion of available working time in which the delivery worker is completing a delivery for Uber Eats. This directly impacts their earnings per hour on the Uber Eats app.

Although platforms like Uber Eats cannot directly observe dual-apping behaviour, we proxied the degree of dual-apping based on a delivery worker's acceptance rate of deliveries on the Uber Eats app.<sup>2</sup> A low acceptance rate on Uber Eats suggests the delivery worker may be dual-apping a high amount.

Using this approach, we estimate that delivery workers who accept more trips on Uber Eats (i.e. those who may be dual-apping a small amount instead of a high amount) are likely to earn up to an extra \$2.41 per hour.

## Impact of dual-apping on pre-cost earnings for Sydney delivery workers on Uber Eats

AU\$ per hour (n = 9,389), Aug – Dec 2020



Note: See appendix for methodology and detailed results.  
Sources: Uber Eats administrative data; Accenture analysis.



The average delivery worker in Sydney takes home \$21.55 per hour during mealtimes

## Costs vary depending on mode of delivery

The average cost for Sydney delivery workers on Uber Eats is highest for those using cars (\$3.30 per hour), followed by those riding motorcycles (\$1.51 per hour) and bicycles (\$0.77 per hour).

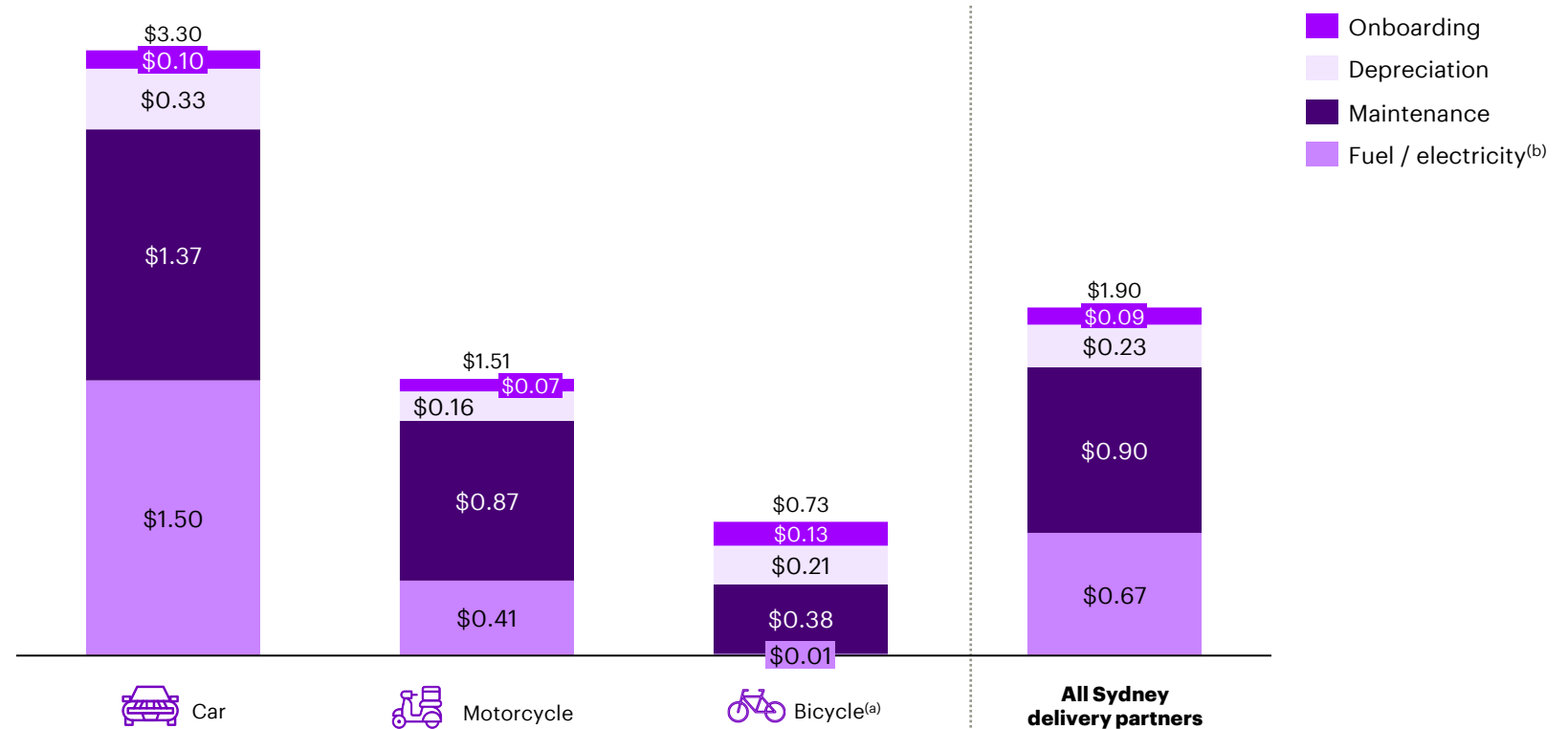
For the purpose of this study, we used an incremental cost approach to estimate the cost per hour for delivery workers using Uber Eats. This involves estimating variable costs like fuel and maintenance directly, and only including fixed costs (for items like registration or insurance) where there was an incremental cost directly attributable to being a delivery worker.<sup>1</sup>

The costs we considered include onboarding, depreciation, maintenance and fuel costs or electricity costs. We also considered various other costs but did not include them in the estimate as they were incurred by all users of these vehicles in NSW, not just delivery workers.<sup>2</sup>

In Sydney, the total cost per hour for delivery workers on Uber Eats is \$1.90 on average, although this varies by mode of delivery. Cars have the highest cost per hour (\$3.30), followed by motorcycles (\$1.51) and bicycles (\$0.73).

### Delivery worker average costs per hour on Uber Eats by mode of delivery

AU\$ per hour, 2020



(a) We assumed an equal split of hours worked on the Uber Eats app by delivery workers on traditional bicycles versus electric bicycles.

(b) Electricity costs are only applicable for electric bicycles.

Note: Components may not add to the totals due to rounding.

Sources: Uber Eats administrative data; ATO; Airtax; Desktop research; AlphaBeta Australia (2019) *Flexibility and fairness: What matters to workers in the new economy*; Accenture analysis.



<sup>1</sup> See appendix for details on costs that were not considered to be incremental.  
<sup>2</sup> Adjusting for commute time has no impact on costs per hour.

## Costs vary depending on mode of delivery (cont.)

Costs represent a combination of several factors, depending on whether delivery workers are using a car, motorcycle or bicycle.

To estimate fuel costs, we assumed a fuel efficiency of 14.16 kilometres per litre for cars<sup>1</sup> and 45.25 kilometres per litre for motorcycles,<sup>2</sup> and a fuel cost of \$1.22 per litre for both vehicles.<sup>3</sup> Delivery workers using bicycles naturally do not incur any fuel costs. However, those using electric bicycles incur electricity costs from charging their vehicle. We assumed electric bicycles have a battery capacity of 0.39 kWh with a range of 30 kilometres on average, and an electricity cost of \$0.24 per kWh.<sup>4</sup>

We assumed a maintenance cost of \$0.08 per kilometre for cars, \$0.06 per kilometre for motorcycles and \$0.04 per kilometre for bicycles.<sup>5</sup> Maintenance costs for motorcycles and bicycles were estimated assuming they will require a major and minor service at different points in the vehicle's lifecycle.<sup>6</sup>

To estimate depreciation costs, we used estimates from previous studies to identify the depreciated value of a vehicle that is attributed to additional kilometres driven by the vehicle for delivery work.<sup>5</sup> For bicycles, we assumed that the depreciated value was equally attributed to time and distance travelled.

Onboarding costs considered items such as background and Visa Entitlement Verification Online (VEVO) checks, and equipment required to work as a delivery worker. We then estimated an hourly cost by dividing those one-off expenses by the average lifetime hours worked on the Uber Eats app.

It is important to note that these estimates do not factor in the effect of dual-apping. If a delivery worker uses multiple delivery apps, and some of the hours on other apps do not overlap with those on the Uber Eats app, their fixed costs per hour – such as onboarding costs – are likely to be lower.

### Cost assumption for Uber Eats delivery workers by mode of delivery

Costs per hour	Assumptions		
	Cars	Motorcycles	Bicycles
Onboarding costs	<ul style="list-style-type: none"> <li>Background and VEVO check at cost of \$37</li> <li>Delivery bag at cost of \$45</li> </ul>		
Depreciation	<ul style="list-style-type: none"> <li>Assumes life of vehicle is 8 years (as per ATO)</li> <li>2.4% depreciation from every 10,000km travelled per year</li> <li>Vehicle value of \$8,200, based on top 5 models</li> </ul>	<ul style="list-style-type: none"> <li>Assumes life of vehicle is 5 years (as per ATO)</li> <li>3.8% depreciation from every 10,000km travelled per year</li> <li>Vehicle value of \$2,948, based on top 5 models</li> </ul>	<ul style="list-style-type: none"> <li>Assumes life of vehicle is 5 years (as per ATO)</li> <li>10% depreciation from every 1,000km travelled per year</li> <li>Vehicle value of \$462 for traditional bicycle, and \$1,932 for electric bicycles. This is based on the average price of popular, affordable models.</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>Cost of \$0.08/km</li> </ul>	<ul style="list-style-type: none"> <li>Cost of \$0.06/km</li> </ul>	<ul style="list-style-type: none"> <li>Cost of \$0.04/km</li> </ul>
Fuel / electricity	<ul style="list-style-type: none"> <li>Fuel efficiency of 14.16km/litre on average</li> <li>Fuel cost of \$1.22/litre</li> </ul>	<ul style="list-style-type: none"> <li>Fuel efficiency of 45.25km/litre on average</li> <li>Fuel cost of \$1.22/litre</li> </ul>	<ul style="list-style-type: none"> <li>Only applicable for electric bicycles.</li> <li>Battery capacity of 0.39 kWh with a range of 30km on average</li> <li>Electricity cost of \$0.24/kWh</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>No incremental cost as Uber Eats does not have a minimum requirement for cover</li> </ul>		
Registration and CTP insurance	<ul style="list-style-type: none"> <li>No incremental cost (assume most delivery workers register vehicle for personal use)</li> </ul>	<ul style="list-style-type: none"> <li>No incremental cost</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
GST	<ul style="list-style-type: none"> <li>Most delivery workers are not required to pay GST</li> </ul>		

1 Based on the top 5 car models for Uber Eats delivery workers: Toyota Yaris, Toyota Echo, Toyota Camry, Toyota Corolla, and Honda Civic.

2 Based on the top 5 motorcycle models for Uber Eats delivery workers: Honda Dio NSC, SYM Orbit II, Suzuki Address, Honda CB125E, and Kymco Agility.

3 Based on the average weekly fuel price; Australian Institute of Petroleum (2021) *Average weekly prices for Sydney*.

4 Based on the lower cost range for electric bicycles. Electricity costs are based on average NSW costs: <https://www.canstarblue.com.au/electricity/electricity-costs-kwh/>.

5 AlphaBeta Australia (2019) *Flexibility and fairness: What matters to workers in the new economy*.

6 Maintenance costs were estimated assuming that motorcycles and bicycles have both major and minor services throughout the vehicle's lifecycle.



The average delivery worker in Sydney takes home \$21.55 per hour during mealtimes

## Take-home pay ranges from \$20.74 to \$21.97 per hour during key mealtimes

The average take-home pay for Sydney delivery workers on Uber Eats is \$20.74 per hour for those using cars, \$21.97 for motorcycles and \$21.92 for bicycles, for work during key mealtimes.<sup>1</sup>

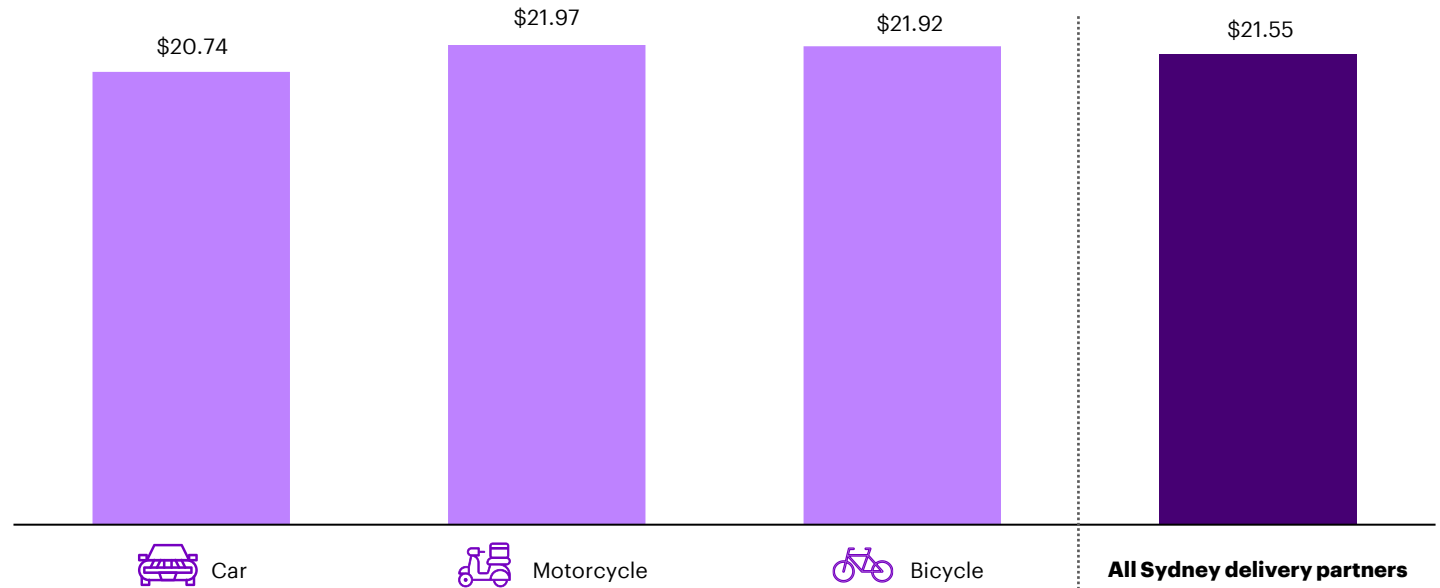
Based on the pre-cost earnings figures in Uber Eats' administrative data, and the costs we estimated by mode of delivery, we were able to estimate the take-home pay for delivery workers working in Sydney.

On average, Sydney's delivery workers take home \$21.55 per hour during key mealtimes. This figure again varies depending on the mode of delivery.

Delivery workers who ride a motorcycle have the highest average take-home pay during key mealtimes, at \$21.97 per hour. Meanwhile, the average take-home pay for delivery workers on a bicycle is \$21.92 per hour, and \$20.74 per hour for those driving cars.

### Sydney delivery worker average take home pay on Uber Eats during key mealtimes by mode of delivery

AU\$ per hour (n = 9,389), Aug – Dec 2020



Sources: Uber Eats administrative data; Accenture analysis.

# 03



**Delivery workers value the flexibility of Uber Eats, but some areas can be improved**

# Delivery workers value the flexibility and autonomy afforded by Uber Eats

Delivery workers on Uber Eats value the flexibility of their work more than an hourly wage or other employment benefits, and most workers are unlikely to continue delivering if they are required to work set shifts.

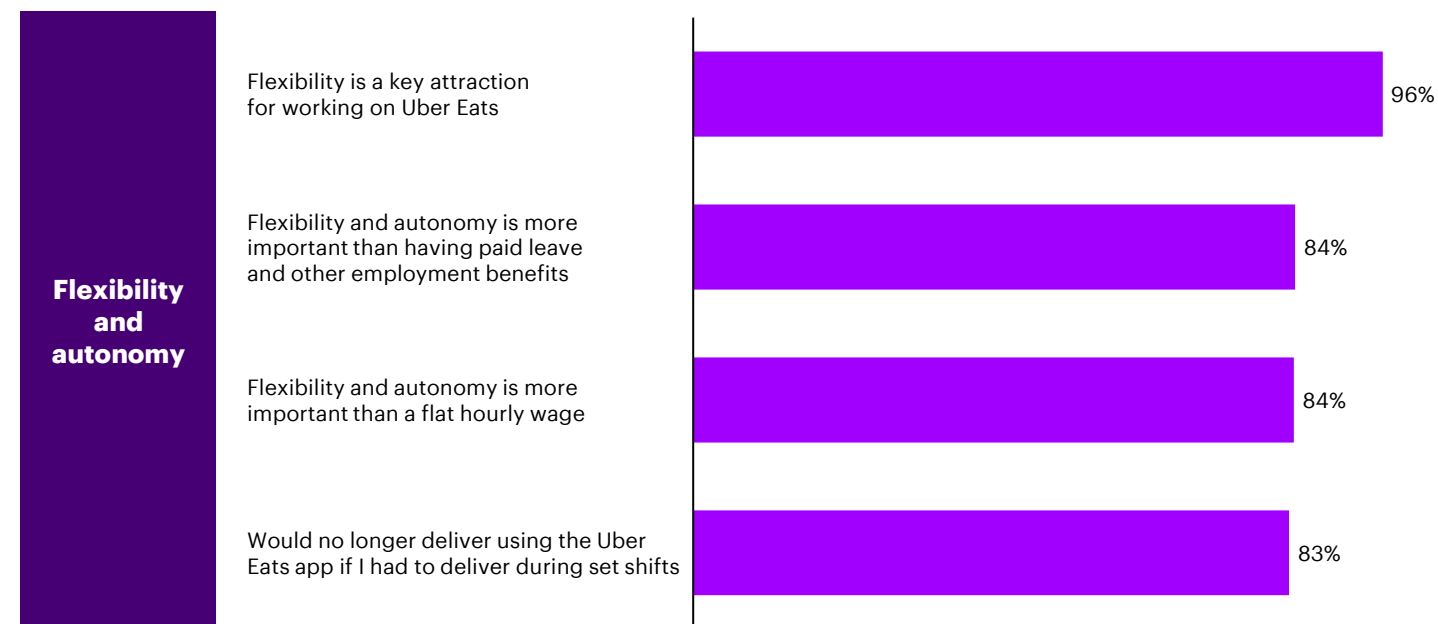
The Uber Eats platform offers delivery workers various features and experiences. For nearly all delivery workers (96%), the flexibility and autonomy of Uber Eats was a key attraction for working on Uber Eats.<sup>1</sup>

The flexibility offered to delivery workers on Uber Eats is critical, with 84% of them valuing it more than an hourly wage, while another 84% of workers value it more than other employment benefits, such as leave.<sup>1</sup>

Shifting the Uber Eats model to a more rigid work structure with set shifts could cause majority of the workforce to leave, with more than 4 out of 5 delivery workers (83%) saying they would no longer work on the Uber Eats app if they are required to deliver during set shifts.<sup>1</sup>

## The importance of flexibility for delivery workers on the Uber Eats app<sup>(a)</sup>

% of surveyed respondents (n = 738), 2020



(a) Survey question: To what extent do you agree or disagree with the following statements?  
Sources: Uber (2020) Why I deliver survey.

# Most delivery workers are satisfied with the work on Uber Eats

Overall job satisfaction is relatively high amongst delivery workers on Uber Eats, with 4 in 5 satisfied with their role on the Uber Eats app.

When considering other aspects of working on the Uber Eats app, most delivery workers were overall satisfied with their experiences while working on the Uber Eats platform.

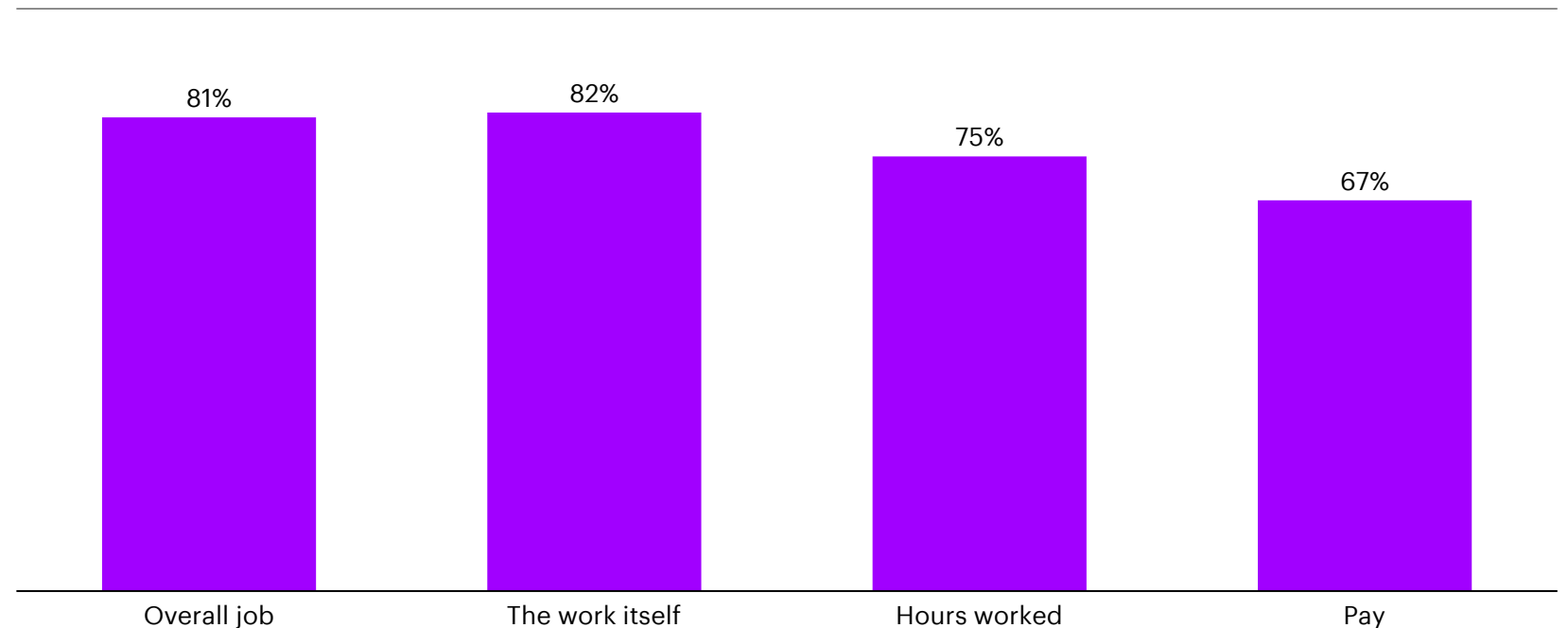
When considering their role on the Uber Eats app, 4 in 5 delivery workers (81%) said that they were satisfied with their role, while 82% were satisfied with the actual work they carried out while working on the Uber Eats app.

Although satisfaction on hours worked while on the Uber Eats platform wasn't as high, three-quarters of delivery workers survey indicated that they were satisfied with their working hours.

Meanwhile, 2 in 3 delivery workers were satisfied with their pay from working on the Uber Eats app.<sup>1</sup> This is explored further on page 25.

## Delivery workers satisfied with different aspects of working on Uber Eats<sup>(a)</sup>

% of surveyed respondents (n = 492), 2021



(a) Survey question: You said you work on the Uber Eats platform. How would you rate your satisfaction in working with Uber Eats in the following aspects of your job as a delivery partner? Please choose a number between 0 and 10, where 0 is 'Totally dissatisfied' and 10 is 'Totally satisfied'  
Note: A delivery worker was classified as satisfied where they rated their satisfaction as 6 or higher.  
Sources: YouGov (2021) Uber delivery worker survey; Accenture analysis.



# But delivery workers on Uber Eats want improvements in three key areas

Despite the positives, delivery workers believe customer support, dependability of earnings and responsiveness to feedback on Uber Eats require improvement.

While delivery work has grown rapidly and cemented itself in the Australian economy, there are still various areas in which delivery worker experiences could be improved.

Delivery workers want more customer support, with 29% rating the current experience as poor. Over the next few months, enhanced support will be available to delivery workers.

The dependability of earnings on Uber Eats was identified by 28% of delivery workers as another area which could be improved.<sup>1</sup> There are opportunities to create better experiences and outcomes through greater transparency and information on earnings.

24% of delivery workers on Uber Eats have also had poor experiences with Uber's responsiveness to feedback.<sup>1</sup> To address this, Uber will establish advisory forums that bring together earners on the platform and Uber company leaders to discuss areas of concern and practical ways to address them.

## Work on the Uber Eats app is positive in some areas but requires improvement in other areas<sup>(a)</sup>

% of survey respondents (n = 19,213), Australia and New Zealand, drivers and delivery workers, 2021

### What is working well on the Uber Eats app

- 1 Flexibility and independence when driving/delivering (i.e. working when and where you want)
- 2 The steps Uber took to help protect health and wellbeing during COVID-19
- 3 The information Uber provided to support physical safety on the platform (i.e. unrelated to COVID-19)

### What requires improvement on the Uber Eats app

- 1 Customer support for delivery workers
- 2 Dependability of earnings
- 3 Responsiveness to feedback

(a) Survey question: The following questions will ask about your experience driving and delivering with the Uber app overall. Please consider your entire experience with delivering, both during as well as before COVID-19. Overall, how would you rate your driving or delivery experience with the Uber app in the following areas?  
Sources: Uber (2021) Earner voice survey.

# 04



**Platforms and government can improve delivery work by adopting nine key principles**

# Platforms and government can work together to improve delivery app work

Given that platform work is expected to remain an ongoing and persistent feature of the labour market, platforms and governments should consider how they can individually and collectively improve the quality of work for all participants.

Platform work has grown over the past decade to meet the increasing demand for flexible work in Australia. It has provided people with quick access to work, while offering the flexibility to manage other commitments – such as taking care of family, studying or working another job. More recently, platform work provided an important lifeline to the hospitality industry and workers alike during the COVID-19 pandemic.

Although platform workers make up a small fraction of the broader labour force, the relative growth in this sector has highlighted gaps in the existing labour framework, including protection of workers, entitlements and growth opportunities.

Platforms, in partnership with government, have a responsibility to ensure platform work remains a viable, safe and secure work opportunity for all Australians. We have identified key policy principles that platforms and government need to collaboratively adopt and develop to fulfil this responsibility.

## There are a range of principles that can guide platforms and government to help improve platform work.

Policy principles	Governments	Uber and industry
All workers should be kept safe while working.	✓	✓
All workers should be afforded protection for any injury acquired while working.	✓	✓
Explore how benefits could accrue to individuals through proportional accounts or pooled funds	✓	✓
All workers should be entitled to government support, and platforms should inform workers of their options.	✓	✓
All workers should be able to maximise their earning potential, and have access to information and tools to help them make informed choices about their work.		✓
All workers should be encouraged to voice their concerns, and platforms should listen to and act on their feedback.		✓
All workers should receive support that enables them to realise their potential and aspirations.	✓	✓
Everyone should be able to reliably find and access quality, safe work.	✓	
Everyone should be able to work in a way that suits them, and have the ability to vary their portfolio of work to suit their needs.	✓	

# Platforms and government can work together to improve delivery app work

## All workers should be kept safe while working.

Australia's work health and safety rules aim to ensure that everyone – regardless of whether they are an independent contractor or an employee – is safe at work.

Platforms should ensure they do everything reasonably practicable to encourage safe behaviours at work. For example, Uber Eats recently launched a new helmet detection feature and a visual safety checklist to help keep delivery workers safe.

Government also has an important role to play, particularly in improving road safety more broadly. The NSW Government has published draft guidelines for delivery platforms to help boost worker safety.<sup>1</sup>

In addition to this, government should invest in measures that could help to reduce the risks associated with delivery work, including installing more bicycle paths and kerbside infrastructure so delivery workers can safely and legally park and make deliveries.

## All workers should be afforded protection for any injury acquired while working.

Australia's regulatory framework does not mandate any insurance or protection for platform workers. Platforms, however, should be responsible for supporting and protecting workers who are injured on the job. Some platforms, such as Uber Eats and Deliveroo, have introduced their own protection and compensation schemes covering death, injury and disability.

The NSW Government is also considering a new protection scheme for delivery workers, which would be funded by a customer levy on delivery apps.<sup>2</sup>

## Explore how benefits could accrue to individuals through proportional accounts or pooled funds

In exchange for easy access to work, greater flexibility and autonomy, platform workers forgo entitlements such as sick leave and annual leave. This can place platform workers at a disadvantage if they fall ill or wish to take a holiday.

The nature of platform work also implies that workers are likely to be using multiple apps to increase their earnings potential.

Given many delivery workers on Uber Eats may work on other delivery platforms, platforms and government could establish a model of accrued benefits where entitlements follow workers across different jobs in the industry.

Similar models have been adopted in other industries such as coal mining and construction, where it is common for workers to be employed by different employers simultaneously.<sup>3</sup> State and Territory governments in Victoria and ACT have also recently embraced pro-rata, portable schemes for long service leave albeit for employees. Countries like France have adopted social charters to enable platforms to deliver a wider range of social protections.

## All workers should be entitled to access government support, and platforms should inform workers of their options.

The COVID-19 pandemic has highlighted the importance of government support, particularly for independent workers.

Like governments around the world, the Australian Government provided some support for self-employed workers and sole traders. However, this support did not include everyone engaged in platform work, including many Uber Eats delivery workers. It is imperative that support be extended to all workers, regardless of

their status as an independent contractor or employee, to ensure all workers are supported during times of hardship and uncertainty.

Platforms should help by providing accurate information and guidance to workers, particularly temporary visa holders, on the different support they may be eligible to receive.

## All workers should be able to maximise their earning potential, have access to information and tools to help them make informed choices about their work.

Although platform work can provide workers with an income above the minimum wage (as this study has shown), not all platform work is a high-wage option. Many workers look to platform work for quick and easy access to income while they are between jobs, in financial stress or looking for additional funds.

Platforms need to better manage expectations and be transparent about earning opportunities for prospective workers on their app. This can help workers make informed decisions about whether platform work is right for them and empower them to maximise their earnings.

There is also scope for platforms to better inform workers of the different options for increasing their earning potential and enabling platform work to be a reliable option.

# Platforms and government can work together to improve delivery app work

All workers should be encouraged to voice their concerns, and platforms should listen to and act on their feedback.

It is critical that all workers are able to voice their concerns and opinions about their work. This requires platforms to foster an environment in which workers feel comfortable and safe expressing their views and concerns about platform work.

Many platforms have endorsed this practice, but there is a need for greater transparency and accountability to enable platform work to continue to improve. Platforms should be required to report publicly on worker feedback, outlining the key issues and potential solutions. This reporting mechanism and information sharing could help improve the industry more broadly.

Government can also serve as an intermediary to provide more coordination, facilitation and insight at a sector level, by establishing policy observatories or seeding research in this area.

All workers should receive support that enables them to realise their potential and aspirations.

Supporting workers' growth and development is a crucial tool to unlock new economic opportunities, and this is no different for platform workers.

Countries such as Scotland, England, Singapore and France have developed schemes to provide training and learning opportunities for people who are unemployed or in low-paying jobs.<sup>1</sup> These schemes provide funding to individuals, which they can spend on pre-approved training courses to develop new skills.

The Australian Government currently funds the Adult Migrant English Program for permanent residents and new migrants on temporary visas who know little or no English. Programs like this could be expanded further in collaboration with platforms, to offer upskilling opportunities for low-skilled and immigrant workers.

Everyone should be able to reliably find and access quality, safe work.

People can often find it difficult to access traditional work, facing barriers such as not possessing the right training, skills or qualifications.

Platforms often offer these people relatively easy access to work and income. The barriers to entry – such as having a vehicle, a smartphone and the necessary safety equipment – are often lower than the barriers to entry for traditional work. The importance of quick access to work was exemplified during the COVID-19 pandemic, as many workers were able to mitigate the impact of lost income in other pandemic-affected sectors.

As this report has shown, being able to access platform work quickly and with low barriers to entry is important to many, especially at times of economic downturn. Thus it is imperative that policymakers recognise how policies aimed at improving some aspects of platform work may undermine this accessibility, and develop policies weighing both these needs in mind.

Everyone should be able to work in a way that suits them, and have the ability to vary their portfolio of work to suit their needs.

In 2019, 1.4 million Australians wanted more employment flexibility, expressing that they were not satisfied with their current ability to balance work and other commitments.<sup>2</sup>

Flexibility took on a new meaning during the COVID-19 pandemic, as remote work and variable hours became significantly more common among Australian workers.

Although platforms provide Australians with the autonomy to dictate their own working hours, and the flexibility that so many desire, they are also subject to some artificial penalties, such as no sick leave or annual leave. It is important to maintain flexible work opportunities, as they allow workers to balance other commitments, such as studying, caring for family and working other jobs.

# 05

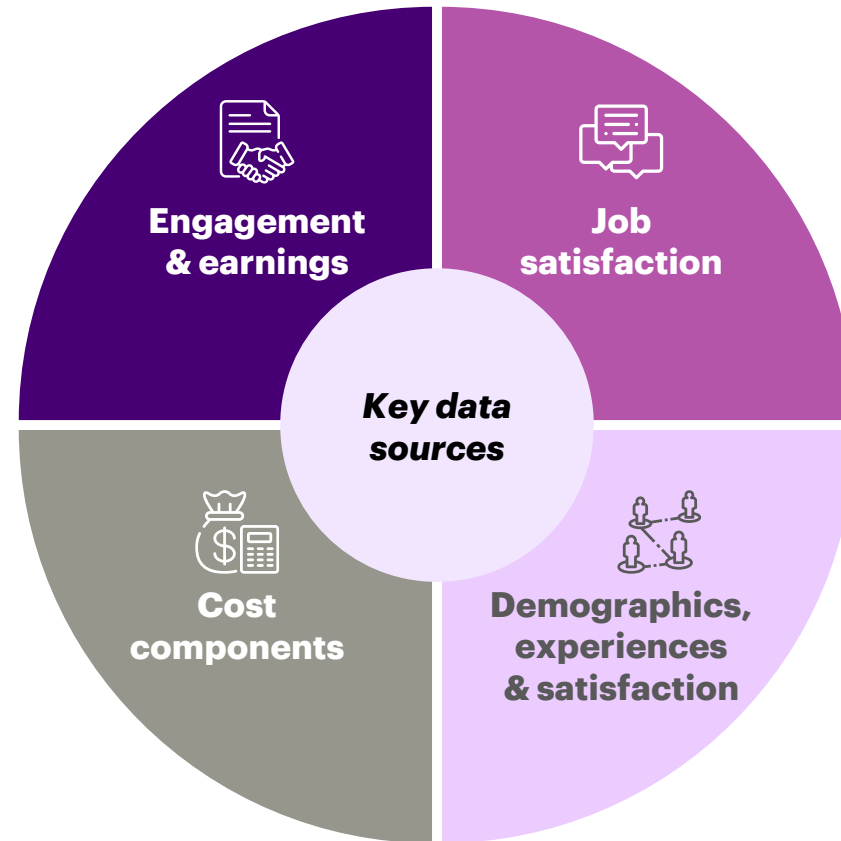


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# This study used a range of publicly available data in combination with Uber Eats administrative data and bespoke surveys



**Use:** Analysing engagement with the Uber Eats platform by delivery workers, and estimating earnings per hour.

**Source:** Uber Eats administrative data

**Sample:** 9,389 delivery workers and 6.9 million deliveries<sup>1</sup>

**Use:** Analysing general population jobs circumstances, including satisfaction about different aspects of work.

**Source:** HILDA General Release 19.0<sup>2</sup>

**Use:** Estimating the costs of working on Uber Eats as a delivery worker

**Source:** Multiple, including ABS, fuel prices, vehicle data, industry reports.

**Use:** Analysing delivery workers' demographics, roles outside Uber Eats, and overall job satisfaction.

**Source:** Bespoke delivery worker survey run by YouGov (n = 492), Uber 'Why I deliver' survey (n = 567), Uber 'Earner voice' survey (n = 8,016)

<sup>1</sup> To ensure our analysis focuses on a representative sample of delivery workers, we exclude those who may be trialling the platform or are outliers by using the following exclusion criteria: 1) delivery workers in the bottom 5<sup>th</sup> and top 95<sup>th</sup> percentile of earnings per hour; 2) delivery workers who have completed 50 lifetime trips or less on the platform; 3) delivery workers who have been active for a week or less during the sample period (Aug-Dec 2020); 4) delivery partners who are active for 1 hour or less each week.

<sup>2</sup> This document uses unit record data from the Household, Income and Labour Dynamics in Australia (HILDA) Survey. The unit record data from the HILDA Survey was obtained from the Australian Data Archive, which is hosted by The Australian National University. The HILDA Survey was initiated and is funded by the Australian Government Department of Social Services (DSS) and is managed by the Melbourne Institute of Applied Economic and Social Research (Melbourne Institute). The findings and views based on the data, however, are those of the authors and should not be attributed to the Australian Government, DSS, the Melbourne Institute, the Australian Data Archive or The Australian National University and none of those entities bear any responsibility for the analysis or interpretation of the unit record data from the HILDA Survey provided by the authors.





# This study uses an OLS regression model to assess the drivers of earnings per hour for delivery workers on Uber Eats

Category	Independent variables	Variable construction
Platform-related characteristics	<b>Mode of delivery:</b> % car trips % motorcycle trips	<ul style="list-style-type: none"> <li>% of trips completed in a car</li> <li>% of trips completed in a motorcycle</li> </ul>
	<b>Lifetime trips</b>	<ul style="list-style-type: none"> <li>Number of lifetime trips since start joining Uber Eats to December 2020</li> </ul>
Engagement with the platform	<b>Time of day worked</b> % Mon to Thurs lunch hours % Mon to Thurs dinner hours % Friday lunch hours % Friday dinner hours % Friday non-peak hours % Weekend lunch hours % Weekend dinner hours % Weekend non-peak hours	<ul style="list-style-type: none"> <li>% of hours worked during Monday to Thursday lunch times (11am to 2pm)</li> <li>% of hours worked during Monday to Thursday dinner times (5pm to 8pm)</li> <li>% of hours worked during Friday lunch hours (11am to 2pm)</li> <li>% of hours worked during Friday dinner times (5pm to 8pm)</li> <li>% of hours worked during Friday non peak times (all other times on Fridays besides lunch and dinner)</li> <li>% of hours worked during weekend lunch hours (11am to 2pm)</li> <li>% of hours worked during weekend dinner times (5pm to 8pm)</li> <li>% of hours worked during weekend non peak times (all other times on weekends besides lunch and dinner)</li> </ul>
	<b>Location of trips</b> % CBD trips % inner trips	<ul style="list-style-type: none"> <li>% of trips completed in the CBD Sydney</li> <li>% of trips completed in inner Sydney</li> </ul>
	<b>Dual apping</b> Low level of dual apping Medium level of dual apping	<ul style="list-style-type: none"> <li>delivery workers who have an acceptance rate of 85% or above;</li> <li>delivery workers who have an acceptance rate of between 60% to 85%.</li> </ul>
	<b>Hours worked per week</b>	<ul style="list-style-type: none"> <li>Number of hours worked per week</li> <li>We also test 'weeks square' given there is the potential for a non-linear relationship with earnings per hour (i.e. relationship that changes direction)</li> </ul>
	<b>Weeks worked in the period</b>	<ul style="list-style-type: none"> <li>Number of weeks worked</li> </ul>
Demographics and seasonality	<b>Seasonality</b> % of all hours in July / August	<ul style="list-style-type: none"> <li>% of hours worked during the months of July and August (these are considered as peak months)</li> </ul>
	<b>Age</b>	<ul style="list-style-type: none"> <li>Raw age in years</li> </ul>
	<b>Female</b>	<ul style="list-style-type: none"> <li>Dummy variable (Male = 0, Female = 1)</li> </ul>

# Outputs of the OLS regression model

Category	Independent variables	Variable coefficient
Platform-related characteristics	<b>Mode of delivery:</b>	
	% car trips	1.89***
	% motorcycle trips	0.87***
	<b>Lifetime trips (tenure)</b>	0.0003***
Engagement with the platform	<b>Time of day worked</b>	
	% Mon to Thursday lunch hours	5.39***
	% Mon to Thursday dinner hours	6.79***
	% Friday lunch hours	6.88***
	% Friday dinner hours	11.36***
	% Friday non-peak hours	5.53***
	% Weekend lunch hours	4.16***
	% Weekend dinner hours	8.63***
	% Weekend non-peak hours	6.02***
	<b>Location of trips</b>	
	% CBD trips	4.26***
	% inner trips	0.20*
	<b>Dual apping</b>	
Low amount of dual apping	2.41***	
Medium amount of dual apping	1.55***	
<b>Hours worked per week</b>	0.04***	
<b>Hours worked per week squared</b>	-0.0006***	
<b>Weeks worked</b>	-0.02**	
Demographics and seasonality	<b>Seasonality</b>	
	% of all hours in July/August	-1.92***
	<b>Age</b>	0.002
	<b>Female</b>	-0.13
Intercept		11.46***



# Costs for delivery workers on Uber Eats were estimated using an incremental cost approach

**Key assumption:** delivery workers would have their vehicle even if they did not work for Uber Eats<sup>1</sup>

Incremental
  Not incremental / no additional cost
  Depends

Cost segment	Cost	Car	Motorcycle	Bicycle	Description	Source
<b>Vehicle regulation costs</b>	Registration	Depends	Not incremental / no additional cost	N/A	Incremental cost of \$137-180 p.a. if car is registered for business	NSW Govt
	CTP insurance	Depends	Not incremental / no additional cost	N/A	Incremental cost of \$30 p.a. if car is registered for business	NSW Govt
	Pink slip	Not incremental / no additional cost	Not incremental / no additional cost	N/A	No additional cost for business	NSW Govt
	Helmet and lights	N/A	N/A	Not incremental / no additional cost	Not incremental	NSW govt
<b>Vehicle fixed costs</b>	Financing	Not incremental / no additional cost	Not incremental / no additional cost	Not incremental / no additional cost	Not incremental	Bespoke survey
	Insurance	Not incremental / no additional cost	Not incremental / no additional cost	Not incremental / no additional cost	Not incremental	Uber
<b>Vehicle variable costs</b>	Fuel cost	Incremental	Incremental	N/A	Only the proportion used for deliveries is incremental	Uber Eats administrative data, desktop research
	Depreciation cost	Incremental	Incremental	Incremental	Only the depreciation from distance travelled for deliveries is incremental	ATO, desktop research
	Maintenance cost	Incremental	Incremental	Incremental	Only the proportion related to deliveries is incremental	Desktop research
<b>Tax</b>	GST accrued	Depends	Depends	Depends	Relevant if income > \$75k or ridesharing driver as well	Admin data
	GST deductions	Depends	Depends	Depends	As above	Admin data
<b>Uber onboarding costs</b>	Background and VEVO check	Incremental	Incremental	Incremental	\$37 over lifetime of work on Uber Eats	Uber Eats
	Delivery bag	Incremental	Incremental	Incremental	\$45 over lifetime of work on Uber Eats	Uber Eats

<sup>1</sup> The 'Why I deliver' survey showed that 84% of delivery workers own the vehicle used to make deliveries. More than 60% of the most commonly used cars are over 10 years old. Majority of delivery workers work part time hours or less.  
Sources: Desktop research; (2019) AlphaBeta Australia, Flexibility and fairness: what matters to workers in the new economy; Uber Eats surveys; Accenture analysis.

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