

Media Release

The Hon Tim Pallas MP

Treasurer

Minister for Industrial Relations

Minister for Trade and Investment



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MORE SUPPORT FOR VICTORIAN GIG WORKERS

The Andrews Labor Government is today launching the Australian-first Gig Worker Support Service, providing advice and practical assistance to thousands of on-demand workers across the state.

With translation and interpreter services on hand, the Gig Worker Support Service will help people who need it most.

The support service is partnered by the new Fair Conduct and Accountability Standards designed to improve gig work conditions for an estimated 350,000 Victorian workers in sectors ranging from transport and food delivery to disability support, aged care and IT. The Standards also come into effect on Monday.

The support service will provide information and advice online and over the phone, as well as referring workers to appropriate agencies to resolve disputes. Gig workers will be able to contact the service for assistance with:

- Understanding their rights, protections and entitlements under workplace and related laws
- Making informed decisions about working for a platform
- Understanding which agencies and other services can help them resolve work disputes.

The support service will also provide advice to platforms on how to sign up for and apply the Fair Conduct and Accountability Standards to their business.

While initially voluntary, the Labor Government expects platforms to adopt the Standards and plans to introduce laws to ensure compliance with them. As part of developing a proposed bill, consultation with unions, platforms and other stakeholders will occur in due course.

Gig workers and platforms can submit enquiries and questions to the service via the Gig Worker Support Service website vic.gov.au/gwss. The Standards are also available to view on the site.

Workers can contact the service by email at info.gwss@dpc.vic.gov.au or by calling the 1800 000 478 hotline. Operating hours will be 9am-5pm Monday to Friday.

The service will spread the word with an awareness campaign to run from mid-May on streaming services, YouTube, Spotify, social media, roadside advertising, regional newspapers and radio.

The Labor Government has led the nation in supporting gig workers, commissioning the Inquiry into the Victorian On-Demand Workforce which has led to the development of the support service and the Standards.

Quotes attributable to Minister for Industrial Relations Tim Pallas

"We have led the way in supporting vulnerable workers, and the new Standards and support service will help rebalance the dynamics of the gig economy."

"The service will give gig workers certainty where they have too often lacked support and information on their working arrangements, or any way to challenge unfair practices."

"Platforms have talked about introducing fairer conditions for their workers and signing up to the Standards is an opportunity for them to deliver on that aim."

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