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QTON No.
009



Legislative Assembly for
the
**Australian Capital
Territory**

Standing Committee on Legal
Affairs

Inquiry into Liquor Amendment Bill 2025

Answer to question taken on notice

Asked by: Mr Shane Rattenbury, MLA

Addressed to: Ms Rachel Williams, Head of Regulated Goods – Grocery & Retail, Uber Eats

In relation to: DRIVER TRAINING

Hearing: 5 December 2025

Uncorrected Proof Transcript pp 33-34

Transcript provided: 11 December 2025

Answer Due: 18 December 2025

Ms Williams took on notice the following question(s):

MR RATTENBURY: Thanks, Chair. Just on the issue of training for drivers, they are required to undertake RSA training and, at least for Door Dash, you have got your own internal—are the drivers paid for that training time or does that seem to have to do on their own time?

Mr Payne: I will have to take that on notice, I am sorry Mr Rattenbury.

MR RATTENBURY: No, that is okay. Thank you.

Ms Williams: Yes, we can take that on notice as well to provide the specifics.

UBER EATS: The answer to the Member's question is as follows:

[Insert answer to question taken on notice]

Alcohol deliveries are optional on Uber Eats. Since launching alcohol deliveries in the ACT in 2023, in order to be eligible to receive alcohol delivery requests on Uber Eats, we have required all delivery people in the ACT to complete the NSW RSAT and provide Uber Eats with a copy of their RSAT certificate. The NSW RSAT provides delivery people delivering alcohol to Canberrans with robust education on their obligations while delivering alcohol (such as refusing delivery to minors and intoxicated individuals), as well as providing advice on refusing supply responsibly and harm minimisation strategies. In addition to providing delivery people with a robust knowledge base for alcohol deliveries in the ACT, the RSAT also enables them to deliver across the border, in parts of NSW close to the ACT. The NSW RSAT content can be viewed [here](#).

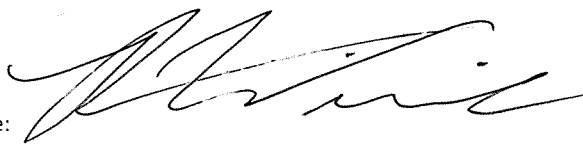
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From March 2025, we updated this process, so that delivery people in ACT must complete both the RSAT and the Uber Eats Alcohol Delivery Education before they are eligible to receive alcohol delivery requests. These changes were made to further reinforce their knowledge of key topics, and give delivery people more guidance on the tools and support offered by Uber Eats on alcohol deliveries.

Delivery people are not paid for their time in completing the RSAT or the Uber Eats Alcohol Delivery Education. Some delivery people will have already completed the RSAT in order to deliver alcohol for other providers, and will already have a valid RSAT certificate.

Even once a delivery person has opted in to deliver alcohol on Uber Eats, alcohol deliveries remain optional. Delivery people can choose to opt-out of alcohol deliveries at any time by contacting support, and then can also choose to decline individual alcohol deliveries requests on the Uber Eats app.

Approved for circulation to the Standing Committee on Legal Affairs

Signature: 

Date: 18/12/2025

By the Head of Regulated Goods - Grocery & Retail, Uber Eats Australia & New Zealand