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QTON No.
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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: Ms Chiaka Barry, MLA

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

In relation to: SELF EXCLUDED CUSTOMERS

Hearing: 5 December 2025

Uncorrected Proof Transcript pp 35-36

Transcript provided: 11 December 2025

Answer Due: 18 December 2025

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

THE CHAIR: Yes. Absolutely. Can I just quickly ask some follow-up questions? So what are the percentages of your—I guess, those you have identified as high-risk over the last four years that then you self-exclude—sorry, those who self-exclude, and then those who you identify as high-risk and then you kick off the app? Do you have the data of that percentage compared to your clientele?

Ms Williams: We can take that on notice as well to provide some data. I guess I would emphasise, and I think DoorDash spoke to this at the beginning, that in general, our data indicates that most of our consumers are engaging with our platform in responsible ways. So most consumers only placing one order per day, even things like most consumers placing orders that contain between one and three items. It is only 3 per cent of our deliveries where there are four or more items. So I think our data generally leads us to—

THE CHAIR: In the ACT particularly?

Ms Williams: I can follow up to make sure that that was ACT specific, yes.

THE CHAIR: That would be awesome. Yes, ACT specific would be useful, yes.

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

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Out of a total population consisting of unique users who have purchased alcohol in the ACT since July 2023:

- 0.6% of users have self excluded via Uber Eats or self exclusion agreements with our merchant partners
- 0.02% of users have been excluded due to third party requests
- 0.3% of users have been banned (temporary or permanent) via the DrinkWise Responsible Ordering Monitor

During the hearing, we stated that the majority of our alcohol deliveries contain 1 -3 "SKU's" (or items). Only 4% of alcohol deliveries contain 4 or more SKU's. The committee asked us to confirm if this data was for ACT, and we took it on notice to confirm. We have reviewed this and can confirm that these figures are correct for the ACT.

Approved for circulation to the Standing Committee on Legal Affairs

A handwritten signature in black ink, appearing to be 'M. P. B.', written over a horizontal line.

Signature:

Date: 18/12/2025

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