



# Inquiry into Liquor Amendment Bill 2025

## Answer to question taken on notice

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Asked by: Ms Chiaka Barry, MLA

Addressed to: Mr Rowan Payne, Manager, Government Relations and Policy, Door Dash

In relation to: Delivery Checks

Hearing: 5 December 2025

Uncorrected Proof Transcript p 28

Transcript provided: 11 December 2025

Answer Due: 18 December 2025

Mr Rowan Payne took on notice the following question(s):

**THE CHAIR:** Thank you very much and thank you for that very detailed statement. You have mentioned a few checks that you already have existing. When did those checks start and do you measure the effectiveness of those checks that you do? Anyone can—it was for you mostly because you—

**Mr Payne:** I would have to take on notice if the checks have developed since our application launched in 2019. Certainly it has been the case since my time. In terms of turning down alcohol orders, do you mean if ID fails?

**THE CHAIR:** So I think you mentioned a few checks. You mentioned that you check the ID. You mentioned that you do have an—is it an exclusion? If a person has ordered over a period of time. So I just wanted to understand when those checks were implemented and whether you check the effectiveness of those checks. So for example, if a person has ordered previously, do you check that they have not subsequently then ordered multiple times across various apps?

**DOOR DASH:** The answer to the Member's question is as follows:

**Question:**

- **When did the DoorDash Mystery Shopping checks start and how do we measure the effectiveness of those checks?**
  - DoorDash Mystery Shopping checks are conducted by a third party vendor DoorDash has engaged. Mystery shops are conducted regularly across all AUS states where alcohol delivery is permitted on the DoorDash platform. Mystery shoppers evaluate Dashers against a set of specific criteria such as “Did the Dasher verify if you match the person pictured on the ID? / Did the Dasher scan your ID?”

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- **When were the following checks implemented:**
  - **ID at the door scan:** Dec 19, 2023 for ACT when we launched in the market. These checks have been live in AUS overall since Feb 24, 2020.
  - **Alcohol Exclusion:** Dec 19, 2023 (i.e. alcohol exclusion live at launch in ACT)
  - **DrinkWise Harm Minimisation Guardrails**
    - The DrinkWise proactive messaging and harm minimisation program was piloted in June 2025.

Approved for circulation to the Standing Committee on Legal Affairs

Signature:

*Rowan Payne*

Date: 18 December 2025

By the Manager, Policy and Government Relations