

QTON No.
005



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: SAMPLE SIZES OF MYSTERY SHOP ID CHECKS

Hearing: 5 December 2025

Uncorrected Proof Transcript p 29

Transcript provided: 11 December 2025

Answer Due: 18 December 2025

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

Ms Williams: Yes. Yes, exactly. We have similar contractual arrangements with some of our merchant partners, wherein they provide us information on users that they would like excluded from ordering from them on Uber Eats. I think back to your sort of original question on some of this stuff coming into place and how do we know it is working.

For Uber Eats, you know, sort of a cornerstone of our approach has been ID checks on every single delivery. So it does not matter your age, the expectation is that there will be an ID checked on every delivery and we reinforce that through an in-app experience for our delivery people with ID scanning at the point of delivery. That was introduced in 2020, so has been in effect for over five years now.

One of the ways in which we monitor that that is working is through mystery shopping and that has been a very important audit process for us. So we work with a third party provider to mystery shop our services with mystery shoppers at age 18 to 22. So sort of that highest risk group in terms of age verification.

In the year 2024, for our mystery shops on ID checking, IDs were checked on over 99 per cent of all of our mystery shop deliveries. For this year, 2025, January through October, that is 100 per cent. Those figures are just for the ACT only, but are broadly in line with the rest of Australia as well.

MR RATTENBURY: What is the sample size for that?

Ms Williams: I can take that on notice and provide it to you, but the shops are conducted across Australia weekly, so it is very routine throughout the year.

MR RATTENBURY: Yes, I meant for the ACT specifically if that is possibly.

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Ms Williams: Yes, I can take that on notice.

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

Since launching alcohol delivery in ACT in July 2023, our third party mystery shopping provider has completed 499 tests (data is up to and including October 2025).

Approved for circulation to the Standing Committee on Legal Affairs

Signature:

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

Date: 18/12/2025

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