



ARTIO
Australian Road Transport
Industrial Organisation
ABN: 63 734 697 902

AUSTRALIAN ROAD TRANSPORT INDUSTRIAL ORGANISATION

Respect, Respond and Represent

In the Fair Work Commission

Matter No: AM2021/72

S. 158 - Application by Menulog Pty Ltd to make a Modern Award for the ‘On Demand Delivery Services Industry’

ARTIO request for further information from Menulog Pty Ltd (Menulog)

In accordance with the Directions issued by the Full Bench of the Fair Work Commission in this matter on 24 August, 2021 [2021] FWCFB 5227, ARTIO is seeking clarification around Menulog’s operations and requests that Menulog provide answers to the following questions:

1. Does Menulog operate a restaurant, a kitchen or fast-food outlet?
2. Does Menulog prepare any food for distribution/delivery?
3. Please explain in some detail the process that Menulog uses to collect and then deliver take away food parcels, including initial ordering, allocation of work to couriers, collection of ‘food, beverages, goods or other items’ by the couriers and delivery of same to the customer?
4. Is this process only applicable via a mobile phone application? In other words, can a customer ring a restaurant or fast-food outlet to order a meal and request the restaurant to arrange delivery through Menulog?

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5. What methods of transport does Menulog use to make the deliveries of ‘food, beverages, goods or other items’ to customers? Are there any alternative methods used to walkers, cyclists, couriers – whether in a vehicle or on a motor cycle?
6. Why does Menulog need to be able to deliver ‘goods or any other item’, and what would a reasonable person expect to be included in such phrase?
7. Does a restaurant/fast food outlet pay for the transport service provided by Menulog when it delivers ‘food, beverages, goods or other items’ to a customer?
8. How does Menulog charge for the transport service it provides in the delivery of ‘food, beverages, goods or other items’? Is it time based, flat rate, distance based or some other method?
9. Does Menulog collect and deliver ‘food, beverages, goods or any other item’ from a supermarket, corner store, liquor shop, petrol station, bakery, cigarette shop or similar retail outlet?
10. Does Menulog operate on a 24/7/365 basis? Or does it only transport ‘food, beverages, goods or other items’ between specified times and if so, what are those times?
11. How many couriers does Menulog engage to collect and deliver ‘food, beverages, goods or any other item’? How many of those couriers are employees?
12. What employment terms and conditions currently apply to those courier employees?

ARTIO requests that the information be sent to the address of its National Office as specified above and also emailed to the attention of Paul Ryan at reception@vta.com.au by 17 September, 2021.

Paul Ryan
National Industrial Advisor
ARTIO
26 August, 2021