Research Project Information Sheet

University of the
Sunshine Coast
Australia

Understanding and addressing incidents affecting gig economy workers with the GigReports app

Ethics Approval Number: **A221747**

Research Team Contact Details

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What is the purpose of this project?

This project involves the implementation of the GigReports app. GigReports allows users to report road safety incidents (i.e., crashes and near misses) and personal safety incidents (i.e., harassment, abuse or theft) to a National Incident Dataset.

The long-term purpose of the project is to gain a better understanding of the safety risks gig workers experience. We want to understand more about incidents that occur while undertaking gig work (e.g., type, location, time, severity, etc) and the contributory factors to incidents. This knowledge will support the development of strategies to reduce incidents and injuries, improving gig worker safety.

The research team will use the GigReports National Incident Dataset to analyse incidents, contributory factors, and travel data to inform regulatory and government agencies and industry (i.e., gig platforms) to support systemic change to improve gig worker safety. The research team will analyse the dataset to identify the:

- • Relative frequency of incidents that occur
- • Characteristics of the incidents that occur
- • Contributory factors involved in incident causation

Who can participate?

To be eligible to participate in this research project, you must reside in Australia, be at least 18 years of age, and participate in gig work involving on-demand passenger transport (e.g., Uber, Didi) or delivery of goods (including food; e.g. Uber EATS, Menulog, Deliveroo, Amazon Flex) within Australia. Recruitment is open to anyone that fits these criteria.

Project Duration and Participation

Participation involves completing the initial registration process (approx. 10 minutes), entering incident and near miss reports when they occur, throughout the duration of the project (approx. 2 minutes per report), and entering the number of kilometres you travel while doing gig work weekly throughout the duration of the project (approx. 2 minutes per week). Your use of the app is voluntary and will not be enforced in any way.

Consent

You will be asked to provide consent for the use of your de-identified personal demographic data (i.e., age, gender, gig work type) and de-identified data collected via the National Incident Dataset for current and future research purposes.

Your decision to provide consent (or not), will not impact your current or future relationship with the research team, our industry networks (including gig economy platforms), or the University of the Sunshine Coast (UniSC). Table 1 outlines key information about providing consent and the process for providing and withdrawing consent.

Table 1. *Information about consent and the process used for providing and withdrawing consent.*

Providing Consent	**Research Project Information Sheet**
	You will be asked to provide your consent for the:
	    • Collection of your username and email address as part of the registration process. This information will be used to manage your login details, provide updates regarding analyses of incident data and to invite you to participate in research surveys relating to gig economy safety and your use of the GigReports app
	    • Use of your de-identified demographic data (i.e., age, gender, the vehicle/s you currently use for gig work) and incident data for current and future research purposes, which may be undertaken by other research teams.
	
	What happens if I do not provide consent?
	If you do not provide consent, you will not be able to use the GigReports App.
	
	Terms of Use and End User Licence Agreement
	You will be presented with the Terms of Use and End User Licence Agreement and be asked to agree to the terms and conditions outlined in the document. For example, the agreement includes information about the intellectual property rights and ownership of the GigReports App, and privacy of identifiable and de-identified data.
	
	What happens if I do not agree to the Terms of Use and End User Licence Agreement?
	You will not be able to use the GigReports App.
	
	Age Verification
	You will be asked to confirm that you are 18 years of age or older
	
	What happens if I am not aged 18 years or older?
	You will not be eligible to use the GigReports App.
	
	Allow "GigReports" to access your location while you are using the app
	The app uses Location Services to allow participants to quickly and accurately record the location of incidents. The App will request your permission to use Location Services when this feature is activated by the app.
	
	What happens if I do not allow Location Services?
	If you do not provide consent, you will be able to use the GigReports App, but will need to enter locations manually.
	
	Allow "GigReports" to access your camera while you are using the app
	The app allows users to upload photographs to supplement their incident reports. The App will request your permission to use your device's camera.
	
	What happens if I do not allow permission to use the camera?
	If you do not provide permission, you will still be able to use the GigReports app, but you will not be able to upload photographs.

Withdrawal Process	You may **withdraw your consent to participate in the research project** by deleting your account. Please note that you will continue to receive email communications from the research team (e.g., to invite you to participate in research surveys relating to gig economy safety and your use of the GigReports app) even if you delete the account. Should you wish to stop receiving email communications from the research team, we kindly ask that you use the unsubscribe option in the email communications. Selecting the unsubscribe option in the email communications will mean that you no longer receive any email communications from the research team, and you will not be eligible to take part in prize draws or other initiatives that may be offered to registered GigReports users from time to time. If you wish to withdraw already submitted data (including your account details, demographic data and incident reports), you can email the Chief Investigator who will arrange deletion of all information linked to your account from the host server. Please be aware that data submitted to the National Incident Dataset that has been de-identified and / or aggregated for analysis may not be able to be withdrawn. Consequences of withdrawing consent Your participation in this project is voluntary, and you can choose to withdraw from the study at any time. Your decision to participate (or not) will not impact your current or future relationship with the research team or UniSC.

Participants may withdraw **their permission for the GigReports App to use location services or the camera** through the Privacy Settings menu in their device's settings tab.

Consequences of withdrawing permissions
If you choose to withdraw permissions for location services or the camera you can still use the GigReports app, but some functionality will not be available. This decision will not impact your current or future relationship with the research team or UniSC.

Privacy and Confidentiality

Identifiable and de-identified data collected via the GigReports App is stored securely on an Australian-based Virtual Private Server (VPS). The research team has made every effort to ensure that your data is stored securely and confidentially. Participants and research team members will have password secured access to the GigReports App and will be allocated permission to access identifiable and de-identified data based on their role. A list of roles, along with the access permissions, are provided in Table 2.

Table 2. *GigReports App roles and access permissions*

Role	Data Type	Access Requirements
Research Team A (Gemma Read, Paul Salmon, and Jolene Cox)	De-identified data stored on the VPS	Password-protected access to the VPS is required to administer the VPS. Research Team A will have access to: • Participation de-identified demographic information • Incident reports • Participation data • Data analysis reports
Research Team B (Grant Butler, Kerri-Anne Salmon)	Identifiable data stored on the VPS	Password-protected access to the VPS is required to administer the VPS. Research Team B will have access to: • Participant identifiable information (e.g., username, email address)
Participants	Identifiable incident reports and participation data De-identified aggregated National Incident data	Participants will be able to view their own incident reports and participation data. Participants will be able to view de-identified aggregated data, including the: • Relative frequency of incidents that occur • Characteristics of the incidents that occur • Contributory factors involved in incident causation
GigReports App developer and server administrators	All identifiable and de-identified data stored on the VPS.	Regular maintenance of the app may result in the app developer or the server administrators accessing this information/data for administrative purposes.

If the project is not re-funded at the end of 2023, identifiable data will be deleted, and de-identified data will be moved onto servers at UniSC. De-identified data stored on servers at UniSC will be stored securely in accordance with UniSC's Research Data Management Procedures.

All data collected via the GigReports App will be treated confidentially unless required by law.

The results of this research project may be presented at external or internal conferences or meetings, or by publication.

Who is funding the research?

This project is funded by the Australian Government, Department of Infrastructure, Transport, Regional Development and Communications.

Benefits

Participants will contribute to a national dataset that will enable a better understanding of the incidents affecting gig economy workers who provide transport and delivery services in Australia. This knowledge will support the development of interventions designed to enhance gig worker safety. The research findings will be communicated to government agencies and industry stakeholders (i.e., gig platforms) to assist them in making evidence-based decisions aimed at improving gig worker safety.

The first 100 participants who register for GigReports before 30 April 2023 and use the app to report how many kilometres they travelled doing gig work over 2 consecutive weeks will be offered $50 (via bank transfer). Participants who meet this requirement will be emailed by the research team B and asked to provide their residential postcode, phone number, email, bank account details (name, BSB, bank account number) for the bank transfer.

The following terms and conditions apply:

1. Payment will only be made into Australian bank accounts.
2. Only one payment per person is permitted. We may require photo identification to prove your identity if we believe that multiple payment requests have been submitted.
3. UniSC may contact you to confirm payment details, or due to difficulties in funds transfers; you agree to be contacted via the details provided to confirm these details.

Risks

The research team has made every effort to ensure that there is minimal risk involved in your participation. A list of potential risks along with the risk mitigation strategies used in this research project, are outlined in Table 3.

Table 3. Identified potential risks and risk mitigation strategies

Risks	Risk mitigation strategies
Security of data collected by the GigReports App	Data collected by the GigReports App is stored securely on an Australian based Virtual Private Server (VPS). Servers Australia Pty Ltd was selected to host the VPS as their Terms and Conditions state that they abide by the requirements of Australian Privacy Laws.
	The data is backed up daily on the primary server, and weekly on a secondary server by the hosting provider. This reduces the chance participants will lose any incident report data or experience any disruptions while using the GigReports App if there are problems with the primary server.
Privacy and confidentiality of your identifiable information	Participants will be required to accept the Terms of Use and End User Licence Agreement prior to accessing the app. The agreement outlines how the research team will use the information collected as well as user obligations regarding confidentiality.
	While performing regular maintenance of the sever, Servers Australia Pty Ltd may require access to information stored for administrative purposes. However, as per the Terms and Conditions, Privacy Policy and the Privacy Act 1988 (*Cth*), Servers Australia Pty Ltd employees and contractors are obliged to respect the confidentiality of any personal information stored on the VPS.
	The GigReports App Developers will have password-protected access to the identifiable data stored in the VPS. Access to identifiable data may be required when performing regular app maintenance. However, as per the Consultancy Agreement between UniSC and Bizsoft Consulting Pty Ltd, the developer must keep the material, the services, and the intellectual property, including all reports, secret and confidential.
	The research team will have password-protected access to the VPS. They will not share identifiable incident data with anyone that does not have the data access outlined in Table 2.
	Participants cannot be identified through the data submitted to the National Incident Dataset. The GigReports App only provides the ability to submit de-identified data for research purposes to the National Incident Dataset. The de-identified data will not contain the names of any individuals.
Potential unequal relationships	The research team and industry networks will promote GigReports through professional, social and community groups, creating the potential for unequal relationships. Please note that participation in this research project is voluntary, and your choice to participate (or not) will not affect your relationship with the research team, our industry networks or UniSC. You can choose to withdraw from the research project at any time without consequence.
Psychological discomfort or distress	When entering incident reports, participants may be required to recall events that were distressing to them (such as an incident, near miss, personal safety incident or theft).
	Sometimes recalling events of adverse events or near misses can create uncomfortable or distressing feelings. If you need to talk to someone, you may wish to contact family or friends, your General Practitioner, or Lifeline (131114) or Beyond Blue (1300 224 636).
Location Services	To help participants quickly record and identify the location of an incident, the GigReports App will include a Location Service feature.
	Participants can disable Location Services at any time via their Smart Device Privacy Menu. This decision will not affect the participant's use of the GigReports App or impact their relationship with the Research Team or UniSC.
	The GigReports App aligns with the technical, content, design, and legal considerations outlined in the Android Developer Guides and Apple Store Developer Guidelines.

Risks	Risk mitigation strategies
Camera	The app includes a feature to upload photographs to help participants provide additional information or save time entering descriptions into the GigReports App. When choosing to upload photographs, the research team kindly request that participants avoid including information that could potentially identify yourself or another individual. In the circumstance that photographs uploaded to the app contain identifiable information, the research team will ensure that this information is de-identified.

Participants can disable camera permissions at any time via the Smart Device Privacy Menu. If participants disable this feature, it will not impact their relationship with the Research Team or UniSC.

The GigReports App aligns with the technical, content, design, and legal considerations outlined in the Android Developer Guides and Apple Store Developer Guidelines. |
| Safety of participants when entering an incident report | When entering an incident, participants will be provided with the following prompts:
• If you are injured or in immediate danger, please telephone "000"
• Before completing this incident report, evaluate your situation to ensure you are not in danger |
| Compliance with the Spam Act 2003 | The research team will communicate the outputs of the research project, information about the research project, and invitations to participate in related surveys about gig worker safety and the use of the GigReports App via email. You can choose to "unsubscribe" from the mailing list by clicking the "unsubscribe" button at the bottom of the emails. |

Results

The de-identified aggregated data will be disseminated through peer-reviewed journal articles and conference presentations. An annual report will be produced on the data collected by the National Incident Dataset. This will describe the number of incidents reported, type of incidents, and contributory factors involved. No individuals will be identifiable from these reports or papers.

The annual report will be made available via social media and the project website.

Funding

This research is funded by the Australian Government, Department of Infrastructure, Transport, Regional Development and Communications.

Concerns or Complaints

If you have any concerns or complaints about the way this research project is being conducted you can raise them with the Chief Investigator (listed above). If you prefer an independent person, you may contact the Chair of the UniSC Human Research Ethics Committee: telephone (07) 5430 2823; email humanethics@usc.edu.au).

Please save the information above if you choose to participate.