



# Regulated Worker User Group Quarterly Update – October 2025\*

The Quarterly Update provides news relevant to the Regulated Worker User Group. This edition provides an update on regulated worker minimum standards cases, information on a notice to consult on making a proposed collective agreement and some recent decisions in the unfair deactivation jurisdiction.



## Update on regulated worker minimum standards cases

### MS2024/1, MS2024/2, MS2024/3 and MS2024/4 cases

These cases are:

- **Last mile delivery cases**
  - **MS2024/1** – Application for an employee-like worker minimum standards order covering ‘last mile’ delivery
  - **MS2024/2** – Application for a road transport minimum standards order covering ‘last mile’ delivery
- **Food and beverage delivery case – MS2024/3** – Application for an employee-like worker minimum standards order covering the delivery of food, beverages, and other like items
- **Road transport contractual chains case – MS2024/4** – Application for a road transport contractual chain order.



### ***The Road Transport Advisory Group (RTAG) provided advice on 1 September 2025***

The RTAG’s function is to advise the Fair Work Commission (Commission) on matters related to the road transport industry.

On 22 January 2025, the President issued a [statement](#) directing the RTAG to begin a consultation process for cases MS2024/1-4 (and an application to vary the *Road Transport (Long Distance Operations) Award 2020* in AM2024/35). The RTAG formed subcommittees of workers, businesses and representatives as part of this process. They held over 20 meetings, between February and August 2025.

\* This PDF is an updated version of the Quarterly Update sent to the regulated worker user group on 31 October 2025. It includes updated information following the issuing of a Commission decision on 3 November 2025. The user group were notified of the issuing of the decision on 3 November 2025.

The RTAG gave [advice](#) to the Commission following these consultations on 1 September 2025.

The [Road Transport Advisory Group](#) page contains information about the RTAG and its subcommittees, including participants, meeting dates and records, and any advice given to the Commission by the RTAG.

#### ***Next steps in MS2024/1-4***

The President issued a [statement](#) on 4 September 2025 in relation to the 4 cases. He asked parties to respond to the RTAG's advice and listed a hearing to discuss how the cases should proceed. A number of parties sent in written submissions.

A hearing took place on 17 October 2025 further to the statement.

On 3 November 2025, the President issued a [decision](#) about next steps in cases MS2024/1-4. That decision is published to the [Commission's website](#).

The decision sets out dates for filing key documents and for hearings in July and August 2026. A further directions hearing is scheduled for 19 December 2025.



#### ***Research to inform MS2024/1-4***

Two commissioned research reports were published by the Commission in September and October 2025. The reports were commissioned in response to a Statement (see the 19 March 2025 [statement](#)) by the Expert Panel for the road transport industry following its consultation with parties on research to support the consultation process in the MS2024/1-4 cases and the scope of the regulated workers jurisdiction.

The first research report, by the Queensland University of Technology '[Composition and Characteristics of the Last Mile Delivery and Food Delivery Sectors in the Australian Digital Platform Work Economy](#)' was published on 22 September 2025. The report provides data on last mile delivery and food delivery digital platform work in Australia, using data from a national survey of 14,000 respondents conducted in 2023.

The second research report, by the Commonwealth Scientific and Industrial Research Organisation (CSIRO) '[Data profile and mapping of road transport supply chains in Australia](#)' was published on 1 October 2025. The report provides information about the composition, size and extent of road transport supply chains in Australia. It draws on data from over 900,000 road supply chains that represent more than 31 million freight trips each year.

#### ***MS2025/1 – Cash in transit case***

On 17 February 2025, the Transport Workers' Union of Australia (TWU) applied to the Commission for a road transport contractual chain order for

the cash in transit industry. Since then, the parties have participated in a number of hearings and conferences before Deputy President Slevin.

On 23 October 2025, a hearing was held before the President, Justice Hatcher, to help determine the next steps in this case.

Go to the [Regulated worker minimum standards applications](#) page to find the applications, statements, research and other documents.



### **Consultation notice for a collective agreement received – CO2025/1**

The Commission can register collective agreements between regulated businesses and registered unions. Collective agreements set terms and conditions for regulated workers.

On 23 September 2025, the TWU lodged a consultation notice with the Commission. The notice proposed that a collective agreement be made between the TWU and Team Global Express Pty Ltd (TGE). The proposed agreement would cover regulated road transport contractors hired by TGE in all states and territories except New South Wales and Queensland.

This is the first consultation notice that the Commission has received since the legislation allowing for the registration of collective agreements for regulated workers took effect.

A consultation notice starts a consultation period for the proposed collective agreement. It sets out the proposed parties to the agreement, the regulated workers who would be covered by the agreement, and the matters that are to be dealt with by the proposed agreement.

To view a copy of the consultation notice visit our [Consultation notice for collective agreements](#) page.

For more information about collective agreements, including how they are made, visit the [Collective agreements](#) section of our website.

### **Unfair deactivation and termination matters**



Since 26 February 2025, the Commission has been able to receive applications from eligible regulated workers about unfair deactivation from a digital labour platform or unfair termination of a services contract in the road transport industry.

All of the Commission's published decisions in unfair deactivation and termination matters can be found using our [Document Search](#) website. Read on for summaries of recent selected decisions.

## Recent Decisions

*The below summaries of recent Commission decisions are not a substitute for the published reasons in the decisions themselves nor are they to be used in any later consideration of the Commission's reasons.*

### **[2025] FWCFB 214 – Hotak v Rasier Pacific Pty Ltd (UDE2025/53) – 23 September 2025**

The applicant was performing passenger transportation work through the respondent's digital labour platform. The applicant was deactivated by the respondent due to an alleged incident between the applicant and passengers he was transporting. He lodged an unfair deactivation application with the Commission. The respondent then reactivated the applicant's account. The applicant continued to perform work through the respondent's digital labour platform. The respondent said this meant the applicant was not eligible for a remedy as he was no longer deactivated from the digital labour platform and the application should be dismissed.

The Commission said it has the power to decide applications from individuals who have been deactivated even if they are later reactivated by the digital labour platform. The Commission decided the applicant had been unfairly deactivated as the respondent did not have a valid reason for deactivating the applicant, among other things.

The Commission also observed its powers under the *Fair Work Act 2009* (Cth) enabled it to craft orders beyond mere reinstatement, encompassing a wider range of remedial measures necessary to fully restore a worker's position.

The Commission ordered the applicant to be reactivated on the same terms and conditions that applied before his deactivation and directed the respondent to restore the pay lost by the applicant because of his deactivation.

### **[2025] FWCFB 182 – Bandameeda v Amazon Commercial Services Pty Ltd (UDE2025/62) – 15 August 2025**

The applicant was a digital labour platform worker who was performing package delivery work through the respondent's digital labour platform. The respondent advised the applicant he had been suspended as he had not complied with the terms of his services contract. He was then advised he had been deactivated, and his services contract would expire 31 days later. His deactivation was confirmed in a third message the next day.

The applicant applied to the Commission for an unfair deactivation remedy after his services contract had expired. He said this was the date he had been deactivated. The respondent disagreed and said the application was late. Applications for unfair deactivation must be lodged within 21-days from the date an individual is deactivated.

The Commission decided that the date of deactivation was the date the applicant received the third message confirming he had been deactivated, not the date his services contract expired. Despite this, the Commission decided there were exceptional circumstances, and an extension of time was granted.

### **More information**

For more information about unfair deactivation, including who is eligible to apply, go to the [Unfair deactivation or termination for regulated workers](#) page.

### **Stay up to date**

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