



Soul Fly Buddies – Monthly Meeting Notes



	<p>Here are the minutes for the Soul Fly Buddies (SFB) meeting on 25th August 2023</p>
	<p>Soul Fly Buddies met on Zoom.</p>
	<p>The people that came to the meeting were: Stavros, Nalyn, Alex, Lachy, Yasmin, Sandon, Lara & Chelsea.</p> <p>Jack joined us for 30 mins of the meeting.</p> <p>Audrey, Joni and Karen could not make it.</p>
	<p>At the start of the meeting, we each shared some good news from our lives!</p>

Welcome to the team

Sandon
Southern Sydney
Hub Coordinator

Lara
Greater Western Sydney
Hub Coordinator

First, Sandon and Lara introduced themselves to the SFB team.

Sandon is the Southern Sydney Coordinator for Gig Buddies.

Lara is the Greater Western Sydney Coordinator for Gig Buddies.

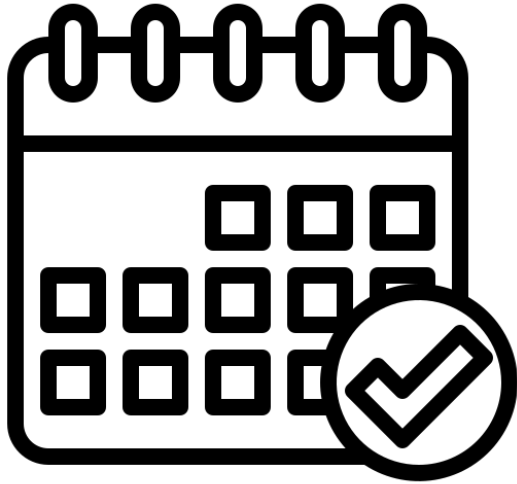


They told us about themselves and their experience working with Gig Buddies so far.



SFB then asked them questions and welcomed them to the team.

Next, we talked about the SFB Blog Article schedule, and each picked a month that we would like to write an article.

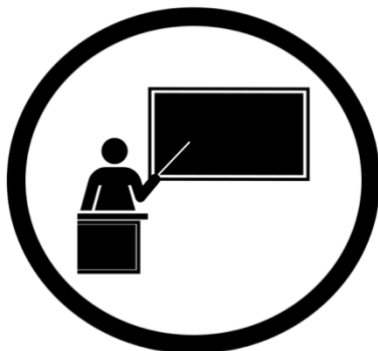


This is the updated schedule:

September – Joni
October – Audrey
November – Lachlan
December – NO BLOG
January 2024 - Stavros
February 2024 - Karen
March 2024 – Alex
April 2024 - Jack
May 2024 – Audrey
June 2024 - Nalyn
July 2024 - Stavros
August 2024 - Lachlan
September 2024- Yasmin
October 2024 - Joni



Chelsea will be in touch by email each month to remind and support people to write their articles.



Next, Chelsea gave an update on the Ride Share research.



In our May 2023 SFB meeting, we talked about our experiences using ride share services like Uber, DiDi, Shebah, and Ola.

We also talked about questions that we would like to ask these companies about the training they give their drivers and how easy their apps are to use for people with disability.



After this Chelsea contacted all of these different services to ask those questions and get more information.

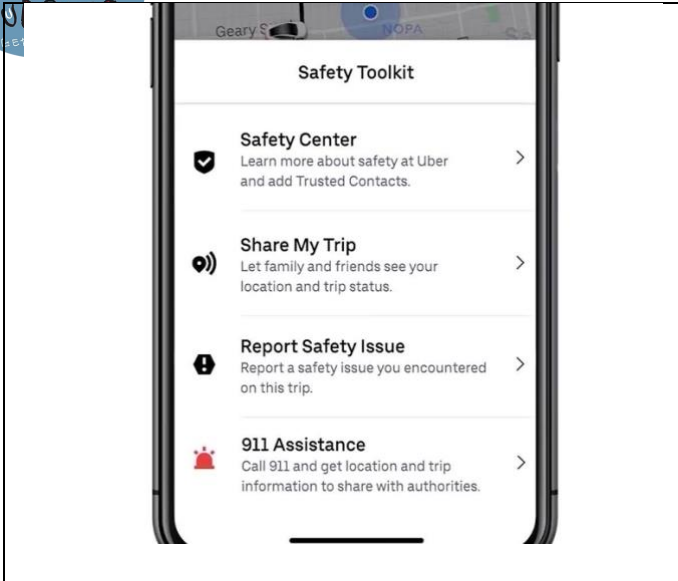


Uber said that they have training for all drivers to complete before they can drive an Uber.

Their training was created with help from disability organisations and talks about supporting people with disability.



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Uber said that if a driver is rude, unhelpful or being discriminatory – the person who ordered the uber should report them using the Uber app.



Account notice

Due to consistently low delivery satisfaction ratings from customers and restaurants, you've lost your ability to deliver with Uber Eats.

The Portier Services Agreement and Uber's [Community Guidelines](#) both state that you must maintain a minimum satisfaction rating to remain active on the Uber Eats delivery platform. You can review the Portier Services Agreement in the Contracts section of your [profile](#).

If the driver is reported, then the drivers Uber access is suspended.
The driver must do more training before they are allowed to drive an Uber again.



Shebah drivers also must complete a training course before they become an active driver.
The training talks about drivers being aware of the support needs of each person who orders the Shebah, and to treat them with respect and support.



Shebah also send out reminders to their drivers about anti-discrimination and how to treat their passengers.

They also tell their drivers that they cannot refuse a passenger with a registered service animal.



Shebah did say that their app is not the most accessible for people with vision impairment.

This means that some people might find it harder to use the app.



Shebah said that they would need to rebuild the whole app if they were to change this.

It is not something that they can do right now as they only have a small tech team.

But they would like to do this in the future.



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Ola said that they tell every Ola driver that they must allow people with registered assistance animals in their cars.

They also tell them to treat every passenger with respect, politeness, and courtesy.



Ola said that Ola drivers can ask to see the assistance animal permit or accreditation to make sure they are registered.



If a driver refuses a service animal or receives lots of negative feedback from passengers, their rating gets lower.

Ola may remove them from the service if they get lots of complaints.



Chelsea also reached out to 13CABS/Silver Service Cabs and DiDi twice.

They did not respond.



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After hearing this information, we talked about what else we could do to help people with disability if they have a bad experience with a ride share or taxi company.



We agreed that a guide for how to report a bad driver would be a good thing to put together.



It would be on the Gig Buddies website and be available for everyone who needs it.

We would also send it out through our E-Newsletter and social media.



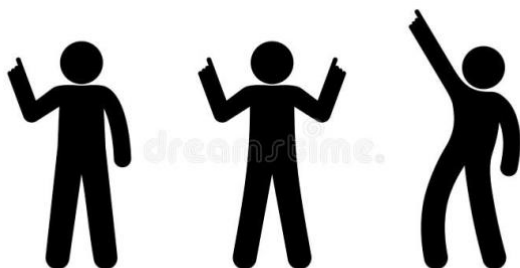
Chelsea will put together a draft guide and present it at the next Soul Fly Band meeting.



Lastly, we talked about the ACL Disability Services & Gig Buddies Annual General Meeting (AGM).

The meeting will be on Thursday 26th October 2023 at 6:30pm.

The location will be announced soon.



It would be great if some of the SFB members could attend this meeting.

Stavros, Yasmin and Alex all said they would still like to attend.



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Chelsea will send out an email with more information about this soon.



Next, we talked about Any Other Business.



We talked about the Gig Buddies google review competition.

For everyone who submits a Google Review by this Thursday 31st August 2023, they have the chance to win a \$50 voucher.



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Chelsea will send out the link for the competition in an email.



The next SFB blog article will be written by Joni.

Audrey's article is due at the start of October 2023.



Next Soul Fly Meeting

When: Friday 29th September 2023

Where: Online via Zoom

Time: 1:00pm

Thanks for reading!