

Get There DRT Drivers Guidelines

Information Guide to assist Get There DRT Drivers

Get There DRT ('GT') is a web-based application that connects travellers with on-demand transport service providers using various third party transport service providers with whom it has contract arrangements. Travel options include shared ride, point to point, or in a wheelchair accessible vehicle.

When a passenger requests a trip, the app generates an approximate fare. When they confirm that they wish to travel, a trip request is sent to all logged-in drivers in the area.

When you accept a trip request, the app sends you the passenger's pickup location, first name and photograph, and the estimated time of your arrival at the pickup location.

It also sends the passenger your first name, and your vehicle's type, colour, and registration number so they can recognise your vehicle when you arrive at the pickup point.

When you arrive at the destination, end the trip by pushing the End Trip button on the app. The fare is automatically calculated and charged to the passenger's registered credit card account through a secure server. For driver safety, cash payments are forbidden by Get There.

When the trip ends, your app will prompt you to rate your passenger from 1 to 5 Stars. Passengers are also prompted to rate their drivers. They are automatically emailed a receipt for their trip.

Service fee (What will my commission rate be?)

You will pay GT a service fee of 15% of the calculated fare on a per-transaction basis. You receive 85% of the calculated fare.

GT Driver Terms and Conditions

By registering with GT you agree to accept and abide by the terms and conditions of service. To view the GT Driver Terms and Conditions online, <http://www.gettheredrt.com.au/>.

How to register as a Driver with GT

This document is for self-employed drivers only. If you wish to drive **both** as a self-employed GT driver at some times, and as an employee driver of a GT service provider at others, you will need to register separately for each category.

To drive for GT, you must be using a car or bus in roadworthy condition.

Please note that Victorian Government regulations require all passenger vehicle drivers to hold a special type of licence called a driver accreditation, issued by Commercial Passenger Vehicles Victoria (CPVV). To view the requirements for Driver Accreditation, click this link to go to the [CPVV website](#).

Additionally, if you will be working as a self-employed driver, you will need to register the vehicle you intend to drive as a commercial passenger vehicle. Registration is done online at the CPVV website, <https://cpv.vic.gov.au/vehicle-owners/register-a-vehicle/vehicle-registration>

You will require an ABN. Please note that the Australian Tax Office also requires rideshare drivers to “Register for GST regardless of how much you earn (ride-sourcing is taxi travel for GST purposes)”, <https://www.ato.gov.au/general/ride-sourcing-and-tax/>

To register as a self-employed GT driver

Download the GT Driver app for iOS (Apple Store) or Android (Google Play) from the appropriate store for your phone. We recommend downloading using a Wi-Fi network, not phone data.

You will be asked to enter the following information:

- Name
- Smartphone mobile number
- Email address
- Driver licence scan
- Driver Accreditation number and expiry date
- Bank details (BSB and account number) or credit card number
- Australian Business Number (ABN). Note the Tax Office say that rideshare drivers also must “Register for GST regardless of how much you earn (ride-sourcing is taxi travel for GST purposes)”, <https://www.ato.gov.au/general/ride-sourcing-and-tax/>
- Vehicle details
- Proof of comprehensive Insurance as a commercial passenger vehicle (commonly known as rideshare insurance)
- Vehicle registration details
- A copy of a Certificate of Roadworthiness conducted by a licensed vehicle tester
- A recent passport-style photo, face only

While it is easiest to assemble the above information and enter it all at once, you can start filling in the application, and return to it later if you need to obtain extra details.

The information you enter will be saved when you exit; OR, press Save to save your entered information before you exit.

You will receive a confirmation text or email once your information is verified and registration is complete. This normally takes 3 days or less.

Account activation

You will receive confirmation via email/text when your account has been activated or if you are required to provide additional information.

Phone and data requirements

You are responsible for your data usage costs, and GT recommends that your device should only be used under a data plan with unlimited or very high data usage limits.

Signing in

In order to use GT to provide transport, you must have location services turned on in your device.

When you sign in for the first time after registering with GT, you will receive a One Time Passcode (OTP), sent to your phone, to validate your smartphone number.

Once you are registered, you will be signed in when you enable the app. If you log out of the driver app, you will be required to log back in, including the reissuing of an OTP.

Accepting a trip request

When you receive a trip request, the map screen pops up and you will hear a buzzing noise.

If you wish to accept an offered trip, you will have 20 or 30 seconds to press to accept a trip.

If you do not wish to accept an offered trip, do nothing.

Temporarily out of service (rest breaks, etc.)

If you will be unavailable to accept trips for a period of time in excess of 10-15 minutes, such as to take a rest break, we recommend that you slide the activity switch to GT Driver app "Off". This removes your vehicle from the pool of available vehicles until you are ready to recommence work. It also creates a better and more realistic service expectation for passengers.

Trip Information

Once you have accepted a trip, your screen will provide you with the information required to pick up your customer. This includes your customer's name, the location of where the customer will be waiting for you, their destination, and the estimated journey time to pick up the customer.

Cancelling a trip

If you need to cancel a trip that you have previously accepted, use the Cancel button to cancel that trip and select the reason why. Please note that if you have too many cancelled trips, this will affect your star rating.

Drivers should make every endeavour to contact the passenger if they need to cancel a trip.

Shared ride journeys – multiple customers and stops

The app will identify the different customers and their destinations. It will also identify the stops along the route. The driver will need to confirm the end of the trip for each customer.

Contacting a passenger

After you have accepted a trip request, you can contact the passenger by text or phone through the app. You must be using the same mobile number registered in your GT account. Numbers are anonymised and cannot be stored.

To contact a passenger, tap the menu icon at the top left to display the rider's name. Tap CONTACT and then choose from options for getting in touch.

We suggest only contacting passengers if you

- have waited more than two minutes at their pickup location
- are having trouble finding or arriving at the pickup location
- are unable to locate the passenger.

Drivers and passengers cannot contact one another after a trip has ended. If you later find any lost property, please advise GT by email on enquiries@gettheredrt.com.au, and we will contact the passenger on your behalf.

Picking up passengers

When you arrive, confirm the passenger's name and destination

If the passenger is, call or text them through the app.

If there is a safety issue with the pick-up location and the passenger is not present, contact them through the app to advise the issue

Journey

Once you have commenced the ride, the GT app will provide you with the most efficient route to the passenger's destination.

The journey details can be viewed on the map on the GT app. The app will also provide audible turn by turn directions where the function is activated on your phone.

As you follow the route, the map will be updated to show your current location and journey time elapsed. Where traffic conditions change, the map will update to find the most efficient route for the customer.

Changing drop off point during trip

If the passenger wishes to change the drop off point, they should advise the driver as soon as practical. The driver will progress to the new destination, and the customer will be charged appropriately for the updated time and distance.

Ending a trip

When you arrive at the designated stop, ask your passenger where they want to get out if it is not obvious. You need to stop at the safest legal location, i.e. not in bus stops, no standing areas, etc.

To end the trip, press the "End trip" button on the app.

The credit card linked to the passenger's GT account will be debited once you have marked the trip as completed.

Receipts

Receipts for trip fares are provided to you via email or the online portal available to you through the GT Services.

Promotional Codes

When Promotional Codes are available, information about them will be provided by GT DRT.

Incident notification

Self-employed GT drivers have an obligation under law to report any Notifiable Incident to Commercial Passenger Vehicles Victoria (CPVV). Please download and familiarise yourself with GT's Incident Notification procedure, available from <http://www.gettheredrt.com.au>.

Help and Administration

The app is not working properly

If the app is not working as intended, follow the following steps:

- Restart the GT app
- Retry
- Turn off and restart your phone
- Reset network settings
- Reinstall the driver app
- If you have both the GT driver app and the GT customer app installed on your phone, this may affect the operation of the driver app. It may be necessary to delete the GT customer app if the above steps do not rectify the issue.

Contact enquiries@gettheredrt.com.au if you need further help.

Unable to contact Customers

- Restart the GT app
- Retry
- Turn off and restart your phone

Contact enquiries@gettheredrt.com.au if you need further help.

Journey details are not coming through

If the app is not working as intended, follow the following steps:

- Restart the GT app
- Retry
- Turn off and restart your phone
- Reset network settings
- Reinstall the driver app

Contact enquiries@getthredrt.com.au if you need further help.

Updating the Driver app

The GT app is regularly updated with new features and streamlined improvements. Your app will notify you if it requires an update before you can go online.

Updating account information

If you need to update your personal information on the account, select the menu tab in the top left corner of the home (map) screen.

Select the profile tab at the top of the screen (this is depicted by your photo and driver star rating).

To edit your personal information, tap on your name/photo at the top of the screen. The profile screen will pop up with your information. Tap on the red pencil on the right hand side of the screen to turn on the edit mode. Once you have made the necessary edits, tap the disk icon on the right hand side of the screen to save the changes.

Deleting your driver account

If you wish to delete your driver account, please email GT admin@getthredrt.com.au requesting to have your account deleted.

GT will notify you once the account has been officially deleted. You will not be able to use the GT Driver app again until you re-register to drive with GT.

Driver ratings

The GT App requires Users to provide a driver rating in order to finish their trip. Drivers may provide a passenger rating if they wish to do so.

In order to continue to receive access to the Driver App and the GT Services, you must maintain an average rating by Users that exceeds the minimum average acceptable rating established by GT for your Territory.

In the event your average rating falls below the Minimum Average Rating, GT will notify TP and may provide you, in GT's discretion, a limited period of time to raise his or her average rating above the Minimum Average Rating. If you do not increase your average rating above the Minimum Average Rating within the time period allowed (if any), GT reserves the right to deactivate your access to the Driver App and the GT Services.

Additionally, you acknowledge that your repeated failure to accept User requests for Transportation Services while you are logged in to the Driver App creates a negative experience for Users of GT's App. If you do not wish to accept User requests for Transportation Services for a period of time, you will log off of the Driver App.

For further information about Driver ratings, see [Driver Terms and Conditions \(http://www.getthredrt.com.au\)](http://www.getthredrt.com.au), section 2.5.2.

Driver not receiving trip requests

If you are not receiving trip requests, follow these steps:

Check that the phone is connected to a telecommunications network, i.e. that you have phone coverage

Restart the Driver app

Ensure you are registered to the correct service offering, e.g. point to point, maxi taxi etc

Restart the phone

Contact enquiries@gettheredrt.com.au if you need further help.

General Information

Privacy

The privacy of all information collected by GT in order to provide our services is extremely important to us. To view our Privacy Policy, <http://www.gettheredrt.com.au>.

Incident notification

There are legal obligations in regard to reporting incidents that may occur during the provision of transportation services. Please download and familiarise yourself with GT's Incident Notification procedure, available **from** <http://www.gettheredrt.com.au>.

GT Policies

Unaccompanied riders between 12 and 18 years of age

All GT drivers are required to have and maintain Working With Children Checks.

Riders over 12 and under 18 years of age can travel unaccompanied provided their parent or guardian account holder has either booked their travel or authorised another account holder to do so.

Cancellation and waiting time fee policy

A customer may be charged a fee:

- (a) If they cancel their trip more than 5 minutes after the request for transport has been accepted by the driver. (Cancellation fee)
- (b) If the driver cancels after waiting at least 5 minutes at the pickup location. (Cancellation fee)
- (c) If the driver is left waiting at the pickup for the customer to arrive at the pickup location for between 2-10 minutes. (Waiting time fee)

Whilst drivers retain the right to cancel an accepted request for Transportation Services via the Driver App, drivers cannot cancel an accepted request for Transportation Services via the Driver App prior to arriving at the pickup location.

Animals

Service animals are able to accompany their owner in a passenger vehicle, just as in a taxi.

Any other animals that travel in the vehicle must be appropriately enclosed in a container that can be considered as “carry-on luggage” and can easily fit within the rear of the vehicle or boot at the discretion of the driver.

The hirer will be responsible for any reasonable cleaning required as a result of the journey, including animal soiling by service animals. Cleaning costs will be deducted directly from the customer’s account and they will be issued an appropriate receipt.

It is suggested that passengers transporting an animal supply a suitable waterproof under-sheet to reduce the chance of an animal soiling the vehicle and incurring potentially expensive cleaning costs.

Child restraints

If a child restraint, booster seat or harness is required, the parent or guardian must supply the same for the child or children, it must be compliant with all relevant laws, current standards and appropriate for the child’s size and weight.

The child’s parent or guardian is responsible for fitting of these items, and a maximum of two restraints may be fitted per vehicle.

Lost property

Please remind passengers to check that they have all their belongings before they exit your vehicle.

If you notice an item left behind, please let us know by emailing details and a photo to enquiries@gettheredrt.com.au

We will help connect you with the passenger so that the two of you can arrange a mutually convenient time and place for a return. In the next 48 hours, the passenger may contact you directly to recover the lost item. In the meantime, please keep the item safe.