

# Get There DRT Transport Service Providers Guidelines

## Information Guide to assist Transport Service Providers

### How does Get There DRT work?

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 User 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 a driver accepts a trip request, the Driver App sends them the passenger's pickup location, first name and, where possible, a photo of the driver, and the estimated time of 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.

If you have different drivers using a shared vehicle pool and shared company mobile phones, drivers must display photo ID including their Driver Accreditation number in the vehicle at all times that the vehicle is in service.

When the driver arrives at the destination, he/she ends the trip by pushing the End Trip button on the Driver 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 GT.

When the trip ends, the Driver App will prompt the driver to rate the 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.

### Terms and conditions

You must review and understand the [Transport Provider Terms and Conditions](#) before signing on as a GT Third Party Transport Service Provider.

### How do I register my business to provide GT services?

If you would like your business to become a GT transport service provider, you will need to engage with GT directly. Email an enquiry to [enquiries@gettheredrt.com.au](mailto:enquiries@gettheredrt.com.au)

GT will contact you with a proforma application to complete including documentation requirements.

We will need to identify your business name, contact details, location, and proposed service offering.

## **What documentation do I need to provide?**

In order to be assessed to become a transport service provider for GT, you must, as a minimum furnish GT with the following information as part of your application:

- Corporate information (registered business, names, number).
- Insurances.
- Bank details. You will need to register a valid credit card by on line submission.
- Accreditation.
- Vehicle details (registration, insurance, RWC).
- Drivers details.
- The Proforma GT Transport Service Provider application (<http://www.gettheredrt.com.au>) to enable provision of transportation services provides appropriate details and links to the CPVV website to guide your through this process. Please note driver details will not be required until after the application has been approved by GT.

## **Vehicle Requirements**

The TSP acknowledges and agrees that each Vehicle shall at all times be: (a) properly registered to operate as a passenger transportation vehicle in the Territory, including being registered under the Act; (b) owned or leased by the TSP, or otherwise in the TSP's lawful possession; (c) suitable for performing the passenger transportation services contemplated by this Agreement; (d) maintained in safe, roadworthy and good operating condition; and (e) inspected annually by a licensed vehicle tester and a certificate of roadworthiness provided to GT within 5 business days of being obtained.

The TSP agrees that each Vehicle will have one of the following: a sign, sticker or similar thing affixed to the Vehicle which a) identifies the Vehicle is a commercial passenger vehicle; b) identifies the registered provider; c) that are approved by the Regulator; or d) number plates that identify the vehicle as a commercial passenger vehicle.

## **Adding a vehicle**

Email GT [admin@gettheredrt.com.au](mailto:admin@gettheredrt.com.au) with the vehicle details.

A vehicle cannot provide GT services before it is in the system.

## **Annual vehicle inspections**

As noted above, Vehicles used to provide any GT passenger services must have an annual certificate of roadworthiness inspection, conducted by a vehicle tester licensed by VicRoads.

A copy of the certificate of roadworthiness is to be provided to GT by email at [admin@gettheredrt.com.au](mailto:admin@gettheredrt.com.au) within 5 business days of being obtained..

GT recommends Transport Service Providers use Road Safety Inspections Pty Ltd for their annual inspections and Certificates of Roadworthiness.

## **Driver accounts**

As the transport service provider, you need to nominate drivers to GT. You will need to register your drivers directly with GT (not through the Driver app). GT will match and confirm drivers with you prior to finalising access.

### Driver Requirements

The TSP acknowledges and agrees that each Driver shall at all times: (a) hold and maintain (i) a valid driver's licence with the appropriate level of certification to operate the Vehicle assigned to such Driver, and (ii) all licenses, permits, approvals and authority that are necessary for a Driver to provide passenger transportation services to third parties in the Territory, including driver accreditation under the Act; (b) possess the appropriate and current level of training, expertise and experience to provide Transportation Services in a professional manner with due skill, care and diligence; (c) comply with all laws; and (d) maintain high standards of professionalism, service and courtesy.

The TSP acknowledges and agrees that each Driver may be subject to certain background and driving record checks from time to time in order for such Driver to qualify to provide, and remain eligible to provide, Transportation Services.

### Documentation

To ensure the TSP's and each of its Drivers' compliance with all requirements in clauses 3.1, 3.2 and 3.3 above, and to allow GT to comply with their regulatory requirements, the TSP must provide GT with written copies of all such licenses, permits, approvals, authority, accreditation, registrations and certifications ("Documentation") prior to the TSP's and the applicable Drivers' provision of any Transportation Services. Thereafter, the TSP must submit to GT written evidence of all such Documentation as it is renewed. Further, the TSP must notify GT each time any of a Driver's rights to operate a vehicle have been altered or removed in any way, including suspended, disqualified or cancelled.

GT shall, upon request, be entitled to review such licenses, permits, approvals, authority, accreditation, registrations and certifications from time to time, and the TSP's failure to provide or maintain any of the foregoing shall constitute a material breach of this Agreement. GT reserves the right to independently verify the TSP's and/or any Drivers' Documentation from time to time in any way GT deems appropriate in its reasonable discretion and the TSP consents, and represents and warrants that it has obtained consent from each of its Drivers, for GT to undertake such verification.

## **Account activation**

Account activation will only occur once all documentation has been received and verified by GT.

GT will email you as the transport service provider to advise that your account has been activated.

## **Account Management**

### **Insurance for Transport Service Providers**

During the term of this Agreement, the TSP must effect and maintain:

- a) public liability insurance for at least \$20 million per occurrence, covering claims in respect of:
  - i. loss of or damage to any real or personal property; and
  - ii. the injury to, or death of, any person (other than liability which is required by law to be insured under a workers' compensation policy of insurance), arising out of anything done or omitted to be done by the TSP in providing the Transportation Services or the execution or purported execution of the obligations under this Agreement; and
- b) workers' compensation insurance as required by law;
- c) third party property damage insurance for at least \$20 million per occurrence in respect of the Vehicles;
- d) compulsory third party motor vehicle insurance in respect of the Vehicle used to provide the Transportation Services; and
- e) any other insurances which GT reasonably requires.

#### Insurance generally

All insurances which the TSP effects in compliance with this Agreement will be effected with insurers having a minimum Rating of at least A- (Standard & Poor's Australia) or an equivalent Rating.

The TSP must provide notice to GT of any intended cancellation of insurances effected in compliance with this Agreement by the TSP.

The TSP must:

- i. give GT acceptable proof of currency and coverage of the insurances referred to in clause 8.1:
  - a) before the date of the Agreement;
  - b) if an insurance policy required under this clause is materially amended;
  - c) if an insurance policy required under this clause is cancelled; and
  - d) at least annually and at all other times during the term as reasonably requested by GT; and
- ii. give GT acceptable proof of currency or coverage of any other insurance maintained by the TSP in respect of Transportation Services prior to the date of the Agreement and at all other times during the Term as reasonably requested by PTV.

#### Premiums

The TSP must pay all premiums in respect of all insurance policies referred to in clause 8.1 by the due date for payment of those premiums.

#### Updating account information

The transport service provider will be responsible for ensuring all corporate, vehicle and driver information is up to date.

### **Bank account information**

The transport service provider is responsible for providing current and valid credit card details to facilitate transactions and payments.

### **Deleting driver accounts**

The transport service provider must notify GT of the intention and reason as to deleting driver accounts. GT will ensure that driver accounts are removed from the database.

### **Deleting vehicles**

The transport service provider must notify GT of the intention and reason as to deleting registered vehicles. GT will ensure that vehicles are removed from the database.

### **Driver ratings**

The User App requires Users to provide a driver rating in order to finish their trip.

Driver ratings are used to assist in managing services to passengers and to ensure drivers are following the appropriate process and procedures of GT. In order to continue to receive access to the Driver App and the GT Services, drivers must maintain an average rating by Users that exceeds the minimum average acceptable rating established by GT for their Territory.

The Transport Service Provider (TSP) acknowledges and agrees that: (a) after receiving Transportation Services, a User will be prompted by the User App to provide a rating of such Transportation Services and Driver and, optionally, to provide comments or feedback about such Transportation Services and Driver; and (b) after providing Transportation Services, the Driver will be prompted by the Driver App to provide a rating of the User and, optionally, to provide comments or feedback about the User or User Passenger. TSP shall instruct all Drivers to provide ratings and feedback in good faith.

The TSP acknowledges that GT desires that Users have access to high-quality transportation services. In order to continue to receive access to the Driver App and the GT Services, each Driver must maintain an average rating by Users that exceeds the minimum average acceptable rating established by GT for your Territory, as may be updated from time to time by GT in its sole discretion ('Minimum Average Rating'). In the event a Driver's average rating falls below the Minimum Average Rating, GT will notify TSP and may provide the Driver in GT's discretion, a limited period of time to raise his or her average rating above the Minimum Average Rating. If such Driver does not increase his or her average rating above the Minimum Average Rating within the time period allowed (if any), GT reserves the right to deactivate such Driver's access to the Driver App and the GT Services. Additionally, TSP acknowledges and agrees that repeated failure by a Driver to accept User requests for Transportation Services while such Driver is logged in to the Driver App creates a negative experience for Users of GT transportation services. Accordingly, TSP agrees and shall ensure that if a Driver does not wish to accept User requests for Transportation Services for a period of time, such Driver will log off of the Driver App.

For further information about driver ratings, see Transport Service Provider Terms and Conditions, section 2.6.

During the sign-up process, drivers are referred to further information about Driver ratings in the [Driver Terms and Conditions](#), section 2.5.2.

### **How is the fare calculated and charged?**

The trip fare is calculated on a combination of time and distance for the route travelled, plus any chargeable waiting time. Any local or state based service levies and taxes (such as the Victorian Commercial Passenger Vehicle Service Levy of \$1.00 per trip), and road tolls, are automatically included in the fare. If the passenger wishes to use a non-toll route, they need to advise you upon entering the vehicle so that an alternative route can be agreed. When the driver ends the trip, the total fare is automatically charged to the passenger's registered credit card.

### **How is the payment transacted?**

At the end of each trip, payment is made from the passenger's registered credit card, through a secure server. For security reasons, cash is not accepted. The passenger will automatically be emailed a receipt for the journey.

### **Transport Service Provider instructions for GT Drivers**

GT TSPs are obliged to ensure that their drivers are aware of the matters in Appendix 1. These are provided as an appendix so they can be printed by the TSP for distribution to drivers providing GT services.

### **Promotional Codes**

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

### **Payment statements**

Transport Service Providers will receive a weekly payment statement detailing transactions.

### **Querying a statement**

If you have a query about a statement, email GT [admin@getthередrt.com.au](mailto:admin@getthередrt.com.au) with the details.

We will promptly acknowledge your complaint, investigate it and undertake to resolve your complaint within a reasonable time. We will contact you if we require any further information.

### **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, visit the GT website <http://www.getthередrt.com.au>.

## **Incident Notification requirements for Transport Service Providers**

Transport Service Providers have an obligation under law to report any Notifiable Incident to Commercial Passenger Vehicles Victoria (CPVV) within 10 business days. 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 the relevant account holder is the parent or guardian and they have booked the child's travel, or the account holder has the authority of the parent or guardian to book the travel.

### **Waiting and cancellation fees**

After the vehicle has arrived at the pick-up point, waiting time and cancellation fees may apply.

- Waiting time will be charged after 2 mins for up to 10 mins, and then considered cancelled. You will be charge both waiting time and the cancellation fee.
- A driver may cancel a ride after waiting 5 minutes at your pick up location.

When you use the Services to request and schedule transportation with third party providers, you can cancel such a request at any time before you've been paired with a driver without being charged a cancellation fee.

If you cancel a service request after you have been paired with a driver, you will be charged a cancellation fee.

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

### **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 the passenger 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**

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

If an item has been left behind, please let us know by emailing details and a photo to [enquiries@gettheredrt.com.au](mailto:enquiries@gettheredrt.com.au)

We will help connect you or the driver 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.

## **Appendix 1 – Instructions for Drivers employed by GT Transport Service Providers**

### **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 Driver 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 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 Driver App activity switch to “Off”. This removes the 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, the screen will provide you with the information required to pick up the customer. This includes the customer’s name, the location where they will be waiting, 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, you can use the Cancel button to cancel that trip and select the reason why. Please note that if you has 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 Driver App will identify the different customers and their destinations. It will also identify the stops along the route. You 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 Driver App. 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](mailto: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 you as soon as practical. You 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.

## **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](mailto: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](mailto: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@gettheredrt.com.au](mailto:enquiries@gettheredrt.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.