



UBER

Welcome to Uber Queensland

Your Starter Guide

[T.UBER.COM/NQGETSTARTED](https://t.uber.com/nqgetstarted) >



Turn your car into extra cash

Drive when you want, earn what you need.



Set your own schedule

Be your own boss and never miss an important moment.



Make extra money

Use your own vehicle to make money giving rides in your city.



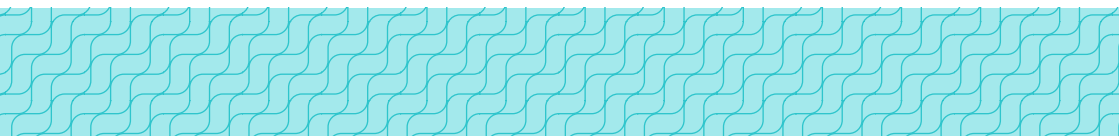
Let the app lead the way

Just open the Uber Driver app to start receiving trips requests.



Support at every turn

A two-way rating system, GPS navigation and 24/7 in-app support.





Sign up to
drive

Drive with Uber

Do you and your car qualify to drive
on the Uber platform?

Minimum driver requirements

- 21 years or older with an open driver licence
- Has held Australian driver licence for 12 months or more

Minimum vehicle requirements

- No older than 9 years (2008 or newer in 2017)
- 4 doors, seats between 4-7 passengers and in excellent condition
- Some rental, leased or trust vehicles may not be permitted
- Salvaged, ex-taxi or driver trainer vehicles are not permitted
- Must hold a current Queensland Safety Certificate

[T.UBER.COM/QLDREQUIREMENTS](https://t.uber.com/QLDREQUIREMENTS)



How to use the app

Ready to get on the road? Using the driver app is easy, just follow the basic steps below.

Download in the app store or go to:

[T.UBER.COM/DRIVE-NOW](https://t.uber.com/drive-now)

1. Go Online and accept requests
2. Use the in-app GPS to navigate to the rider's pick-up address and start the trip
3. Once the rider is in the car, navigate to the drop off
4. Complete the trip
5. Rate the rider
6. See your earnings and start your next trip!

**FOR MORE INFORMATION VISIT
[T.UBER.COM/HOWTOUSETHEAPP](https://t.uber.com/howtouseapp)**

Regulatory requirements

The following are requirements from the state Government for driver-partners in QLD

Safety certificates

- You must be able to provide evidence of your certificate when requested by a Transport Inspector - fines may apply if unable to provide this document
- You can obtain a safety certificate from an Uber Inspection location - find one near you at [T.UBER.COM/QLDINSPECT](https://t.uber.com/QLDINSPECT)

Identification signage

- The Queensland Government requires all driver-partners to display an identification sticker on the bottom, right-hand corner of the rear windscreen
- The sticker must be affixed when using the Uber app, and must be removed when offline
- You can obtain a sticker from the Uber team - find out more at [T.UBER.COM/QLDSTICKER](https://t.uber.com/QLDSTICKER)

Pick up and drop off regulations

- All Uber trips must be pre-booked through the Uber app
- Drivers cannot pick up/drop off riders at Taxi ranks, stand (wait) at a Taxi rank, or be hailed
- Drivers must obey local traffic rules, fines may apply if a driver does not comply with these laws

Safety regulations

- Drivers must comply with a no alcohol (Blood Alcohol Content of 0.0%) and no drug limit whilst using the Uber app
- Drivers and passengers must wear a seatbelt at all times

VISIT [T.UBER.COM/QLDREGULATIONS](https://t.uber.com/QLDREGULATIONS) TO FIND OUT MORE

Providing five-star service

At the end of every trip you will have the opportunity to rate your rider from 1-5 stars, and they can rate your service as their driver.

Riders say that 5-Star Uber driver-partners:



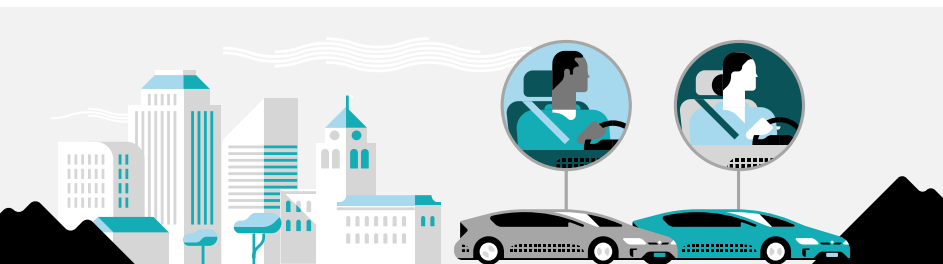
- ✓ Have mints, water and spare chargers in the car
- ✓ Drive safely and smoothly
- ✓ Keep the car perfectly clean and smelling fresh
- ✓ Present themselves cleanly and professionally
- ✓ Always ask if there is a preferred route
- ✓ Offer friendly service with a smile
- ✓ Offer riders a choice of music

The following should be avoided or your access to the platform may be removed:



- ✗ Innapropriate behaviour/conversation with a rider
- ✗ Using your phone to talk or text whilst driving
- ✗ Requesting cash from a rider
- ✗ Driving on the wrong account/in the wrong vehicle
- ✗ Having someone other than your rider(s) in the vehicle

NEED MORE INFORMATION?
GO TO [T.UBER.COM/FIVESTARPARTNER](https://t.uber.com/fivestarpartner)



FAQs

Is there a minimum star rating?

To maintain the high standard of service provided by driver-partners there is a minimum ratings requirement of 4.6 or above.

If your average rating is continually below the required standard you may be encouraged to attend a Third Party Quality Training Session to have your account reactivated.

If your rating continues to fall below the required standard your account may be deactivated permanently, as per the deactivation policy available at

[T.UBER.COM/DDP](https://t.uber.com/DDP)

When do I get paid?

The pay cycle runs from 4am Monday to 4am the following Monday. You will receive a summary of your earnings each week and payment is typically in your account by Friday of each week. You can also track your earnings live within the Driver App.

What if I have an issue with a trip?

Simply select NEED HELP in your trip history. Selecting the most relevant option will notify our 24/7 support team who will help resolve any issues, big or small.

How do I take airport trips?

Trips at the airport are placed in queue and given to the driver who has been waiting in the airport zone for the longest time. For more information on airport pickups go to **[T.UBER.COM/QLDAIRPORTS](https://t.uber.com/QLDAIRPORTS)**

How do riders contact Uber?

Riders can select NEED HELP on the trip in their rider app or they can go to **[HELP.UBER.COM](https://help.uber.com)** for support.

What about tax?

Please remember that Uber is not a tax advisor. As always, for tax advice, please consult with a tax professional. The Australian Tax Office has also prepared some advice that may be helpful for ridesharing drivers, available by going to **[T.UBER.COM/ATOTAX](https://t.uber.com/ATOTAX)**

FOR MORE FAQs, HEAD TO [T.UBER.COM/QLDFAQS](https://t.uber.com/QLDFAQS)

How to get started

1. Get a Booked Hire (BHTX) Driver Authorisation (DA)



- a. Book and sit a medical - [T.UBER.COM/QLDMEDICAL](https://t.uber.com/QLDMEDICAL)
- b. Submit your DA application to DTMR - [T.UBER.COM/QLDTRANS](https://t.uber.com/QLDTRANS)
- c. Submit your Interim Authority to Uber - [T.UBER.COM/LOGIN](https://t.uber.com/LOGIN)

2. Have your vehicle inspected - [T.UBER.COM/QLDINSPECT](https://t.uber.com/QLDINSPECT)

3. Submit your vehicle insurance - [T.UBER.COM/LOGIN](https://t.uber.com/LOGIN)

Need help?

Phone:



To talk an Uber Expert about any issues
visit [T.UBER.COM/QLDREQUESTACALL](https://t.uber.com/QLDREQUESTACALL)

Online:



You can go to [HELP.UBER.COM](https://help.uber.com) for online
support. Just select the help topic that applies
to you for more information and support.

In-App:

Once you account is active you can contact us through the App:



1. Click Account in your Driver App
2. Click **Help**
3. Select the help topic that applies to you