THE CAPTAIN TAXIS

Your Journey Our Passion!

Driver Onboarding Policy

VERSION: NOVEMBER 2026

The Captain Taxis Pty Ltd

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Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000

ABN 68 679 554 539 · TSP-448041 · BSP-448042

DRIVER ONBOARDING POLICY

The Captain Taxis Pty Ltd

Version: November 2026

Document Title	Driver Onboarding Policy
Issued By	The Captain Taxis Pty Ltd (ABN 68 679 554 539)
Version	November 2026
Status	Approved for publication
Applies To	All drivers and operators seeking affiliation with The Captain Taxis Pty Ltd in NSW
Owner	Management – The Captain Taxis Pty Ltd
Review Frequency	Annually or following any significant incident, complaint trend or legislative change

1. Purpose

This policy sets out the checks, documents and induction steps every driver must complete before carrying passengers for The Captain Taxis Pty Ltd. It ensures that only properly authorised, competent and safe drivers join our network, consistent with our obligations as an accredited Taxi Service Provider (TSP-448041) and Booking Service Provider (BSP-448042).

2. Scope

This policy applies to all new drivers and operators, including full-time, part-time and casual drivers, and to returning drivers whose affiliation has lapsed for more than 6 months. No driver may accept a job through The Captain Taxis app or dispatch system until every step in this policy is complete and recorded.

3. Regulatory Framework

This policy aligns with the following legislation and standards:

- Point to Point Transport (Taxis and Hire Vehicles) Act 2016 and Regulation 2017
- Work Health and Safety Act 2011 (NSW)
- Disability Standards for Accessible Public Transport 2002
- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- The Captain Taxis Safety Management System, Fatigue Management Policy and Customer Service Code of Conduct

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4. Eligibility Requirements

To be considered for affiliation, an applicant must hold or provide all of the following:

Requirement	Evidence Required
Driver licence	Current NSW driver licence showing the **T condition** (authorised to drive a taxi)
Identity	Original photo ID verified in person (licence plus passport or other approved ID)
Right to work	Australian citizenship evidence, or a current VEVO work rights check for non-citizens
Criminal history	Clear National Police Check issued within the last 3 months
Business registration	Active Australian Business Number (ABN)
Medical fitness	Meets the Austroads 'Assessing Fitness to Drive' commercial standard where required by TfNSW
Driving history	No disqualifying offences under the Point to Point Transport Regulation

An applicant who cannot produce any item in the table above will not progress to induction. Copies are verified against originals and stored securely.

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5. Onboarding Steps

Step	Action	Completed By
1. Application	Apply online at thecaptaintaxis.com.au/drive or by phone on 1800 222 724	Applicant
2. Document check	Licence, ID, VEVO, police check and ABN sighted, verified and recorded	Onboarding Officer
3. Licence verification	Licence status and T condition confirmed with Transport for NSW	Onboarding Officer
4. Interview	Face-to-face interview covering experience, communication and local knowledge	Management
5. Induction training	Classroom and practical induction (Section 6)	Driver Trainer
6. Vehicle familiarisation	Pre-shift inspection, safety equipment, camera, meter and hoist (if WAT)	Driver Trainer
7. App activation	Driver profile created, app account issued and test trips completed	Fleet Support
8. Sign-off	Driver signs all acknowledgements; file approved by Management	Driver and Management

6. Induction Training

All new drivers must complete induction before their first shift. Induction covers:

- **Company standards:** The Captain Taxis Customer Service Code of Conduct, Passenger Charter and dress standards.
- **Safety Management System:** hazard reporting, incident procedures, emergency contacts and the Risk Register.
- **Fatigue management:** work hour limits, mandatory breaks, app-based sign-off and self-monitoring.
- **Fares and payments:** regulated NSW meter use, tolls, card, cash, Cabcharge and TTSS processing, receipts.
- **Accessibility:** assistance animals, passengers with disability, and wheelchair loading and restraint for WAT drivers.
- **Technology:** The Captain Taxis driver app, dispatch, navigation, in-vehicle camera and duress alarm.
- **Women's safety and passenger welfare:** respectful conduct, safe drop-off practice and zero-tolerance behaviours.
- **Lost property and complaints:** how to log found items and how complaints are investigated.

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7. Wheelchair Accessible Taxi (WAT) Endorsement

Drivers who will operate a Wheelchair Accessible Taxi must complete additional practical training before carrying wheelchair passengers, including hoist operation (300 kg maximum combined load), the four-point restraint system, passenger lap-sash belt use and safe loading of mobility aids. Competency is assessed and signed off by the Driver Trainer.

8. Probation, Compliance and Records

- **Probation:** New drivers complete a 3-month probation period with trip-quality reviews and customer feedback monitoring.
- **Ongoing checks:** Licence status is re-verified annually and police checks are renewed every 3 years, or sooner on request.
- **Duty to notify:** Drivers must notify The Captain Taxis immediately of any licence suspension, criminal charge, conviction or medical condition affecting fitness to drive.
- **Refresher training:** Drivers complete refresher training at least annually and after any policy update.
- **Records and privacy:** Onboarding records are kept securely for the duration of affiliation and at least 2 years afterwards, in line with our Privacy Policy.

9. Refusal or Withdrawal

The Captain Taxis may refuse an application, or withdraw an affiliation at any time, where a driver does not meet the requirements of this policy, provides false or misleading information, or fails to comply with company policies. Reportable matters are notified to the Point to Point Transport Commissioner.

Driver Acknowledgement

I confirm that I have read, understood, and agree to comply with the Driver Onboarding Policy issued by The Captain Taxis Pty Ltd (Version: November 2026), and that all information and documents I have provided are true and correct.

DRIVER FULL NAME _____

DRIVER LICENCE NO. _____

SIGNATURE _____

DATE _____

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