

Note: References to “we”, “our” and “us” in this document should be read as references to WESNET, and references to “you” and “your” should be read as a reference to the ‘Agency’ identified below:

**Agency Name:**

**SC or M’Ship No:**

You will be appointed as a member of the WESNET Rides Program (“the Program”) and a ‘user’ on WESNET’s Uber Central Account under these terms (“the Terms”) if you agree to these Terms:

## 1. Your appointment as a member of the WESNET Rides Program

- 1.1 As a member of the WESNET Rides Program, you will be granted one user name and password for your agency and will be able to access free rides from the WESNET Uber Central account up to the value of \$1000, or more at the discretion of WESNET.
- 1.2 Your access to the program shall be from the period of executing these Terms until our Ride Share Credit donated by Uber is exhausted provided that you continue to meet the following eligibility criteria and unless terminated earlier (“Program Period”). The eligibility criteria for a member of the WESNET Rides Program is that you must, at all times during the Program Period, be a financial WESNET Member.
- 1.3 Appointment as a member of the WESNET Rides Program is at WESNET’s discretion.
- 1.4 Staff from your Agency must undergo Uber Central dashboard training facilitated by WESNET prior to accessing the Program.

## 2. Use of WESNET’s Uber Central Account

- 2.1 The purpose of the WESNET Rides Program is to provide free rides for the clients and staff of your Agency during the normal operations of your work with domestic and family violence clients. It is not for personal use by staff.
- 2.2 It is generally expected that each Agency in the Program will receive an allocation of up to \$1000 to use for their eligible riders, until credit in the WESNET Uber Central Account is exhausted or until further notice by WESNET.
- 2.3 If we determine that your allocation of credit is exhausted, WESNET will give 3 business days’ notice to suspend or deactivate your Uber Central account. WESNET will use our discretion to determine whether any “flexi rides” waiting in your account will be honored.
- 2.4 We may reasonably request from time to time your feedback on the social impact of the WESNET Rides Program and details of your activities relating to the Program, including, upon request, non-identifying case studies about riders that have been provided with free rides as part of the Program.
- 2.5 WESNET Inc. reserves the right to amend the WESNET Rides Program Terms document at any time. The latest and current terms will be published at the secure website <https://phones.wesnet.org.au/URSTerms>. You will be notified by email if we change the terms.

- 2.6 In the event that you withdraw from the WESNET Rides Program during the Program Period, we will cancel your account on the WESNET Uber Central account.

### 3. General

- 3.1 You agree to comply with any reasonable business processes and reasonable instructions notified to you by WESNET from time to time. For example, as this is a new system, new processes may emerge during implementation that may slightly change your interaction with the Uber Central Account.
- 3.2 Notifications under these Terms may be made from time to time to your nominated contact person listed below by email or telephone. You may update these details at any time on notice to us:

Contact Person for Notices:

Position/Title:

Agency Name:

Email address:

Phone Number:

### 4. Your Responsibility to inform Riders

- 4.1 You must make it clear to recipients of the WESNET Rides Program, that they must have a mobile phone with some credit in order to receive ride information via SMS.
- 4.2 The agency must book rides on the rider's behalf using the Uber Central dashboard. The rider is unable to book rides for herself using funds allocated under this program.
- 4.3 WESNET takes no responsibility for the rider's personal safety whilst using this WESNET Rides program. It is the Agency's responsibility to ensure appropriate risk and safety planning is applied prior to accessing free rides from this Program. For example, is it safe to disclose the pick-up and destination addresses to a random Uber Driver. There is more information available in the WESNET Uber Safety Guide published on [www.techsafety.org.au/resources](http://www.techsafety.org.au/resources).
- 4.4 If travelling with children, rideshare rules are different in each state of Australia. Please familiarise yourself with your state's rules here - <https://rideshareinaustralia.com.au/regulations/uber-taxi-child-seat-law/>
- 4.5 Unaccompanied children cannot ride in an Uber.

### 5. Security of Uber Central Login

- 5.1 You remain responsible for storing your login information securely. Should you lose or forget your password, you can reset a password by clicking on "Forgot Password" on the login page.
- 5.2 An agency must not disclose their Uber Central username or password to unauthorized persons.

### 6. Confidentiality

- 6.1 WESNET will make every effort to ensure the data and information provided by agencies is managed securely however participants should note that Uber's Privacy Policy will apply (Available at <https://www.uber.com/legal/usa/privacy>).

6.2 You note that as a user on the WESNET's Uber Central account, both WESNET and Uber will have access to data provided by you to book rides. In addition, WESNET will be actively monitoring agency spend within the WESNET Rides Program.

6.3 Any confidential or personal information a party to these Terms provides to the other party in the course of the WESNET Rides Program will not be disclosed to any other person without the consent of the other party, except where that disclosure is required by law (in which case the other party must be promptly informed of the disclosure).

**7. Consequences of non-compliance and termination of this letter agreement**

7.1 If you fail to comply with the Terms in any way, WESNET may (in its discretion):

- (a) Refuse to issue any further allocation to your Agency; and
- (b) immediately cancel your access to the WESNET Uber Central Account.

7.2 Upon expiry or termination of these Terms we will reallocate any remaining funds to other Agencies in the Uber Program.

**8. Acceptance of these Terms**

If your agency would like to become a member of the WESNET Rides Program, please sign and return this letter to WESNET.

By signing below, I agree to become a member of the WESNET Rides Program and accept these Terms and become a user on the WESNET Uber Central Account for the purposes of the Program.

Signed for \_\_\_\_\_ as a member of the WESNET Rides Program by  
its authorised representative:

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Name** \_\_\_\_\_ **Position** \_\_\_\_\_