

# Uber Safety Guide

in collaboration with  
WESNET

**UBER**





Safety Net Australia is a program of the Women's Services Network (WESNET). Established in 1992, WESNET is a national women's peak advocacy body, which works on behalf of women and children who are experiencing or have experienced domestic or family violence.

With almost 350 members across Australia, WESNET represents a range of organisations and individuals, including women's refuges, shelters, crisis services, safe houses and information/ referral services.

Through its Canberra-based National Office and Secretariat, and via its large national network of members and associate members, WESNET plays an important role in identifying unmet needs, canvassing new and emerging issues, facilitating policy and sector debate and lobbying government to provide improved responses to the problem of domestic and family violence. We do this within our communities, and in partnership with non-government stakeholders.

The Safety Net Australia project supports the domestic and family violence sector by providing trainings and educational resources on technology safety for women to front-line specialists and workers.

**Learn more about WESNET and its programs at [wesnet.org.au](https://wesnet.org.au).**



WESNET and Uber have teamed up to offer tips for riders using the Uber app. People today are busier than ever, and new technologies like Uber have introduced new choices for city transportation. We hope this guide will help you understand how Uber's safety features can help keep you safe as you move around your city.

Uber is constantly working to improve its technology and make it even easier for the more than three million Australians who use it. WESNET is a valuable partner to us in this endeavour. We want to thank WESNET for their support in helping us make the app safer and raise awareness of Uber's safety features.

Uber is a smartphone app that gets people from A to B at the push of a button. New technology has enabled Uber to build safety into its service from beginning to end: before a passenger even gets into the car, throughout the journey and after they have reached their destination.



# WHERE AND WHEN CAN I USE UBER IN AUSTRALIA?

Uber is an app that connects you with drivers in 16 cities across Australia. Whenever you need a ride - 24 hours a day, 7 days a week - you can tap the app on your phone and a driver will pick you up within minutes. If you haven't used the app before, you can download it for free for App Store on iTunes (iPhone) and Google Play (Android).



# BEFORE GETTING IN THE CAR

With Uber, your safety comes first, even before you step into the car.

## Driver checks and vehicle safety

Every driver on the Uber app in Australia has passed driver and criminal history checks. All vehicles are no older than nine years and have been subject to safety screening by an independent third-party vehicle inspector.

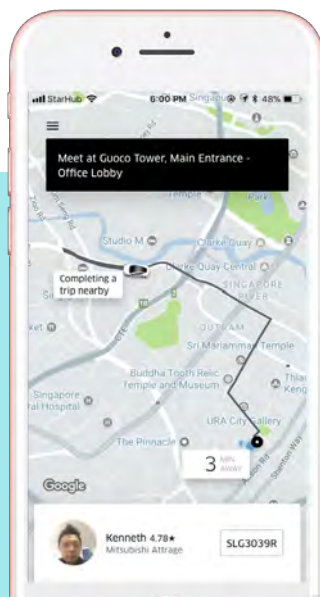
## Know your driver

When a driver accepts your request, you will see that driver's photo, car model, and licence plate number, and you can also watch them on a map as they make their way to pick you up. By having this information from the start, you're in full control and can make sure you're getting in the right car with the right driver.

## Choose to wait inside until your driver arrives

Because you can see your driver's ETA on the app, you can choose to wait inside until your driver arrives.

“I appreciate not having to wait in the street for the ride to arrive and the ability to track in real time when the ride will be arriving.” (Heidi)



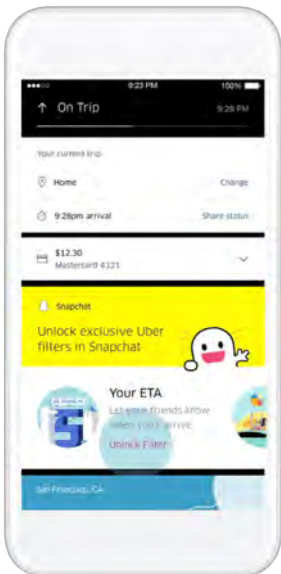
# DURING YOUR RIDE

Even from the backseat, you can keep running the show during your Uber ride.

## Never get lost

Enter your destination into the Uber app to give your driver turn-by-turn directions. Don't know the exact address of where you're going? No worries! You can enter just the name of the business or building where you want to go, and we'll send your driver the address.

“It makes me feel safer that I can drop a pin on the map where I want to be picked up rather than have to work out the exact address.” (Natalie)



## Share your trip with family and friends

You're never alone in an Uber when you share your trip with family and friends. Tap 'Share Status' in the Uber app, and send your details to the mobile phone of a loved one. They'll receive a link where they can see in real time the name and photo of your driver, the vehicle you are in, and where you are on a map until you get to your destination. The best part? They can do all of this without having to download the Uber app themselves.

“If I am travelling alone I share my ride details with a friend, and she does the same with me. It’s peace of mind” (Julie)



#### No need for cash

Payment is managed automatically in the Uber app with the credit card or PayPal account you have on file. This means that there’s no need to ever reach for your wallet or purse at the end of a trip. Once you get to your destination, all you have to do is close the door behind you!



“I travel a lot across Australia to do trainings for WESNET Safety Net. When I’m in the larger cities, it’s helpful to travel from airports to hotels to training facilities, without having to fumble around for cash or a credit card.” (Kaofeng)

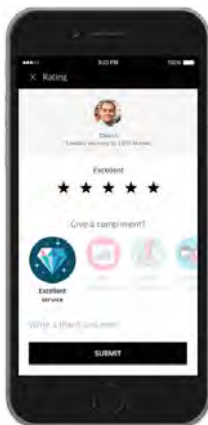
“I like the fact that I can concentrate on looking out and around at where I’ve arrived rather than waiting and watching to see what the driver does with my credit card at the end of a ride” (Karen)





# AFTER YOUR RIDE

Stay in control even after you've gotten to your destination.



## Give feedback

We rely on your feedback to ensure a consistently high quality of service, which is why all riders are invited to rate their last experience before taking another trip (and your drivers will give a rating too!). If you thought your driver went a little too fast or played their music a little too loudly, we want to know. If they were exceptionally helpful, we want to know that too! Drivers never see how specific passengers rated them, so please be honest.



## 24/7 customer support

Our initial response time is less than 24 hours for incoming inquiries from riders and drivers. Regardless of if you have a question about your account, want to leave feedback about your last experience, or left your umbrella in the car, we will take care of it within hours.



## Working with police

On the rare occasion a rider or driver takes a complaint to police, Uber has records to share with them or the courts if necessary. An Uber law enforcement response team is also on call to work with police 24/7.

# BEHIND THE SCENES

Uber is constantly working to improve the app and make it as safe and convenient for you as possible. Here are some of the things going on behind the scenes throughout your entire ride with Uber.

## **Insurance coverage from start to finish**

Every Australian uberX trip is covered by compulsory third party (CTP) injury insurance, so every passenger is covered for any bodily injury. In addition, all Australian uberX trips are covered by vehicle liability insurance which provides up to \$20 million for third party property damage. That's in addition to each driver's own car insurance coverage.

## **Accountability**

Global Positioning System (GPS) data for all rides on the Uber app are logged so we know which driver you are with and where you are for the duration of your trip.

## **Anonymized phone numbers**

While you and your driver will be able to contact each other through the app, you won't actually see each other's real phone numbers. The Uber app uses anonymized phone numbers that can connect you with your driver for the duration of your trip. Five minutes after your trip ends, those numbers will disconnect and you will no longer be able to reach each other through those numbers.



"Many women, especially those who have been harassed or abused in the past, are concerned about their privacy and would rather not share their personal phone number with drivers. Being able to contact the driver directly through the app is extremely helpful." (Safety Net Team)



#### Presence throughout the world

Uber is present in 78 countries worldwide. Regardless of where you are, you can use the same app and payment method to get around town.



"I use Uber when I travel in Australia and overseas. It's handy to be able to use the same app to find a ride, no matter where you are." (Ellie)

The Uber logo consists of a solid black square with the word "UBER" written in white, bold, uppercase letters in the center.

**UBER**

[uber.com/app](https://uber.com/app)

