



## Etiquette

When you meet a person with a guide, hearing or assistance dog, remember the dog is working.

Even if it appears the handler and dog are not performing a task at that moment, the dog is still on call and must give their full attention to their handler. Here are a few tips.

### Do:

- ✔ speak to the person first
- ✔ know the dog loves to work and is treated well
- ✔ remember the dog is highly trained
- ✔ teach others the dog is working
- ✔ be aware that guide, hearing and assistance dogs are allowed in public places, on public passenger vehicles and in places of accommodation.

### Don't:

- ✘ talk to, call at or make sounds at the dog
- ✘ touch the dog without permission
- ✘ ask personal questions about the handler's disability or intrude on their privacy
- ✘ be offended if you're asked not to pat the dog or the handler declines to chat about the dog
- ✘ feed the dog
- ✘ give commands to the dog.

### For further information:

Phone: 13QGOV (13 74 68) TTY: 133 677  
Email: [ghad@qld.gov.au](mailto:ghad@qld.gov.au)  
Postal: Locked Bag 3405, Brisbane QLD 4001  
Website: [www.qld.gov.au/ghad](http://www.qld.gov.au/ghad)

### Lodging a complaint

Phone: 07 3097 7203  
Email: [ghad@qld.gov.au](mailto:ghad@qld.gov.au)

#### Postal address:

Department of Child Safety,  
Seniors and Disability Services

Guide, Hearing and Assistance Dogs Team  
Locked Bag 3405  
Brisbane QLD 4001

## Access rights for guide, hearing and assistance dogs



Guide, Hearing and Assistance Dogs Act 2009  
[www.qld.gov.au/ghad](http://www.qld.gov.au/ghad)

## A helping hand

Guide, hearing and assistance dogs perform a range of tasks to help people with disability.

Guide dogs help people with vision impairments to move freely in the community.

Hearing dogs alert their deaf or hearing-impaired handlers to specific sounds, such as a phone ringing or a baby crying.

Assistance dogs help people with disability and specific medical conditions by helping to open and close doors, picking up items, or alerting people with medical conditions to a change in blood sugar levels or an oncoming seizure.

Many Queenslanders can't live without them, so certified guide, hearing and assistance dogs can access most public places of our community under the Guide, Hearing and Assistance Dogs Act 2009 (the Act).

Significant fines apply if individuals and corporations in control of public places, public passenger vehicles or places of accommodation:

- ⊗ deny entry or access, or refuse to serve people accompanied by guide, hearing or assistance dogs
- ⊗ separate the person with a disability from their dog
- ⊗ charge extra for the dog.



### Respect the badge

Certified guide, hearing and assistance dogs can be almost any breed and size, and can be easily recognised by the badge on their coat or harness.

Handlers, as well as trainers accompanied by a certified dog or trainee support dog also carry approved identity cards.

This identification is required for the handler and certified or trainee dog to access public places, such as restaurants, buses and hotels.

Exceptions include areas where food is ordinarily prepared, ambulances and certain parts of health service facilities.

There are two types of handlers. A primary handler is a person with disability who can physically control the dog. An alternative handler is someone the person with disability relies on to physically control the dog.

### How are dogs certified?

Dogs become certified once the handler or handlers and the dog have completed their training and passed a public access test (PAT), administered by an approved trainer. This ensures they are safe in public places.

A dog won't pass the PAT if it displays aggressive or uncontrollable behaviour (such as biting) or toilets indiscriminately in a building. To be certified, dogs must be de-sexed and vaccinated, and they can't be a restricted breed or declared a dangerous dog under local law.

Certified dogs must have ongoing reviews of their trained skills and behaviours.

