



Penalties

Guide, Hearing and Assistance Dogs Act 2009

Breaches of the [Guide, Hearing and Assistance Dogs Act 2009](#) (the Act) involve significant fines for individuals and corporations. This reflects the Queensland Government's commitment to ensuring that people with disability are not disadvantaged when accessing public places, public passenger vehicles or places of accommodation with their certified guide, hearing or assistance dogs.

Prohibitions

Businesses or individuals providing services to the public are prohibited from:

- refusing service or entry because a certified dog is present
- separating a person from their guide, hearing or assistance dog
- charging an extra fee because the dog is present.

Businesses must provide people with disability and their guide, hearing and assistance dog access to all areas where customers are generally allowed.

However, individuals and businesses can still lawfully prevent a person from entering, or require them to leave, a place or vehicle. For example, a person accompanied by a guide dog may be required to leave a shopping centre because the centre is closing.

Penalties

An individual exercising control of a public place or public passenger vehicle can be fined for failing to comply with their obligations under the Act.

The executive officers of a corporation are responsible for ensuring the corporation complies with their obligations under the Act. Failure to do so may result in the corporation being fined.

Failure to help during the investigation of a complaint or allegation

A person required to assist with an investigation must cooperate with an Authorised Officer (a person appointed by the Queensland Government under the Act) unless they have a reasonable excuse.

Reasonable excuses include potential incrimination or exposure to penalty resulting from the requirement.

For further information:

Phone: 13QGOV (13 74 68)
TTY: 133 677
Email: ghad@qld.gov.au

Postal: Locked Bag 3405, Brisbane QLD 4001
Website: www.qld.gov.au/ghad

