

Assistance Animals

Quick Facts



What is an Assistance Animal?

An Assistance Animal is a trained animal that helps people with disabilities. They are well-trained to be safe and clean.

Types of Assistance Animals:

- They can be dogs, cats, parrots, miniature horses, and more.
- They can be any breed, like Labradors or poodles.
- They help with disabilities like blindness, deafness, autism and PTSD, even if you can't see the person's disability.

What they are not?

Assistance Animals are **NOT**:

- Therapy animals.
- Companion animals.
- Emotional support animals.

Only Assistance Animals are allowed to go to places where Pets are not allowed.

Where They Can Go:

- Shops (like supermarkets)
- Restaurants and cafes
- Rental places (like hotels)
- Public transport (like buses and trains)
- Medical places (like hospitals and doctors' offices)
- School and work

Important Rules:

- Assistance Animals can go where wheelchairs can go.
- They can't go into kitchens, sterile or quarantine areas.



The Australian *Disability Discrimination Act 1992 (Cth)* protects these rights.



Things to Remember:

- You can't refuse entry just because you're scared or allergic.
- You should try to accommodate the Assistance Animal as best you can.
- You can call 1300 656 0419 for advice or further information.

When Dealing with Assistance Animals:

- Talk to the person, not the animal.
- Don't distract the animal.
- Don't pat the animal.
- Don't ask about the person's disability.
- Be kind and treat the person as you'd like to be treated.

Disclaimer:

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