

Assistance Animal Pass



Information and application form

About the Assistance Animal Pass

An assistance animal is trained, like a Guide Dog, to help alleviate the effects of a disability. You can apply for an Assistance Animal Pass if you need your animal to help manage your disability while using public transport.

Assistance animals covered by this pass include:

- **Mobility Support Animals:** trained to help people with physical disabilities who use wheelchairs or have difficulty moving.
- **Medical Alert Animals:** trained to assist their handlers before and during a medical emergency, such as epilepsy, changes in blood pressure or blood sugar.
- **Psychiatric Service Animals:** trained to provide support to people with psychiatric disabilities, such as Post Traumatic Stress Disorder and anxiety.

Animals not considered to be assistance animals are:

- Companion or 'pet' animals. The fact that an animal is house trained or has had obedience training is not likely to be sufficient to qualify for this Pass.
- Therapy animals used to improve a person's general quality of life and/or to facilitate counselling or psychotherapy.
- Facility animals that visit people living in hospitals, mental health units, nursing homes and rehabilitation centres to assist treatment or recovery and improve their quality of life through contact with an animal.

Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass.

Before completing this form, it is important that you read and understand the terms and conditions in Section 4.

Travel with animals on public transport

Guide dogs, hearing dogs, guide or hearing dogs in training and Assistance Animals identified by an Assistance Animal Pass or interstate assistance animal accreditation, can travel for free on all public transport services.

If your animal isn't a guide dog, hearing dog or guide or hearing dog in training, and doesn't have an Assistance Animal Pass or interstate assistance animal accreditation, it may still be able to travel with you on public transport.

Metropolitan Services

Small animals can travel with you on trains, trams and buses in a suitable animal container.

Dogs can travel with you on trains if they're on a lead and wearing a muzzle. Animals other than those in a suitable animal container, or dogs on a leash and wearing a muzzle, are not allowed on trains.

Only animals in a suitable animal container are allowed on trams and buses.

V/Line Trains and Coaches

You can bring small animals on V/Line trains in a suitable animal container.

Animals are not allowed on V/Line coaches, including rail replacement buses, unless they're a guide dog, hearing dog, guide or hearing dog in training, have an Assistance Animal Pass or interstate assistance animal accreditation.

Am I Eligible?

To be eligible for an Assistance Animal Pass you need to provide:

1. Confirmation from a health practitioner that you have a disability and that you rely on an assistance animal to alleviate the effects of that disability, as defined under the *Disability Discrimination Act (1992)*.
2. Evidence that your animal meets the standards of hygiene and behaviour that are appropriate for an animal in a public place, as defined under the *Disability Discrimination Act (1992)*.

Standards of Hygiene and Behaviour

Under the *Disability Discrimination Act 1992 (Cth)*, Part 2, Division 5, section 54A, subsections (5) and (6), we can ask for evidence that an animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

We do this to ensure the safety of the assistance animal, their handler and other passengers on the public transport network. One of the best ways to evidence this is a public access test completed by an independent qualified animal trainer.

At a minimum a good public access test and assessment includes:

- Name of the handler.
- Breed and age of the assistance animal being assessed.
- Name and contact details of the assessor/organisation.
- Assessment of the animal's behaviours such as entering and exiting vehicles, avoiding distractions such as noise, other people, food and other animals, toileting, using public transport.
- Importantly a good public access test includes the provision to automatically fail an assessment if the animal exhibits or shows aggressive behaviours such as growling, showing teeth or biting.

Evidence accepted for the assistance animal pass:

- Local council assistance dog registration certificate.
- Successfully completed Public Access Test (PAT) issued by a registered trainer or training institution.
- Training declaration completed by an independent third party.

How do I apply?

1. Complete this application form in full.
2. Attach one colour passport size photograph of your assistance animal.
3. Provide evidence of training for Section 2.
4. Have Section 3 completed by your health practitioner (if required).
5. Send the form (flat and unfolded) to:

Assistance Animal Pass Applications

PTV Hub
PO Box 4724
Melbourne, VIC 3001

Or deliver in person to:

PTV Hub
Southern Cross station

Please note: we can't process an incomplete form or return forms and photos. Photocopied applications are not accepted.

You'll be notified by mail within three weeks with the outcome of your application.

Contact us



Call: 1800 800 007

Web: transport.vic.gov.au



For other languages visit transport.vic.gov.au/languages or call 9321 5450.

Section 1: Applicant and Assistance Animal Details

1.1 Applicant's details

First name											Last name										
Date of birth	D	D	M	M	Y	Y	Y	Y													

Postal address

Unit number			Street number							PO Box number				
Street name														
Suburb														
State			Postcode							Contact phone number				
Email														

1.2 Are you a permanent Victorian resident?

- Yes
- No - Unfortunately, you're not eligible for this pass

1.3 Do you have an Assistance Animal Pass issued by another Australian state/territory or Commonwealth agency?

- Yes - Provide a colour copy of the front and back of your Assistance Animal Pass
- No - Continue completing this application form

1.4 Assistance Animal Details

Name of Assistance Animal														
Type of animal														
Colour			Breed							Age (years)				

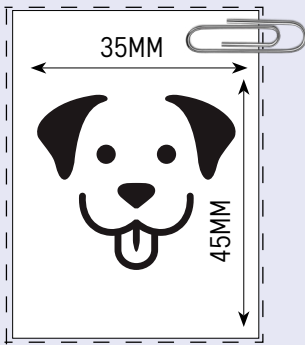
Size of animal:

- Small (less than 10kg)
- Medium (less than 20kg)
- Large (more than 20kg)

1.5 Has the animal been trained as an Assistance Animal?

- Yes, Animal has been trained by an accredited trainer
- Yes, I have trained the animal myself
- No - Animal is not trained

1.6 Photograph



Attach one recent (no more than three months old) colour passport size photo of your animal using a paper clip only.

1.7 Applicant or legal guardian/agent declaration

I declare that all information provided and the following is true and accurate, that I/the applicant:

- have a disability and require an assistance animal when travelling on public transport.
- have an assistance animal that is trained and meets the standards of hygiene and behaviour for an animal in a public place.
- authorise public transport authorities to verify the information in this application form and to obtain and disclose any information relating to this application for the purpose of assessing the applicant's eligibility.
- agree that the applicant's health practitioner and/or trainer may be contacted to verify information provided in the application.
- am a permanent Victorian resident.
- have read, or had explained to me and accept the terms and conditions (Section 4).
- have read or had explained to me and accept the privacy collection notice (Section 5).

Signature of applicant/guardian/agent (Must be 16 years and over)

Date

D	D	M	M	Y	Y	Y	Y
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Name of signatory

Relationship to the applicant

Contact phone number

Section 2 - Training Information

Under the *Disability Discrimination Act 1992 (Cth)*, Part 2, Division 5, section 54A, subsections (5) and (6) we can ask for evidence that an animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place. This is to ensure the safety of the assistance animal, their handler and other passengers on the public transport network.

Complete section 2.1 only - If your dog is registered as an assistance dog through your local council.

Complete section 2.2 only - If your animal been trained as an assistance animal by a registered trainer or training institution and has completed a successful Public Access Test (PAT).

Complete Section 2.3 - If you have trained your assistance animal yourself and/or can't provide a completed Public Access Test (PAT).

2.1 Complete this section if your dog is registered as an assistance dog through your local council

Local council name

Attach a copy of your local council assistance dog registration certificate.

(You don't need to complete **Section 3: Health Practitioner Declaration** if you provide your local council assistance dog registration certificate).

2.2 Complete this section if your animal been trained as an assistance animal by a registered trainer or training institution and has completed a successful Public Access Test (PAT)

One of the ways an animal can be recognised as an assistance animal is for the animal to pass a Public Access Test (PAT) conducted by a trainer or training institution. This confirms the animal has been trained to meet standards of hygiene and behaviour appropriate for an animal in a public place and public transport vehicle.

I've attached a copy of PAT certification from a trainer/accredited organisation. PAT certification must include the following details:

- Trainer's full name.
- Trainer's contact details.
- Verification of the animal and handler's details.
- Specific details of the type of training delivered.

2.3 Complete this section if you have trained your assistance animal yourself and/or can't provide a completed Public Access Test (PAT)

If your animal has not completed a PAT assessment, an independent third party must complete the training declaration below.

IMPORTANT NOTE TO TRAINER: Please ensure you read and understand the eligibility criteria on page two before completing this declaration.

Trainer's full name	
Business name (if applicable)	
Contact phone number	Email
Handler's name	
Animal's name	

2.4 Declaration

By signing this declaration, I verify that the animal:

- has been trained to meet standards of hygiene (e.g. toilet training) for public places and public passenger vehicles.
- has been socialised with other animals.
- is non-aggressive and does not display boisterous behaviour.
- responds to the handler's obedience commands.
- displays non-barking behaviour.
- can travel in confined and congested spaces (e.g. public train, bus or tram).
- is quiet and has a controlled response to noise, crowds, sudden movement (of people, objects or public transport vehicles) and stressful situations.
- and I agree to offer all reasonable information to assist Transport Victoria to determine the applicant's eligibility.

Signature	Date	D	D	M	M	Y	Y	Y	Y
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Section 3: Health practitioner declaration

NOTE: You don't need to complete this section if you've provided your local council assistance dog registration certificate in Section 2.1.

IMPORTANT NOTE FOR HEALTH PRACTITIONER: Your complete answers to these questions are critical in the assessment of the applicant's eligibility. Please ensure you read and understand the eligibility criteria on pages one and two before completing this declaration.

3.1 I am a practicing:

General Practitioner Psychologist/Psychiatrist Speech Pathologist Physiotherapist Occupational Therapist

Specialist (please specify)

3.2 Does the applicant require an assistance animal to alleviate the effects of their disability, as defined by the Disability Discrimination Act (1992)?

Yes

No

3.3 Describe how the animal alleviates the effects of their disability.

3.4 Declaration

My signature below confirms the following:

- The applicant has a disability and requires an assistance animal when travelling on public transport as defined by the Disability Discrimination Act (1992).
- I've provided information that's true and correct.
- I'm not the applicant or a member of the applicant's immediate family.
- I agree to offer all reasonable information to assist Public Transport Victoria to determine the applicant's eligibility.

Health Practitioner's full name
Patient's full name
Duration of treatment
Contact phone number
AHPRA registration number

Signature	Date
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Professional stamp (All relevant details must be written in the space below if professional stamp is not provided)

Please note: Changes in this section can be made only by the health practitioner and accompanied by their signature (not initials) and professional stamp.

Section 4 – Terms and conditions

1. This pass is only valid for the person whose name appears on it. The designated pass holder and designated assistance animal must travel together. Only the assistance animal whose photograph and details appear on the Assistance Animal Pass can accompany the pass holder.
2. You need to carry your pass when travelling on public transport in Victoria.
3. The Assistance Animal Pass holder must have a valid ticket to travel. The assistance animal does not require a ticket to travel.
4. You need to show your pass to a public transport employee, when requested.
5. If transport staff suspect that an Assistance Animal Pass is being misused, they can report this to Transport Victoria. Proven misuse of the Assistance Animal Pass may result in the Pass being cancelled.
6. Your pass remains the property of Transport Victoria. If you tamper with your pass, it may be cancelled.
7. If you lose your pass or it's ever stolen or damaged you'll let us know as soon as possible by calling (03) 9619 2710, we'll send you a free replacement pass.
8. The Assistance Animal Pass is valid for use on train, tram and bus passenger services operating in metropolitan Melbourne; train and bus passengers services operated by V/Line throughout regional Victoria and; other public transport services operated under contract or service agreement with Transport Victoria.
9. Assistance Animal Pass holders should inform the V/Line operator that they hold an Assistance Animal Pass at the time they book or purchase their own V/Line ticket.
10. Your assistance animal must be suitably trained for travelling on public transport including on regional train and coach services, which can be over a long distance. At all times your assistance animal must be under the control of the pass holder or another person assisting the pass holder. It is also important to understand trains could be crowded and noisy for an animal due to the movement/swaying of the carriage, therefore your assistance animal must be able to cope with these movements and noise.
11. Your assistance animal must not:
 - a. Cause any undue distress or inconvenience to other passengers or staff;
 - b. Cause any risk to the health, safety and welfare of any passengers or staff whilst on the services and/or the premises;
 - c. Disrupt the operations of the services and/or the premises;
 - d. Sit on seats provided on the services and/or the premises;
 - e. Block doorways or aisles; or
 - f. Toilet on the services or the premises. Owners must clean up any mess made by their assistance animal.
12. The pass holder is not released from liability for their assistance animal by reason of obtaining an Assistance Animal Pass.
13. The Assistance Animal Pass is valid for three years from the date of issue. A reminder letter will be sent to you before your Pass expires. If your assistance animal changes at any time, a new application needs to be completed.

Section 5 – Privacy collection notice

The Department of Transport and Planning (DTP) understands and respects your right to privacy and is committed to privacy protection. The Privacy and Data Protection Act 2014 and DTP's Privacy Policy regulate how we collect and handle your personal information. For more information on privacy, visit vic.gov.au/department-of-transport-and-planning-privacy or email privacy@transport.vic.gov.au