

TransLink Assistance Animal Pass

Information and Application form

Effective August 2018



Travelling with animals on TransLink services

For the safety and comfort of all passengers, animals are not permitted on any TransLink service, with the exception of:

- guide, hearing or assistance dogs that are trained and certified in accordance with the *Guide, Hearing and Assistance Dogs Act 2009 (Qld)* (“**certified guide, hearing or assistance dogs**”) with an identity card in accordance with the *Guide, Hearing and Assistance Dogs Act 2009 (Qld)*, or
- animals that meet the assistance animal requirements as outlined in the *Disability Discrimination Act 1992 (Cth)* (“*assistance animals*”) with a TransLink Assistance Animal Pass.

More information on certified guide, hearing or assistance dogs can be found on the Department of Communities website www.disability.qld.gov.au or by calling 1800 210 976 or emailing ghadogs@communities.qld.gov.au.



About the TransLink Assistance Animal Pass

The TransLink Assistance Animal Pass is a travel pass for approved assistance animals. The pass is available to a person who has an assistance animal if it has been trained to:

- ✓ assist a person with a disability to alleviate the effect of the disability
- ✓ meet standards of hygiene that are appropriate for an animal in a public place, and
- ✓ meet standards of behaviour that are appropriate for an animal in a public place.

Please note: animals with a suspected infectious disease and breeds that are banned from local government authorities (such as pit bulls) are not permitted on TransLink services.

- ✓ You will still need to hold a valid TransLink ticket, pass or go card when travelling. An additional ticket is not required for the assistance animal.
- ✓ There is no cost to apply for the TransLink Assistance Animal Pass.
- ✓ The card will expire five years from the date of issue.
- ✓ A new application form will need to be completed every five years.
- ✓ The pass is valid for the approved assistance animal only. If you have a new assistance animal you will need to complete a new application.
- ✓ The animal must travel on the floor of the public transport vehicle. The assistance animal is not to travel on the seat or lap.

Applying for a pass

Step 1

Read all the information contained in this booklet, including the Conditions of Use (section 6).

Step 2

Applicant/guardian to complete sections 1, 2 and 7 of the application form.

Step 3

Ask a health care professional (for example a registered doctor, physiotherapist, psychologist or qualified occupational therapist) to complete section 3

Step 4

Have a professional training organisation or individual complete section 4.1 if your assistance animal was trained by a professional.

If you trained your assistance animal yourself, complete section 4.2.

Step 5

Have a veterinarian to endorse section 4.3.

Step 6

Obtain a high-quality, colour passport sized photograph of your assistance animal and include with this application. (Photos taken with a mobile phone or digital device are acceptable. Refer to Section 5 for further details.)

Step 7

Mail your signed original application form to:

TransLink Assistance Animal Pass

TransLink
GPO Box 50
Brisbane Qld 4000

Step 8

Allow up to 15 business days for your application to be processed.

Incomplete or unsuccessful applications will be returned to the applicant.

Using the pass

You will still need to hold or purchase a valid TransLink ticket, pass or *go* card when travelling. An additional ticket is not required for the assistance animal.

You must carry your TransLink Assistance Animal Pass with you at all times when travelling with an assistance animal. You may be asked by a driver or authorised person to show the pass in addition to your TransLink ticket, pass or *go* card.

Replacement passes

If your TransLink Assistance Animal Pass is lost, stolen or damaged contact TransLink immediately.

Renewing your pass

The TransLink Assistance Animal Pass needs to be renewed every five years from the date it was issued. It is the card holder's responsibility to renew their card, prior to the expiry date. You will need to complete a new application form.

You will also need to complete a new application if you have a new assistance animal.



Section 1: TransLink Assistance Animal Pass Application form

Important information for completing your application:

- Incomplete or unsuccessful applications, including those without signatures, cannot be processed and will be returned.
- Applications take approximately 15 business days to process.

Applicants/guardian/agents

All applicants are required to complete sections 1 and 2. Where an applicant is unable to complete and/or sign the form, a parent/

guardian or agent needs to complete the relevant sections and sign the application on behalf of the applicant.

Health care professional assessment

A qualified health care professional must complete section 3 and sign and stamp the application. This may be the applicant's:

- registered doctor
- qualified occupational therapist
- registered physiotherapist or
- registered psychologist/psychiatrist.

▲ 1.1 Applicant information

Please print clearly using black or blue pen. Items marked with ▲ are mandatory.

▲ Surname or family name: _____

▲ First or given name: _____

▲ Postal address _____

▲ Suburb: _____ ▲ State: _____ ▲ Postcode: _____

Contact phone number: _____

Email: _____

Section 2: Details of the assistance animal

2.1 Details of animal

▲ Type of animal (for example, dog, bird):

▲ Breed: _____

▲ Colour: _____

▲ Name of assistance animal:

▲ Size: (please tick)

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

▲ Age of animal: _____ years

Section 3: Health professional's declaration

3.0 Health professional's declaration

Please refer to *the About the TransLink Assistance Animal Pass* section of this application for more details about how an assistance animal is defined. Please note: an assistance animal is not a pet, companion animal, or comfort animal.

Medical practitioners declaration:

In order to be issued with a TransLink Assistance Animal Pass, TransLink requires a medical practitioner to verify that the applicant has a condition that is alleviated by using an assistance animal.

▲ I have treated _____

(applicant's name) for approximately _____ years.

▲ It is my professional opinion that the applicant has a medical condition that is alleviated by the use of an assistance animal.

▲ Name:

▲ Date: _____ / _____ / _____

▲ Signature

▲ Business Practice Stamp:

Section 4: Training and Veterinarian Declaration

Please refer to *the About the TransLink Assistance Animal Pass* section of this application for more details about how an assistance animal is defined. Please note: an assistance animal is not a pet, companion animal, or comfort animal.

To be issued with a TransLink Assistance Animal Pass, an applicant needs to complete:

- either the Training Declaration – **Professional** (section 4.1); **or** Training Declaration – **Other** (section 4.2) completed; and
- a Veterinarian Declaration (section 4.3).

This is to ensure the animal has been trained to meet standards of hygiene and behaviour appropriate for an animal in a public place and public transport vehicle.

4.1 Training declaration – Professional

(for animals that have been trained/assessed by a professional training organisation or individual).

If the animal has been trained/assessed by a professional animal training organisation or individual, have them complete this section:

▲ I hereby verify that I have trained/assessed
(insert animals name and breed)

▲ as an assistance animal, and can verify that the animal:

- has been trained to meet standards of hygiene (eg toilet training) for public places and public passenger vehicles;
- has been socialised with other dogs;
- is non-aggressive and does not display boisterous behaviour;
- responds to the handler's obedience commands;
- displays non-barking behaviour;
- has the ability to travel in confined and congested spaces (eg public train, bus or ferry); and
- is quiet and has a controlled response to noise, crowds, sudden movement (of people, objects or public transport vehicles) and stressful situations.

▲ Name of individual who has trained the assistance animal:

▲ Name of training organisation:

▲ Signature:

▲ Date: _____/_____/_____

▲ Business Stamp:

4.2 Training declaration – Other

(for animals that have been self trained or trained by another individual)

There is no need to complete this section if a Professional has completed section 4.1.

If you have trained the assistance animal, please complete the training declaration below.

▲ I hereby verify that I have trained
(insert animals name)

as an assistance animal and can verify that the animal:

- has been trained to meet standards of hygiene (eg toilet training) for public places and public passenger vehicles;
- has been socialized with other dogs;
- is non-aggressive and does not display boisterous behaviour;
- responds to the handler’s obedience commands;
- displays non-barking behaviour;
- has the ability to travel in confined and congested spaces (eg public train, bus or ferry); and
- is quiet and has a controlled response to noise, crowds, sudden movement (of people, objects or public transport vehicles) and stressful situations.

▲ Name of individual who has trained the assistance animal:

▲ Signature:

▲ Date: _____/_____/_____

4.3 Veterinarian declaration

▲ In my opinion (insert animals name)

- displays standards of hygiene appropriate for an animal in a public place and public transport vehicle.
- the animal also displays standards of behaviour that are appropriate for an animal in a public place, and public transport vehicle.
- responds to control and obedience commands.
- does not display symptoms of having an infectious disease.

▲ Name:

▲ Signature:

▲ Date: _____/_____/_____

▲ Business Stamp:

Section 5: Photograph

A photograph is **MANDATORY for ALL applicants**.

Affix **ONE passport-sized colour photograph** to the form or attach a high quality digital image.

Photocopies or black and white photographs will not be accepted.

The photograph/image is kept on file to make it easier for you to get a replacement Assistance Animal Pass in the event it is lost, stolen or damaged.

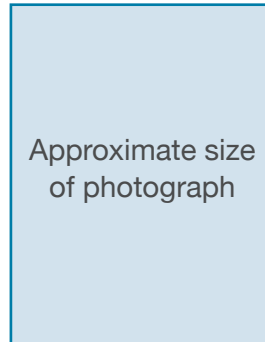


Photo specifications

- Preferred size of photo should be approximately 45–50mm high and 35–40mm wide.
- Colour photograph
- Photos supplied by mobile phone or digital device are acceptable (please ensure photo is clear, good quality and meets the size dimensions above).

Section 6: Conditions of use

The conditions of use of the TransLink Assistance Animal Pass are as follows:

- a. By using the TransLink Assistance Animal Pass the card holder is deemed to have accepted the conditions of use.
- b. The TransLink Assistance Animal Pass is valid for use on all TransLink services.
- c. The card holder and assistance animal must be those named on the TransLink Assistance Animal Pass.
- d. The card holder must present the TransLink Assistance Animal Pass when asked by a bus driver or authorised person. Failure to produce the card may result in refusal to carry the animal and, if need be, removal from TransLink property.
- e. The card holder must also be in possession of a valid ticket, pass or go card for their journey; however the card holder will not be charged any additional amount when travelling with their assistance animal.
- f. The TransLink Assistance Animal Pass is valid for five calendar years from the date of issue.
- g. Any written declarations on letterhead from your Health Professional or Veterinarian must be no more than 3 years old from the date of your application as dated in Section 7: Applicant/guardian signature.
- h. If at any time any information included in the card holder's original application for the TransLink Assistance Animal Pass changes or any incident involving the card holder's assistance animal occurs on a TransLink service, the card holder must notify TransLink as soon as possible.
- i. If any changes or incidents have occurred at any time, TransLink may require a new application to be completed or further information provided in order to determine whether the passenger's entitlement to hold a TransLink Assistance Animal Pass should continue.
- j. TransLink reserves the right to revoke, suspend or impose conditions on any TransLink Assistance Animal Pass, or to refuse access to TransLink services, in relation to any animal which demonstrates behaviour that is not appropriate for an animal in a public place or public transport service, or which poses a risk to public health on TransLink premises or services (eg. Behaviour which frightens or causes injury to others).
- k. When travelling on a TransLink service, the card holder is responsible for ensuring:
 - the well being, good behaviour and sanitary cleanliness of the assistance animal;
 - the animal is under the control of the handler at all times and does not disrupt the service; and
 - the animal travels on the floor (rather than on the lap of its handler) and does not occupy a seat or block doorways or aisles.
- l. The card holder is liable for any damage to TransLink property or other property, or any personal injury caused by the assistance animal in relation to travel on a TransLink service. TransLink, its officers, employees, agents and contractors shall not assume liability for any injury to a person or property caused by the assistance animal whilst on TransLink property or travelling on TransLink services.
- m. The Translink Assistance Animal Pass is valid on TransLink services, qconnect services and approved ferry services in Queensland. The card may not be accepted by other transport operators for travel. Cardholders should contact the transport provider prior to travelling to determine if they will accept the TransLink Assistance Animal Pass.

Section 7: Applicant/guardian signature

Please check that you have completed all sections of this application form, and that the information is true and correct.

When completed, please return this application form by mail or email:

TransLink Assistance Animal Pass

TransLink
GPO Box 50
BRISBANE QLD 4001

Email: tap@translink.com.au

Please allow 15 working days for your application to be assessed and processed.

▲ 7.1 Applicant/guardian signature

▲ Name: _____

▲ Applicant's signature: _____

▲ Date: _____ / _____ / _____

Privacy Notice

If personal information sought by TransLink is not provided, TransLink may not be able to process the application form for a TransLink Assistance Animal Pass.

TransLink is committed to protecting your personal information. Our objective is to protect the privacy, accuracy and security of your personal information in accordance with the *Information Privacy Act 2009* (Qld).

The full TransLink privacy statement can be obtained at www.translink.com.au/privacy or by calling TransLink on 13 12 30.

Visit translink.com.au or call 13 12 30

