# Assistance Animal Pass

# Information and application form

**Please note:** Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass. Before completing the application form it is important that you read and understand the terms and conditions in Section 5.

## How to apply

1. Complete this application form.
2. Obtain one, high quality, colour, passport size photographs (from a passport photo outlet) of your assistance animal.
3. Have your application form signed by your health professional.
4. Return this application form to:

‘Assistance Animal Pass applications’

PTV Hub

PO Box 4724

Melbourne VIC 3001

* Original applications and photographs cannot be returned under any circumstances.
* Incomplete applications cannot be processed.
* If successful in qualifying for the Assistance Animal Pass, your card will be posted out to you.

## About the Assistance Animal Pass

The Assistance Animal Pass was developed to assist people with a disability (including issues relating to ageing and psychiatric illness) who are unable to access public transport (trains, trams and buses) without an assistance animal.

The Assistance Animal Pass is not issued to every person who has a disability. The pass is issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Examples of assistance animals covered by this pass:

* **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
* **Psychiatric Service Animals:** trained to provide support to people with psychiatric disabilities.

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 the 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 centers to assist treatment or recovery and improve their quality of life through contact with an animal.

**Please note:** Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass. These animals are recognised as trained to the request standard and needed by the handler.

## Travel with animals on public transport

You do not require an Assistance Animal Pass to travel on public transport if your animal can travel under the following conditions:

### Metropolitan services

Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on metropolitan trains, trams and buses at any time.

Small non-assistance animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.

Non-assistance dogs are permitted on metropolitan trains. They must be muzzled, on a lead and controlled by their owner at all times, avoid peak times. They are not allowed on seats and cannot block doorways or passageways. Owners must clean up any mess created by their dogs.

### V/Line services

#### V/Line trains

Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on all V/Line long and short distance trains within Victoria. These animals do not need to be placed in the luggage area.

Small non-assistance animals must travel in a suitable container, similar to those approved by the RSPCA. Pets must be placed in designated luggage areas and cannot be stored in walkways, under seats, in overhead luggage racks or on seats. They must be controlled by their owners at all times. Owners must clean up and remove any mess.

#### V/Line coaches

V/Line coaches do not carry pets.

Guide dogs, guide dogs in training and hearing guide dogs are exempt and may be carried.

An animal identified by a Assistance Animal Pass can travel freely on all public transport services subject to the rules and conditions set out in Section 5 of this application form.

## Renewing your pass

The Animal Assistance Pass is valid for three years from the date of issue. A reminder letter will be sent to you near the end of three years. If your animal hasn’t changed, please complete the renewal portion and return the PTV Pass Office so a new Assistance Animal Pass can be issued to you. If your Assistance Animal changes at any time, a new application will need to be completed for a valid Animal Assistance Pass.

## Replacement passes

The pass holder agrees to advise the PTV Pass Office on (03) 9619 2710 as soon as possible if the Assistance Animal Pass is lost, stolen or damaged. A free replacement Assistance Animal Pass will be issued for all lost, stolen or damaged Travel Passes.

## Applicant’s information

## Section 1: Applicant Details

| Title |  |
| --- | --- |
| First name |  |
| Surname |  |
| Date of birth (DD/MM/YYYY) |  |
| Postal address |  |
|  |  |
| Email |  |
| Daytime phone number (with area code) |  |
| Guide, hearing and Assistance dog Card Number (If applicable) |  |
| State of issue: |  |

## Section 2: Applicant / Guardian / Agent statement

The applicant or the guardian must sign the following page of the application.

### What role does the animal have in assisting you?

|  |
| --- |
|  |
|  |
|  |
|  |

I confirm that my signature on the following page verifies the following:

* I have a disability and I will require the assistance of an assistance animal to travel on public transport; and
* I certify that the information in this application is correct; and
* I understand and accept the pass holder terms and conditions (Section 5).
* I accept that the trainer of my Assistance Animal may be contacted to verify information provided in this application.

### Signature of applicant or guardian (must be 16 years and over)

| Applicant or guardian signature |  |
| --- | --- |
| Date (DD/MM/YYYY) |  |

If the applicant is under 16 years of age or is unable to sign the application, the applicant’s guardian/agent needs to complete and sign the section below.

| Name of guardian/agent |  |
| --- | --- |

I declare that I have read and explained the contents of this application to the applicant and that the details set out for the applicant are correct.

| Relationship to applicant |  |
| --- | --- |
| Phone number (with area code) |  |

## Section 3: Details of assistance animal

| Name of Assistance Animal |  |
| --- | --- |
| Type of Animal (for example dog, cat) |  |
| Breed |  |
| Colour |  |
| Age of Animal |  |

Size of animal:

Small (less than 10kg)

Medium (less than 20kg)

Large (more than 20kg)

Has the animal been trained as an Assistance Animal?

Yes

No

| Trainer Details: Name |  |
| --- | --- |
| Company name (if applicable) |  |
| Qualifications (Current) |  |
| Contact phone number |  |
| Email |  |

#### Photograph:

Attach one, colour passport sized photograph of the assistance animal using paper clips or fold back clips only.

## Section 4: Health professional declaration

I am currently practicing as one of the following:

Specialist (please specify)

Psychologist/Psychiatrist

Qualified Speech Pathologist eligible for practicing membership of Speech Pathology Australia

Physiotherapist

| Health Professional’s Name |  |
| --- | --- |
| Applicant’s Name |  |
| Duration of Treatment |  |

I declare that the following is true and accurate:

* I have read all the relevant information contained within this form, and verify that it is correct to the best of my knowledge; and
* I verify that the applicant has a disability and will require the assistance of an assistance animal to access public transport; and
* I am not the applicant, or an immediate family member of the applicant.
* the applicant requires an Assistance Animal (that is not a therapy pet or companion animal) to use on public transport.

| Signature |  |
| --- | --- |
| Date |  |
| AHPRA Registration Number |  |

### Professional Stamp (Must include name and address)

**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 5: Assistance Animal Pass – Pass holder terms and conditions

It is important that you read and understand the information below before you apply for the Pass:

Under the Disability Discrimination Act 1992 it is an offence to discriminate against a person who is accompanied by a guide dog, hearing dog, assistance animal or other animals trained to alleviate the effects of a person’s disability.

1. 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 Public Transport Victoria.
2. The pass holder must carry the Assistance Animal Pass with them when travelling with their assistance animal on public transport. The Pass must be produced if requested by a Victorian Police Officer or public transport employee, including employees of Public Transport Victoria, Metro, Yarra Trams, V/Line, Authorised Officers and regional and metropolitan bus employees.
3. 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.
4. Your assistance animal must not:
   1. Cause any undue distress or inconvenience to other passengers or staff;
   2. Cause any risk to the health, safety and welfare of any passengers or staff whilst on the services and / or the premises;
   3. Disrupt the operations of the services and / or the premises;
   4. Sit on seats provided on the services and / or the premises;
   5. Block doorways or aisles; or
   6. Toilet on the services or the premises. Owners must clean up any mess made by their assistance animal.
5. 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.
6. The Assistance Animal Pass holder must purchase a valid ticket to travel.
7. 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. The passenger must still carry the Pass at all times.
8. If an operator suspects that an Assistance Animal Pass is being misused, they can report this to the PTV Pass Office. Proven misuse of the Assistance Animal Pass may result in the Pass being cancelled.
9. The pass holder is not released from liability for their assistance animal by reason of obtaining an Assistance Animal Pass.
10. It is understood that the applicant accepts the Assistance Animal Pass ‘terms and conditions’ when they submit the application form.

## Section 6 – Privacy collection notice

Your personal information, provided by you and generated by the card, is collected by public transport authorities to issue and administer the card.

If you don’t provide the information required, we may not be able to provide you with a free myki.

Your personal information may be used or shared amongst public transport authorities for the operation of myki, to verify entitlement to a free travel pass, for ticketing enforcement, in emergencies, as required or authorised under law, with your consent. You’ll be able to access your personal information.

Public Transport Victoria (PTV) understands and respects your right to privacy and is committed to privacy protection. The *Privacy and Data Protection Act 2014* and PTV’s Privacy Policy regulate how we collect and handle your personal information.

For more information on terms and conditions and privacy, visit [ptv.vic.gov.au/privacy](https://www.ptv.vic.gov.au/privacy) or contact PTV’s Information Privacy Officer by phone [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/) or email [ptvprivacy@ptv.vic.gov.au](mailto:ptvprivacy@ptv.vic.gov.au)

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call [1800 800 007](https://www.ptv.vic.gov.au/customer-service/public-transport-call-centre/).

If you’re deaf, or have a hearing or speech impairment, contact us through the National Relay Service. TTY users can call 9619 2727.