



# Handler's identity cards

## *Guide, Hearing and Assistance Dogs Act 2009*

The [Guide, Hearing and Assistance Dogs Act 2009](#) (the Act) sets out procedures that handlers must comply with to identify themselves as a person with disability who is the primary handler, or is supported by an alternative handler, and accompanied by a certified guide, hearing or assistance dog.

The **primary handler's identity card** is a card issued under the Act, that shows the person with disability and their certified guide, hearing or assistance dog.

The **alternative handler's identity card** is a card issued under the Act that shows an adult, who is able to support the primary handler to physically control the dog, and their certified guide, hearing or assistance dog.

Approved trainers/training institutions issue the handler's identity cards if they are satisfied the person is eligible. The cards support a handler's access to public places, public passenger vehicles and places of accommodation in Queensland.

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### Eligibility for handler's identity card

A person is eligible for a **primary handler's** identity card when:

- they have a disability as defined by the Act ('proof of disability' is only required for the first card issue)
- they rely on a guide, hearing or assistance dog to reduce their need for support
- they (or their alternative handler) can physically control the dog.

A person is eligible for an **alternative handler's** identity card when:

- they can physically control the guide, hearing or assistance dog
- the primary handler relies on the person to physically control the dog.

### Request a handler's identity card

Ask your approved trainer/training institution to complete PAT Form GHA-8. They can access this online or by calling **13QGOV (13 74 68)**.

Your approved trainer/training institution will need to attach:

- a certificate of disability (a letter from a registered health practitioner stating you have a disability)
- a copy of one of the following, certified by a person approved under the *Statutory Declarations Act 1959* (Commonwealth) section 8(b):
  - birth certificate
  - current driver's licence
  - current Queensland Government issued photo identification card including the 18+ card, adult proof of age card or photo identification card
  - current Medicare card
  - current passport
- a certified passport-sized photograph of yourself taken within the last six months
- a passport-sized photograph of your guide, hearing or assistance dog.



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## Terms and conditions

- Guide, hearing and assistance dog handler's identity cards are valid for no more than three years from date of issue.
- Approximately 60 days before the handler's identity card expiry date, the handler must approach the approved trainer to organise a handler card renewal.
- A lost, stolen or damaged handler's identity card will be replaced when the handler requests a replacement card from their approved trainer with the same photos and expiry date.
- A handler's identity card must be returned if it is cancelled, or in the event of the death or retirement of the guide, hearing or assistance dog shown on the card.
- A handler's identity card will be suspended or cancelled if:
  - the dog becomes a risk to the health or welfare of the handler or someone else
  - the handler no longer relies on the dog
  - the dog was certified or the card was issued due to a materially false or misleading representation or declaration
  - the dog retires or dies
  - the alternative handler no longer supports the primary handler to physically control the dog.
- If your handler's identity card request is refused, suspended or cancelled, and you want your case reviewed, you can submit an Application for Review Form GHA-7.

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## For further information:

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

**Postal:** Locked Bag 3405, Brisbane QLD 4001  
**Website:** [www.qld.gov.au/ghad](http://www.qld.gov.au/ghad)

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