



PART A – Public Access Test

SECTION 35 OF THE *GUIDE, HEARING AND ASSISTANCE DOGS ACT 2009* PROVIDES THAT A PUBLIC ACCESS TEST IS A TEST APPROVED BY THE CHIEF EXECUTIVE TO ASSESS IF A GUIDE, HEARING OR ASSISTANCE DOG IS:

- (A) SAFE AND EFFECTIVE IN A PUBLIC PLACE OR PUBLIC PASSENGER VEHICLE; AND
- (B) ABLE TO BE CONTROLLED BY:
 - i. THE PRIMARY HANDLER OF THE DOG; OR
 - ii. THE PRIMARY HANDLER OF THE DOG WITH SUPPORT OF AN ALTERNATIVE HANDLER.
- THE PUBLIC ACCESS TEST (PAT) INDICATES THE MINIMUM STANDARD THAT A DOG MUST ACHIEVE TO BE CONSIDERED SAFE AND EFFECTIVE IN ACCESSING PUBLIC PLACES AND PUBLIC PASSENGER VEHICLES ON A DAILY BASIS.
- A PUBLIC ACCESS TEST CAN ONLY BE CONDUCTED BY AN APPROVED INDIVIDUAL TRAINER OR AN EMPLOYEE TRAINER OF AN APPROVED TRAINING INSTITUTION APPROVED UNDER THE *GUIDE, HEARING AND ASSISTANCE DOGS ACT 2009*.
- A PUBLIC ACCESS TEST CONDUCTED BY A TRAINER THAT IS NOT DEEMED APPROVED UNDER THE ACT IS AN INVALID TEST.
- EACH OF THE NINE (9) ELEMENTS OF THE PAT MUST BE PASSED TO DEMONSTRATE THAT THE DOG AND HANDLER PERFORM AT THE REQUIRED STANDARD.

GROUND FOR IMMEDIATE FAILURE OF THE PUBLIC ACCESS TEST:

- A DOG THAT DISPLAYS ANY INAPPROPRIATE AGGRESSIVE BEHAVIOUR (GROWLING, BITING, RAISING HACKLES, SHOWING TEETH ETC.)
- ANY DOG THAT URINATES OR DEFECATES IN A BUILDING OR SHOWS UNCONTROLLABLE BEHAVIOUR.
- ANY DOG THAT SHOWS A DISPLAY OF GUARDING OF PEOPLE, TERRITORY, POSSESSIONS OR FOOD.
- ANY DOG OR HANDLER WHO, DUE TO THEIR ACTIONS OR BEHAVIOUR, IS LIKELY TO BRING DISREPUTE, I.E. A LACK OR LOSS OF GOOD REPUTATION OR RESPECT, TO THE DOG, TRAINER OR TRAINING INSTITUTION.
- ANY HANDLER WHO IS HARSH ON THE DOG OR IS NOT WILLING TO ABIDE BY ALL RELEVANT LAWS.
- A FAIL MARK IN ANY ELEMENT OF THE PAT.

SCORING:

- A *PASS* MARK IN ALL ELEMENTS INDICATES DOG DISPLAYS *APPROPRIATE* BEHAVIOUR
- A *FAIL* MARK IN ANY ELEMENT INDICATES DOG DISPLAYS *INAPPROPRIATE* BEHAVIOUR



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Public Access Test Details		
Date:	DD/MM/YYYY	
Name of handler:		Date of Birth:
Primary Handler		
Alternative Handler 1		
Alternative Handler 2		
Name of dog:		
Dog's DOB and/or approx. age:	DD/MM/YYYY	
Breed of Dog		
Microchip No.		
Category:	Guide <input type="checkbox"/>	Hearing <input type="checkbox"/> Assistance <input type="checkbox"/>
Has the dog been declared a dangerous dog under local law?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is the dog a restricted breed as defined under the <i>Animal Management (Cats and Dogs) Act 2007</i> ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is the dog de-sexed and vaccinated?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of trainer/ training institution:		
Trainer/training institution dog reference number (issued by trainer)		

SOCIAL BEHAVIOUR	
1. Non-aggressive behaviour <i>(to be demonstrated throughout Public Access Test)</i>	
The dog has displayed appropriate behaviour. Inappropriate traits to observe are Growling, Biting, Raising hackles	
<input type="checkbox"/> Pass <input type="checkbox"/> Fail	
Notes:.....	
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2. Well-managed:	
2.1 The dog is settled, has a relaxed demeanour, is always under control and is unobtrusive [not pulling, or being in a state of higher arousal causing difficulty to handler]	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
2.2 The dog is specifically trained to bark, to stop on command, and/or respond to voice/visual/signal/lead correction commands.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
2.3 The team/unit is not a hazard/nuisance to the public.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
2.4 The dog is well-managed by the handler, e.g. dog responds to handler's demands. Handler praises/rewards dog.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
2.5 The dog recovers if startled and does not respond aggressively, or show fear, or continue to be affected after the incident has taken place.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
2.6 The dog is on a lead/harness at all times.	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
Notes:.....	
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3. Public places/public passenger vehicles:

The dog will remain responsive to handler, handler to be in control at all times. No excessive sniffing, drooling or grabbing of food, or excitability.

3.1 The dog sits under the handler's chair/table or is out of the way (not a trip hazard), for a minimum of 5 minutes.

Pass Fail

3.2 The dog shows control of food distraction, e.g. heeling, controlled down. i.e. dog stays in a controlled manner.

Pass Fail

3.3 The dog does not use public furniture or public seating.

Pass Fail

3.4 Pick at least three options from the list below to continue with the following assessment questions.

PLEASE NOTE: At least one public place and one public passenger vehicle must be chosen, if no taxi is available then the trainer's car may be used (e.g. for rural/remote areas).

- | | | |
|---|-------------------------------|-------------------------------|
| Bus | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Train/tram | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Ferry | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Busway station/interchange or train station | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Café/shopping centre | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Escalator | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Travelator | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Taxi/Car | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| Lift | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |

Other public place/public passenger vehicle used in this public access test

..... Pass Fail

3.5 The dog correctly sits in a designated area of chosen transport option, does not try and sit on the seat, and dog enters and exits on command only. The handler is to be in control at all times.

Pass Fail

3.6 The dog maintains a 'sit' or 'down' position if a person approaches – e.g. sits near a table with a child.

Pass Fail

Notes:.....
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4. People response:

The dog is passed from front and rear and is non-reactive (e.g. does not shy away, growl, raise hackles) in any of the following categories:

- | | | |
|-----------------------------------|-------------------------------|-------------------------------|
| 4.1 Crowd and pedestrian traffic | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| 4.2 Member of public | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| 4.3 Approached by adult and child | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |
| 4.4 Does not solicit attention | <input type="checkbox"/> Pass | <input type="checkbox"/> Fail |

Notes:.....
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5. Dog distraction:

5.1 Dog remains calm (slight anxiety is acceptable if <3 secs).

Pass Fail

5.2 Minimal interaction.

Pass Fail

5.3 Handler has control and dog is responsive to commands.

Pass Fail

5.4 The dog remains controlled while another dog passes.

Pass Fail

Notes:.....
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6. Noise distraction:

The dog is to be subject to noise distractions e.g. loud places/vehicles/person's voice or whistle, or dropping a folder:

6.1 Dog remains calm (slight anxiety or fear is acceptable if <3 secs).

Pass Fail

6.2 Dog returns to assist handler in a reasonable period of time.

Pass Fail

Notes:.....
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OVERALL SOCIAL BEHAVIOUR

Pass Fail

Notes: Specific comments required regarding how the handler corrects the dog, reassures the dog, control of leash/harness and any undue overcorrection. Include observations about temperament and behaviour.

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OBEDIENCE AND RESPECT

7. Walk to heel:

7.1 The dog is on the lead throughout the test and walks to heel on left or right of handler, there is to be no straining or pulling on the lead and no soliciting public attention.

Pass Fail

7.2 A two metre recall on lead, dog to come directly back to handler on command.

Pass Fail

7.3 The dog is to be on the lead/harness at all times and if resting, e.g. at a café, or public passenger vehicle, or at work, the dog is to be close by to the handler. The dog is not to wander away.

Pass Fail



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Notes:.....
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OVERALL OBEDIENCE AND RESPECT

Pass Fail

Include specific comments about the handler management of obedience and respect of the dog and the temperament of the dog.

Notes:.....
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PHYSICAL HEALTH AND APPEARANCE

8. Toileting/Hygiene Behaviour:

8.1 The dog presents as clean, well-groomed and healthy.

Pass Fail

8.2 The dog is capable of displaying appropriate behaviour

Pass Fail

Notes:.....
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9. Acceptable toileting routine:

9.1 The dog does not attempt to 'mark' over the top of other dogs' scents.

Pass Fail

9.2 The handler demonstrates knowledge of toileting routine.

Pass Fail

9.3 The dog responds to the 'toilet on command' request, which may include taking the dog to a discreet location for toileting purposes.

Pass Fail

Notes:.....
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OVERALL HEALTH AND APPEARANCE

Pass Fail

Notes:

Include specific comments about the handler's management of physical health and appearance of the dog:

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Specific comments required about veterinary records:

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ASSESSMENT RESULTS

Observations made:

Include specific comments about temperament of dog and also the role played by:

- Primary Handler to physically control the dog, and/or
- Alternative Handler (as applicable) to support the Primary Handler to physically control the dog, at all times and in all situations.

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Identified Concerns

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OVERALL ASSESSMENT

Pass Fail

Notes:.....
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Authorisation of approved trainer or employee trainer completing this Public Access Test:

PLEASE NOTE: A COPY OF THIS PUBLIC ACCESS TEST MUST BE RETAINED FOR AUDIT PURPOSES

Date:	
Name:	
Position:	
Signature:	

Authorisation of representative from an Approved Institution: (if applicable)

Date:	
Name:	
Position:	
Signature:	

General Information:

- Whilst it is appropriate for a dog to respond/notice noises, people, other dogs etc., the dog must recover and return its attention to assisting the person with a disability in a reasonable period of time, i.e. <3 secs.
- In the event of a team failing the Public Access Test (PAT), the next test can be carried out within four weeks. This timeframe gives the team and trainer the opportunity to rectify identified concerns.
- If a guide, hearing or assistance dog fails the PAT or a certified dog can no longer meet the PAT benchmarks, then the approved trainer or approved training institution must inform the Department of Communities, Child Safety and Disability Services (DCCSDS) of this outcome (including any examples of reasons for non-certification) as part of their obligations to provide ongoing support.
- A handler of a certified dog is required to notify their approved trainer or approved training institution of any changes in the dog's ability to maintain the behavioural standards of the PAT.
- The approved trainer or employee trainer must explain the test to the handler, explaining expectations and what is not acceptable.
- Either party has the right to terminate the test for any health, welfare or safety reasons.
- The standard of behaviour required to pass this test is the standard of behaviour required by the guide, hearing or assistance dog on a day to day basis.
- Under s.25 of the *Guide, Hearing and Assistance Dogs Act 2009* it is grounds for immediate suspension or cancellation of approval status if a trainer/training institution intentionally or recklessly certifies a dog as a guide, hearing or assistance dog and the dog has not, or should not have, passed a public access test.
- The trainer/training institution must notify DCCSDS in the event the dog is no longer able to meet the requirements of each element of the Public Access Test.



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PART B – Certification

Certification Details

It is a requirement under the **Guide, Hearing and Assistance Dogs Act 2009** that a dog be certified by an approved trainer/training institution before a Handler Identity Card can be issued by the approved trainer/training institution.

Name of Primary Handler:.....

Name of Alternative Handler/s (as applicable):

Alternative Handler 1:.....

Alternative Handler 2:.....

Name of Dog.....

Breed of Dog.....

Training Institution dog number (if applicable).....

Category of Dog (choose one or more categories)

GUIDE DOG – An approved guide dog trainer may only certify this guide dog where it is able to be used as a guide by a person with a disability attributable to a vision impairment.

HEARING DOG – An approved hearing dog trainer may only certify this hearing dog where it is able to be used as an aid by a person with a disability attributable to a hearing impairment.

ASSISTANCE DOG – An approved assistance dog trainer may only certify an assistance dog where it is able to perform identifiable physical tasks and behaviours to assist the person in a way that reduces the person's need for support.

Certification means each dog must pass the following criteria:

Please indicate the dog:

Is able to perform identifiable physical tasks or behaviours to assist the person in a way that reduces person's need for support

Is not a restricted breed as defined under the *Animal Management (Cats and Dogs) Act 2008*

Is de-sexed and vaccinated

Has not been declared a dangerous dog under local law

Has passed the Public Access Test within seven (7) days of completing this form:

Date of Public Access Test

Date of Certification

Authorisation for certification

Name of approved trainer/training institution:.....

Name of representative (if applicable):.....

Address of approved trainer/institution:.....

Contact Phone Number:..... Mobile: Fax Number:.....

Email:.....

Signature of Representative:..... Date:.....

If you require further information regarding this document please call 13 QGOV (13 74 68) or email ghadogs@communities.qld.gov.au

NB: TRAINERS: Under S. 25 of the *Guide, Hearing and Assistance Dogs Act 2009* it is grounds for immediate suspension or cancellation of approval status if a trainer/training institution intentionally or recklessly certifies a dog as a guide, hearing or assistance dog and the dog has not, or should not have, passed a Public Access Test.



PART C – Obtaining a Handler Identity Card

Handler Card Details – *[handler information is not for public release]*

It is a requirement under the **Guide, Hearing and Assistance Dogs Act 2009** that a person has a Handler Identity Card to identify themselves as a person who is accompanied by a guide, hearing or assistance dog, certified to access public places, places of accommodation and public passenger vehicles. [Exemption applies where presence of dog poses a risk to the health and welfare of people ordinarily at that place or on that vehicle.] A person may ask an approved trainer or approved training institution to issue a handler's identity card to the person.

The approved trainer or approved training institution may issue the handler's identity card to the person if they are satisfied the person is eligible for the card, as either a primary handler, or an alternative handler, as per requirements stated under the *GHAADA 2009*:

- (a) for a primary handler's identity card – where the person with a disability reasonably requires the guide, hearing or assistance dog to reduce the person's need for support and the person is able to physically control the dog.
- (b) for an alternative handler's identity card – where the person is an adult and the primary handler relies on the person to physically control the dog.

Date of request:.....

Section 1 – Type of request

This Handler Identity Card is required for:

- an initial card Yes No
- a renewal card Yes No
- a replacement card (initial card was lost, damaged, stolen) Yes No
- Primary Handler
- Primary Handler [Requires Alternative Handler]
- Alternative Handler

Section 2 – Handler Information

Title: (Mr/Mrs/Ms/Miss/Dr/other)

First Name:.....

Surname:.....

Preferred Name (if different to first name, for display on the card):

Gender: Male Female

Telephone number:..... **TTY:** (if available).....

Email: (if available)..... **Mobile:**.....

Residential address:



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Street:.....
Suburb:.....
State:..... **Postcode:**.....

Postal address:

Street:.....
Suburb:.....
State:..... **Postcode:**.....

Signature:..... **Date:**.....

Third Party Consent (person completing the form on behalf of the handler):

Name:.....

Relationship to Handler:.....

Contact details: Ph:..... **Mobile:**.....

Email:.....

Signature:..... **Date:**.....

[Sign-off should be by the third party person who has the appropriate authority (Parent / Guardian / Statutory Health Attorney) to sign on behalf of the person with disability – more information available at <http://www.justice.qld.gov.au/justice-services/guardianship>]

Section 3 – Supporting information

Please attach the following:

- (a) **Certificate of disability** for the primary handler – signed by a registered Health Practitioner – from the medical profession; occupational therapy; physiotherapy, psychology or speech pathology [Certificate is only required in first issue of Handler Identity Card].
- (b) **Certified copy of one of the following identification documents** for the handler/s (primary/alternative) certified by a person before whom a statutory declaration may be made under the *Statutory Declarations Act 1959* (Cwth) section 8(b) – e.g. Justice of the Peace, legal practitioner, medical practitioner, physiotherapist, psychologist or some bank officers – refer to Identity Cards Photos fact sheet as <https://www.communities.qld.gov.au/disability/key-projects/guide-hearing-and-assistance-dogs/resources>
 - i. a birth certificate
 - ii. a current driver's licence
 - iii. a current 18 plus card
 - iv. a current Medicare card
 - v. a current passport
- (c) **Photograph of handler/s** – must clearly show the face, head and top of shoulders, looking directly at the camera



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(d) **Photograph of the guide, hearing or assistance dog** – must clearly show head of dog looking directly at the camera

Photographs must also:

- be attached by paper clip or fold-back clips – and not tape, staples, glue or pins
- be printed in colour and high resolution on photo paper
- have been taken no more than 6 months before the date of this Handler Card request
- be between 45mm and 55mm high, and between 35mm and 40mm wide
- show skin tones and have appropriate brightness and contrast
- not contain a flash reflection or red eye effect
- back of photograph must be certified before a person approved under the *Statutory Declarations Act 1959* (Cwth) and include the following information:

Handler/s

Dog

I certify this is a
true likeness of
(insert full name)
Sign & Date
(Authorised person)

Dog's name:



PART D – Checklist

The following checklist must be completed by the approved trainer/training institution before they issue a handler identity card to the primary or alternative handler.

- **Part A – Public Access Test** passed and completed by approved trainer/training institution and retained for approved trainer/training institution’s records. Yes No
- **Part B – Certification** checked and completed by approved trainer/training institution and retained for approved trainer/training institution’s records. Yes No
- **Part C – Obtaining Handler Identity Card** completed with following verified identification sighted and retained for approved trainer/training institution’s records. Yes No
 - o Handler’s verified photo sighted and retained – stored as .jpeg file
 - o Photo of the dog sighted and retained – stored as .jpeg file
 - o Certificate of disability sighted and retained
 - o Third party consent details recorded for primary handler (if applicable)
 - o Consent from handler/third party in relation to release of information about the handler, as per the approved trainer/training institution’s privacy policy – to indicate their personal information will not be disclosed to any other third party without Handler’s consent.
- **Copy of completed Part A, B, C and D documentation:**
 - emailed to:** ghad@communities.qld.gov.au Yes No
 - OR
 - posted to:**
 - Department of Communities, Child Safety and Disability Services
 - Guide, Hearing and Assistance Dogs
 - GPO Box 806
 - Brisbane QLD 4001

Checklist completed by:

Name of approved trainer/training institution:.....

Name of institution representative (if applicable):.....

Signature:..... Date completed:.....

Handler Card Issue Number:

On receipt of Parts A, B, C, and D, the Department of Communities, Child Safety and Disability Services will forward the Handler Card Issue Number to the approved trainer, who will send relevant .excel and .jpeg files to SSQ [_Card.Services (cardservices@smartservice.qld.gov.au) to obtain the relevant Handler Identity Card/s.