

# Assistance Animal Pass

Information and application form

# Assistance Animal Pass 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.

## Interstate visitors

It is recommended that interstate visitors apply for the Animal Assistance Pass.

## 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 anytime, 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 1159 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

Please complete this application form in BLOCK LETTERS using a BLUE or BLACK pen.

When completing this application place ticks ✓ in the tick boxes provided.

## Section 1

Title: (please tick) Mr  Mrs  Miss  Ms

Surname: \_\_\_\_\_

First name: \_\_\_\_\_

Male  Female

Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Residential address:

\_\_\_\_\_  
\_\_\_\_\_

Suburb: \_\_\_\_\_

State: \_\_\_\_\_

Postcode: \_\_\_\_\_

Postal address (if different from above):

---

---

Suburb:

---

State:

Postcode:

---

Phone number:

---

TTY (if available):

---

Email (if available):

---

Guide, hearing and Assistance dog Card Number:

---

State of issue:

---

(If you completed the above, complete Section 2 only and submit to PTV Hub).

## 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 (please tick ✓):

- 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).

**Applicant's signature**

---



## Section 3: Details of assistance animal

(only if Guide, hearing and Assistance dog Card not held)

Name of assistance animal:

---

Type of animal (for example dog, cat):

---

Breed:

---

Colour:

---

Size:

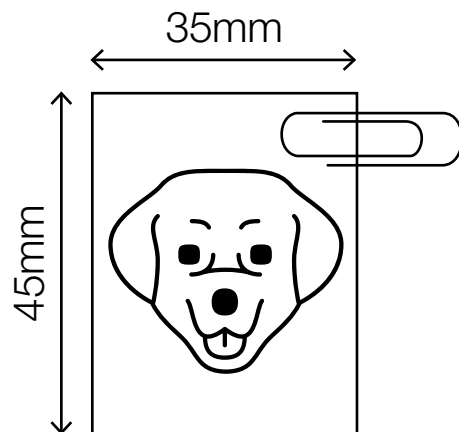
- Small (less than 10kg)  
 Medium (less than 20kg)  
 Large (more than 20kg)

Age of animal:  years

Has this animal been trained as an assistance animal?

- Yes       No

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



### Trainers details:

Name:

---

Qualifications (current):

---

---

Contact details:

---

## Section 4: Health professional declaration

I am currently practicing as one of the following: Please tick ✓

- Specialist (specify \_\_\_\_\_ )
- Psychologist / Psychiatrist
- Qualified Speech Pathologist eligible for practicing membership of Speech Pathology Australia
- Physiotherapist

I have seen the applicant in a professional capacity for:

\_\_\_\_\_ Years    \_\_\_\_\_ Months

- 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.

Name:

---

Employer / Business name:

---

Address:

---

State:

Postcode:

---

Phone number:

---

**Signature**

---

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**Professional stamp**

AHPRA number:

---

## Section 5: Assistance Animal Pass – Passholder 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**:
  - i. Cause any undue distress or inconvenience to other passengers or staff;
  - ii. Cause any risk to the health, safety and welfare of any passengers or staff whilst on the services and / or the premises;
  - iii. Disrupt the operations of the services and / or the premises;
  - iv. Sit on seats provided on the services and / or the premises;
  - v. Block doorways or aisles; or
  - vi. 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 tickets. 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.
10. The pass holder is not released from liability for their assistance animal by reason of obtaining an Assistance Animal Pass.
11. It is understood that the applicant accepts the Assistance Animal Pass 'terms and conditions' when they submit the application form.

## Privacy notice

Some Personal Information or Health Information may be collected from you to facilitate the issuing and administration of your myki Animal Assistance Pass and relevant entitlements. Where necessary, PTV may disclose that Personal Information or Health Information to a Victorian public transport operator, Transport Safety Victoria, the Department of Transport Planning and Local Infrastructure or another entity for the purpose of issuing or administering your myki Animal Assistance Pass. Any Personal Information or Health Information collected by PTV will only be otherwise used or disclosed if required by law.

If you choose not to provide certain information (such as your name and address, or other contact details) when requested, some services may not be able to be provided to you.

You are entitled to contact the PTV Information Privacy Officer (contact details are set out below) and request access to any Personal Information or Health Information about you, that is held by PTV.

PTV will take reasonable steps to correct and update any Personal Information or Health Information that is established to be inaccurate, incomplete or not up to date or provide you with a written statement if such a request is refused.

For more information please visit [ptv.vic.gov.au](https://ptv.vic.gov.au) or contact PTV's Information Privacy Officer:

### **PTV Information Privacy Officer**

PO Box 4725, Melbourne VIC 3000

Phone: **1800 800 007** (6am – midnight daily)

Email: [ptvprivacy@ptv.vic.gov.au](mailto:ptvprivacy@ptv.vic.gov.au)

## Further information

### Public Transport Victoria

Phone:	(03) 9619 1159
Visit Staff:	PTV Hub at 750 Collins Street, Docklands, VIC, 3008. Open Monday to Friday 8am – 6pm.
Website:	<b><a href="http://ptv.vic.gov.au">ptv.vic.gov.au</a></b>
TTY:	(03) 9619 2727
National Relay Service:	13 36 77
Speech-to-Speech Relay Service:	1300 555 727

### Multilingual information

For all phone enquiries in languages other than English, please use the following phone numbers:

Arabic	9321 5440	Mandarin	9321 5454
Cantonese	9321 5441	Somali	9321 5446
Croatian	9321 5442	Spanish	9321 5447
Dinka	9321 5452	Sudanese	9321 5453
Greek	9321 5443	Turkish	9321 5448
Italian	9321 5444	Vietnamese	9321 5449
Macedonian	9321 5445		

All other foreign languages (03) 9321 5450.



For more information or to offer feedback visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call **1800 800 007** (6am – midnight daily)

Public Transport Victoria is your central stop for information on public transport services, tickets, improvement projects and to provide customer feedback. Up-to-date information is available via our website, call centre and mobile applications.

PTVH0114/14. Authorised by Public Transport Victoria, 750 Collins Street, Docklands