

# Assistance Animal Pass

## APPLICATION FORM

**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 & Conditions on Page 14.

### HOW TO APPLY

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- 1** Complete this application form.
- 2** Obtain two, high quality, colour, passport size photographs (from a passport photo outlet) of yourself and provide two passport size photographs of your assistance animal.
- 3** If appropriate, have your application form and photographs of your assistance animal signed by a recognised animal training organisation.
- 4** Have your application form and your photographs signed by your Health Professional.
- 5** Return this application form to

**“Assistance Animal Pass Applications”  
Metlink Central Pass Office  
Southern Cross Station  
99 Spencer Street  
Docklands Vic 3008**

- Original applications and photographs cannot be returned under any circumstances.
- Incomplete applications, including those without signatures or signed photographs, 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 an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to access public transport (buses, trains, trams) without an assistance animal. The Assistance Animal Pass will only be issued to those animals that have been trained to have the necessary skills to travel on public transport. Animals that have only been trained to provide companionship and support at home will not qualify for the pass.

The Assistance Animal Pass is completely separate from the Companion Card. If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for **both** an Assistance Animal Pass and a Companion Card.

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.

### Types 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.

**Note: Guide dogs, hearing guide dogs and guide dogs in training do not require an assistance animal pass**

### Feedback

The Assistance Animal Pass is a new program. The Department of Transport's Public Transport Division welcomes feedback on the design of the application form to improve future versions.

Please contact the Public Transport Division with your feedback by:

Mail: GPO Box 2797, Melbourne VIC 3001

Telephone: (03) 9655 3333 or 1800 264 644 (9am – 5pm Monday – Friday)

Fax: (03) 9655 6426

Internet: [www.transport.vic.gov.au](http://www.transport.vic.gov.au)

## Getting more information about the Assistance Animal Pass

**Website** [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

### **Metlink Information Line 131 638 (6am – 10pm daily)**

Staff can respond to queries regarding the Assistance Animal Pass. If you are deaf, have a hearing impairment or have complex communication needs, and you would like more information about the Assistance Animal Pass please telephone:

TTY (03) 9619 2727, or  
National Relay Service on 13 36 77, or  
Speech-to-Speech Relay Service on 1300 555 727

### **Multilingual information**

For all Assistance Animal Pass telephone 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	9321 5450

### **Metropolitan Services**

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

- Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on metropolitan trains, trams and buses at any time.
- Small animals can currently travel on metropolitan trains, trams and buses, but they must be in a suitable container.
- Dogs with leads or harnesses are permitted on metropolitan trains, but only if they are muzzled.

If your assistance animal cannot be transported under these conditions you must apply for an Assistance Animal Pass.

### **V/Line Services**

- Guide dogs, guide dogs in training and hearing guide dogs are permitted to travel on V/Line trains and coaches at any time.

Animals are not permitted to travel on V/Line and/or regional coach services unless they have qualified for an Assistance Animal Pass.

## **Privacy**

All information collected throughout your application process will be recorded and stored in a database and used solely for the purposes of administering the Assistance Animal Pass program. The information will not be shared, used or disclosed to anyone who is not involved in the administration or implementation of the program. The information collected can be accessed via a Freedom of Information request. The information supplied will be handled in accordance with the privacy principles contained in the Information Privacy Act 2000 (Vic), and the Health Records Act 2001 (Vic).

## **Replacement Passes**

To replace a lost, stolen or damaged Pass please phone the Metlink Central Pass Office on (03) 9619 1159 for details. A replacement fee of \$9.80 will apply.

# Assistance Animal Pass

- Please complete this application form in **BLOCK LETTERS** using blue or black pen.
- When completing this application place ticks in the tick boxes provided.
- Please **DO NOT** place crosses  in the boxes or circle the boxes .  
*incorrect* *incorrect*

## APPLICANT INFORMATION

### ITEM 1

The Assistance Animal Pass will only be issued in the name of the person with the disability. One application per applicant.

Your Title (e.g. Mr/Mrs/Ms/Miss/Dr/Prof):

Surname

Your First Name as it appears on official documentation such as a Birth Certificate

Gender

Male  Female

Date of Birth  
**OR**

/ / 

If date of birth unknown, approximate age in years

Telephone Number

()

TTY (if available)

()

Email (if available)

Residential Address

Suburb

State

Postcode

Postal Address

(if different from above)

Suburb

State

Postcode

## ITEM 2

Please tick the boxes that best describes your disability.

(You can tick more than one box)

Physical

E.g.: Muscular Dystrophy, Quadriplegia

Intellectual

E.g.: Down Syndrome, Cri-du-chat Syndrome

Acquired Brain Injury

E.g.: Stroke

Psychiatric

E.g.: Schizophrenia

## ITEM 3

What is your specific diagnosis or condition?

**Note:** If you do not have a formal diagnosis, please use the space below to briefly describe your condition.

## ITEM 4

Is your need for an assistance animal to access public transport ongoing (that is for at least the next three years)?

Yes

No

If your need for an assistance animal is not ongoing you may not be eligible for an Assistance Animal Pass.

## ITEM 5 Animal Training

Animals need to be assessed to ensure they are not a risk for travel on public transport, which can be a stressful environment for animals, due to congestion, noise and other factors.

Your assistance animal must be trained in, but not limited to, the following skills/attributes: a high standard of appropriate behaviour (e.g. sociability with other animals, non-aggressive behaviour, obedience to the handlers commands); non barking behaviour; experience in real-life situations; appropriate hygiene, including toileting on command; travelling in confined and congested spaces; quiet, controlled response to noise, crowds, and stressful situations; and travelling on a train, bus or coach and associated transport facilities.

Victorian Public Transport Operators recognise the following animal training organisations:

- Assistance Dogs Australia
- Guide Dogs, Victoria
- Seeing Eye Dogs, Victoria
- Canine Helpers for the Disabled
- Lions Hearing Dogs
- Disability Aid Dogs Australia
- Righteous Pups
- Assisting Wellbeing Ability Recovery and Empowerment (AWARE) Dogs Australia

Has your assistance animal been assessed by, or completed a training course run by a recognized organisation, as listed above?

Yes

Fill out Item 6.

No

Please proceed to Item 7. If you are judged eligible for an Assistance Animal Pass you will be contacted by the Metlink Central Pass Office for details regarding assessment of your assistance animal.

## ITEM 6 Animal Training Organisation

The training organisation must sign and write the applicant's name on the reverse of each attached photograph of your assistance animal (see ITEM 11) and complete the declaration below.

### TRAINING ORGANISATION'S DETAILS

Contact Name	<input type="text"/>
Position in Organisation	<input type="text"/>
Employer/Organisation Name	<input type="text"/>
Address	<input type="text"/> <input type="text"/>
Suburb	<input type="text"/>
State	<input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Telephone Number	( <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Email	<input type="text"/>

# Assistance Animal Pass

My signature below confirms all of the following:

- I verify that the animal has received the appropriate training and/or has been assessed by my organisation as suitable for travel on public transport on: //
- I am not the applicant, or an immediate family member of the applicant; and
- I agree to offer all reasonable information to assist the Assistance Animal Pass program to determine the applicant's eligibility; and
- To the best of my knowledge the information in this application is current and accurate.

Manager's Signature

Date

//

Organisation Stamp  
(if available)



## ITEM 8 Health Professional Declaration

The following must be filled out by a health professional.

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

- Registered Medical Practitioner
- Registered Psychologist
- Qualified Speech Pathologist eligible for practicing membership of Speech Pathology Australia

I have seen the applicant in a professional capacity for:

years

months

Please describe in detail the functional impact of the applicant's disability.


Describe the assistance required by the applicant to enable them to access public transport, community venues and activities.


Provide details about the treatment and recovery available to the applicant and indicate if the applicant requires ongoing support from an assistance animal.


# Assistance Animal Pass

My signature below confirms all of the following (please tick):

- 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 an ongoing disability and will require the continued assistance of an assistance animal to access public transport; and
- I am not the applicant, or an immediate family member of the applicant; and
- I agree to offer all reasonable information to assist the Assistance Animal Pass program to determine the applicant's eligibility; and
- I have written the applicant's name and signed the reverse of both photographs of the applicant, to verify that they are of the applicant; and
- To the best of my knowledge the information in this application is current and accurate.

## HEALTH PROFESSIONAL DETAILS

Name	<input type="text"/>
Employer/Business Name	<input type="text"/>
Address	<input type="text"/> <input type="text"/>
Suburb	<input type="text"/>
State	<input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Telephone Number	( <input type="text"/> <input type="text"/> ) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>



## ITEM 10 Assistance Animal Pass – Passholder Terms and Conditions

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

The Disability Discrimination Act 1992 applies directly to discrimination when a person is accompanied by a guide dog, hearing dog or other animals trained to alleviate the effects of a person's disability. 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.

1. The Assistance Animal Pass is valid for use on public transport services including metropolitan train, tram and bus services. It is also valid on all V/Line train and coach services and regional city town bus services.
2. The pass holder must carry the Assistance Animal Pass and personal photo ID with them when travelling with their assistance animal on public transport. The Pass and/or photo ID must be produced if requested by a Victorian Police Officer or public transport employee, including employees of the Department of Transport, Connex, Yarra Trams, V/Line, Authorised Officers and regional and metropolitan bus employees.
3. Your assistance animal must be trained and/or assessed by a recognised training organisation, as listed on page two.
4. Your trained assistance animal must be suitable for travelling on public transport including on country train and coach services, which can be over a long distance with travel time of up to 10 hours. At all times your assistance animal must be under the control of 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.
5. Your assistance animal must be trained in, but not limited to, the following skills/attributes: a high standard of appropriate behaviour (e.g. sociability with other animals, non-aggressive behaviour, obedience to the handlers commands); non barking behaviour; experience in real-life situations; appropriate hygiene, including toileting on command; travelling in confined and congested spaces; quiet, controlled response to noise, crowds, and stressful situations; and travelling on a train, tram, bus or coach and associated transport facilities.
6. Your assistance animal must not:
  - (i) Cause any 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.

# Assistance Animal Pass

7. 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.
8. Assistance Animal Pass holders must 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.
9. If an operator suspects that an Assistance Animal Pass is being misused, they can report this to the Metlink Central Pass Office. Proven misuse of the Assistance Animal Pass may result in the Pass being cancelled, and the pass holder will be ineligible to reapply.
10. The Assistance Animal Pass is valid for a three year period and pass holders must renew their Pass by the anniversary of the date of issue. It is the responsibility of the applicant to renew the Pass prior to the expiry of the current Pass. Reminder notices **will not** be issued. Please contact the Metlink Central Pass Office to be advised on the renewal process.
11. The pass holder is not released from liability for their assistance animal by reason of obtaining an Assistance Animal Pass.
12. It is understood that the applicant accepts the Assistance Animal Pass “Terms and Conditions” when they submit the application form.

## ITEM 11

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

### APPLICANT/GUARDIAN/AGENT STATEMENT

I confirm that my signature on the following page verifies the following (please tick):

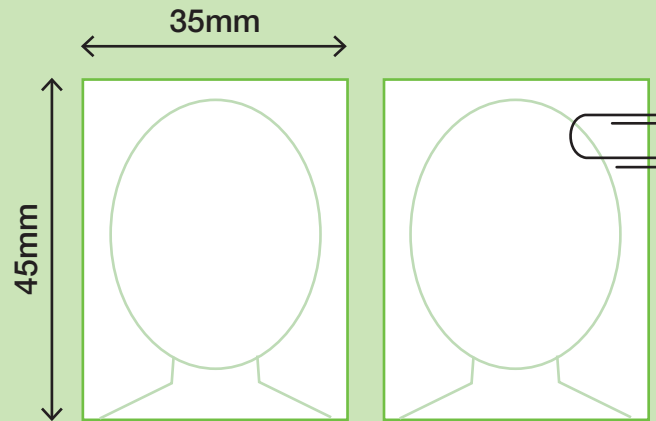
- I authorise the organisation administering the Assistance Animal Pass program to verify the information contained in this form, and to obtain and disclose any information relating to this application for the purpose of assessing my eligibility for an Assistance Animal Pass. This may include obtaining information held in databases by government departments and agencies, and disclosing information contained in this form or obtained in connection with this application for the purpose of assessing eligibility.
- I agree that Health Professionals or service providers may disclose information about me to the Assistance Animal Pass program to assist with the assessment of my application; and
- I have an ongoing disability and I will require the continued 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; and
- To the best of my knowledge the information in this application is accurate.

# Assistance Animal Pass

## PHOTOGRAPHS

### Cardholder

Attach two, colour passport photographs of the cardholder here using paper clips or fold back clips. DO NOT use tape, staples, glue or pins.



Only complete if filled out ITEM 6

### Assistance Animal

Attach two, colour passport sized photographs of the assistance animal here using paper clips or fold back clips. DO NOT use tape, staples, glue or pins.



## YOU MUST PROVIDE ONE OF THE FOLLOWING SIGNATURES:

Applicant Signature  
(if over 18 years of age)

	date / /
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Legal Guardian/Agent Signature  
(for applicants under 18 years of age  
or if unable to sign)

	date / /
--	----------

Legal Guardian/Agent Name  
(and relationship to the applicant)

--

Legal Guardian/Agent Telephone/TTY

--

Person who completed this form (if different from above)

Name  
(and relationship to the applicant)

--

Telephone

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