

# Assistance Dogs Information Sheet for Businesses

*Are you aware, that people  
with a vision/hearing  
impairment accompanied by  
an assistance dog can go into  
restaurants, retail outlets,  
hotels motels, supermarkets,  
hospitals, taxis, buses, trams,  
trains and all other public  
areas?*

*Please detach and place in a prominent window position*

**DISCLAIMER**

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Although many Victorians are generous in providing open access to people accompanied by their assistance dog, not everyone is aware of their legal obligation. The rights of a person accompanied by an assistance dog are covered under the Domestic Animals Act 1994 and the Disability Discrimination Act 1992 both these acts override the Food Act 1984 which prohibits dogs from entering food premises.



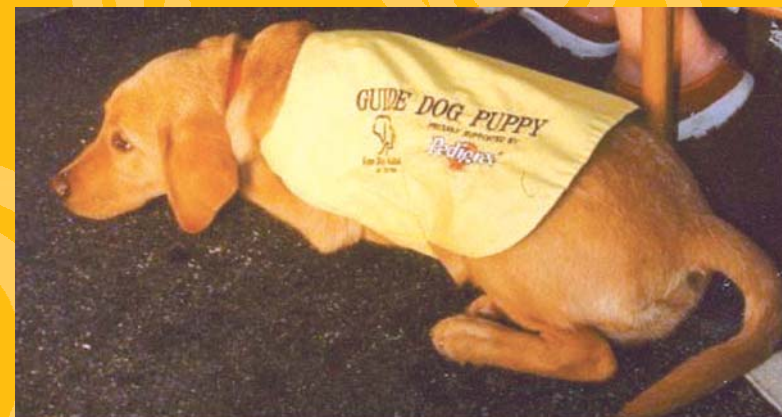
Assistance Dog in Harness



Assistance Dogs in Harnesses



Assistance Dog in Training



Assistance Dog in Training

These Acts cover assistance dogs, which have been trained by accredited organisations, or are in the process of being trained. Guide Dogs, Seeing Eye Dogs and Hearing Dogs are all assistance accredited working dogs. The dogs should be wearing a harness identification lead or a coat identifying them as working dogs.

Compliance with the laws will ensure that owners and managers of public facilities will avoid prosecution and/or embarrassment resulting from refusing access to assistance dogs.

We would suggest that you display the attached sticker prominently in the window of your premises to show your awareness and support for people with a vision and hearing impairment who rely upon their assistance dog for mobility, independence and quality of life.

### USEFUL TIP

When an assistance dog is in harness it is working.

Do not pat, speak to, or in any other way distract the dog from its work.



### Further contacts:

**Guide Dogs Victoria**  
 Phone: 1800 013 015  
 Email: info@guidedogs.asn.au  
 Website: www.guidedogs.asn.au

**SEDA Seeing Eye Dogs Australia**  
 Phone: 1800 037 773 Toll Free  
 Website: www.seda.org.au

**Lions Hearing Dogs Inc. Australia**  
 Phone: (08) 8388 7836  
 Website: www.hearingdogs.asn.au

**Vision Australia** blindness & low vision services  
 Phone: 1300 847 466  
 Website: www.visionaustralia.org.au

### Maroondah City Council

Economic Development	Phone: 9298 4348
Environmental Health	Phone: 9294 5603
Neighbourhood Services / Ranger	Phone: 9294 5653
MetroAccess	Phone: 9298 4459

### ACKNOWLEDGMENT

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*\*Maroondah resident Pauline Cornell and Guide Dog 'Willow', \* Shire of Yarra Ranges resident Cecile Lablache and Guide Dog 'Poppy', Vision Australia Ltd 'Blindness and low vision services', Guide Dogs Victoria, Seeing Eye Dogs Australia, Lions Hearing Dogs Australia and Maroondah City Council.*