

Transport for NSW

Assistance Animal Organisations and Trainers Registration and Training Application/Renewal

This form is for organisations and trainers who train and assess assistance animals for clients that are utilising public transport. Organisations and trainers are highly encouraged to register with Transport for NSW as it will support their clients when they apply for an Assistance Animal Permit.

1. Organisation Details						
Name:						
ABN:						
Street Address:						
Suburb:		State:	Postcode:			
Email:						
Phone Number (landline):	Mobile Number:					

2. Registration		
Α.	Details of your organisation – this includes corporate information, charity status if applicable and extent of operations	Attach
В.	All policies relevant to the delivery and/or review of training programs and testing regimes for assistance animals and their handlers, as well as policies covering the qualifications of trainers and assessors.	Attach
C.	 Training materials – these materials should detail the training that is provided to both the animal and handler. Training materials must indicate that all assistance animals on completion of the training: Are trained to perform skills or actions that alleviate a disability; and Meet standards of behaviour and hygiene that are appropriate for an animal in a public place. 	Attach
D.	Assessment/Testing – this information should detail the testing criteria used to assess both handlers and their animals. This information should also include information on re-accreditation processes for the handler and their animal to maintain their accreditation and how often this re-accreditation is conducted.	Attach

Organisations and trainers who are registered with Transport for NSW can apply for an Assistance Animal Permit that will assist them in gaining access to public transport with an animal during their training. This permit is valid for 2 years and allows the organisation or trainer to train assistance animals for clients on public transport. The permits will be issued in the name of the organisation, no animal image will be included on this permit.

3. Registration	COMPLETE
Are you applying for a Training Permit for the first time or renewing your existing Training Permit?	New Renewal

4. Conditions of Travel

- 1. A handler and their assistance animal with a valid form of accepted accreditation are entitled to access NSW public transport premises and NSW public transport services.
- A handler and their assistance animal must carry or display an accepted type of valid accreditation at all times on NSW public transport premises and NSW public transport services.
- An accepted type of valid accreditation must be produced if requested by an authorised officer (including Transport Officers and Police Officers) on NSW public transport premises and NSW public transport services.
- Only one (1) assistance animal may accompany a handler at any one time on NSW public transport premises and NSW public transport services.
- An assistance animal must be kept under the handler's direct physical control at all times on NSW public transport premises and NSW public transport services..
- 6. When accessing NSW public transport premises and NSW public transport services, an assistance animal must not:
 - (i) cause any distress or inconvenience to customers or staff;
 - (ii) cause any risk to the health, safety and welfare of any employee or any other person;
 - (iii) disrupt the operations;
 - (iv) sit on seats provided; or
 - (v) block doorways or aisles.
- 7. An assistance animal can consume food and/or water on NSW public transport premises.
- An assistance animal must be clean and properly groomed at all times on NSW public transport premises and NSW public transport services.
- 9. A handler is responsible for the care, conduct and hygiene of their assistance animal at all times on NSW public transport premises and NSW public transport services and must clean up any mess made by their assistance animal.
- 10. A handler must comply with all reasonable directions given by staff whilst entering, being upon, or leaving NSW public transport premises and NSW public transport services with their assistance animal.

Additional conditions on NSW TrainLink booked services

- 11. A handler travelling on booked services with their assistance animal must notify NSW TrainLink at the time of booking that their assistance animal will travelling with them.
- 12. On booked services, the assistance animal will sit on the floor and must not sit on any seat.
- 13. On booked services, it may be permissible in consultation with NSW TrainLink staff for the assistance animal to be temporarily left alone and not under the direct physical control of the handler (for example, in order for the handler to obtain food from the buffet car or visit the toilet).
- 14. On booked services, an assistance animal can consume food and/ or water following consultation with and approval from NSW TrainLink staff. All food for an assistance animal must be provided by the handler.
- 15. On long journeys, it may be permissible in consultation with NSW TrainLink staff for the handler and assistance animal to disembark at the most suitable designated stop for a toilet break. This stop will be at a scheduled and timetabled location, as no special stops can be made to accommodate a requested toilet break.

Additional conditions for Accreditation and Permits

- 16. Upon review, if there is sufficient evidence that a handler and/or their assistance animal do not comply with these conditions then Transport for NSW reserves the right to:
 - (i) revoke an Assistance Animal Permit;
 - (ii) deregister a recognised pre-approved organisation; and/or
 - (iii) remove an exemption.
- Transport for NSW reserves the right to revoke an Assistance Animal Permit if any breach of relevant legislation or these conditions relating to an animal occurs. Relevant legislation includes, but is not limited to, the Companion Animals Act 1998 (NSW).
- 18. An Assistance Animal Permit must be renewed every 24 months and it is the responsibility of the assistance animal's handler to renew the Assistance Animal Permit prior to the expiry of the current Assistance Animal Permit.

Note:

- If your application is incomplete, it cannot be considered.
- If you do not provide all of the information requested or your attachments are not current, your application can be refused.

5. Applicant Declaration

By signing this declaration:

- I will comply with the Conditions of Travel specified in this form;
- I acknowledge that Transport for NSW reserves the right to revoke the Assistance Animal Permit at any time in the event of a breach of any of the Conditions of Travel by me and/or my assistance animal; and
- I have read and understood all the information in this form and the evidence provide by me is, to the best o my knowledge, true, correct and accurate in every detail.

Signature:

_____ **Date:** ____ / ___ / ____ / ____ / ____

Save this completed application form. Then select the link below to submit your application and upload any supporting documents.

transportnsw.info/concessions-application