



# Public access test, certification and handler identity card

Guide, Hearing and Assistance Dogs Act 2009 (the Act), Section 35

## How to complete this form

You can complete this form on your computer using Adobe Acrobat Reader and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Tick your selection in the check boxes.

Electronic signatures are acceptable if you are not printing the form.

Complete the checklist at the end of the form.

## Privacy statement

The information provided by you on this form will be provided to the department for the purpose of producing handler identity cards. The department may also use this information to investigate, monitor and/or enforce compliance with the Act.

Your information will be managed in accordance with the privacy principles in the *Information Privacy Act 2009*.

Personal information will not be disclosed to any other third party without your consent, unless required by law or for other authorised purposes. [Find further information here.](#)

### I have read and understood the privacy statement:

Yes

No

## PART A

### Public Access Test (PAT)

Section 35 of the Act provides that a public access test is a test approved by the chief executive of the department to assess if a guide, hearing or assistance dog is:

- safe and effective in a public place or public passenger vehicle; and
- able to be controlled by the primary handler of the dog, or the primary handler of the dog with support of an alternative handler.

The 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 PAT conducted by a trainer that is not deemed approved under the Act is an invalid test.

A PAT can only be conducted by an approved individual trainer or an employee trainer of an approved training institution under the Act.

Each of the nine (9) elements of the PAT must be passed to demonstrate that the dog and handler perform at the required standard.

### Grounds for immediate failure of the PAT

- A dog that displays any inappropriate aggressive behaviour (growling, biting, raising hackles, showing teeth etc.)
- A dog that urinates or defecates in a building or shows uncontrollable behaviour
- A dog that shows a display of guarding of people, territory, possessions or food
- A dog or handler, through their actions or behaviour, that is likely to bring disrepute (i.e. a lack or loss of good reputation or respect) to the dog, trainer or training institution
- A 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.

## Public access test details

Date (DD/MM/YYYY):

Primary handler:

Date of birth (DD/MM/YYYY):

Alternative handler 1:

Date of birth (DD/MM/YYYY):

Alternative handler 2:

Date of birth (DD/MM/YYYY):

Name of dog:

Dog's DOB (DD/MM/YYYY) or approx age:

Breed of dog:

Microchip number:

Category:

☐ Guide dog    ☐ Hearing dog    ☐ Assistance dog

Has the dog been declared a dangerous dog under local law?

Yes

No

Is the dog a restricted breed as defined under the *Animal Management (Cats and Dogs) Act 2008*?

Yes

No

Is the dog de-sexed and vaccinated?

Yes

No

Name of trainer/training institution:

Reference number (issued by trainer):

## SOCIAL BEHAVIOUR

### 1. Non-aggressive behaviour (to be demonstrated throughout the PAT)

The dog has displayed appropriate behaviour (inappropriate traits to observe are growling, biting, raising hackles etc.)

Pass

Fail

Notes:

### 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):

Pass

Fail

2.2 The dog is specifically trained to bark, stop on command and/or respond to voice/visual/signal/lead correction commands:

Pass

Fail

2.3 The team/unit is not a hazard/nuisance to the public:

Pass

Fail

2.4 The dog is well managed by the handler (e.g. dog responds to handler's demands):

Pass

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:

Pass

Fail

2.6 The dog is on a lead/harness at all times:

Pass

Fail

Notes:

### 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                                                          | Pass | Fail |
| Train/tram                                                   | Pass | Fail |
| Ferry                                                        | Pass | Fail |
| Busway station/interchange or train station                  | Pass | Fail |
| Cafe/shopping centre                                         | Pass | Fail |
| Escalator                                                    | Pass | Fail |
| Travelator                                                   | Pass | Fail |
| Taxi/ride-booking service/car                                | Pass | Fail |
| Lift                                                         | Pass | Fail |
| Other public place/public passenger vehicle used in this PAT | Pass | Fail |

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

#### 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:

Pass                      Fail

4.2 Member of public:

Pass                      Fail

4.3 Approached by adult and child:

Pass                      Fail

4.4 Does not solicit attention:

Pass                      Fail

Notes:

#### 5. Dog distraction

5.1 Dog remains calm. Slight anxiety is acceptable if it's for less than three seconds:

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:

**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 less than 3 seconds:

Pass

Fail

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

Pass

Fail

Notes:

**OVERALL SOCIAL BEHAVIOUR**

Pass

Fail

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

Notes:

## 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

Notes:

## OVERALL OBEDIENCE AND RESPECT

Pass

Fail

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

Notes:

## 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:

### 9. Acceptable toileting routine

9.1 The dog does not attempt to 'mark' over other dogs' scents:

Pass

Fail

9.2 The handler demonstrates knowledge of toileting routine:

Pass

Fail

9.2 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:

OVERALL HEALTH AND APPEARANCE

Pass Fail

Include specific comments about the handler’s management of physical health and appearance of the dog.  
Notes:

Include specific comments about veterinary records:

## ASSESSMENT RESULTS

### Observations made

Include specific comments about the dog's temperament and the role played by:

- the primary handler to physically control the dog, and/or
- the alternative handler (as applicable) to support the primary handler to physically control the dog at all times and in all situations.

Notes:

### Identified concerns

## OVERALL ASSESSMENT

Pass

Fail

Notes:

**Authorisation of approved or employee trainer completing this PAT****Please note: A copy of this PAT must be retained for audit purposes**

Signature:

Name:

Position:

Date:

**Authorisation of representative from an approved institution (if applicable)**

Signature:

Name:

Position:

Date:

**General information**

- While it is appropriate for a dog to respond to/notice noises, people, other dogs etc., the dog must recover and return its attention to assisting the person with disability in a reasonable period of time, i.e. less than three seconds.
- In the event of a team failing the 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 Guide, Hearing and Assistance Dogs (GHAD) Team of this outcome (including 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 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 the GHAD Team, in the event the dog is no longer able to meet the requirements of each element of the PAT.

**PART B****Certification**

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.

Primary handler:

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 & Dogs) Act 2008*
- ☐ Is de-sexed and vaccinated.
- ☐ Has not been declared a dangerous dog under local law.
- ☐ Has passed the PAT within seven (7) days of completing this form.

Date of PAT (DD/MM/YYYY):

Date of certification (DD/MM/YYYY):

**Authorisation for certification**

Name of approved trainer/training institution:

Name of representative (as applicable):

Address of approved trainer/institution

Street:

Suburb:

State:

Postcode:

Postal address (if different from street address):

Suburb:

State:

Postcode:

Phone:

Mobile:

Fax:

Email:

Signature of representative:

Date:

**TRAINERS PLEASE NOTE:** Under s25 of the Act, 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 PAT.

## PART C

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 Act:

- (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 (DD/MM/YYYY):

### Section 1: Type of request

**This handler identity card is required:**

|                                                                |     |    |
|----------------------------------------------------------------|-----|----|
| As an initial card                                             | Yes | No |
| As a renewal card                                              | Yes | No |
| As a replacement card (initial card was lost, damaged, stolen) | Yes | No |
| For a primary handler                                          | Yes | No |
| For a primary handler who requires an alternative handler      | Yes | No |
| For an alternative handler                                     | Yes | No |

### Section 2: Handler information

Title: Given name:



Preferred name:

Last name:

Gender:

Female

Male

Non-binary

Indeterminate

Intersex

Unspecified

Phone:

Mobile:

Email:

Residential address

Street:

Suburb:

State:

Postcode:

Postal address (if different from residential address):

Suburb:

State:

Postcode:

Signature:

Date:

**Third-party consent**

Name:

Relationship to handler:

Phone:

Mobile:

Email:

Signature:

Date:

Should be signed 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 <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/making-decisions-for-others>

**Section 3: Supporting information**

Please attach the following:

- Certificate of disability (only required for an initial card) for the primary handler, signed by a registered health practitioner e.g. medical professional, occupational therapist, physiotherapist, psychologist or speech pathologist
- Certified copy of one of the following identification documents for the handler/s, certified by a person approved under the *Statutory Declarations Act 1959* (Cth) (e.g. Justice of the Peace, legal practitioner, medical practitioner, physiotherapist, psychologist or some bank officers):
  - Birth certificate
  - Current driver's licence
  - Current Adult Proof of Age Card
  - Current Medicare card
  - Current passport
- Photograph of handler/s — must clearly show the face, head and top of shoulders, looking directly at the camera
- Photograph of the guide, hearing or assistance dog — must clearly show head of dog, looking directly at the camera. Photographs must also:
  - be printed in colour and on high resolution photo paper
  - have been taken no more than six 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.

The back of the photograph must be certified by a person approved under the *Statutory Declarations Act 1959* (Cth).

The signature on the handler photograph/s should read: 'I certify this is a true likeness of [insert full name]' with the signature and date. The dog photograph should have the dog's name on the back along with the signature and date.

**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.

- ☐ **Parts A** – Public access test passed and completed by approved trainer/training institution and retained for approved trainer/training institution's records
- ☐ **Part B** – Certification checked and completed by approved trainer/training institution and retained for approved trainer/training institution's records
- ☐ **Part C** – Obtaining handler identity card completed with following verified identification sighted and retained for approved trainer/training institution's records
- Handler's verified photo – stored as .jpeg file
  - Photo of dog – stored as .jpeg file
  - Certificate of disability
  - Third party consent details recorded for primary handler (if applicable)
  - Consent from handler/third party in relation to release of information about the handler, as per the approved trainer/training institution's privacy policy
- ☐ **Copy of completed Part A, B, C and D documentation** has been attached.
- Emailed to ghad@qld.gov.au  
OR posted to  
Guide Hearing and Assistance Dogs Team  
Locked Bag 3405  
Brisbane QLD 4001

**Checklist completed by:**

Name of approved trainer/training institution:

Name of institution representative:

Signature of institution representative:

Date completed:

**On receipt of Part A, B, C and D, the Guide, Hearing and Assistance Dogs team will print the card and send it to the approved trainer.**

\*If there is insufficient space for all the requested information, please attach additional pages with the information, which must also be signed by the applicant.

**Return:**

**Via email to ghad@qld.gov.au**

**OR mail to Attention 'Manager, Guide Hearing and Assistance Dogs Team'**

Locked Bag 3405  
Brisbane QLD 4001

**For further information:**

**Phone:** 13QGOV (13 74 68) **TTY:** 133 677

**Email:** ghad@qld.gov.au

**Postal:** Locked Bag 3405, Brisbane QLD 4001

**Website:** www.qld.gov.au/ghad