



Assistance Animals Policy

POLICY STATEMENT

Centacare North Queensland's (NQ) is committed to providing an inclusive and accessible environment for all individuals, accessing our services, workplaces and events.

In accordance with the Disability Discrimination Act 1992 (Cth), and the Guide, Hearing and Assistance Dogs Act 2009 (Qld), Centacare NQ recognises the rights of individuals with disability to be accompanied by an assistance animal. While assistance animals are commonly dogs, the legislation allows for other trained animals where appropriate.

Under the Disability Discrimination Act 1992 (Cth), an assistance animal is an animal that.

- Is accredited under a State or Territory law to assist a person with disability; or
- Is accredited by a recognised training organisation to assist a person with disability; or
- Has been trained to assist a person with disability to alleviate the effects of their disability and meets standards of hygiene and behaviour appropriate for public access.

Acceptance of Assistance Animals Only:

Individuals with trained assistance animals are permitted to bring the animal onto Centacare NQ premises and into services or events, unless doing so poses a legitimate health or safety risk that cannot reasonably be mitigated.

Exclusion of Emotional Support Animals (ESAs):

Animals that provide emotional comfort or companionship but are not trained to perform specific tasks related to disability are generally not considered assistance animals under the Disability Discrimination Act 1992 (Cth). For this reason, such animals are not permitted on Centacare NQ premises or during their events, unless approved through alternative arrangements or reasonable adjustments.

Documentation Requirement:

Centacare NQ may request reasonable evidence that an animal is an assistance animal where this is not obvious. Acceptable evidence may include:

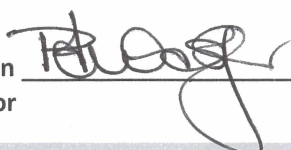
- Identification issued the Guide, Hearing and Assistance Dogs Act 2009 (Qld)
- Certification from a recognised assistance animal training organisation
- Other Documentation confirmation the animal has been trained to assist a person with a disability

Behavioural Expectations:

Assistance dogs must always be under the control of their handler. They should be well-behaved, non-disruptive, and should not pose a threat to the safety of others. Handlers are responsible for ensuring that their assistance dogs meet acceptable behavioural standards.

Managing Concerns

Where concerns arise regarding the behaviour, safety or hygiene of an assistance animal, Centacare NQ will work respectfully with the individual to address the matter and determine appropriate solutions consistent with legal obligations.

Paula Washington  Date 30/03/26
Executive Director

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CEN-P-010	© Centacare NQ	Version No: 2	Dated: 13/03/2026	Page 1 of 1
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