



Handler Identity Cards

Guide, Hearing and Assistance Dogs Act 2009

The *Guide, Hearing, and Assistance Dogs Act 2009* (the Act) sets out procedures that handlers must comply with to identify themselves as a person with a disability who is the primary handler, or is supported by an alternative handler, and accompanied by a certified guide, hearing or assistance dog.

The **primary handler's identity card** means an identity card issued under the Act, that shows the person with a disability and the certified guide, hearing or assistance dog that the person relies on to reduce the person's need for support.

The **alternative handler's identity card** means an identity card issued under the Act that shows an adult, who is able to support the primary handler to physically control the dog, and the certified guide, hearing or assistance dog.

The person may request an approved trainer/training institution to issue a handler's identity card. The approved trainer/training institution may issue the handler's identity card to the person if satisfied the person is eligible for the card to support their access to public places, public passenger vehicles and places of accommodation in Queensland.

Eligibility for handler's identity card

- **Primary Handler Card** where:
 - the person has a disability as defined by the *Guide, Hearing and Assistance Dogs Act 2009* ('Proof of Disability' is only required for first card issue with fact sheet available at www.qld.gov.au/ghadogs)
 - the person relies on a guide, hearing or assistance dog to reduce their need for support
 - the person is able to physically control the dog, i.e. passed the Public Access Test
 - certification is completed within seven days of completion of the Public Access Test by an approved trainer or approved/ training institution, prior to person requesting a handler identity card. [Complete list of approved trainers and approved training institutions is at www.qld.gov.au/ghadogs]
- **The Primary Handler (requires Alternative Handler Card)** where:
 - the person has a disability as defined by the *Guide, Hearing and Assistance Dogs Act 2009* ('Proof of Disability' is only required for first card issue with fact sheet available at www.qld.gov.au/ghadogs)
 - the person relies on a guide, hearing or assistance dog to reduce their need for support
 - the person is not able to physically control the dog and relies on an Alternative Handler, who has passed the Public Access Test
 - certification is completed within seven days of completion of the Public Access Test by an approved trainer or approved/ training institution, prior to person requesting a handler identity card.
- **Alternative Handler Card** where:
 - the Alternate Handler is able to physically control the guide, hearing or assistance dog, i.e. passed the Public Access Test
 - the primary handler relies on the alternative handler to physically control the dog
 - certification is completed within seven days of completion of the Public Access Test by an approved trainer or approved/ training institution, prior to person requesting a handler identity card.

For further information:

Phone: 13QGOV (13 74 68)
TTY: 133 677
Email: ghadogs@communities.qld.gov.au
Postal: GPO Box 806, Brisbane QLD 4001
Website: www.qld.gov.au/ghadogs





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Request for Handler Identity Card

To request a Handler Identity Card, please approach your approved trainer/training institution to complete the Public Access Test, Certification and Handler Identity Card Form – available at www.qld.gov.au/ghadogs or by calling 13QGOV (13 74 68).

You will need to attach a:

- certificate of disability which is a letter from a registered health practitioner stating you have a disability; and
- a copy certified by a person before whom a statutory declaration may be made under the *Statutory Declarations Act 1959* (Commonwealth) section 8(b), of one of the following:
 - birth certificate
 - current driver's licence
 - current 18 plus card
 - current Medicare card
 - current passport
- certified passport-sized photograph of yourself
- passport-sized photograph of your guide, hearing or assistance dog
- certification documentation for your dog issued by an approved trainer or approved training institution (if a different approved trainer).

Terms and conditions

- Guide, hearing and assistance dog Handler Identity Cards are valid for no more than three (3) years from date of issue.
- Handler Identity Cards for guide and hearing dogs issued prior to 27 April 2016 will remain valid for five (5) years from the date of issue.
- Handler Identity Cards for assistance dogs issued prior to 27 April 2016 will remain valid for two (2) years from the date of issue.
- Approximately 60 days before the Handler Identity Card expiry date the handler will approach the approved trainer to organise a Handler Card renewal.
- A Handler Identity Card lost, stolen or damaged will be replaced, when the handler requests a replacement card with same photos and expiry date from their approved trainer.
- A Handler Identity Card must be returned if it is cancelled, or in the event of the death or retirement of the guide, hearing or assistance dog shown on the card.
- A Handler Identity Card will be suspended or cancelled if the:
 - dog becomes a risk to the health or welfare of the handler or someone else
 - handler no longer relies on the dog
 - dog was certified because of a materially false or misleading representation or declaration
 - the card was issued because of a materially false or misleading representation or declaration
 - the dog shown on the card retires or dies
- If your handler identity card request is refused, suspended or cancelled, and you want your case reviewed, you can submit a Review of a Decision Application Form (PDF) (<http://www.communities.qld.gov.au/resources/disability/key-projects/documents/form-review-application.pdf>).

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