

Taxi Driver Guidelines – Carrying Assistance Dogs

All taxi drivers know that they should transport a guide dog, which is accompanying a passenger who is visually impaired.

In recent times questions have been raised about other types of dogs that provide assistance to people with disabilities and whether or not you are required to carry them in your taxi.

Generally, dogs used to assist people with disabilities (and the people using these dogs) are highly trained to ensure appropriate and exceptional behaviour and health standards, so they can be safely admitted where dogs or other animals are not otherwise permitted.

The *Disability Discrimination Act 1992- Sect 9* advises that you should not discriminate against a person with a disability because they possess, or are accompanied by an animal trained to assist them to alleviate the effect of the disability.

In order to maintain the high standard of customer service provided by the WA Taxi Industry and because of the requirements of the Disability Discrimination Act 1992 you should transport:

- (a) a dog accompanying a person with a disability that is trained to help the person to alleviate the effect of the disability; and
- (b) a dog being trained to help to alleviate the effect of a disability.

The Department for Planning and Infrastructure is working towards criteria that will assist drivers to identify dogs that are trained to assist people with disabilities.

