

## RAILCORP STANDARD ON ANIMALS ON CITYRAIL AND COUNTRYLINK SERVICES AND PREMISES

RailCorp permits the following animals on its CityRail and CountryLink train, bus or coach services and premises/property (“**the Services and the Premises**”):

1. Guide dogs;
2. Hearing dogs;
3. Dogs trained to assist a person to alleviate the effects of their disability on public transport<sup>1</sup>;
4. Assistance dogs in training; and
5. Police dogs on duty and Police dogs in training.

**Note:** RailCorp’s Assistance Animal Permit is also recognised for use on State Transit, Sydney Ferries Corporation, NSW taxis and private bus and ferry public transport services. When travelling with an Assistance Animal on these services permit holders must abide the same conditions of travel as indicated below.

### Definitions

Guide dogs, hearing dogs, dogs trained to assist a person to alleviate the effects of their disability, and assistance dogs in training constitute “assistance dogs” for the purposes of the *Disability Discrimination Act 1992* (“**DDA**”), *Disability Standards for Accessible Public Transport 2002* (“**DSAPT**”), and other relevant legislation such as the *Companion Animals Act 1998*, *Rail Safety Act 2003* and *Rail Safety (General) Regulation 2003*.

“**Guide dog**” means a dog trained by and registered with an approved training organisation to assist a handler who is blind or vision impaired.

“**Hearing dog**” means a dog trained by and registered with an approved training organisation to assist a handler who is deaf or hearing impaired.

“**Assistance dog**” means a dog trained by an approved organisation and registered with Council to assist a handler to alleviate the effects of their disability on public transport.

“**Assistance dog in training**” means any dog in the above categories of guide dog, hearing dog or assistance dog undertaking skill training to alleviate the effects of a person’s disability on public transport by an approved training organisation.

“**Booked services**” means Countrylink train or coach services where a booking/reservation is mandatory.

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Services and Premises include paid and unpaid areas of CityRail, CountryLink, State Transit, Sydney Ferries Corporation, NSW taxis, private bus and ferry public transport operator’s premises and services.

Disability has the same meaning as it has in the *Disability Discrimination Act 1992* (Cth).

**“Therapy Dogs”** means a dog that provides a therapeutic benefit to the handler or someone other than the handler.

## **ELIGIBILITY REQUIREMENTS**

### **Guide dogs**

1. Guide dogs must wear the medallion and the handler carry the passport provided by the relevant NSW, interstate or international training organisation, as proof of the dog’s entitlement to be on the Services and the Premises; *and*
2. The handler, other than a Guide dog’s trainer, is blind or has a vision impairment within the meaning of the DDA.

### **Hearing dogs**

1. Hearing dogs must wear the medallion and/or the handler must carry the photo identification/passport provided by the relevant NSW, interstate or international training organisation as proof of the dog’s entitlement to be on the Services and the Premises; *and*
2. The handler, other than a hearing dog’s trainer, is deaf or has a hearing impairment within the meaning of the DDA.

Accredited Guide and Hearing dogs with appropriate identification (as above) are not required to apply for a RailCorp Assistance Animal Permit.

### **Dogs trained to assist a person to alleviate the effects of their disability on public transport**

RailCorp Passes and Concessions (“Passes”) will issue an Assistance Dog Pass (“Pass”) when the following requirements are met:

1. Evidence must be produced that the:
  - (i) handler has a disability within the meaning of the DDA;
  - (ii) dog is trained to assist the handler to alleviate the effect of the handler’s disability on public transport; and
  - (iii) dog has passed an acceptable behavioural training course. An acceptable behavioural training course is one that is recognised by a training or breeding organisation and approved by RailCorp, which certifies that the dog is trained in, but not limited to, the following skills/attributes:
    - high standard of appropriate behaviour (eg. sociability with other dogs, non-aggressive behaviour; obedience to the handler’s commands etc.);
    - non barking behaviour;
    - experience in real-life situations;
    - appropriate hygiene, including toileting on command;
    - travelling in confined and congested spaces;
    - quiet, controlled response to noise, crowds, and stressful situations; and
    - travelling on a train, bus or coach and associated transport facilities.

2. The handler must satisfy RailCorp that he/she is trained by the same approved training organisation to handle the dog.
3. The handler and the dog must undergo refresher training every 12 months over the dog's life to ensure that the handler and the dog maintain their respective skill levels.
4. The handler executes the prescribed Indemnity Form as annexed hereto in Schedule 1 of this Standard.
5. The Pass must be renewed every 12 months by the anniversary of the date of issue.

### **Assistance dogs in training**

Passes will issue an Assistance Dog in Training Pass ("Training Pass") when the following requirements are met:

1. The training organisation must be approved by RailCorp as having an acceptable behavioural course to train the dog to alleviate the effects of a disability (within the meaning of the DDA) on public transport (as in 1(iii) above);
2. The trainer must show evidence that he/she is trained by, and registered with, an approved organisation;
3. The handler must show evidence that the dog is a dog in training with an approved training organisation - medallion, passport or photo identification;
4. The training organisation executes the prescribed Indemnity Form as annexed hereto in Schedule 1 of this Standard;
5. Passes issued to a training organisation for their trainers must be renewed by the training organisation every 12 months.

### **Police dogs**

Police dogs or Police dogs in training do not require a Pass.

### **Therapy dogs**

At RailCorp's sole discretion, Passes will issue a Pass to permit Therapy Dogs to travel with volunteer handlers on the Services and be on the Premises when the following requirements are met:

1. The dog has passed an acceptable behavioural training course. An acceptable behavioural training course is one that is recognised by a training or breeding organisation and approved by RailCorp, which certifies that the dog is trained in, but not limited to, the following skills/attributes:
  - high standard of appropriate behaviour (eg. sociability with other dogs, non aggressive behaviour; obedience to the handler's commands etc.);
  - non barking behaviour;
  - experience in real-life situations;

- appropriate hygiene, including toileting on command;
  - travelling in confined and congested spaces;
  - quiet, controlled response to noise, crowds, and stressful situations;  
and
  - travelling on a train, bus or coach and associated transport facilities.
2. The handler must satisfy RailCorp that he/she is trained by the same approved training organisation to handle the dog.
  3. The handler and the dog must undergo refresher training every 12 months over the dog's life to ensure that the handler and the dog maintain their respective skill levels.
  4. The handler executes the prescribed Indemnity Form as annexed hereto in Schedule 1 of this Standard.
  5. Passes issued to a training organisation for their trainers must be renewed by the training organisation every 12 months.

## **CONDITIONS OF TRAVEL**

### **Assistance dogs<sup>2</sup>, Therapy Dogs and Current Pass holders**

1. An assistance / therapy dog is entitled to travel free with their handler on all CityRail and CountryLink Services.
2. The handler must carry the relevant proof of entitlement when travelling with the assistance / therapy dog on the Services and/or when on the Premises. The proof of entitlement must be produced if requested by RailCorp employees (including Transit Officers). The handler may also be required to produce identification to verify that the proof of entitlement belongs to him/her, or in the case of dog/s in training, their organisation.
3. Only one (1) assistance / therapy dog may accompany the handler on the Services and/or the Premises at any one time. The exception to this condition is assistance dogs in training.
4. The assistance / therapy dog must be kept under the handler's direct physical control at all times on the Services and/or the Premises by means of a lead, chain or harness.
5. Handlers travelling on booked services with their assistance / therapy dog must notify CountryLink at the time of booking that they will have their assistance animal travel with them.
6. On Booked services, it may be permissible, in consultation with RailCorp staff, for the assistance / therapy dog to be temporarily left alone and not under the direct physical control of the handler (for example, in order that the handler can obtain food from the buffet car or visit the toilet).
7. The assistance / therapy dog must not:

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<sup>2</sup> Includes guide dogs; hearing dogs; dogs trained to assist a person to alleviate the effects of their disability; and assistance dogs in training.

- (i) cause any distress or inconvenience to other RailCorp customers or staff;
  - (ii) cause any risk to the health, safety and welfare of any RailCorp employee or any other person whilst on the Services and/or the Premises;
  - (iii) disrupt the operations of RailCorp, the Services and/or the Premises;
  - (iv) sit on seats provided on the Services and/or the Premises; and
  - (v) toilet on the Services and/or the Premises, without the permission of RailCorp staff.
8. The assistance / therapy dog must not consume food and/or water on the Services and/or the Premises.
9. On Booked services, the assistance / therapy dog may be permitted, following consultation with and approval of RailCorp staff, to consume water and/or food.
10. The assistance / therapy dog must be clean and properly groomed at all times whilst on the Services and/or the Premises;
11. The handler is responsible for the care, conduct and hygiene of their assistance / therapy dog at all times on the Services and/or the Premises, and must clean up any mess made by his/her assistance dog.
12. The handler must comply with all reasonable directions given by any RailCorp employee whilst entering, being upon or leaving the Services and/or the Premises with their assistance dog.
13. RailCorp reserves the right to revoke the Pass issued to / right to travel for an assistance / therapy dog at any time in the event that the handler and/or assistance dog breaches any of the Conditions of Issue of the Pass and/or Conditions of Travel.

### **Police dogs**

1. Police dogs on duty or in training are entitled to travel free with their handler on the Services.
2. The police dog must be kept under the handler's direct physical control at all times on the Services and/or the Premises by means of a lead, chain or harness.
3. The Police dog must not:
  - (i) cause any distress or inconvenience to other RailCorp customers or staff;
  - (ii) cause any risk to the health, safety and welfare of any RailCorp employee or any other person whilst on the Services and/or the Premises;
  - (iii) disrupt the operations of RailCorp, the Services and/or the Premises;
  - (iv) sit on seats provided on the Services and/or the Premises; and

- (v) toilet on the Services and/or the Premises, without the permission of RailCorp staff;
- 4. The Police dog must not consume food and/or water on the Services and/or the Premises.
- 5. On Booked services, the Police dog may be permitted, following consultation with and approval of RailCorp staff, to consume water and/or food.
- 6. The Police dog must be clean and properly groomed at all times whilst on the Services and/or the Premises;
- 7. The handler is responsible for the care, conduct and hygiene of their dog at all times on the Services and/or the Premises, and must clean up any mess made by the Police dog.
- 8. The handler must comply with all reasonable directions given by any RailCorp employee whilst entering, being upon or leaving the Services and/or the Premises with their assistance dog.

#### **PASSES ISSUED PRIOR TO 1 JULY 2006**

Passes/permits issued prior to 1 July 2006 will remain valid for the life of the animal.

#### **OTHER ANIMALS AND PETS**

RailCorp regrets that animals, other than those listed above, are not permitted on the Services and/or the Premises. Penalties may apply where animals not covered by this Standard are found to be travelling on the Services or on the Premises.