



Queensland

# Guide, Hearing and Assistance Dogs Regulation 2019

## Subordinate Legislation 2019 No. 144

made under the

*Guide, Hearing and Assistance Dogs Act 2009*

## Contents

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		Page
<b>Part 1</b>	<b>Preliminary</b>	
1	Short title .....	2
2	Commencement .....	2
3	Definition .....	2
<b>Part 2</b>	<b>Guide, hearing and assistance dogs in places of accommodation, public places and public passenger vehicles</b>	
4	Requirements for identifying coats—Act, s 12 .....	2
<b>Part 3</b>	<b>Trainers of guide, hearing and assistance dogs</b>	
5	Types of records to be kept and retention periods—Act, s 31 ..	3
6	Requirement to prepare, maintain and implement policy—Act, s 31	5
7	Requirement for insurance cover—Act, s 31 .....	5
<b>Part 4</b>	<b>Identity cards for handlers, trainers and puppy carers</b>	
8	Requirements for identity cards for handlers—Act, s 45 .....	5
9	Requirements for identity cards for employee trainers and puppy carers—Act, s 56 .....	6
<b>Part 5</b>	<b>Transitional provision</b>	
10	Identity cards .....	7

[s 1]

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## Part 1 Preliminary

### 1 Short title

This regulation may be cited as the *Guide, Hearing and Assistance Dogs Regulation 2019*.

### 2 Commencement

This regulation commences on 2 September 2019.

### 3 Definition

In this regulation—

*relevant trainer* means an approved trainer or an approved training institution.

## Part 2 Guide, hearing and assistance dogs in places of accommodation, public places and public passenger vehicles

### 4 Requirements for identifying coats—Act, s 12

(1) For section 12(4) of the Act, definition *identifying coat*, paragraph (b), the following requirements are prescribed—

- (a) the dog coat must be issued by a relevant trainer;
- (b) the dog coat must have an approved badge attached to, and prominently displayed on, the coat.

(2) In this section—

*approved badge* means a badge, for a guide, hearing or assistance dog, issued by the chief executive.



[s 5]

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- (d) the veterinary history of the dog;
  - (e) the name of the person for whom the dog was certified;
  - (f) the classification for which the dog was certified.
- (4) A relevant trainer must also keep a copy of all of the following documents—
- (a) all documents sent to, or received from, the department by the trainer;
  - (b) any written complaints received by the trainer about the provision of a training service by the trainer;
  - (c) if the trainer receives a certificate of disability for a person who is the handler of a guide, hearing or assistance dog certified by the trainer—the certificate of disability.
- (5) A relevant trainer must keep a record, or a copy of a document, required to be kept under this section for 7 years after—
- (a) for a record mentioned in subsection (2)—the day an agreement is made to train the dog; or
  - (b) for a record mentioned in subsection (3)—the day the dog is certified; or
  - (c) for a copy of a document mentioned in subsection (4)—the day the document is sent, or received, by the trainer.
- (6) In this section—

*certificate of disability*, for a person, means a document signed by a registered health practitioner that states the person has a disability.

*registered health practitioner* means—

- (a) a person registered under the Health Practitioner Regulation National Law to practise, other than as a student, in any of the following health professions—
  - (i) the medical profession;
  - (ii) the occupational therapy profession;

- (iii) the physiotherapy profession;
- (iv) the psychology profession; or
- (b) a person who is eligible for practising membership of The Speech Pathology Association of Australia Limited ACN 008 393 440.

## **6 Requirement to prepare, maintain and implement policy—Act, s 31**

- (1) This section prescribes requirements for section 31(2)(c) of the Act.
- (2) A relevant trainer must prepare, maintain and implement a policy about—
  - (a) the confidentiality of personal information held by the trainer about—
    - (i) persons being provided with a training service by the trainer; and
    - (ii) if the trainer is an approved training institution—employee trainers; and
  - (b) the handling of complaints about the provision of a training service by the trainer.

## **7 Requirement for insurance cover—Act, s 31**

For section 31(2)(d) of the Act, public liability insurance cover of at least \$10,000,000 is prescribed.

# **Part 4 Identity cards for handlers, trainers and puppy carers**

## **8 Requirements for identity cards for handlers—Act, s 45**

For section 45(b) of the Act, the following requirements for a handler's identity card are prescribed—

[s 9]

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- (a) the card must include the following information—
  - (i) the name of the handler;
  - (ii) whether the person is a primary handler or an alternative handler;
  - (iii) the day the card was issued;
  - (iv) the day the card expires;
- (b) the photo on the card must meet the following requirements—
  - (i) clearly show the face, head and top of the shoulders of the handler facing directly at the camera;
  - (ii) clearly show the head of the handler’s certified guide, hearing or assistance dog facing directly at the camera;
  - (iii) show skin tones and have appropriate brightness and contrast;
  - (iv) not contain a flash reflection or red eye effect;
  - (v) have been taken not more than 6 months before the card is issued;
  - (vi) be printed in high resolution on photo paper;
  - (vii) be not less than 45mm and not more than 55mm high and not less than 35mm and not more than 40mm wide.

## **9 Requirements for identity cards for employee trainers and puppy carers—Act, s 56**

For section 56(2)(b) of the Act, the following requirements for an identity card issued to an employee trainer or puppy carer are prescribed—

- (a) the card must include the following information—
  - (i) the name of the employee trainer or puppy carer;



[s 10]

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(3) In this section—

*expired regulation* means the expired *Guide, Hearing and Assistance Dogs Regulation 2009*.

ENDNOTES

- 1 Made by the Governor in Council on 1 August 2019.
- 2 Notified on the Queensland legislation website on 2 August 2019.
- 3 The administering agency is the Department of Communities, Disability Services and Seniors.

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