

ASSISTANCE ANIMAL POLICY

Skyrail is located within the Barron Gorge National Park, which is a World Heritage Area, and operates in accordance with strict environmental laws and obligations as prescribed by the Queensland Government, including Queensland Parks and Wildlife Service (QPWS). As such, we operate in accordance with QPWS's operational policy for Certified Assistance Animals and Assistance Dogs in QPWS managed areas and also prioritise satisfying the requirements of the *Disability Discrimination Act (DDA) 1992 (Cth)* and the *Anti-Discrimination Act (ADA) 1991 (Qld)*.

PROCEDURE FOR ASSISTANCE ANIMALS

A visitor can travel on Skyrail or one of its transfer coaches with an animal which satisfies the definitions of 'assistance animal' under the provisions of the DDA. On a case-by-case basis, Skyrail will consider relevant evidentiary documents to satisfy itself that an animal is indeed an 'assistance animal'. The following are documents/proof that is recommended to adequately inform Skyrail that a visitor is accompanied by an 'assistance animal':

1. Certified Guide, Hearing or Assistance Dog Identification (see Guide, Hearing and Assistance Dogs Act 2009 (Qld))

Certified guide, hearing or assistance dogs (including trainees) must wear an identifying coat or harness and have an approved badge or tag. Persons accompanying assistance dogs (or trainees) must carry a valid identity card and produce it when requested.

2. Health professional letter and verification of animal suitability

A letter from a health professional such as a medical practitioner, psychologist, occupational therapist or diversional therapist stating that the person has a 'disability' as defined under the DDA, the effects of which will be assisted by an assistance animal. This letter must be on official letterhead with a contact number available, and either:

a) A statutory declaration from an approved animal trainer or animal training organisation that certifies:

- the breed and identification information of the animal (note: a council dog registration form may be provided as evidence of the breed);
- that the animal has been trained to respond to control and assistance commands;
- that the animal is toilet trained for public places;
- that the animal has been trained to meet standards of hygiene and behaviour appropriate for an animal in a public place;
- that the animal is of a demeanour that does not frighten, disturb and cause injury to other people or animals when in public places; and
- the contact details, including phone number for the trainer or organisation; **OR**

*b) As an alternative to a statutory declaration, if an animal has been trained by a person or organisation that is not an approved animal trainer or animal training organisation, the visitor may provide another document(s) to demonstrate that the animal has been trained to assist the person to alleviate the effect of the disability, and to meet standards of hygiene and behaviour for an animal in a public place equivalent to the Public Access Test (PAT test); **OR***

c) A valid TransLink Assistance Animal Pass or interstate equivalent (see Fig 1).

TRAVEL AT QUEENSLAND PARKS & WILDLIFE SERVICE DISCRETION

Guests wishing to travel with assistance animals who **do not** comply with the requirements written above can contact Queensland Parks and Wildlife Services (QPWS) to obtain written, pre-approval for access to the Barron Gorge National Park via Skyrail Rainforest Cableway via:

Queensland Parks and Wildlife Service (QPWS)

Park Access

Department of Environment and Science

PO Box 15187, City East QLD 4002

Enquiries: 13 QGOV (13 74 68)

Email: parkaccess@des.qld.gov.au

Website: www.des.qld.gov.au

Such written approval should be provided to Skyrail when making a booking and also presented on the day of travel. Please allow of sufficient time for QPWS to assess requests for written pre-approval.

OTHER OPERATIONAL CONSIDERATIONS

As one of Australia's few cableways, Skyrail has unique safety and operational requirements and we reserve the right to request that any assistance animal travelling does so in accordance with our protocols. As a minimum, all assistance animals must be restrained on a leash. Several Skyrail employees are allergic to animals and we ask that their safety is taken into consideration during your visit.

PRACTICAL RECOMMENDATIONS FOR VISITORS ACCOMPANIED BY CERTIFIED ASSISTANCE ANIMALS OR ASSISTANCE ANIMALS.

It is recommended that visitors to Skyrail accompanied by a certified assistance animal or other assistance animal undertake the following steps:

Step 1:

Prior to visiting Skyrail and/or during the booking process, advise booking staff that you will be travelling with an assistance animal so they can help ensure your visit runs as smoothly as practicable.

Step 2:

Upon arrival at Skyrail, advise staff that you are travelling with an assistance animal.

Step 3:

Present the recommended evidentiary documents for the accompanying assistance animal to staff.

Step 4:

Because of potential danger posed by moving machinery, wild animals and other guests, during your visit, follow directions and advice given by Skyrail staff in the interests of your safety and the welfare of your assistance animal.

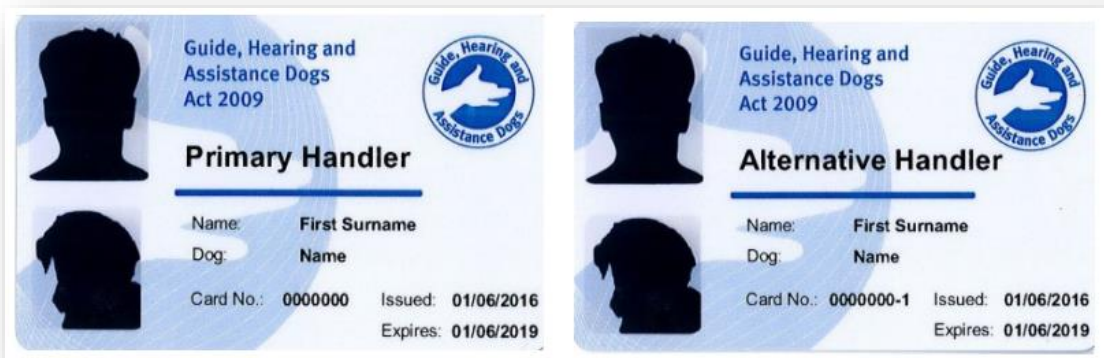
Note: Skyrail recommends Assistance Animals are vaccinated for Leptospirosis prior to visiting.

FIG. 1 APPROVED ASSISTANCE ANIMAL IDENTITY PASSES

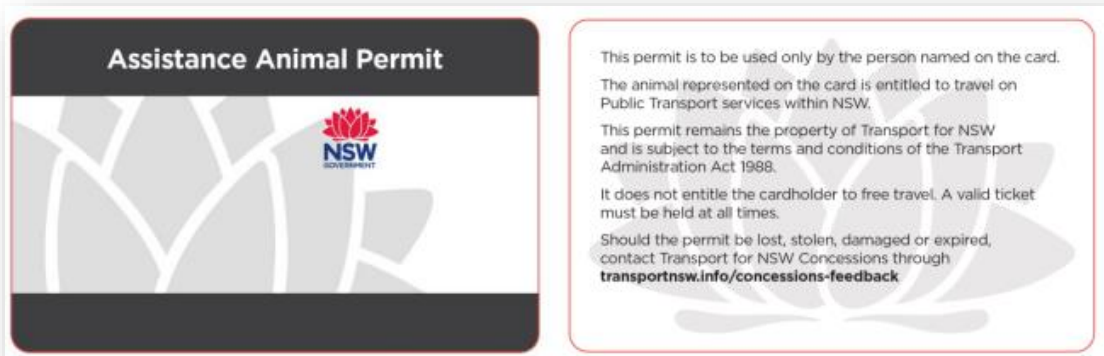
- Queensland Government: TransLink Assistance Animal Pass



- Queensland Government Handler Identity Card



- NSW Government Assistance Animal Permit



- Public Transport Victoria Assistance Animal Pass



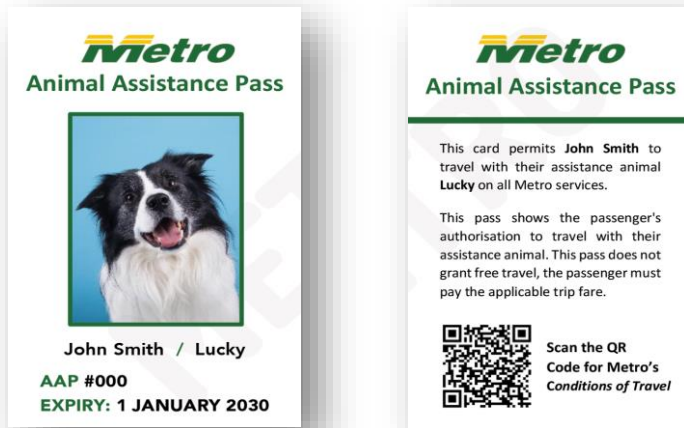
- South Australia Dog and Cat Management Board Pass



- Western Australia Local Government Public Access Permit



- Assistance Animals Permit (AAP) issued by Metro Tasmania



NOTE: Other forms of certification/identification supplied by entities accredited under a law of State or Territory of Australia that provides for the accreditation of animals trained to assist persons with a disability to alleviate the effect of the disability can be provided.