

# Taking a commercial passenger vehicle with your assistance animal

## What are my rights?

You can choose where to sit in a commercial passenger vehicle with your animal. Where possible, it is preferred the animal sits in the foot well between your feet.

If your driver has refused service or discriminated against you in any way, you can make a complaint directly to the booking service provider, or to:

## Commercial Passenger Vehicles Victoria

[cpv.vic.gov.au](http://cpv.vic.gov.au)

For TTY SERVICES

Call the National Relay Service on 1800 55 677 then ask to be connected to Commercial Passenger Vehicles Victoria on 1800 638 802.

Online Form:

[cpv.vic.gov.au/about-us/feedback-form](http://cpv.vic.gov.au/about-us/feedback-form)

## Victorian Equal Opportunity and Human Rights Commission

[humanrightscommission.vic.gov.au](http://humanrightscommission.vic.gov.au)

For TTY SERVICES

Call the National Relay Service on 1300 289 621 then ask to be connected to VEOHRC on 1300 891 848

Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)



COMMERCIAL  
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## What you need to know

- You must have verbal or physical control of your animal at all times.
- You must ensure your animal meets behaviour and hygiene standards appropriate for a public place.
- If your animal does not wear any identification such as a jacket or a badge, the driver can lawfully ask you to provide evidence that your animal is in fact an assistance animal. Evidence can include demonstrating how the animal is trained to assist you.



## What you can do to help

Some drivers come from countries where stray dogs are dangerous and dirty. Others might think dogs are unclean because of their religious beliefs. If you feel comfortable, there are a few things you can do to help drivers develop a more positive association with assistance animals:

- Introduce yourself and your assistance animal to the driver.
- If your animal wears a jacket, harness or ID badge, make sure it is clearly visible. This will help the driver recognise your assistance animal.
- If the driver seems scared, remind them that the animal is well-trained and it will not bite, lick or jump on them. If possible, try to place the head of the animal away from the driver.
- If your driver refuses to take the animal on religious grounds, remind them that the dog is a well-trained working dog and this is not a valid reason for refusal.
- If the driver says or does anything that makes you feel uncomfortable, let them know that their actions are inappropriate. If you aren't comfortable doing so, ask for a receipt, or note the commercial passenger vehicle number, the date and time of day, and contact Commercial Passenger Vehicles Victoria.
- Ensure your animal is well behaved, clean, and under control at all times.

For more information and details about your rights and obligations, visit [cpv.vic.gov.au](https://cpv.vic.gov.au)