

Certified Support Dogs and Assistance Animals Operational Policy & Procedure

Skyrail is located within the Barron Gorge National Park (a World Heritage Area) hence operates in accordance with strict environmental legislation, laws and obligations as prescribed by the Queensland Government including Queensland Parks and Wildlife Service (QPWS).

As such, we also comply with QPWS's operational policy for Certified Support Dogs and Assistance Animals in QPWS Managed Areas which, in turn, is based upon the requirements of the *Guide, Hearing and Assistance Dogs Act 2009 (Qld)*, (GHADA) and the requirements and our obligations under the *Anti-Discrimination Act 1991 (Qld)* and *Disability Discrimination Act 1992 (Cth)*.

Certified support dogs and assistance animals are permitted to travel on Skyrail, with the following conditions:

- All guests travelling with a certified support dog or assistance animal must produce an approved assistance animal identity pass (see below) on the day of their visit.
- Certified GHADA support dogs must wear an identifying coat or harness have had the approved badge or tag displayed. Assistance animals must wear the requisite vest and/or medallion throughout the entire Skyrail journey.
- All guests travelling with other assistance animals (not certified under GHADA identification provisions), must produce a TransLink Assistance Animal Pass (Queensland) or an equivalent interstate assistance animal identity pass (see below).

Guests wishing to travel with assistance animals who **do not** possess GHADA certification/identification a TransLink Assistance Animal Pass or any other approved assistance animal pass, 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. Such written approval should be provided to Skyrail on the day of travel, upon arrival at Skyrail.

Please allow of sufficient time for QPWS to assess requests for written pre-approval access.

Queensland Parks and Wildlife Service (QPWS)
Assessments and Approvals
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

Practical recommendations for visitors accompanied by certified support dogs or assistance animals.

It is recommended that visitors to Skyrail accompanied by a certified support dog or 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 a certified support dog or assistance animal.

Step 3:

Present the recommended evidentiary documents for the accompanying certified support dog or assistance animal (if not visible) to staff.

Step 4:

During your visit, follow directions and advice given by Skyrail staff in the interests of your safety and welfare and that of the accompanying certified support dog or assistance animal, other visitors, native wildlife and staff.

Please note:

Skyrail reserves the right to request that any assistance animal travelling, does so in accordance with our operational requirements. This will include ensuring your assistance animal in question is restrained on a leash or, in some cases, contained in a suitable crate.

Approved assistance animal identity pass:

- 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