

Health and Wellbeing Procedure - Service and Assistance Animals

Section 1 - Background and Purpose

(1) Service and assistance animals have an important function to provide support and enable independence for people with disabilities.

(2) This Procedure sets out the University requirements to ensure obligations under the [Disability Discrimination Act 1992](#), the [Equal Opportunity Act 2010](#) and the [Prevention of Cruelty to Animals Act 1986](#) are met for the operation of service and assistance animals, whilst simultaneously managing the health, safety and wellbeing of all University stakeholders.

Section 2 - Scope

(3) This Procedure applies to:

- a. All staff, students, contractors and visitors.
- b. Visitors are exempt from part 5a and 5d of this procedure

Section 3 - Policy Statement

(4) Refer to the [Health and Wellbeing Policy](#) and the [Health and Safety Policy](#), the University [Pets on Campus Policy](#) and the [Disability Policy](#).

Section 4 - Procedures

Part A - Responsibilities

Service and Assistance Animal Owner/Handler

(5) The service and assistance animal owner/handler is responsible for:

- a. Providing the University evidence of service animal accreditation or accredited in-training OR evidence for the requirement of an assistance animal
- b. Managing the hygiene and behaviour of the service and assistance animal
- c. Ensuring the service and assistance animal remains under continuous effective control
- d. Participating in a risk assessment to identify the reasonable adjustments that are required whilst the service and assistance animal is on campus

Managers and Leaders

(6) Managers and leaders are responsible for:

- a. Ensuring evidence of service animal accreditation or accredited in-training OR evidence for the requirement of an assistance animal is obtained
- b. Ensuring a risk assessment to identify the reasonable adjustments is completed prior to the service and assistance animal coming on campus and that these requirements are managed
- c. Providing visible support and managing the communications / expectations with other University stakeholders

Health & Safety Team

(7) The Health & Safety Team is responsible for:

- a. Providing oversight and monitoring this procedure
- b. Supporting the risk assessment process to identify the reasonable adjustments
- c. Monitoring to ensure any necessary corrective actions are implemented

All Staff, Students, Contractors and Visitors

(8) All Staff, Students, Contractors and Visitors are responsible for:

- a. Being supportive to the presence of service and assistance animals
- b. Refraining from distracting or interfering with the service and assistance animal whilst it is working

Part B - Service and Assistance

(9) A service animal is deemed such when it has undertaken formal training OR is in-training and accredited to perform a service function for the owner/handler. Typically these are Guide Dogs and Hearing Dogs to assist sensory impairment OR are puppies in-training for service and assistance.

(10) An assistance animal can be formally or informally trained to provide assistance and more commonly, companionship. Typically, these animals (more varied) will assist for other disabilities such as a medical or mental health condition.

(11) All service animals operating on University campuses will be accredited or in accredited training to provide support for persons with a disability.

(12) All assistance animals will be identified as such where medical evidence identifies this requirement for the assistance of persons with a disability.

Part C - General

(13) Service and assistance animals can make a profound difference in the lives of people with disabilities. The University supports the important work of these service and assistance animals and their role in enabling people with disabilities to access higher education and employment.

(14) As stated in the [University Grounds Statute 2009](#), service and assistance animals have access to all La Trobe University campuses and facilities:

- a. The exception are the Physical Containment (PC) laboratories levels 1-4 because the fundamental function of containment will be compromised with the introduction of additional risk.

- b. Research laboratories and teaching wet laboratories and workshop areas are also restricted unless a risk assessment demonstrates that reasonable adjustment can be made.

(15) In all instances, a risk assessment to identify reasonable adjustments will be undertaken before the service and assistance animal commences on campus to ensure there are appropriate provisions and controls are in place and that any necessary communications are undertaken to manage the expectations of all other stakeholders.

Part D - Social Behaviour

(16) Whilst on campus, the service and assistance animal will meet the standards of hygiene; including toileting, and social behaviour that is neither unruly nor aggressive.

(17) The service and assistance animal will be under continuous effective control and this will include containment or management on a lead or harness.

Section 5 - Definitions

(18) For the purpose of this Procedure:

- a. Assistance animal: An animal that is either formally or informally trained to provide support for a person with a health condition. Assistance animals are sometimes referred to as companion animals. Assistance animals are commonly dogs though will extend to any small vertebrate animal.
- b. Animal handler: The person who is in charge of and managing the service and assistance animal. This person is commonly experiencing the disability for which the service and assistance animal is required.
- c. Service animal: An animal that is trained and accredited to perform tasks for the benefit of a person with a disability including physical, sensory, psychiatric, intellectual or other mental disability. Service animals are commonly dogs.

Status and Details

Status	Current
Effective Date	26th March 2018
Review Date	26th March 2021
Approval Authority	Vice-Chancellor
Approval Date	26th March 2018
Expiry Date	Not Applicable
Responsible Policy Officer	Regan Sterry Executive Director, Human Resources
Author	Spomenka Krizmanic Manager, Health, Safety & Environment 61 3 9479 2186
Enquiries Contact	Health, Safety and Environment