



## Assistance animal toileting facilities

February 2021

Assistance animals can be used by people to alleviate the effects of their disability or health condition. Assistance animals must meet the standards of hygiene and behavior that are appropriate for an animal in a public place, this includes appropriately toileting the service animal. A lack of conveniently located sites for these animals to be toileted can be a barrier that can deter or prevent travel on public transport. Seeking out appropriate sites away from public transport locations to toilet the animal can increase the risk of serious injury during the public transport journey and can result in services being missed.

There is currently no requirement or guidance on appropriate toileting facilities in the Transport Standards. Conveniently located assistance animal toileting areas within, or adjacent to, key public transport locations for handlers of assistance animals could be provided by public transport providers and operators to ensure public transport is accessible for users. Key public transport locations could include transport nodes at major transport interchanges, and transport nodes that provide access to hospitals, campuses, sporting venues, and tourist destinations.

### Consultation questions

- What experiences do people with disability have in travelling on public transport with an assistance animal with regards to toileting?
- How does assistance animal toileting areas not being available impact an individual's public transport journey?
- What are the dangers you experience when attempting to locate a suitable place to toilet your assistance animal?
- What transport precincts or locations would most benefit having an assistance animal toileting area available?
- What considerations do you currently make for people traveling with an assistance animal on public transport?

### Have your say

There are a number of ways for you to have your say and provide input, including:

- taking part in our interactive surveys
- providing a formal response to the consultation paper
- calling the Disability Standards hotline on [02 6274 6188](tel:0262746188)
- using our online form.

### Further information

For further information:

- visit the [Transport Standards webpage](#)
- email [DisabilityTransport@infrastructure.gov.au](mailto:DisabilityTransport@infrastructure.gov.au) or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).