

Animals (including Companion & Emotional Support Animals)

Animals contribute to and often enhance a person's experience/s, and Lakeside Rooms accepts that there may be occasions when a client may benefit/require their companion/emotional Support animal to attend the rooms when receiving services.

To ensure the safety and wellbeing of all clients, staff and practitioners it is our responsibility to ensure that companion/emotional support animals don't cause physical or psychological harm to others utilising our rooms. Clients of Lakeside Rooms who bring their companion/emotional support animal are responsible to ensure that there are no risks to safety of Lakeside Rooms staff, contractors and clients.

Policy

Companion or Emotional Support animals are not Guide, Hearing or Assistance dogs, and are allowed at The Lakeside Rooms with prior approval of the treating practitioner and Lakeside Rooms. Lakeside Rooms will not deny any reasonable request, so long as the health safety of all clients, staff and practitioners is not considered to be at risk. All animals must be on a leash/restrained at all times whilst in rooms.

Lakeside Rooms adheres to the **Guide, Hearing and Assistance Dogs Act 2009**; <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/G/GuideHADA09.pdf>. Handlers of Guide, Hearing and Assistance dogs cannot be refused entry to public places or services because their dog, which can be of any size or breed.

Definition;

Assistance Dog; is a dog that has gone through EXTENSIVE training to assist a person with a disability. Their rights and roles are defined by the Disability Discrimination Act 1992. Assistance animals are not pets. Rather, they help a person with a disability to participate in everyday activities.

Assistance animals can be trained to aid people with hearing impairments, physical disabilities, epilepsy, diabetes, as well as mental disorders such as anxiety, PTSD and depression. They also need to meet certain hygiene and behavioural standards to qualify.

Emotional support animals; aren't recognised by Australian law