



POLICY: Assistance Animals

September 12, 2022

This policy applies to Assistance Animals at Energy West Social Club Holiday Homes.

Context:

Assistance Animals are defined under the [Disability Discrimination Act 1992](#) (DDA) as “trained disability support services” – they are not defined as pets. Assistance Animals are therefore exempt from the Energy West Social Club “No Pets” policy as defined in the [Energy West Social Club Holiday Home Terms and Conditions](#).

Under the DDA, an Assistance Animal is defined as a dog or other animal that:

- (a) is accredited under a State or Territory law to assist a person with a disability to alleviate the effects of disability; or
- (b) is accredited by an animal training organisation prescribed in the regulations; or
- (c) is trained to assist a person with a disability to alleviate the effect of the disability and meets standards of hygiene and behaviour that are appropriate for an animal in a public place.

The DDA also makes it clear that it is not unlawful to ask for evidence, and it is not unlawful to discriminate against a person who does not provide evidence, proving that an animal is an Assistance Animal (see [Mulligan v Virgin Australia Airlines Pty Ltd \[2015\] FCCA 157](#)).

Policy:

Assistance Animals may attend an Energy West Social Club Holiday Home with a Member, or one of their guests, staying at the property where:

- The Energy West Social Club Office has been notified in writing that an Assistance Animal will be present at the property.
- Evidence that the animal fulfils the definition of an Assistance Animal, as defined under the DDA, has been provided prior to the animal attending the property. Please note unregistered emotional support pets are not included in the DDA’s definition.
- A “paid clean” has been included with the booking.
- The Member undertakes to clean up and remove any faeces and other waste from the property on departure (please do not place in EWSC bins at the property).
- Prior to check-in, the Energy West Social Club office has notified the applicable Caretaker that an Assistance Animal will be at the property.