



Frequently Asked Questions

I already have a dog. Can he be a service dog?

If your dog is calm, well behaved and passes the Public Access test, then he can become a mindDog.

Can mindDog help me with training my dog?

mindDog can refer you to an appropriate trainer in your area.

Can I train my dog?

Yes. Training your own dog can lead to a very strong bond between you. This can make your dog a very effective mindDog.

Can mindDog provide me with a dog?

At this point in our development, mindDog does not provide dogs. However, we can help you to select an appropriate dog.

Could I use a shelter dog?

Yes. Shelter dogs that are calm and not aggressive can be excellent mindDogs.

What breed of dog is most suitable as a psychiatric service dog?

The personality of the dog is more important than its breed. Refer to our [Training](#) page on our website for more details.

Where can I take my service dog?

The Disability Discrimination Act says that you can take your dog to any public place. Check our [Public Access](#) page on our website for more details.

Do I need a diagnosis from my doctor?

Yes.

Can I take my service dog on public transport?

Yes. mindDog will work with Railcorp (in NSW) to provide you and your dog with a public transport pass.

What do I do if I am refused access with my service dog?

Being refused access can be an embarrassing and humiliating experience. You and your dog have rights. You can make a complaint with the Human Rights Commission, or you can contact us to discuss your options.

Can mindDog come to my work place and educate people about service dogs?

Yes we can. However, because we are a volunteer organisation, this can take some planning, and we may ask a small fee to cover our expenses.

Why does my dog need certification?

Under the Disability Discrimination Act, you may be asked to provide evidence that your dog is a genuine assistance or service dog. Certification from mindDog will solve this.

What's the difference between a companion dog and a service dog?

In NSW companion dogs are pets and covered by the Companion Animals Act and local councils control access to public spaces. Service dogs are especially trained to provide an essential service to their handler and as such are covered by the Federal Disability Discrimination Act which guarantees access to public spaces.

Does mindDog accept donations?

Yes please! You can make donations from our [Donations](#) page on our website.

