



### *I already have a dog. Can she be a mindDog dog?*

If your dog is calm and well behaved then you can apply for her to become a mindDog. Look at *How We Do It* on the Resources page.

### *Can mindDog help me with training my dog?*

mindDog will refer you to a mindDog trainer in your area. If you live in a remote area, you may have to travel.

### *Can I train my dog?*

It is essential that you train your own dog. This will ensure the development of a very strong Bond between you. It is this Bond that will make your dog an effective mindDog.

### *Can mindDog provide me with a dog?*

We do not provide dogs. However, we can advise you on selecting an appropriate dog.

### *Could I use a shelter dog?*

We recommend calm shelter dogs between two and four years old. Staff at most good shelters will know their dogs' temperaments.

### *What breed of dog is most suitable as a psychiatric assistance dog?*

The personality of the dog is more important than its breed. Any good dog from a Chihuahua to a Great Dane can be a mindDog.

### *Where can I take my assistance dog?*

Public access for all assistance dogs is guaranteed by the Commonwealth Disability Discrimination Act (The DDA). This means you can take your dog anywhere the public can go.

### *Do I need a diagnosis from my doctor?*

Yes. Your medical professional needs to fill out Part 2 of our application form which is available on the Resources page.

### *Can I take my service dog on public transport?*

Yes. Most states have some form of public transport pass. However, the DDA guarantees access on all forms of public transport.

### *What do I do if I am refused access with my assistance 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 DDA, you may be asked to provide evidence that your dog is a genuine assistance dog. Certification from mindDog will show this.

### *What's the difference between a companion dog and an assistance dog?*

Assistance dogs are especially trained to provide an essential service to their handler and as such are covered by the DDA. Companion dogs are pets with no rights to public access.

### *Does mindDog accept donations?*

Yes please! We are a volunteer organisation and receive no government funding. We are reliant on donations to exist. Most of our clients are poor so we try very hard to keep costs for them as low as possible.

You can make donations from our Donations page on our website.



*helping dogs helping people*