



Passengers with Guide and Assistance dogs: A quick guide for taxi and rideshare drivers

About Guide and Assistance Dogs

Guide Dogs help people who have low or no vision travel safely and independently, this includes on public transport, in taxis or in ride share vehicles.

Assistance Dogs help people with disability or illness. They may assist with mobility, hearing, autism, PTSD, medical alerts or other daily tasks.

They are specially trained to behave safely in public and meet high hygiene standards.

Both are allowed on all public transport, taxi and ride share vehicles.

How will I recognize a Guide or Assistance Dog?

- By a Guide Dog harness
- An Assistance Dog coat or vest
- An organisation name or logo, or ID card
- A training coat or vest

You are entitled to ask for:

- Proof that the dog is an Assistance or Guide Dog
- An identification card or permit, if needed

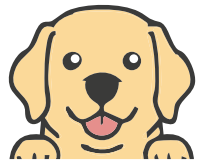
What to do when approached or booked by a person with a Guide or Assistance Dog?

- Allow the dog into the vehicle safely with the passenger.
- Speak directly to the passenger.
- Ask where they would prefer the dog to sit (generally at their feet)

What not to do

- Do not refuse because of a “no pets” rule.
- Do not charge an extra pet or cleaning fee.
- Do not touch, feed or distract the dog.

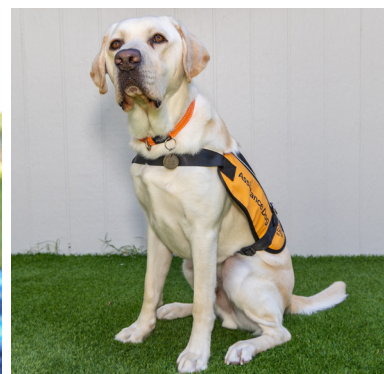
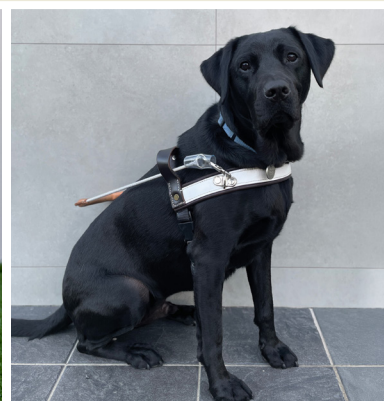
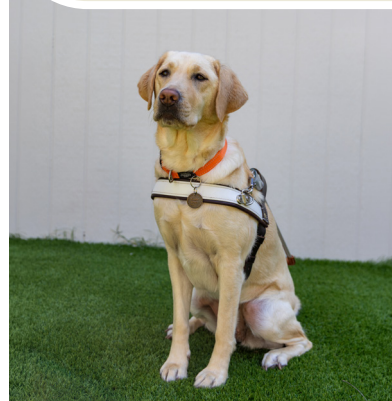
It is important to remember that access to transport supports independence, safety and dignity.



YES, YOU MUST TAKE THE PASSENGER AND THEIR DOG

In Western Australia, drivers must not refuse an Assistance Animal or an Assistance Animal in training.

Refusal can result in a \$9,000 infringement.





A guide to ensuring a safe and easy trip

At pick up

- Stop in a safe place and tell the passenger your name.
- Say where the vehicle is. Use clear words such as: “The back door is one step to your left.”
- Ask: “How can I help?” Do not grab the person or the dog.
- Allow extra time for the passenger and dog to enter.

In the vehicle

- The dog will sit on the floor near the passenger’s feet, in the footwell.
- Ask the passenger where they prefer to sit. The passenger knows how to position the dog safely.
- Do not put the dog in the boot or luggage area.
- Do not pat, call, whistle to, feed or distract a working dog.
- Tell the passenger about any important change to the trip, route or drop-off point.

At drop off

- Stop as close as safely possible to the requested destination.
- Tell the passenger which side of the vehicle they will exit from.
- Describe nearby hazards: traffic, steps, kerbs, roadworks or blocked paths.
- Ask before helping with doors, bags or directions.

About Guide and Assistance Dogs

“I have allergies.” An allergy or personal preference does not remove the passenger’s access right. Follow your company safety process and do not cancel the trip because of the dog.

“The dog may make a mess.” Accredited Assistance Dogs are highly trained and meet hygiene standards. Do not charge an automatic pet or cleaning fee.

“My car has a no-pets rule.” Guide and Assistance Dogs are not pets. A no-pets rule does not apply.

“I am not sure it is genuine.” Look for a harness, coat, vest, organisation identification or an ID card. Ask only for proof that it is an assistance animal — not details about the disability.

WHEN IN DOUBT: WELCOME THE PASSENGER AND THEIR DOG

Be calm, respectful and helpful. A refused trip can leave a person stranded and excluded and may result in a significant fine.

Any further questions or concerns?

Contact Guide Dogs WA on (08) 9311 8202 or visit our website www.guidedogswa.com.au

Information current as at August 2026. Based on Transport WA guidance and Guide Dogs WA training resources.

