

Guide Dogs are welcome here!



People using a Guide Dog in harness are within their legal rights to enter all public places including: restaurants; pubs; clubs, cafés, and shops; as well as taxis, public transport and hospitals.

Guide Dog users are allowed entry into the public areas of hospitality venues under the following legislation:

- *Disability Discrimination Act 1992 (Section 9)*
- *NSW Companion Animal Act 1998 (Sections 14 & 59)*
- *Australia New Zealand Food Standards Code (Chapter 3, Section 24 (1) b)*

Refusing entry to a Guide Dog user can result in legal action.

- Guide Dogs help people who are blind or have impaired vision to move around safely and independently.
- A Guide Dog will usually sit underneath the chair or table of its user, so it is not in the way.
- If a Guide Dog is wearing a harness then it is working and should not be:
 - ✗ fed
 - ✗ patted
 - ✗ distracted

For more information contact Guide Dogs NSW/ACT on 02 9412 9300 or visit www.guidedogs.com.au

Practical tips for hospitality staff

The following skills provide a practical, comfortable and safe means of guiding a person who is blind or vision impaired.



Guiding

Touch the back of your hand to theirs. The person will then hold your arm just above the elbow. Walk at a comfortable pace and avoid potential hazards.



Narrow spaces

Tell the person that you are approaching a narrow space. Slow down and move your guiding arm behind your back. The person will be able to step behind you.



Seating

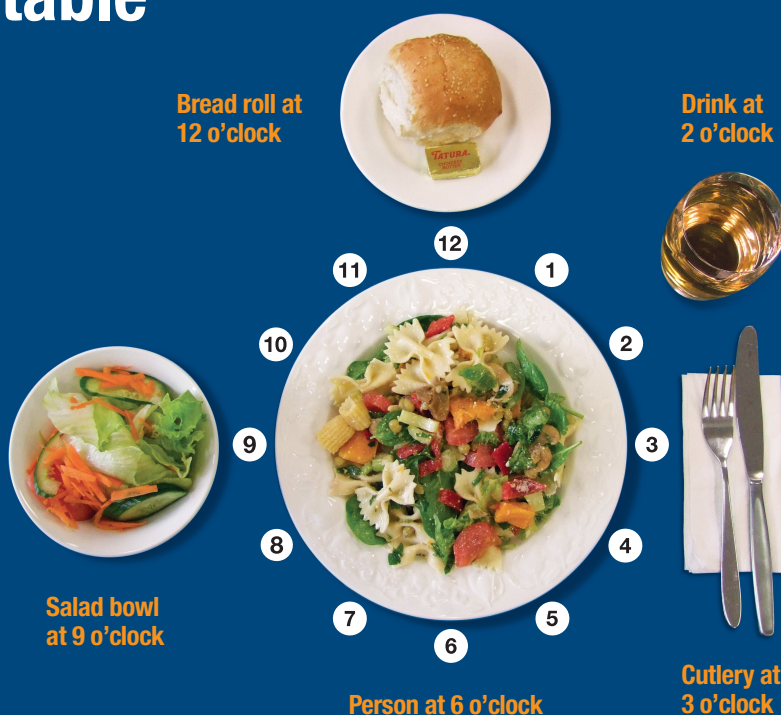
When you place your guiding hand on the chair, the person will be able to find the chair and sit down.

If you are not sure what to do, don't be afraid to ask.
Good communication is the key to being a good guide.

Assisting at the table

- 1 Introduce yourself.
- 2 Offer to read the menu.
- 3 Tell the person what items you bring to the table, such as menus, drinks or meals.
- 4 Offer to explain what is on the table or plate, using a clock-face explanation (ie your drink is at 2 o'clock). See meal layout right.

If a person has a Guide Dog, speak to them and not their dog.



To find out more about customer service for people who are blind or vision impaired, please contact Guide Dogs NSW/ACT on 02 9412 9300 or visit www.guidedogs.com.au

