

Guide Dogs welcome here

- People using a Guide Dog in harness are within their legal rights to enter all public places including: restaurants, pubs, clubs, cafes, and shops, as well as taxis, public transport, and hospitals.
- Guide Dogs users are allowed entry into restaurants under the:
 - *Disability Discrimination Act 1992 (Section 9)*,
 - *NSW Companion Animal Act 1998 (Sections 14 & 59)*, and the
 - *Australia New Zealand Food Standards Code (Chapter 3, Section 24 (1) b)*.
- Refusing entry to a Guide Dog user can result in a fine.
- 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, or distracted



Good communication for hospitality staff

Please talk to the person, not the Guide Dog.

1. Introduce yourself to the person.
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 person's table or plate, using a clock-face explanation (i.e your drink is at 2 O'Clock).

MEAL LAYOUT



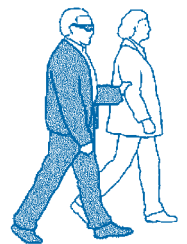
Guiding someone through a restaurant

If you are not sure what to do, don't be afraid to ask.

Good communication is the key to being a good guide!

If guiding is needed

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



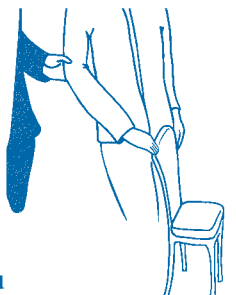
Narrow spaces

Tell the person if you are approaching a narrow space, and move your guiding arm behind your back. The person will step behind you and walk in single file.



Getting into a chair

Tell the person where you have placed your guiding hand on the chair. The person will then be able to reach for the chair and sit down.



For more information contact
Guide Dogs NSW/ACT on:

(02) 9412 9300 or guidedogs.com.au