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To help us decide if an assistance animal meets the [NDIS funding criteria](#), you'll need to give us the information explained in this section.

The information and evidence you need to give is listed in the [assistance animals assessment template](#) .

Your assistive technology assessor can either use this template or give it to us in a separate document.

We need this information and evidence even if you've had an assistance animal before.

Learn more about [how do you give us the information and evidence we need](#).

We need you to give us information that shows:

- evidence that the assistance animal meets our [definition of an assistance animal](#)
- evidence of allied health professionals confirming you need an assistance animal
- you have passed a suitability assessment
- the assistance animal has passed the public access test. Or, you have an agreement with your service provider on when the animal must pass this test
- if you've had an assistance animal before. You can provide this evidence as lived experience.

We may also tell you the type of provider who will provide you with an assistance animal, and the qualifications the provider must have.

This is so we can meet our responsibilities under NDIS laws.

You need to give us a quote.

We also strongly recommend that you have a service agreement that includes all of this information.

What is a suitability assessment?

A suitability assessment is an independent assessment done by an assistance animal provider. They look at whether you're suitable to get an assistance animal. This includes things like:

- how the assistance animal will actively help you
- how the assistance animal has been, or will be, trained to help with your specific support needs
- other supports you have tried
- whether you're ready and able to be supported by an assistance animal
- if you can look after an assistance animal and give it the right attention and care

- who will be the primary handler for the assistance animal
- where the assistance animal will live.

For a dog guide, a dog guide mobility instructor does this assessment. A guide dog mobility instructor must have specialist training and accreditation recognised by the [International Guide Dog Federation](#) . They look at whether you're suitable to get a dog guide. This includes things like:

- the things you need help with because of your vision loss
- different assistive technology that might help you to move around
- how you move around and where you need to go.

Find your closest [guide dog mobility instructor](#) , accredited by the International Guide Dog Federation.

What is a public access test?

All assistance animals must pass a public access test to become qualified. A public access test makes sure the assistance animal can safely go into public places and on public transport.

This test can be different in each state and territory. The test should be done by an unbiased, independent assessor. This means they must not work for your assistance animal's training organisation. Your assistance animal provider will arrange this for you.

The places the assistance animal should be able to safely go to include:

- shops
- cinemas
- restaurants
- libraries
- public transport.

Do you need to give us a quote?

Yes. You need to give us a quote for the cost of getting your assistance animal from your assistance animal provider. Quotes will also need to be provided for the costs of caring for the assistance animal and making sure it maintains its accreditation.

The quote will need to include the cost of each of these items, listed separately, and when we can expect them to happen:

- assessments
- matching you to the assistance animal to make sure it's suitable for you
- specific training milestones and qualifications for the animal
- any equipment the animal needs, including initial harnesses or grooming equipment
- training for you and the assistance animal to work together, once the animal is qualified
- ongoing costs such as vet bills or special diets.

If the animal isn't fully trained yet, the quote should include the amount or percentage of funds to be paid for the:

- initial payment
- milestone or progress payments
- final payment.

We strongly recommend these terms and conditions for payments are also part of your service agreement.