



Animals in the Library Guidelines

Assistance animals

Assistance animals are permitted in the library.

Assistance animals are medical aids, trained to help their human who is living with a disability. While all pet dogs (and pets in general) can make us feel better, give us unconditional love, and improve our overall quality of life, it takes years of training to become an Assistance animal. Animals need to be registered on the NSW Pet Registry via a local council to be considered an Assistance animal.

Assistance animals are granted full Public Access Rights, allowing them to accompany their human almost everywhere. Public Access Rights are granted only after thorough assessment, completed by accredited organisations, and must be re-issued yearly.

There are many types of assistance animals in NSW, however most fall into the following categories:

- Guide Dogs or Seeing Eye Dogs
- Hearing assistance dogs
- Physical assistance animals
- Psychiatric assistance animals
- Other assistance animals who are trained to assist people with disabilities such as epilepsy and dementia.
- On occasion, an animal that is not a dog may also be an assistance animal.



Most assistance animals wear some form of identification.

Examples of identification worn by assistance animals include vests, harnesses or collars identifying that they are associated with an assistance animal training organisation.

Most assistance dogs can be identified by their vests.

Light blue vests for pups in training and darker blue for fully accredited dogs.

Customers may also carry evidence of their assistance animal's accreditation.

Emotional Support/Therapy dogs and animals

Emotional Support/Therapy animals are not permitted in the library.

Emotional Support animals (like all pets), make people feel better just by being there. While they support their humans through mental and other medical illnesses, they are not taught specific skills to alleviate these conditions. Unlike Assistance animals, they are not allowed to be in public spaces like restaurants, supermarkets or libraries.

Emotional Support/Therapy animals are not recognised by law. There is no set standard or accreditation process to qualify an Emotional Support/Therapy animal. They do not have public access rights and are not protected by disability anti-discrimination laws if they and their owner are refused entry to a venue.

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