



Point to Point
Transport Commissioner

Drivers cannot refuse an assistance animal.

All point to point transport drivers have a legal obligation to provide a passenger service to a passenger with an assistance animal or assistant animal in training.

Assistance animals provide an important service to people who have a disability.

Your assistance means the world.



Find out more at
pointtopoint.nsw.gov.au



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Not all disabilities are visible disabilities.

While some people may travel with walking canes, mobility aids, hearing aids or other physical aids, some people may not have any visible signs of their disability.

Passengers travelling with an assistance animal should not be asked what their disability is or anything about their disability and cannot be refused service.

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Not all assistance animals look the same.

Assistance animals come in all shapes and sizes and all of them are trained to meet a high standard of hygiene and behaviour. They are not pets and provide an important service to people who have a disability.

Drivers cannot refuse service to a person travelling with an assistance animal.

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