This form has been filled out to report the wrongful refusal of an individual attempting to catch transportation while accompanied by an assistance animal.

**REFUSAL INFORMATION**

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| **INFORMATION ABOUT PERSON INVOLVED IN THE INCIDENT** |
| **Full Name:**  {{ FLNrefused\_firstname }} {{ FLNrefused\_lastname }} |
| **Phone Number:**  {{ FLNphone }} |
| **Email Address:**  {{ user\_email }} |

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| **INFORMATION ABOUT THE INCIDENT** |
| **Date of incident:**  {{ ordinal\_number(format\_datetime(FLNdate, format='d'), use\_word=False) + " of " + format\_datetime(FLNdate, format='MMMM yyyy') }} |
| **Time of incident:**  {{ format\_time(FLNrefusal\_time, format='h:mm a') }} |
| **Location of incident (postcode):**  {{ FLNrefusal\_postcode }} |
| **Type of transportation where refusal occurred:**  {{ transport\_type }} |
| **Did the driver ask to see accredited identification?**  {{ refuser\_asked\_animal\_id }} |
| **Did refused person provide identification for their assistance animal? (If applicable)**  {{ user\_show\_id }} |
| **Did the driver give a reason for their refusal?**  {{ FLNrefusal\_reason }} |
| **Why did the driver refuse access? (If applicable)**  {{ driver\_statement }} |
| **Evidence relating to the refusal: (photographs)**  {%p for FLNfile in uploaded\_files %}  {{ FLNfile }}  {%p endfor %} |

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| **REPORTER INFORMATION**  This section will only be filled out if the person being refused did not complete this form themselves. |
| **Individual submitting the report:**  {%p if FLNself\_reporting %}  N/A  {%p else %}  {{ FLNreporter\_firstname }} {{ FLNreporter\_lastname }}  {%p endif %} |
| **Relation to individual involved in incident:**  {%p if FLNself\_reporting %}  N/A  {%p else %}  {{ FLNperson\_reporting }}  {%p endif %} |

The Disability Discrimination Act 1992 (Cth) states that people with disabilities cannot be discriminated against due to their assistance animal. The Department for Infrastructure and Transport (SA) supports this by outlining that assistance animals can accompany a person on all forms of transportation. The Equal Opportunity Act 1984 (SA) further states it is unlawful to impose a condition that would result in a person being separated from their assistance animal. Our users have been made aware that under The Dog and Cat Management Act 1995 (SA) they must provide identification of their accredited assistance animal if they are asked by a driver.