This document is a record of a 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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| **SUBMITTER INFORMATION**  This section will only be filled out if the person being refused did not complete this document themselves. |
| **Individual submitting the record:**  {%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.