This document is a record of a wrongful refusal of an individual attempting to attend food/retail premises while accompanied by an assistance animal.[[1]](#footnote-1)

**REFUSAL INFORMATION**

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| **INFORMATION ABOUT PERSON INVOLVED IN THE INCIDENT** |
| **Full name:** {{ rp\_name}} |
| **Phone number:**  {{ rp\_phoneno }} |
| **Email Address:**  {{ refused\_person.email }} |

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| **INFORMATION ABOUT THE INCIDENT** |
| **Date of incident:** {{ format\_date(inc\_date, format=’dd MMMM yyyy’) }} |
| **Time of incident:** {{ format\_time(inc\_time, format=’h:mm a’) }} |
| **Location of incident:**  {{ eatery\_Address }}  {{ eatery\_Postcode }}, SA |
| **Name of the food/retail premises**  {{ eatery\_StoreName }} |
| **Did the staff ask to see accredited identification?**  {% **if** not staffRequestedPaperwork %}No{% **else** %}Yes |
| **Did refused person provide identification for their assistance animal? (If applicable)**  {% **if** IDWasShown %}Yes{% **else** %}No{% **endif** %}  {% **endif** %} |
| **Did the staff provide a reason for their refusal?**  {% **if** staffHasReason %}Yes{% **else** %}No{% **endif** %}  {% **if** staffHasReason%} |
| **Why did the employee refuse you? (If applicable)**  {{ staffReason }}{% **endif** %}  {% **if** attached\_evidence %} |
| **Evidence supporting the refusal:**  {%p for file in attached\_evidence %}  {{ file }}  {%p endfor %}  {% **endif** %} |

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| **SUBMITTER INFORMATION**  This section will only be filled out if the person being refused did not complete this record themselves. |
| **Individual submitting the record:**  {% **if** selfsubmitted %}Record is self-submitted{% **else** %}{{ s\_fname }} {{s\_lname}}{% **endif** %} |
| **Relation to individual involved in incident:**  {% **if** selfsubmitted %}Record is self-submitted{% **else** %}{{ who\_is\_submitter }} {% **endif** %} |

1. *Disability Discrimination Act* (Cth) s 23, 54A. [↑](#footnote-ref-1)