

Jasmine has diabetes, depression, anxiety, and chronic back pain. Two years ago, her GP recommended that she get an assistance dog to assist with her disabilities. Jasmine and staff have trained her dog to be a diabetic alert dog, so he can let her know if her blood sugar is crashing, and she also finds that her dog greatly assists her with her other disabilities via companionship, increased physical movement and general comfort.

Jasmine bought an apartment in a strata complex last year, and notified the strata manager that she had an assistance dog. The strata manager said it should not be a problem but she would need to submit an application to the body corporate. She did so prior to moving in and provided supporting documents from her doctor highlighting how the dog alleviated her disabilities. She also provided information on the level of training the dog had been given. However, the Strata manager said she could not keep the dog as she had not provided sufficient information about his accreditation, and therefore Jasmine had to be apart from her dog for some months.

After obtaining documents and considering Jasmine's matter, Midlas wrote a letter to the Strata manager on Jasmine's behalf, explaining that her dog satisfies the requirements disability discrimination legislation as the dog is trained to alleviate her disability and trained to an appropriate standard in a public place, and that Jasmine would be bringing her dog onto the property as at that date. Jasmine was then able to bring her dog onto the property with confidence, and continue to receive the support the dog provided.