

Paws, Claws & Tails

www.pawsclawstails.com.au

Therapy Dog Program

Information Pack

Suitability, training, certification
and practical support for Resident
and Visiting Therapy Dog pathways.

First step: Initial Assessment / Consultation

\$350 + GST

Updated July 2026



**Paws, Claws
& Tails**

Paws, Claws & Tails Therapy Dog Program

Paws, Claws & Tails offers therapy dog suitability assessments, training pathways, certification support and practical guidance for individuals, professionals, businesses and organisations wanting to involve a dog in therapeutic, supportive or community-based work.

Therapy dogs can provide comfort, connection and emotional support to people in many different environments. They may support clients in a professional setting, bring calm to a workplace, assist with rapport-building in therapy or allied health sessions, or visit external facilities such as nursing homes, hospitals, schools and community organisations.

Our role is to help you determine whether your dog is suitable for therapy dog work, what type of therapy dog pathway is most appropriate, what training is required, and how to move forward safely, responsibly and professionally.

First step

Both pathways begin with an Initial Assessment / Consultation. This appointment is \$350 + GST. After this appointment, we create a custom quote depending on the scope of the project and what is discussed during the initial appointment.

Included in this pack

- The two therapy dog options
- What therapy dogs are and how they differ from Assistance Dogs
- Who the program may suit
- Dog and handler suitability requirements
- The full program process
- Training, assessment and certification support
- Insurance and responsibility information
- Safety, welfare and boundaries
- Program costs and custom quoting
- Program rules and FAQ

The Two Therapy Dog Options

At Paws, Claws & Tails, we currently offer two therapy dog pathways. Both pathways begin with a suitability-based initial appointment, then move into a custom pathway if the dog and handler are suitable to continue.

Option 1

Resident Therapy Dog

A dog who is brought into a workplace, clinic, practice or business to provide support to clients, patients, staff or visitors within that environment.

Often suited to: dentists, doctors, psychologists, speech therapists, support workers, allied health professionals, schools and structured workplaces.

Option 2

Visiting Therapy Dog

A dog who visits approved external facilities to provide comfort, connection and social support to people in the community.

Often suited to: nursing homes, aged care, hospitals, schools, libraries, community services and volunteer-style visiting work.

Option 1: Resident Therapy Dog

A Resident Therapy Dog is a dog who is brought into a workplace, business, clinic, practice or professional environment to support the people within that setting. This may include clients, patients, staff, students, residents or visitors, depending on the type of business or organisation.

A Resident Therapy Dog may support the environment by helping people feel calmer, safer, more connected or more at ease. In some professional settings, a therapy dog may also help build rapport between the professional and the client.

A Resident Therapy Dog is not an Assistance Dog and does not have public access rights. The dog's role is connected to the approved workplace or business environment only.

This pathway may be suitable for:

- Dentists
- Doctors
- Psychologists and counsellors
- Speech therapists
- Occupational therapists
- Support workers
- Allied health professionals
- Schools
- Community organisations
- Professional practices
- Businesses wanting to responsibly include a dog onsite

For this pathway, we may assist with:

- Assessing whether your dog is suitable for your workplace
- Identifying risks or limitations
- Creating a training pathway
- Preparing your dog for the specific environment
- Assessing your handling skills
- Advising on workplace setup and boundaries
- Supporting safe integration into the business
- Discussing hygiene, welfare and client interaction protocols
- Providing certification support where appropriate

Option 2: Visiting Therapy Dog

A Visiting Therapy Dog is a dog who visits approved external facilities to provide comfort, connection and support to people in the community. This option may be suitable for people who would like to volunteer, give back to their community, or provide therapy dog visits to approved settings.

Visiting Therapy Dogs need to be calm, social, resilient and comfortable interacting with a range of unfamiliar people. They may encounter people with different movement patterns, voices, medical equipment, walking aids, emotional responses, unpredictable noises or busy environments.

Visiting Therapy Dogs may attend places such as:

- Nursing homes
- Aged care facilities
- Hospitals
- Schools
- Libraries

- Community organisations
- Support services
- Disability support settings
- Other approved facilities

For this pathway, we may assist with:

- Assessing whether your dog is suited to visiting work
- Identifying the most suitable type of visiting environment
- Preparing your dog for facility-style interactions
- Building confidence around people, movement and equipment
- Supporting handler skills and advocacy
- Preparing for assessment
- Discussing facility expectations and boundaries
- Providing certification support where appropriate

What Is A Therapy Dog?

A therapy dog is a dog who provides comfort, emotional support and positive social interaction to people other than their handler. Therapy dogs are generally calm, friendly, stable and resilient. They should enjoy appropriate interaction with people and be able to cope well in the environment they are working in.

Therapy dogs may support people by helping to:

- Reduce stress and anxiety
- Increase comfort in unfamiliar or difficult settings
- Encourage positive social interaction
- Support emotional regulation
- Improve rapport between professionals and clients
- Provide companionship
- Create a calmer and more welcoming environment

Therapy dog work should be positive for the dog as well as the people they are supporting. A dog should not be pushed into therapy dog work if they are fearful, uncomfortable, overwhelmed or simply not suited to the role.

Therapy Dogs Are Not Assistance Dogs

Therapy Dogs and Assistance Dogs are different.

A Therapy Dog provides comfort, connection and emotional support to other people. They may work in approved workplaces, facilities or community settings, depending on the arrangement.

An Assistance Dog is specifically trained to assist their handler with a disability. Assistance Dogs may have public access rights if they meet the relevant legal requirements and have completed the required training and assessment process.

Important

Therapy Dog certification does not give your dog public access rights. This means your therapy dog cannot automatically go into shopping centres, restaurants, cafes, supermarkets, public buildings, transport, or other businesses where dogs are not normally permitted.

A therapy dog may only attend the specific workplace, business, facility or environment that has been discussed, approved and appropriately insured.

Who This Program Is For

This program may be suitable for:

- Professionals wanting to bring their dog into their own workplace
- Allied health workers wanting to include their dog in client-facing work
- Businesses wanting to responsibly have a dog onsite
- Schools or organisations considering a resident support dog
- Individuals wanting to volunteer with their dog
- People hoping to visit nursing homes, hospitals or community settings
- Handlers who want professional guidance before starting therapy dog work
- Dogs who are naturally calm, social and resilient

It is also suitable for people who are unsure whether their dog is appropriate for therapy dog work and would like an honest professional assessment before committing further.

Dog Suitability Requirements

Not every dog is suited to therapy dog work. Suitable therapy dogs are usually:

- Calm around people
- Social without being overly excitable
- Confident in new environments
- Comfortable with appropriate handling
- Able to recover well from mild surprises
- Comfortable around unusual movement, sounds or equipment
- Able to walk calmly on lead
- Able to settle when required
- Able to remain under handler control
- Not reactive towards people or dogs
- Not highly fearful or easily overwhelmed
- Enjoying the work, not simply tolerating it

Dogs must also be appropriately cared for, clean, healthy and well-managed. Depending on the pathway and environment, requirements may include:

- Veterinary health check
- Current vaccinations or titre testing where accepted
- Regular flea and worming prevention
- Regular grooming and bathing
- Suitable hygiene practices before visits or work sessions
- Appropriate equipment
- Safe transport and handling practices

Suitability note

Dogs with a history of aggression, serious reactivity, significant fear issues, bite incidents, or council declarations may not be suitable for therapy dog work.

Handler Suitability Requirements

The handler is just as important as the dog. A therapy dog handler must be able to keep their dog and the people around them safe. They must also be able to read their dog's body language and advocate for them when needed.

Handlers are expected to:

- Be calm, respectful and responsible
- Understand their dog's needs and limits
- Read signs of stress, fatigue or discomfort
- Prevent overwhelming interactions
- Use kind and appropriate training methods
- Keep the dog under control at all times
- Follow workplace or facility rules
- Maintain hygiene and presentation standards
- Communicate clearly with staff, clients or facility representatives
- Remove the dog from a situation if the dog becomes stressed
- Understand that the dog's welfare comes first

Depending on the environment, the handler may also need:

- A Blue Card
- A police check
- Workplace approval
- Facility approval
- Insurance approval
- Organisation-specific onboarding or induction

These requirements will depend on the setting your dog will be working in.

The First Step: Initial Assessment / Consultation

The first step for both therapy dog options is an Initial Assessment / Consultation.

Initial Assessment / Consultation: \$350 + GST

This appointment is used to assess your dog's suitability, discuss your goals and identify the most appropriate pathway. It is not a guarantee of certification. It is a suitability and planning appointment.

During the Initial Assessment / Consultation, we will discuss:

- Whether you are interested in a Resident Therapy Dog or Visiting Therapy Dog pathway
- Your goals for therapy dog work
- Your dog's temperament
- Your dog's current training level
- Your dog's confidence and resilience
- Your dog's social behaviour around people
- Your dog's comfort with handling
- Your dog's response to new environments
- Any existing behaviour concerns
- The environment your dog may be working in
- Potential risks, limitations or training needs
- Whether therapy dog work is likely to be suitable for your dog

We will also explain what may be required before your dog can progress towards certification or begin therapy dog work.

If your dog is not currently ready, we may recommend further training, environmental preparation, confidence-building, a slower pathway, or in some cases, a different type of role for your dog.

Custom Quote After The Initial Assessment

After the Initial Assessment / Consultation, we will create a custom quote based on the scope of the project and what is discussed during the appointment.

We no longer use one fixed package for every client because therapy dog projects can vary significantly.

Your quote may depend on:

- Whether you are pursuing the Resident or Visiting Therapy Dog pathway
- Your dog's current level of training
- Your dog's temperament and suitability

- The complexity of the working environment
- Whether onsite workplace support is needed
- Whether facility preparation is needed
- Whether multiple handlers are involved
- Whether more than one dog is being assessed
- Whether documentation or workplace guidance is required
- Whether additional training is needed before assessment
- Whether an environmental or workplace risk assessment is required
- Whether certification, reassessment or ongoing support is required

This allows us to create a pathway that is appropriate, realistic and specific to your dog, your goals and the environment involved.

The Full Program Process

The full program is tailored to your pathway, your dog and the environment involved. Some clients may need only a shorter assessment and preparation pathway, while others may need a more detailed workplace or facility support process.

Stage	What happens
1. Initial Assessment / Consultation	We meet with you and your dog, discuss your goals, assess suitability and identify which pathway is most appropriate. The first appointment is \$350 + GST.
2. Custom Pathway & Quote	After the initial appointment, we provide a custom quote based on your dog, your goals, the environment and the level of support required.
3. Training & Preparation	If suitable to continue, we work through the training and preparation required for your chosen pathway.
4. Assessment	Your dog and handler skills are assessed to determine whether the team is suitable for the relevant therapy dog work.
5. Certification & Launch Support	If the dog and handler meet the required standard, certification support and next steps are provided for the approved role or environment.
6. Renewal / Reassessment	Ongoing suitability can change over time, so reassessment or renewal may be required to maintain standards and protect the dog's welfare.

What The Full Program May Include

Depending on your pathway and your dog's needs, the full program may include a combination of the following.

Suitability Assessment

We assess whether your dog is likely to be appropriate for therapy dog work and what type of environment may suit them best. This may include looking at:

- Sociability
- Confidence

- Resilience
- Handling tolerance
- Impulse control
- Recovery after surprise or distraction
- Response to people
- Response to other dogs
- Ability to settle
- Handler awareness and control

Training Plan

If your dog is suitable to continue, we may create a training plan to help prepare them for therapy dog work. Training may include:

- Loose lead walking
- Calm greetings
- Settling around people
- Staying calm in busy environments
- Ignoring distractions
- Handling confidence
- Confidence around mobility aids
- Confidence around unusual movement or sounds
- Appropriate interaction with adults and children
- Calm behaviour around other dogs
- Impulse control
- Mat work or stationing
- Leave-it skills
- Recall and focus
- Handler advocacy skills

Environment Preparation

For Resident Therapy Dogs, preparation may include helping your dog become comfortable in the workplace or professional environment. This may involve:

- Arriving calmly
- Settling in a designated area
- Greeting clients appropriately
- Ignoring food, bags or equipment
- Moving through the workplace calmly
- Being comfortable with staff movement
- Managing client interactions
- Creating clear dog-free zones if required
- Building appropriate rest breaks into the dog's day

For Visiting Therapy Dogs, preparation may include:

- Practising visits in controlled environments
- Preparing for facility-style greetings
- Building confidence around wheelchairs, walkers or medical equipment
- Practising calm interactions with multiple people

- Working around noise, movement and distractions
- Teaching the dog to disengage and rest when needed

Handler Coaching

We help handlers understand how to safely and confidently manage their dog in therapy dog environments. This may include:

- Reading body language
- Recognising early signs of stress
- Managing greetings
- Knowing when to end an interaction
- Advocating for the dog
- Preventing over-handling
- Managing lead handling
- Communicating with clients, staff or residents
- Understanding boundaries
- Supporting the dog's welfare during work

Workplace Or Facility Guidance

Where relevant, we can help you think through how the dog will fit into the environment. This may include discussing:

- Where the dog will rest
- Where the dog will toilet
- How long the dog will work
- How breaks will be managed
- Which clients or participants may interact with the dog
- What happens if someone is scared of dogs
- What happens if someone has allergies
- What happens if the dog becomes stressed
- How the dog will be introduced
- What rules staff or clients need to follow
- Hygiene and grooming expectations
- Safety and risk management considerations

Assessment Preparation

Before certification assessment, we help prepare the dog and handler for the types of skills and scenarios that may be assessed. This may include:

- Accepting gentle pats from unfamiliar people
- Remaining calm around multiple people
- Walking calmly through distractions
- Recovering from mild surprises
- Staying calm near unusual objects
- Showing basic obedience and handler focus
- Taking treats gently
- Remaining calm around other dogs
- Accepting appropriate grooming or handling checks
- Demonstrating safe and suitable behaviour in the relevant environment

Certification Support

If your dog and handler team meet the required standard, we can provide certification support appropriate to the pathway. Certification may be specific to:

- The dog
- The handler
- The intended environment
- The type of therapy dog work
- The level of support or setting discussed

Certification does not provide public access rights and does not override workplace, facility, insurance or legal requirements.

Resident Therapy Dog Pathway

For Resident Therapy Dogs, the focus is on whether your dog can safely and comfortably work within your specific business, clinic, school, practice or workplace.

This pathway may include:

- Initial suitability assessment
- Discussion of your workplace goals
- Review of your dog's role in the business
- Training plan for workplace behaviour
- Onsite or simulated environment training
- Handler coaching
- Workplace setup recommendations
- Risk and welfare considerations
- Client interaction guidelines
- Certification assessment where appropriate
- Guidance around ongoing expectations

Examples of things we may discuss include:

- Will the dog be present all day or only during certain sessions?
- Will the dog interact with every client or only suitable clients?
- Where will the dog rest?
- How will the dog be separated if needed?
- What will happen if a client is scared of dogs?
- What will happen if a client has allergies?
- How will hygiene be managed?
- How will the dog's stress levels be monitored?
- Who is responsible for the dog during work?
- What insurance is required?

This pathway is practical, tailored and designed around the actual environment your dog will be working in.

Visiting Therapy Dog Pathway

For Visiting Therapy Dogs, the focus is on whether your dog can safely and comfortably visit external facilities and interact with people in a calm, appropriate way.

This pathway may include:

- Initial suitability assessment
- Discussion of your preferred visiting environment
- Training plan for visiting work
- Preparation for facility-style interactions
- Confidence-building around distractions and equipment
- Handler coaching
- Assessment preparation
- Certification assessment where appropriate
- Guidance around facility expectations
- Support around responsible visiting practices

Examples of things we may discuss include:

- What type of facility is most suitable for your dog?
- How often will your dog visit?
- How long should each visit be?
- How will your dog be given breaks?
- How will interactions be managed?
- What should you do if the dog becomes tired or stressed?
- What insurance or checks may be required?
- What rules does the facility need in place?
- What behaviours must the dog demonstrate before visiting?

This pathway is suited to dogs who genuinely enjoy social interaction and can remain calm and resilient in changing environments.

Environment Levels

We use a three-level system to help describe the intensity or distraction level of different environments. This helps us consider how much resilience, training and confidence your dog may need for different settings.

Level	Example environments
Level 1 Lower intensity	Nursing homes, retirement villages, libraries, GP offices, dentist offices, psychologist offices and calmer professional settings.
Level 2 Moderate intensity	Hospitals, schools, larger community settings, busier workplaces, shelters or events with more movement and distraction.
Level 3 Higher intensity	Psychiatric wards, prisons, highly unpredictable environments or settings with significant noise, movement and emotional intensity.

These examples are not automatic approvals. A level discussion does not allow a dog to visit anywhere. It helps guide suitability, training and risk planning. Actual work must still be approved, appropriate and insured.

Assessment

A therapy dog assessment is designed to determine whether the dog and handler are suitable for therapy dog work.

Assessment may include reviewing:

- Dog temperament
- Handler competence
- Grooming and presentation
- Loose lead walking
- Calm greetings
- Comfort with handling
- Response to unfamiliar people
- Response to movement and noise
- Recovery from distraction
- Ability to settle
- Impulse control
- Behaviour around other dogs
- Suitability for the intended environment

The assessment is not just about obedience. A dog may be highly trained but still not suitable for therapy dog work if they are stressed, uncomfortable, overly excitable, fearful or unable to cope with the environment.

Likewise, a friendly dog may still need more training if they cannot remain calm, settle, walk politely or respond reliably to the handler.

The goal is to ensure that therapy dog work is safe, ethical and enjoyable for the dog, handler and the people they are supporting.

Certification

Certification may be offered where the dog and handler meet the required standard for the agreed therapy dog pathway.

Certification confirms that the dog and handler have been assessed for the relevant type of therapy dog work. It does not mean the dog can go anywhere or work in any environment.

Certification may be limited to:

- The assessed handler
- The assessed dog
- The approved role
- The approved environment or pathway
- Any conditions discussed during the process

If an additional handler wants to work with the same dog, they may need to be assessed separately. If the dog's role, workplace, facility or environment changes, further assessment or approval may be required.

Renewal And Reassessment

Therapy dog suitability can change over time. Dogs may become older, less tolerant, less confident, more sensitive or less interested in the work. Handlers may also change how they manage the dog, and workplaces or facilities may change over time.

For this reason, reassessment or renewal may be required to ensure the dog and handler continue to meet the expected standard. Renewal may include:

- Reviewing the dog's current behaviour
- Reviewing the dog's health and welfare
- Reassessing handler skills
- Discussing any incidents or concerns
- Updating workplace or facility expectations
- Confirming whether the dog is still enjoying the work
- Recommending changes to workload, environment or role if needed

The dog's welfare remains the priority throughout the entire process.

Insurance And Liability

Paws, Claws & Tails provides assessment, training, certification support and professional guidance. We do not provide ongoing insurance cover for your dog while they are working, visiting or attending a workplace or facility.

Your responsibility

It is your responsibility to ensure that appropriate insurance is in place before your dog begins therapy dog work.

For Resident Therapy Dogs, your business, workplace or employer insurance will need to cover the dog's presence and activities in that environment. If your current insurance does not cover this, you may need to arrange suitable additional cover.

This may include:

- Business insurance
- Public liability insurance
- Therapy dog-specific insurance
- Volunteer insurance
- Professional indemnity considerations
- Facility-required insurance

For Visiting Therapy Dogs, you may also need your own appropriate insurance depending on the facility, organisation or volunteer arrangement. Some facilities may have their own insurance, policies or onboarding requirements. Others may require you to provide your own cover.

Before your dog begins therapy dog work, you should speak directly with:

- Your insurer
- Your workplace or employer
- The facility or organisation involved
- Any relevant governing or compliance body for your profession

Paws, Claws & Tails is not responsible for damage, injury, incidents or claims that occur during your dog's work, visits or workplace attendance. The handler, business, facility or relevant organisation remains responsible for ensuring appropriate insurance, approvals and safety procedures are in place.

Safety, Welfare And Boundaries

Therapy dog work should be safe for everyone involved, including the dog, handler, clients, patients, residents, students, staff, visitors, the business or facility.

Handlers must monitor their dog at all times and remove the dog from any situation where the dog is stressed, tired, overwhelmed or uncomfortable.

A therapy dog should not be expected to tolerate rough handling, excessive hugging, crowding, teasing, loud interactions or unsafe behaviour. Clear boundaries are essential.

This may include rules such as:

- People must ask before patting the dog
- The dog must be allowed to move away
- The dog must have regular breaks
- The dog must have a rest area
- The dog must not be forced to interact
- The handler can end an interaction at any time

- The dog must not be used when unwell, tired or stressed

The dog's wellbeing is not optional. It is central to responsible therapy dog work.

What Happens If A Dog Is Not Suitable?

If your dog is not suitable for therapy dog work, we will be honest with you. This does not mean your dog is a bad dog. It simply means therapy dog work may not be the right fit for their temperament, confidence, stress levels or preferences.

Some dogs love people but find busy environments overwhelming. Some dogs are affectionate with their family but uncomfortable with unfamiliar people. Some dogs are well trained but too sensitive for therapy dog work. Some dogs simply prefer a quieter life.

If your dog is not suitable, we may recommend:

- Further training
- Confidence-building
- A different environment
- A slower pathway
- A different role
- Reassessment later
- Not pursuing therapy dog work

The priority is always to protect the wellbeing of the dog and the safety of the people around them.

Program Costs

The first step is the Initial Assessment / Consultation.

Initial Assessment / Consultation: \$350 + GST

After the Initial Assessment / Consultation, a custom quote will be provided depending on the scope of the project and the pathway recommended.

Your custom quote may include some or all of the following:

- Additional training sessions
- Workplace preparation
- Facility preparation
- Handler coaching
- Assessment preparation
- Onsite support
- Risk and welfare guidance
- Certification assessment
- Documentation
- Reassessment or renewal
- Additional handler assessment
- Additional dog assessment

Because every therapy dog situation is different, pricing is tailored after the initial appointment.

General Program Rules

Program rules may vary depending on the pathway, but generally include the following expectations.

- The dog must only attend approved environments.
- The dog must not be presented as an Assistance Dog.

- The dog must not be taken into public places where dogs are not permitted.
- The dog must be clean, groomed and healthy when working.
- The dog must be up to date with relevant health care requirements.
- The dog must be handled using kind, appropriate training methods.
- The handler must monitor the dog's stress and comfort at all times.
- The handler must prevent unsafe or overwhelming interactions.
- The dog must remain under control.
- The dog must not work when unwell, injured, overly tired or stressed.
- Workplace or facility rules must be followed.
- Insurance and approval requirements must be met before work begins.
- Only approved handlers may work the dog in a therapy dog capacity.
- Any incidents, behaviour changes or welfare concerns must be addressed promptly.

Failure to follow safety, welfare, insurance or program requirements may result in certification being paused, reviewed or withdrawn.

Frequently Asked Questions

Can I book straight into certification?

No. The first step is the Initial Assessment / Consultation. This allows us to determine whether your dog may be suitable and what pathway is required.

How much is the first appointment?

The Initial Assessment / Consultation is \$350 + GST.

Is certification guaranteed?

No. Certification is not guaranteed. Your dog and handler team must be suitable and meet the required standard.

What happens after the initial appointment?

After the initial appointment, we will provide feedback and create a custom quote based on the recommended pathway and the scope of support required.

Can my dog become a therapy dog for my workplace?

Possibly. This depends on your dog's temperament, training, the type of workplace, insurance, approvals and whether the dog can work safely and comfortably in that environment.

Can my dog visit nursing homes or hospitals?

Possibly. This depends on your dog's suitability, training, handler skills, facility approval, insurance and the requirements of the organisation involved.

Does therapy dog certification give my dog public access rights?

No. Therapy Dogs do not have public access rights. They are not Assistance Dogs.

Do I need insurance?

Yes. You need to make sure appropriate insurance is in place before your dog begins therapy dog work. For a Resident Therapy Dog, your business or workplace insurance may need to cover the dog. If it does not, you may need to arrange your own suitable cover. For a Visiting Therapy Dog, insurance requirements may depend on the facility, organisation or volunteer arrangement.

Does Paws, Claws & Tails insurance cover my dog while working?

No. Paws, Claws & Tails does not provide ongoing insurance cover for your dog during workplace attendance, visits or therapy dog work.

Can more than one handler be certified with the same dog?

Possibly. Additional handlers may need to be assessed and approved separately.

Can more than one dog be assessed?

Yes, but each dog will need to be assessed individually.

What if my dog is already highly trained?

That is a great starting point, but training alone does not automatically make a dog suitable for therapy dog work. Temperament, resilience, confidence, sociability and environmental suitability are also important.

What if my dog is friendly but excitable?

Your dog may need more training before they are suitable. Therapy dogs need to be friendly, but they also need to remain calm, controlled and appropriate.

What if my dog is nervous?

Nervous dogs may not be suitable for therapy dog work, especially if the environment is likely to overwhelm them. In some cases, confidence-building may be recommended before reassessment.

Can you help with the whole process?

Yes. Paws, Claws & Tails can help with suitability assessment, training, preparation, handler coaching, workplace or facility guidance, assessment and certification support. The level of support required will depend on your dog, your goals and the environment involved.

Getting Started

To get started, book an Initial Assessment / Consultation with Paws, Claws & Tails. During this appointment, we will assess your dog's suitability, discuss whether the Resident Therapy Dog or Visiting Therapy Dog pathway is most appropriate, and explain what would be required to move forward.

Initial Assessment / Consultation: \$350 + GST

After the appointment, we will provide a custom quote based on the scope of the project and the level of support required.

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This information pack is general information only and does not replace legal, insurance, workplace health and safety, employment, professional compliance or facility-specific advice. You are responsible for obtaining appropriate advice and approvals for your own situation.