



Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



Toilets, taxi ranks, loading zones and parking spaces: Emergency call buttons in accessible toilets

If emergency call buttons are installed in accessible toilets at currently compliant heights (greater than 900 millimetres above floor), they are not reachable by a passenger who has fallen to the floor. As a result, a person who has fallen to the floor may be unable to reach the emergency call button and request help. There is an opportunity to provide emergency call buttons in unisex accessible toilets at split level to ensure the buttons can be used by a person standing or sitting, or a person collapsed on the floor.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Part 15 Toilets, would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be updated to include advice on accessible toilets to encourage the provision of emergency call buttons in accessible toilets and would recommend emergency call buttons be reachable from the floor and pan. Guidance would stipulate emergency call buttons should be installed at split level, to allow operation of the button by a person standing, sitting or a person collapsed on the floor. Guidance would also include advice on button size, luminance contrast and staff protocol.

Regulatory option

Transport Standards section 15 would include new requirements for emergency call buttons in accessible toilets, including:

- Unisex accessible toilets must have at least two emergency call buttons located in proximity to the pan. There are two sub-options for the location of the emergency call buttons:

Sub-option 1

One button is to be adjacent to the pan, 900 to 1200 millimetres above finished floor and within reach of a person sitting on the pan. The other button is to be at 300 to 400 millimetres above finished floor and forward of the pan.

Sub-option 2

One button may share the space with the flush control adjacent to the pan as per AS1428.1 (2009) Design for access and mobility, Clause 15.2.5 Figure 40.B. The other button must be 300 to 400 millimetres above finished floor and 150 to 900 millimetres forward of the pan.

- Buttons must conform to AS1428.1 (2009) Clause 13.5.4, and be 50 to 60 millimetres clear of any obstruction.
- Emergency call buttons must have a luminance contrast of not less than 30 per cent with the surrounding surface. If a call button is 50 millimetres in diameter or greater, the luminance contrast may be between the button and surrounding surface. If the call button is less than 50 millimetres in diameter, a border around the button for no less than 50 millimetres diameter may be used (refer figure 1 above). Luminance contrast testing must be as per AS1428.1 (2021) Appendix B.
- Emergency call buttons must be identified by braille and tactile signs.

These requirements would apply to ferries, accessible rail cars, infrastructure and premises (except premises to which the Premises Standards apply).

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect the new requirements.

Case study

Jono is a wheelchair user who is reasonably independent. He often travels alone on public transport. Very occasionally Jono falls while transferring on and off toilet pans. When this occurs he must call for help as he is not able to climb back into his wheelchair independently.

Jono's experience today

Unfortunately, while transferring off the toilet pan in an accessible rail car Jono loses his grip on the grab rail and falls to the floor. The toilet has a help phone but unfortunately the controls can only be reached by someone sitting on the toilet pan. Jono strains to reach the controls from the floor but they are too high for him. With no alternative Jono begins to shout for help, hoping another passenger will hear him.

Jono's experience under the proposed reforms

Unfortunately, while transferring off the toilet pan in an accessible rail car, Jono loses his grip on the grab rail and falls to the floor. The toilet has a help phone and its controls can be reached by someone sitting on the toilet pan with another control that can be reached by someone on the floor. Jono pulls himself over and activates the control, telling the train driver of his situation. The driver assures him that help will soon come.

Have your say

Public consultation on the Stage 2 reform of the Transport Standards will open from 15 March to 9 August 2022.

For further information:

- **Website:** <https://www.infrastructure.gov.au>
- **Call:** 1800 621 372
- **Email:** DisabilityTransport@infrastructure.gov.au
- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28675&name=emergency-call-buttons-in-accessible-toilets>

