



Information and communication: Hearing augmentation – infrastructure and premises

Currently, there is a reference to a dated Australian Standard in the Transport Standards on hearing augmentation in infrastructure and premises that is inferior to the requirements of the Premises Standards. There is an opportunity to improve the provision of hearing augmentation systems in premises and infrastructure, in line with the Premises Standards.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 26.1 Public address systems – premises and infrastructure, would remain unchanged and no additional guidance would be issued.

Non-regulatory option

The Transport Standards Guidelines would be updated to include advice on hearing augmentation in infrastructure and premises to encourage use of an updated Australian Standard and harmonise with the Premises Standards, including:

- Compliance with AS1428.5 (2010) *Design for access and mobility, section 4*.
- Best practice design, including area coverage and the use of the international access symbol for deafness.
- Consideration of environmental factors, including surrounding infrastructure that generates electrical fields.

Regulatory option

Transport Standards section 26.1 would be amended to include the following (including any requirements retained or amended from the status quo). The Transport Standards Guidelines and / or The Whole Journey Guide would be updated for both options to include advice for hearing augmentation in premises and infrastructure.

Option 1

The Transport Standards would be amended to include:

- If an amplified system conveying public transport information is installed a hearing augmentation system complying with AS1428.5 (2010) *Design for access and mobility, section 4 Requirements for assistive listening systems*, must be provided:
 - if installed, a magnetic induction system must cover at least 80 per cent of the area served by the public address system.
 - at any ticket office, teller's booth, reception area or the like, where the public is screened from the service provider.
- Where the hearing augmentation system does not cover the total area of the area served by the public address system, the boundaries of the area served by the hearing augmentation system must be designated by the international access symbol for deafness.
- Signs displaying the international symbol for deafness must indicate the presence and type of a hearing augmentation.

These requirements would apply to infrastructure and premises (except premises to which the premises standards apply).

Option 2

The Transport Standards would be amended to include:

- If a public address system is installed, a hearing augmentation system complying with AS1428.5 (2010) *Design for access and mobility, section 4 Requirements for assistive listening systems*, must be provided.
- Any hearing augmentation system must cover the maximum area practicable and at least those areas in which staff assistance is available.
- The area covered by the hearing augmentation system and must be designated by the international symbol for deafness.
- Signs displaying the international symbol for deafness must indicate the presence of a hearing augmentation system also indicate the type of hearing augmentation system.

These requirements would apply to infrastructure and premises (except premises to which the premises standards apply).

Case study

Omar catches the bus at an interchange where echoes and noise make it difficult to hear PA announcements via his hearing aid. Omar's hearing aid has a telecoil switch that allows him to receive PA messages broadcast over a magnetic induction loop.

Omar's experience today

Waiting for his bus, Omar hears an announcement that seemed to be informing passengers that a particular service had been cancelled due to a breakdown. Omar feels anxious and wonders if it was his service. Unsure, he asks another passenger which service was cancelled. The person informs him that it was not his service so Omar relaxes.

Omar's experience under the proposed reforms

Waiting for his bus Omar hears an announcement informing passengers that a particular service had been cancelled due to a breakdown. Omar had his hearing aid telecoil switched on to take advantage of the magnetic induction loop system associated with the interchange PA system. He heard that the service cancelled was not his and went back to checking his phone.

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>
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- **Email:** DisabilityTransport@infrastructure.gov.au
- **Survey:** <https://edm.infrastructure.gov.au/thanks.php?s=28725&name=hearing-augmentation--infrastructure-and-premises>