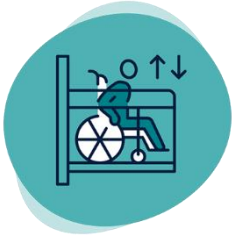




Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



Lifts: Audible wayfinding

Currently, many public transport lifts are not required to have any verbal announcements identifying landing level or wayfinding information. People with vision or cognitive impairments are sometimes uncertain about which landing a lift car has arrived at and / or which way they need go to continue their journey. There is an opportunity to enhance lift accessibility by ensuring that audio announcements are provided at all lift levels and that directional audible wayfinding information is available at lift landings.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 13.1 Compliance with Australian Standard – premises and infrastructure, would remain unchanged and no new guidance would be made.

Non-regulatory option

Guidance would be updated to include best practice guidance for audible landing location and succinct wayfinding information in lift cars. The guidance would apply to premises (except premises to which the Premises Standards apply) and infrastructure (except airports that do not accept regular public transport services).

Option 1

Specific guidance may include that lift cars should provide the following location and wayfinding cues to assist passengers:

- Lift cars arriving at platform landings should announce the platform number or numbers.
- Lift cars arriving at landings in road reserves, parking or passenger loading areas should announce the name of the street or facility.
- Lifts arriving at over-bridges, subways or concourses should audibly confirm the place in which they arrive.

Option 2

Specific guidance on succinct wayfinding information in lift cars may include:

- Lift cars should provide succinct audio information on arriving at landings that permits passengers to confirm where they have arrived and to make basic orientation decisions.
- If possible, basic orientation instructions should be included in the audio announcement.

- Announcements should be succinct, not more than five to ten seconds.

Regulatory option

Transport Standards section 13.1 would be amended to include the following (including any requirements retained or amended from the status quo). There are two regulatory options proposed. Both options would apply to premises (except premises which the Premises Standards apply) and infrastructure (except airports that do not accept regular public transport services). New requirements in the Transport Standards would include:

Option 1

- Lift cars arriving at platform landings must announce the platform number.
- Lift cars arriving at landings in road reserves, parking or passenger loading areas must announce the name of the street or facility.
- Lift cars arriving at overbridges or concourses must announce the level and give succinct instructions directing passengers to exits and to lifts that access other platforms.

Option 2

- Lift cars must provide succinct audio information on arriving at landings that permits passengers to confirm where they have arrived and to make basic orientation decisions.

Guidance would be updated for both options.

Case study

Iqbal has a vision impairment. He arrives at a bus interchange that is wedged between two major CBD roads. Access off the wedge is via a subway that passes under both roads. On one side the subway continues on to a railway station. Iqbal wishes to continue his journey on the train but is unsure of which way to turn as he leaves the lift at subway level.

Iqbal's experience today

As the lift reaches subway level, Iqbal wonders which way he should turn to reach the station. Iqbal is unsure of the correct direction, so he turns right and hoping to find the station or ask a passer-by if he is going in the right direction.

Iqbal's experience under the proposed reforms

As the lift reaches subway level, Iqbal hears an audio announcement saying 'Subway. Kendall Street to the left. Bedford Road to the right. Kendall Street Station 100 m further along the subway.' Iqbal smiles and on leaving the lift turns left and proceeds to the station.

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=28693&name=lifts-audible-wayfinding>