



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



# Lifts: Braille and Tactile Information at lift Landings

Currently, there is inadequate provision of wayfinding information at lift landings. This presents a barrier to independent travel for people with vision impairment and / or hearing impairment. There is an opportunity to ensure that people with disability can continue their journey by providing braille and tactile wayfinding information on lift landings and door frames.

## Reform options

### Maintain current requirements in the Transport Standards

Transport Standards Section 13.1 *Compliance with Australian Standard – premises and infrastructure*, would remain the same and no new guidance would be issued.

### Non-regulatory option

Guidance would be updated to include best practice guidance for braille and tactile information at lift landings, including:

- Signage location.
- Design requirements.
- Guidance on braille usage.
- Operators and providers may choose to comply with AS1428.4.2 (2018) *Design for access and mobility, Part 4.2* and AS1735.12 (2020) *Lifts, escalators and moving walks, Appendix ZA.5.2*.

The advice would pertain to premises, except premises to which the Premises Standards apply, and infrastructure (except airports that do not accept regular public transport services).

### Regulatory option

Transport Standards section 13.1 would be amended to include the following (including any requirements retained or amended from the status quo), including:

- on platforms must have braille and tactile signs identifying the platform landing.
- at road reserves, parking or passenger loading areas must have identifying braille and tactile signs identifying the street or facility landing.

- at overbridges, subways or concourses must have braille and tactile signs identifying the level.

The above requirements must comply with:

- AS1428.4.2 (2018)
- be located as per AS1735.12 (2020) Appendix ZA.5.2.

These requirements would pertain to premises (except premises to which the Premises Standards apply), and infrastructure (except airports that do not accept regular public transport services).

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

## Case study

Rajendra uses a cane as a mobility and wayfinding aid. In a lift, Rajendra cannot confidently see or hear the landing displays and announcements as the lift arrives at a landing. He is catching a bus at an on-street interchange and must take a lift from the overpass to street level. From the environmental cues he believes he is on the inbound side of the street and must cross to the outbound side.

### Rajendra's experience today

Rajendra takes a lift to reach ground level and realises the information at the lift landing does not clearly tell him what side of the street he is on. On leaving the lift he is concerned that he might be on the wrong side of the street. Rajendra then has to ask a person nearby if he is on the outbound side of the street. He is now running late for his bus and feels embarrassed.

### Rajendra's experience under the proposed reforms

Rajendra takes a lift to reach ground level and reaches out to find the braille and tactile landing sign on the lift door. The sign informs him that he is on the inbound side of the street. Confident of his location Rajendra proceeds to his bus stop.

## 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=28694&name=lifts-braille-and-tactile-information-at-lift-landings>