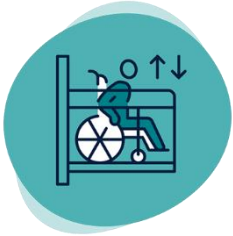




Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



Lifts: Emergency communication systems in lift cars

Currently, the Transport Standards reference an outdated Australian Standard. People who are deaf, hard of hearing, speech impaired or non-verbal are at risk of being unable to communicate the need for assistance during an emergency. There is an opportunity to enhance lift accessibility through the provision of adequate emergency communications systems in lift cars.

Reform options

Maintain current requirements in the Transport Standards

No changes to the Transport Standards or guidance would be made. The Transport Standards section 13.1 would remain unchanged.

Non-regulatory option

Guidance would be updated to include best practice guidance for emergency communication systems in lift cars to ensure deaf, hard of hearing, speech impaired or non-verbal passengers are able to communicate with staff in an emergency and receive a message confirming their call, including:

- Emergency communication systems in lift cars should comply with AS1428.5 (2010) Clause 6.4 and AS1735.12 (2020) Clause 5.4.2.5.
- If passengers initiate an emergency call, they should receive a message or signal confirming their call has been received and will be acted upon.
- If the communication system involves an induction loop system, the symbol for hearing should be located adjacent to the microphone.

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):

- Emergency communication systems in lift cars must comply with AS1428.5 (2021) Clauses 2.4 and 3.2 and AS1735.12 (2020) Clause 5.4.2.5.

The new requirements would apply 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 new requirements and include guidance for premises (except premises to which the Premises Standards apply) and infrastructure (except airports that do not accept regular public transport services).

Case study

Catriona is Deaf and communicates via Auslan. She does not wear a hearing aid as she has no hearing. Her English skills are sufficient to understand simple sentences. Catriona is non verbal. She usually takes a lift in preference to stairs when catching public transport, particularly if she is tired. When riding in a lift one day, the lift comes to a shuddering stop midway between landings. Catriona is alone in the lift.

Catriona's experience today

Catriona sees an emergency phone on the lift control panel. She presses the button and makes such sounds as she can. Looking around she sees a camera at ceiling level and waves at it frantically, hoping someone is watching. Catriona is unaware that her call has been received as she could not hear the response and was unaware that she was seen on camera. Help was coming but unaware of this Catriona sits down in the lift and waits for someone else to discover that the lift is caught between landings and report the malfunction.

Catriona's experience under the proposed reforms

Catriona sees an emergency phone on the lift control panel. It has the international symbol for deafness beside it. She understands that this means that people who have a telecoil in their hearing aid will hear what is being said over the phone's speaker. Catriona sighs as this will not help her, but in the hope of attracting attention Catriona presses the call button anyway. After pressing the button she notices that text located beside the button saying 'Help Coming' illuminates confirming that her call has been received and acted upon. While unhappy to be caught in the lift, Catriona is relieved that her predicament is known and will soon be resolved.

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=28695&name=lifts-emergency-communication-systems-in-lift-cars>