



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



# Lifts: Reference for lift car communication and information systems

Currently, the Transport Standards contain no requirements for assistive listening systems in lifts. People who are hard of hearing – and particularly those who also have vision impairments – do not always receive equal access to information while travelling in lift cars when compared to other passengers. There is an opportunity to provide assistive listening systems in lifts and update technical references that deal with assistive listening systems to take into account technological advances.

## 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 on accessible lift car communication and information systems, including:

- An in-car assistive listening (hearing loop) system should be installed to allow people who are hard of hearing and wearing hearing aids to receive audio messages broadcasted in the car and to communicate externally over the help phone.
- If service-related information that is being broadcast on an external public address system is simultaneously broadcasted in lift cars, the car should also relay these announcements via an induction loop system.
- The international symbol for deafness as per AS1428.1 (2009) *Design for access and mobility*, Clause 8.2.2 should be displayed where a hearing loop is provided.

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):

- If service-related information that is being broadcast on an external public address system is simultaneously broadcasted in lift cars, the car must also relay these announcements via an induction loop system as described in AS1735.12 (2020) *Clause 5.4.2.5.4*.
- Lift car communication systems, including those that announce the level at which the car has arrived, must comply with AS1735.12 (2020) *Clause 5.4.2.5.4*.
- The international symbol for deafness as per AS1428.1 (2009) *Design for access and mobility, Clause 8.2.2*, shall be displayed where a hearing loop is provided.

This new section would apply to premises (except premises to which the Premises Standards apply) and infrastructure (except airports that do not accept regular public transport services). Guidance would also be updated to reflect the new regulatory requirements.

### Case study

Ying is hard of hearing and relies on a hearing aid to hear. Her aid has a telecoil switch. This allows her to hear messages broadcast over PA systems or other communication systems that have magnetic induction loops. When carrying shopping Ying will use lifts to access overbridges or boarding points as she experiences fatigue and finds using the stairs is tiring. One day Ying is taking a lift down from street level to access a ferry pontoon. The lift shudders and stops.

#### Ying's experience today

Ying sees an emergency phone on the lift control panel. She presses the button and waits for a response. A voice answers asking how they may help. Ying cannot clearly hear what is being said, so she simply relates what has happened. The voice says something that Ying cannot make out. She repeats her message and hopes that her location and predicament are understood. Ying feels rather anxious not being certain that her message was understood and wondering how long she must wait for help.

#### Ying's experience under the proposed reforms

Ying sees an emergency phone on the lift control panel. Beside it is the international symbol for deafness. Ying understands that this means her hearing aid telecoil will pick up what is being said on the speaker. Ying activates the telecoil, presses the button and waits for a response. A voice answers asking how they may help. Ying can hear perfectly what is being said, so she relates what has happened. The operator acknowledges the issue and reassures Ying that she has contacted someone who will get her out of the lift as soon as possible.

## 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:

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