

AS 1428.5:2021



Design for access and mobility

Part 5: Communication for people who are deaf or hearing impaired



AS 1428.5:2021

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The following are represented on Committee ME-064:

- Association of Consultants in Access Australia
- Australian Association of Occupational Therapists
- Australian Building Codes Board
- Australian Industry Group
- Australian Institute of Architects
- Australian Institute of Building Surveyors
- Australian Institute of Quantity Surveyors
- Austroroads
- Blind Citizens Australia
- Deafness Forum of Australia
- Department of Industry, Science, Energy and Resources
- Engineers Australia
- Housing Industry Association
- Human Factors and Ergonomics Society of Australia
- Master Builders Australia
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Part 5: Communication for people who are deaf or hearing impaired

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Preface

This Standard was prepared by the Standards Australia Committee ME-064, Access for People with Disabilities, to supersede AS 1428.5:2010.

This Standard was formulated as part of the expanded suite of Standards that was conceived to provide a set of requirements to satisfy the Disability Discrimination Act (1992).

The objective of this Standard is to assist in the provision of an environment in which people who are deaf or who have a hearing impairment are included in public areas, transport buildings and terminals.

The objective of this revision is to update the document for the purpose of regulatory adoption.

The Standard deals with principles to consider when providing audio facilities for people who are deaf or hearing impaired. Factors affecting speech intelligibility and hearing augmentation are also considered, including electromagnetic interference to communication equipment.

The Standard sets out requirements for hearing augmentation systems, as well as defining numerous terms having previously caused confusion. Also included are emergency warning systems.

This Standard is part of a series that comprises the following:

AS 1428.1, *Design for access and mobility, Part 1: General requirements for access*

AS 1428.2, *Design for access and mobility, Part 2: Enhanced and additional requirements — Buildings and facilities*

AS 1428.4.1, *Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment — Tactile ground surface indicators*

AS 1428.4.2, *Design for access and mobility, Part 4.2: Means to assist the orientation of people with vision impairment — Wayfinding signs*

AS 1428.5, *Design for access and mobility, Part 5: Hearing augmentation and emergency systems for people who are deaf or hearing impaired*

The terms “normative” and ‘informative’ are used in Standards to define the application of the appendices to which they apply. A “normative” appendix is an integral part of a Standard, whereas an “informative” appendix is only for information and guidance.

The use of notes in this Standard is of an advisory nature only. They provide explanations and guidance on recommended design considerations or technical procedures, as well as an informative cross-reference to other documents or publications.

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Foreword

Persons with a hearing loss may or may not have a hearing device (such as a personal hearing aid, a cochlear implant, BAHA, brainstem implant or other hearing device) fitted. Using a hearing augmentation system may enable access to auditory communication, including speech, music and sound, by people with a hearing impairment who —

- (a) are not wearing a hearing device; or
- (b) have hearing device without a telecoil (also known as T-switch); or
- (c) have hearing device with a telecoil (also known as T-switch),

while retaining the ability to lip read when in line of sight with the person speaking.

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Design for access and mobility

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Section 1 Scope and general

1.1 Scope and application

1.1.1 Scope

This Standard sets out requirements for the design, application of and measurements to be performed on hearing augmentation systems to enable access to auditory communication for people who have a hearing impairment or who are deaf.

This Standard sets out definition of and requirements for:

- (a) Hearing augmentation systems, which include —
 - (i) audio frequency induction loop systems (AFILS), commonly called hearing loop systems;
 - (ii) systems requiring the use of receivers; and
 - (iii) systems for use at counters.
- (b) Sound field amplification systems.
- (c) Inbuilt amplification.
- (d) Screens and barriers at counters.
- (e) Warning and alerting systems.

NOTE 1 For information on comparison of hearing augmentation systems, see [Appendix C](#).

NOTE 2 For information on hearing loss, see [Appendix B](#).

NOTE 3 The locations where hearing augmentation systems are required is specified in the NCC.

1.1.2 Application

This document is intended for use by planners, designers, regulators, builders, facility managers and operators of buildings and terminals to choose appropriate design solutions and equipment for the design, installation, operation and maintenance of hearing augmentation, communication and warning systems.

1.2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document:

NOTE 1 Documents referenced for informative purposes are listed in the Bibliography.

AS/NZS 1428.1, *Design for access and mobility, Part 1: General requirements for access*

AS 1603.17:2020, *Automatic fire detection and alarm systems, Part 17: Warning equipment for people with hearing impairment*