Signage Guide

for

Hearing Augmentation Systems

Created 1 July 2013

Reviewed 11 January 2016

Free licence

Disclaimer

At the time of collation, all information contained in this guide was current. Due to ongoing improvements in access requirements, we strongly recommend that people designing buildings and ordering or installing signs consult the most up-to-date legislation, codes, standards and advisory note.

Introduction

Hearing Augmentation is required in all rooms used for judicial purposes and all places where sound amplification is provided or public announcements are made, for example: boardrooms, class/lecture rooms, assembly halls, cinemas, theatres and auditoriums.

The International Deafness Symbol is displayed to indicate the presence of a Hearing Augmentation System.

Hearing Loop Systems (also known as Audio-Frequency Induction Loop Systems)

These loops are usually installed in meeting rooms or in other places where people gather. They assist people who have hearing aids fitted with a T-switch. They can even assist people without hearing aids if the user is provided with a loop receiver.

In addition to permanently installed hearing loops, there are portable hearing loops for purchase or hire. These can be used in small spaces such as meeting rooms or motor vehicles.

FM Systems

These require users to obtain and wear a receiver, and return it afterwards. Both neckloops and headsets must be provided for each receiver. They can be used with or without hearing aids.

Infrared Systems

These also require users to obtain and wear a receiver, and return it afterwards. Both neckloops and headsets must be provided for each receiver. They can be used with or without hearing aids.

These generally require a direct unblocked line of sight to the user and require users to obtain and wear a receiver with the appropriate attachment.

This guide aims to provide information so that architects, building designers, project managers, building surveyors, venue managers and audio-visual integrators can be better informed of their communication access responsibilities and to assist them in providing and locating appropriate signage for Hearing Augmentation.

The information is correct at the time of publication however, as requirements and standards are updated, the most recent legislation, BCA and Australian Standards and advisory notes should be consulted for the most up-to-date information.

In addition to the information contained in this guide, it is recommended that:

1. Adjacent to your signs, provide contact information for a person – name, location and/or SMS text – who can attend to any faults noticed by a person who requires the advertised communications access.

2. Conduct regularly scheduled listening checks of any Hearing Augmentation System (Hearing Loop, FM or IR system) to ensure it is operating correctly.

Signage Guide for Hearing Augmentation Systems

The **mandatory** requirements for **Hearing Augmentation** are contained in*:*

- *Building Code of Australia (BCA) - 2015 - Section D3.7*
- *Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1 - Section D3.7*

  *and **non-mandatory** requirements are also referenced in:*

- *Australian Standard 1428.5 - 2010 Section 3 and 4, Appendix A, B &C*

The **mandatory** requirements for **Signage** for Hearing Augmentation are contained in*:*

- *Building Code of Australia (BCA) - 2015 - Section D3.6 and Specification D3.6*
- *Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1 - Section D3.6 and D4*
- *Australian Standards 1428.1 - 2009 Amdt 1, Clause 8.2.2 and Figure 12*

  *and **non-mandatory** requirements are also referenced in:*

- *Australian Standard 1428.5 - 2010 Section 5*

This guide should be read in conjunction with these documents*.*

For public transport buildings only

The **mandatory** requirements for **Hearing Augmentation** are contained in*:*

- *Building Code of Australia (BCA) - 2015 - Section H2.13*
- *Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1 - Section H2.13*
- *Australian Standard 1428.2 - 1992 Clause 21.1*
  *and **non-mandatory** requirements are also referenced in:*
- *Australian Standard 1428.5 - 2010 Section 3 and 4, Appendix A, B &C*

The **mandatory** requirements for **Signage** for Hearing Augmentation are contained in*:*

- *Building Code of Australia (BCA) - 2015 - Section H2.10*
- *Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1*
- *Australian Standards 1428.1 - 2001 Clause 14.3 and Figure 34*
- *Australian Standards 1428.2 - 1992 Clause 17.1, 17.4, Figure 30 and Table 1 and* ***non-mandatory*** *requirements are also referenced in:*
- *Australian Standard 1428.5 - 2010 Section 5*

This guide should be read in conjunction with these documents*.*

The information contained in this guide is correct as at January 2016 however, as requirements and standards are updated, the most recent legislation, BCA and Australian Standards and advisory notes should be consulted for the most up-to-date information.

Signage requirements

Two types of signage are required to comply with the

- Building Codes of Australia (BCA-2015 section D3.6), or
- Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1 - Section D3.6,

1. At the entrance - Braille and Tactile Sign

Braille and Tactile signage must:

a) incorporate the international symbol for deafness, (as per AS 1428.1 – 2009, Clause 8.2.2 and Figure 12),

b) The colour of the symbol shall be white on a blue background. The blue shall be B21, ultramarine, of AS 2700, or similar.

c) identify each space with a Hearing Augmentation System

It is normal practice to include tactile English above or below the Braille wording; and located as follows:

d) All Braille and tactile components of the sign must be between 1200 and 1600 mm above the floor.

e) Signs with single lines of characters must have the line of tactile characters not less than 1250 mm and not higher than 1350 mm above the floor.

f) on the wall on the latch side of the door with the leading edge of the sign located between 50 mm and 300 mm from the architrave (where this is not possible, the sign may be placed on the door itself).

g) The background, negative space, fill of a sign or border with a minimum width of 5 mm must have a luminance contrast with the surface on which it is mounted of not less than 30%.

h) Braille and tactile signs must be illuminated to ensure luminance contrast requirements are met at all times during which the sign is required to be read.

The Braille and Tactile specification is defined in:

BCA Clause 3.6 and Specification D3.6

Disability (Access to Premises Buildings) Standards 2010 inc Amdt 1 - Section D3.6 and D4

A company which manufactures Braille and tactile signage will normally meet the remaining requirements of The Braille and Tactile specification. However this should be checked prior to purchasing.

Many companies have the international symbol of deafness with a small “T” in the symbol, indicating a hearing loop system. However, this is in breach of the standards, and is not permissible in Australia – yet many manufacturers provide it.

Appendix A shows examples recommended by Deafness Forum.

2. Inside the room - Printed Sign

Printed Signage must

a) incorporate the international symbol for deafness, (as per AS 1428.1 – 2009, Figure 12)

b) The colour of the symbol shall be white on a blue background. The blue shall be B21, ultramarine, of AS 2700, or similar,

c) identify the type of Hearing Augmentation System (e.g. Hearing Loop System, FM System or Infra-red System),

d) identify the area covered within the room with a Hearing Augmentation System, and

e) if receivers are being used, then where the receivers can be obtained.

Different requirements apply to public transport buildings.

Appendix B shows examples recommended by Deafness Forum.

International symbol for deafness

The International Symbol for deafness is a registered trademark in Australia, held by Deafness Forum Ltd. This provides various rights to the Deafness Forum including the right to license or sell the symbol for use within Australia for the goods and services for which it is registered.

Signs are required to incorporate the international symbol of deafness in accordance with AS 1428.1 - 2009 Clause 8.2.2. This symbol consists of two elements - a stylised ear and a diagonal slash on a plain square background, exactly as shown in Figure 12 of the above standard. The colour of the symbol is white on a blue background (B21, Ultramarine of AS 2700 or similar).

No variation to the symbol (or colour) is permitted.

Many companies have the international symbol of deafness with a small “T” in the symbol, indicating a hearing loop system. However, this is in breach of the standards, and is not permissible in Australia – yet many manufacturers provide it.

The Symbol may not be used in an advertising context or in any way to promote or identify commercially available goods or services.

Organisations may apply for a copy of the Symbol to use in accordance with the guidelines by contacting Deafness Forum at info@deafnessforum.org.au

Lettering

Helvetica Medium or Arial typeface is preferred. Signs are easier to read in sentence case, ie a combination of upper and lower case lettering, rather than lettering in all upper case or all lower case.

Sign surface

Use surface finishes that reduce glare and reflection, such as matt or non-reflective finishes which are generally more suitable.

Luminance contrast, lighting and colour considerations

Luminance contrast complying with BCA Specification D3.6 clauses 4 required, which includes these key points:

- luminance contrast is the difference in the amount of light reflected from the sign compared with the light reflected from the background or surrounding surface; and
- there must be a luminance contrast of not less than 30 per cent between the surface of the sign and the background it is mounted on.
- Luminance contrasts must be met under the lighting conditions in which the sign is to be located
- Signs should be covered by good, even light.

Ordering your sign

Contact your Hearing Augmentation provider for signs.

When ordering your sign, please ensure you have stipulated that the completed sign must comply with all requirements of the BCA specification D3.6.

A company which manufactures Braille and tactile signage will normally meet the remaining requirements of The Braille and Tactile specification. However this should be checked prior to purchasing.

Many companies have the international symbol of deafness with a small “T” in the symbol, indicating a hearing loop system. However, this is in breach of the standards, and is not permissible in Australia – yet many manufacturers provide it.

Deafness Forum of Australia is the creator of this Guide.

Deafness Forum of Australia is also the Australian trademark owner for the International Symbol for Deafness.

Deafness Forum is the peak national body representing all interests and viewpoints of the Deaf and hearing impaired communities, including those people who have a chronic disorder of the ear or are Deafblind.

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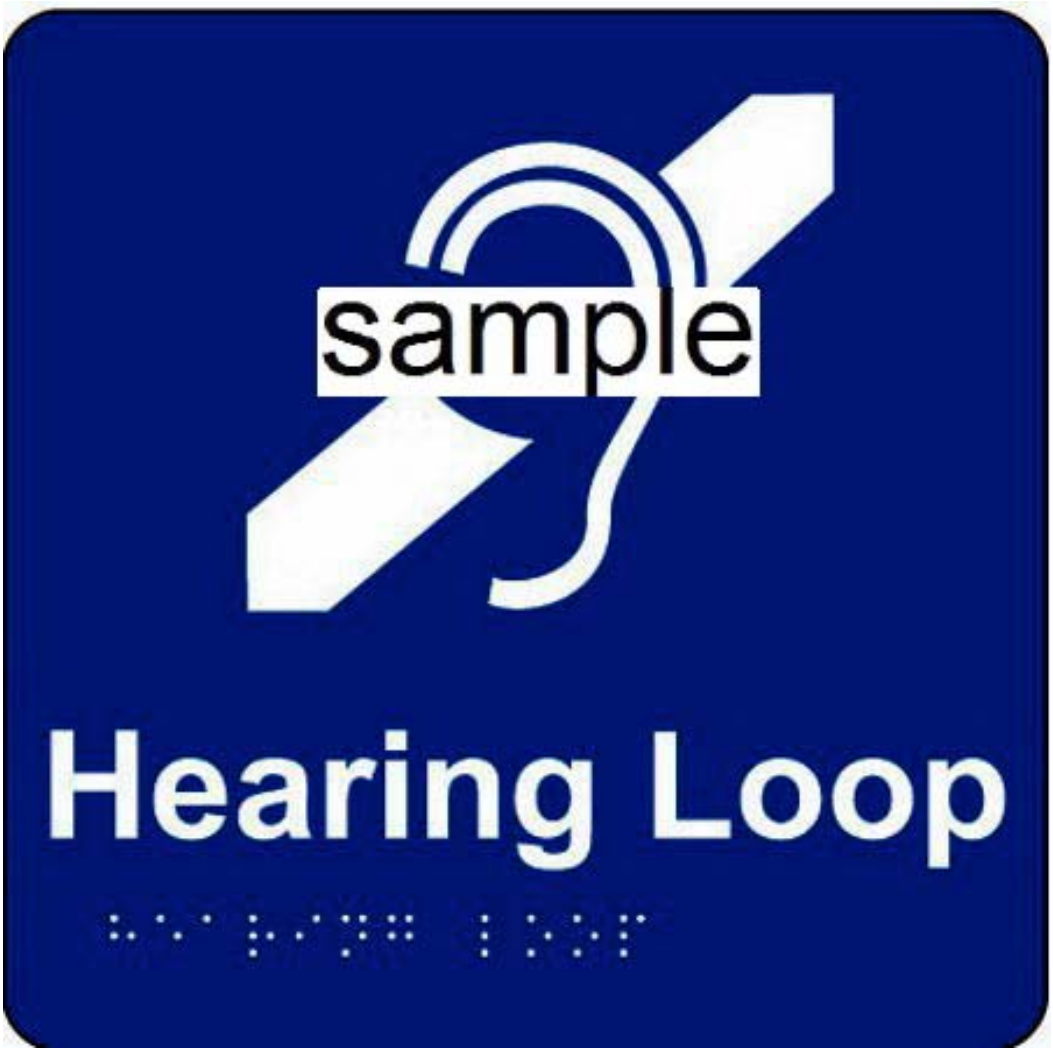
Appendix A - Entrance Sign examples

- Braille and Tactile

At entrance:

A.1 Hearing Loop System



Note: Image, Braille and words to be tactile

At entrance:

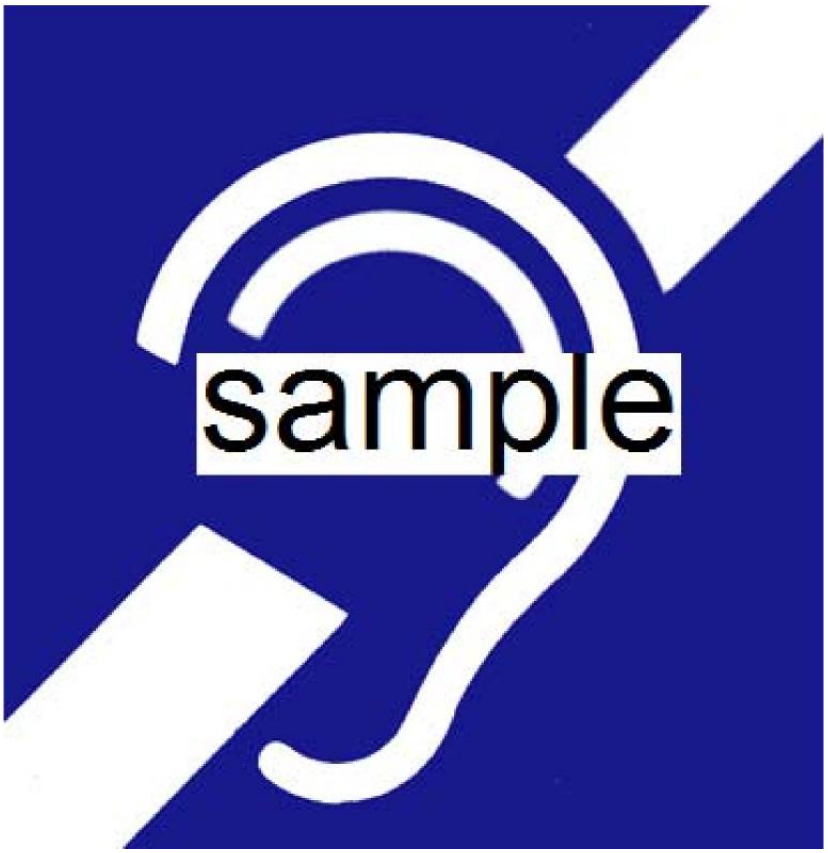
A.2 FM or Infra-red System

Note: Image, Braille and words to be tactile

Appendix B - Inside Room

- Printed examples

B1. (a) Hearing Loop System – Full Coverage



A Hearing Loop System is installed in this ... (name of area)

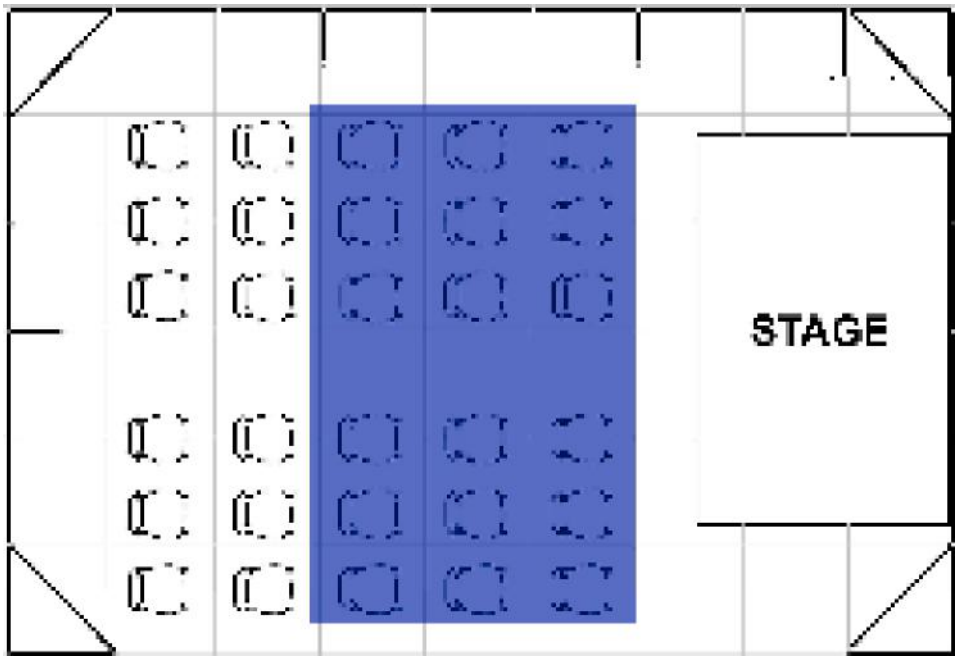
Switch your hearing aid or cochlear implant processor to T Switch, or Telecoil position.

Inside Room:

B.1 (b) Hearing Loop System – Part Coverage

A Hearing Loop System is installed covering … (area covered by hearing loop) in this ... (name of area)

This is shown below as shaded.



Switch your hearing aid or cochlear implant processor to T Switch, or Telecoil position.

Inside Room:

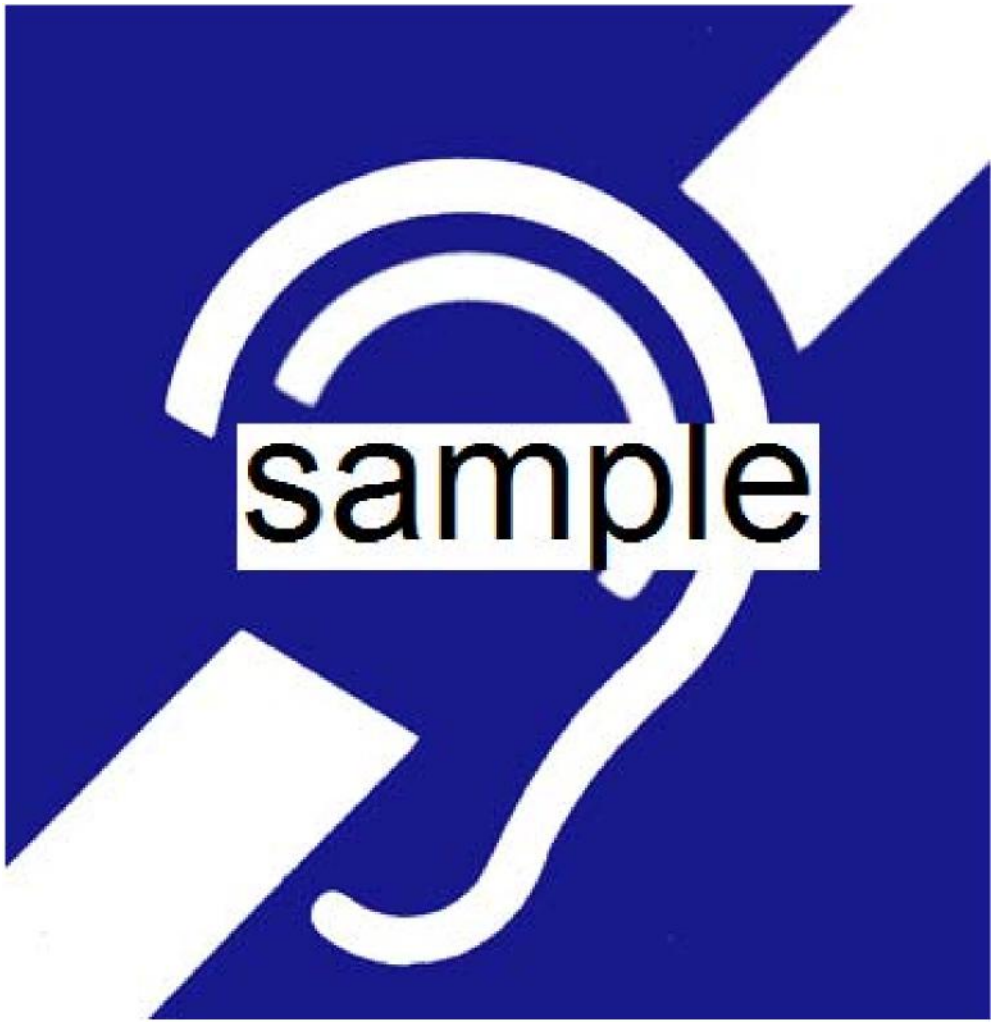
B.2 FM System – Full Coverage

An FM Hearing Augmentation System is installed in this ... (name of area)

Receivers are available from ... (location of receivers)

Inside Room:

B.3 Infrared System – Full Coverage



An Infrared Hearing Augmentation System is installed in this ... (name of area)

Receivers are available from ... (location of receivers)