

8.0 SERVICES

8.1 COMMUNICATION SYSTEMS & ASSISTIVE TECHNOLOGY

THIS SECTION DEALS WITH THE PROVISION AND DESIGN OF COMMUNICATION SYSTEMS, ASSISTIVE TECHNOLOGY AND THE ACOUSTIC ENVIRONMENT IN WHICH THEY ARE LOCATED.

PERFORMANCE OBJECTIVE

The built acoustic environment shall enable clarity of audible communication between users and facilitate the use of a wide range of communication equipment enabling all users to gain information, interact with others and make full use of services provided. Assistive technology shall be provided to increase, maintain, or improve the functional capabilities of vulnerable users wherever practicable.

8.1.1 MANDATORY PROVISIONS

Communication systems, assistive technology and acoustics will satisfy the performance objectives if:

GENERAL

1. Cables and equipment generating magnetic fields likely to interfere with hearing aids are screened or located away from public areas.
2. Air conditioning equipment and any plant or equipment generating noise are located in positions where they will not cause a disturbance.
3. Assistive technology is provided wherever practicable.

ACOUSTICS

1. The installed combination of materials used for ceiling, wall and floor finishes provides an acoustic environment that enables audible information to be heard clearly and assists people with sight impairments understand a space and orientate themselves.
2. Separation is provided between quiet and noisy areas of a building and areas where communication is important e.g. reception desks are positioned away from potential noise sources.
3. Intrusive noise from outside the building or from adjacent internal areas is minimised by the use of insulation within the construction elements.

PUBLIC ADDRESS SYSTEMS

1. In large spaces a series of speakers positioned at designed intervals provide a sound volume that is appropriate to the particular environment and circumstances in which it is heard.
2. Public address systems for performances and announcements are linked to one or a combination of the following systems:
 - a) Induction loops.
 - b) Infrared or radio
 - c) Soundfield
 - d) Visual display systems
3. The number and type of systems installed is appropriate to the needs of a wide range of users.

HEARING ENHANCEMENT SYSTEMS

1. Are provided in rooms / spaces used for the following purposes:
 - a) Performance venues
 - b) Film theatres.
 - c) Meeting and Lecture rooms
 - d) Teaching
 - e) Reception and enquiries
 - f) Payment and service counters
 - g) Any additional areas where there is a demonstrable need to provide support for vulnerable users.
2. The number and type of systems installed is appropriate to the needs of a wide range of users.