



Human Rights and  
Equal Opportunity  
Commission



## **MAKING PAYPHONES MORE ACCESSIBLE FOR PEOPLE WITH DISABILITIES**

### **ACIF and HREOC release draft guideline for public comment**

**Sydney, 4 July 2006** – The Australian Communications Industry Forum (ACIF) and the Human Rights and Equal Opportunity Commission (HREOC) today released a draft industry guideline to ensure that payphones are accessible for people with disabilities.

The Accessibility of Payphones Industry Guideline (DR ACIF G629:2006) sets benchmarks for payphone providers in the design, siting and installation of payphones.

The guideline states that payphones should be installed so they can be more easily accessed by people with wheelchairs or other mobility aids; they should have features including volume control so that people with hearing impairments can use the phone; and they should have other features such as keys that are recessed or concave, with clear lettering and/or numbering that allows easy use for people with vision impairments or other physical disabilities.

Human Rights Commissioner and Commissioner responsible for Disability Discrimination, Graeme Innes, said an earlier HREOC report on accessibility and telecommunications had highlighted the need for payphone providers to ensure their payphones were more accessible for people with disabilities.

“This Guideline will act as a spur to industry to consider the needs of people with disabilities when purchasing and installing payphones,” Mr Innes said.

ACIF CEO Anne Hurley congratulated the industry for the cooperative way it had assisted in the development of the draft guideline.

“This has been a successful collaborative effort by industry and the ACIF Disability Council in arriving at a positive outcome for consumers – particularly people with disabilities,” Ms Hurley said.

“It shows a commendable willingness by the industry to set its own benchmarks for good business practice and community responsibility.”

The guideline has been released for public comment until COB Friday 18 August 2006. All comments should be sent to ACIF on [acif@acif.org.au](mailto:acif@acif.org.au), or through the ACIF website [www.acif.org.au](http://www.acif.org.au), or mailed to ACIF, PO Box 444, Milsons Point, NSW 1565.

### **About ACIF**

ACIF is a member-funded organisation established in 1997 to lead industry involvement in defining the communications environment.

ACIF provides a neutral forum in which all participants and end-users in the Australian communications industry can work together to foster an efficient, competitive environment. For further information see [www.acif.org.au](http://www.acif.org.au)

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### **About HREOC**

The Human Rights and Equal Opportunity Commission is an independent statutory body established in 1986 by an act of the Federal Parliament.

Its goal is to foster greater understanding and protection of human rights in Australia and to address the human rights concerns of a broad range of individuals and groups.

For general human rights information see: [www.humanrights.gov.au](http://www.humanrights.gov.au)

For information about Disability Rights see:

[http://www.humanrights.gov.au/disability\\_rights/index.html](http://www.humanrights.gov.au/disability_rights/index.html)

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