



# ***The NovitaTech Snowy Hydro Telecommunications Road Show***

*Promoting Accessible Communication*

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*NovitaTech, a division of Novita Children's Services*

# Session 2:

- Telecommunications Industry involvement and participation
- Accessories that promote efficiency
- Options for home phone access



**Telecommunications industry  
participation in making  
information about phones  
more readily available for  
people with a disability**



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# The Australian Telecommunications Regulatory System

- The *Australian Communications Authority* (ACA)
  - A Commonwealth Government Dept.
  - Responsible for regulating telecommunications industry and promoting industry self-regulation.
- The *Australian Communications Industry Forum* (ACIF)
  - Formed at a time when Australia entered a competitive market situation.



# The ACA – *Australian Communications Authority*

- Regulates telecommunications (and radio-communications), including promoting industry self-regulation.
- Licenses telecommunications carriers, ensures compliance with carrier licence conditions and service provider rules, and monitors service performance and quality.



# The ACA – *Australian Communications Authority*

- Administers the *Telecommunications Act 1997*.
  - Protects consumers through safeguards and service guarantees.
- Industry self-regulation is encouraged through the development of voluntary industry codes of practice and technical standards.
  - ACIF was established to support this process.



# The ACA – Australian Communications Authority



Australian Government  
Australian Communications Authority

ACA Home

Consumer Information

Telecommunications

Radiocommunications

Standards & Compliance

YOU ARE HERE: ACA Home

SEARCH

GO

- About the ACA
- Employment
- Forms
- Investigations
- Issues for Comment
- Legislation
- Licensing
- Media Releases
- Publications
- Registers
- SPAM
- Tenders
- Vision 20/20
- Commonwealth Games

## ACA Home

Welcome to the Australian Communications Authority's (ACA) website.

The site has five information categories:

- ACA Home;
- Consumer Information;
- Telecommunications;
- Radiocommunications; and
- Standards & Compliance.

The following is a brief example of what each category contains:

## ACA Home

What the ACA does | employment within the ACA | Media Releases.

## WHAT'S NEW

### COMPLETE INDEX

- April releases
- March releases
- February releases
  
- New Job vacancies
- New tenders

Make Payment to the ACA



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[www.aca.gov.au](http://www.aca.gov.au)

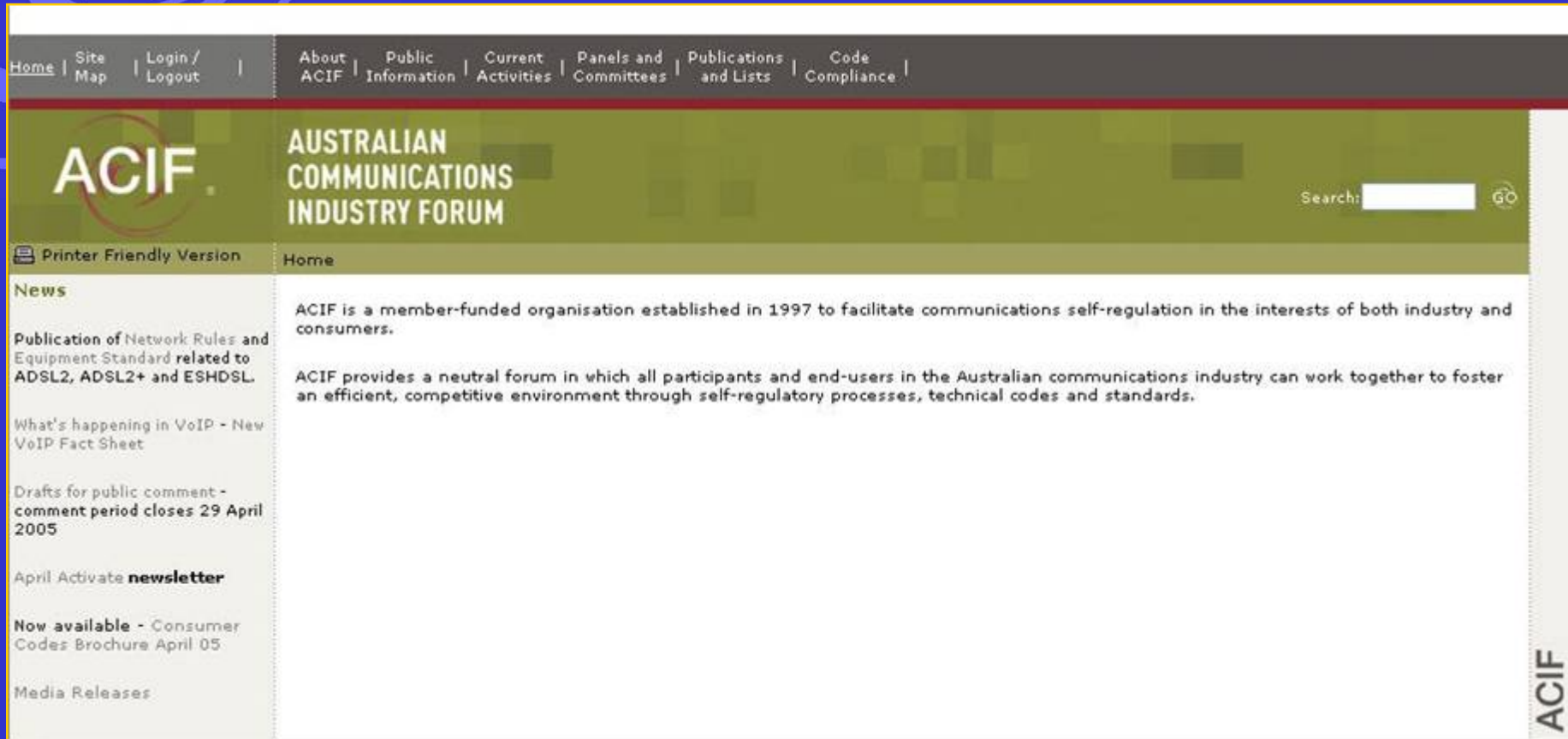
# **The ACIF – Australian Communications Industry Forum**

- ACIF is an industry owned, resourced and operated company established to implement and manage communications self-regulation within Australia.
- ACIF's role is to foster an effective communications industry serving the Australian community.



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# The ACIF – Australian Communications Industry Forum



The screenshot shows the ACIF website homepage. At the top, there is a navigation menu with links: Home, Site Map, Login / Logout, About ACIF, Public Information, Current Activities, Panels and Committees, Publications and Lists, and Code Compliance. Below the navigation is a green header with the ACIF logo on the left and the text 'AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM' in the center. A search bar is located on the right side of the header. Below the header, there is a section for 'Printer Friendly Version' and 'Home'. The main content area is titled 'News' and contains several items: 'Publication of Network Rules and Equipment Standard related to ADSL2, ADSL2+ and ESHDSL', 'What's happening in VoIP - New VoIP Fact Sheet', 'Drafts for public comment - comment period closes 29 April 2005', 'April Activate newsletter', 'Now available - Consumer Codes Brochure April 05', and 'Media Releases'. The main text area contains two paragraphs: 'ACIF is a member-funded organisation established in 1997 to facilitate communications self-regulation in the interests of both industry and consumers.' and '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 through self-regulatory processes, technical codes and standards.' A vertical 'ACIF' logo is visible on the right side of the page.

# The ACIF – *Australian Communications Industry Forum*

- One of ACIF's roles:
  - The timely delivery of Standards, Codes and other documents to support competition and protect consumers.
- Standards, Codes, and guidelines are created by working committees.
  - One such committee (WC19) is developing a code & guideline for ***Accessible Information***.



# Phone Accessibility Features Information

- Provision of phone accessibility features information by the telecommunications industry.
- In late 2003, the ACA asked the ACIF:
  - Form a Working Committee.
    - Industry & Consumer Reps.
  - Write a **Code** that specifies the features and process to be used.
  - Ask industry to record Accessibility Information.



# Working Committee Members

- Australian Communications Authority (ACA) (*observer*)
- Australian Electrical & Electronic Manufacturers Association (AEEMA)
- Cisco Systems
- NEC Business Solutions
- Telstra
- Trillium Communications
- Vodafone
- Consumer's Telecommunications Network (CTN) (*chair*)
- NovitaTech/ARATA (*Rob Garrett*)
- Telecommunications and Disability Consumer Representations (TEDICORE)



# Telecommunications

- Include features such as:
  - Speaker phone
  - Complete voice control
  - Word prediction text entry
- These features are beneficial to most people, but can be **very** significant to those with limited capability.



# Phone Accessibility Features Information



AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY CODE

**Accessibility Feature Information for  
Telephone Equipment**

Telephone Equipment

# Phone Accessibility Features Information

- Public comments currently being finalised.
- Contents of the Code.
  - Information to be supplied by importers and manufacturers.
  - Features listed under:
    - Mobility & dexterity
    - Vision
    - Hearing
    - Speech



TELEPHONE FEATURES FOR PEOPLE WITH DISABILITIES	REQUIREMENTS - DESCRIPTION	Circle answer or Insert the Value*
<b>Handset - ergonomic shape</b>	The handset is made of a non-slip material and is of a shape and size that makes it easier for individuals with weaker hand grip or wrists to pick up.	Yes / No
<b>Handset weight</b>		..... grams
	Very light handset -easier to lift and hold	Less than a
	Light weight handset	between a & b
	Moderate weight handset	between b & c
	Heavy handset	greater than c
<b>Keypad separate from handset</b>	Keypad is separate to the handset so it doesn't have to be held to dial a number.	Yes / No
<b>Handset - plug connected</b>	Allows the connection of alternate handsets and extended cords.	Yes / No
<b>Speaker-phone capable</b>	Hands free operation during dialing and after call initiated	Yes / No
<b>Stability of base</b>	Base is stable enough so that the curly cord between handset and base can be extended to 1.5m without the base moving	Yes / No
<b>Predictive Text sending</b>	Phone predicts a whole word from the first few letters of the word being typed using an inbuilt dictionary (for SMS/MMS use)	Yes / No
<b>Voice dialing</b>	Speech recognition for preset numbers so number can be called without having to press keys.	Yes / No
<b>Voice Activation</b>	May allow the phone to be activated and call to be made and hung up without having to press keys.	Yes / No
<b>Short Messaging Service capable</b>	Messages can be read, composed and sent using the phone's screen and or keypad	Yes / No
<b>Coupling to a computer</b>	Computer can be connected to the phone by using:	
(Allows people to use computers as text terminals. Particularly useful for deaf consumers. Also allows customised devices to work with the phone.)	cable	Yes / No
	infrared signal	Yes / No
	Radio waves (wireless connection) eg. Bluetooth	Yes / No
	other: (please describe).....	Yes / No

# Phone Accessibility Features Information

- Features of significance to be listed.
- Recorded by importers & manufacturers.
  - For home, work, cordless & mobile phones.
- Information made available at “*telco*” retail outlets.
  - Much easier identification of phones that match a person’s ability.



# Industry Guideline for *'Australian Telephone Handset Accessibility'*

- The Committee was asked to write 2 documents:
  - The Code
  - An Industry Guideline
    - To encourage industry to adopt Universal Design principles when designing or selecting new telecommunications equipment.
  - Due out later this year for public comment.



# Your Feedback

- Do you see value in having access to a list of each phones' features?
- Is this work:
  - 1 Very Insignificant
  - 2 Insignificant
  - 3 No comment
  - 4 Significant
  - 5 Very Significant?





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NovitaTech gratefully acknowledges the support it has received for this Road Show:



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