

# Assisted Listening Upgrade The Edge, Federation Square

Amber TECHNOLOGY  
CASE STUDY



## ENHANCING ACCESSIBILITY AT THE EDGE

Amber Technology, in collaboration with the venue production team, has delivered a major accessibility upgrade to The Edge at Federation Square through the implementation of a next-generation assisted listening solution.

## PROJECT REQUIREMENT

The existing hearing loop system was outdated, no longer functional, and beyond repair. A replacement solution was required that would restore and enhance accessible audio delivery for all patrons.

## PROJECT OBJECTIVE

The primary objective was to enable reliable, high-quality assisted listening capability without the need for invasive installation works, due to the strict heritage overlay within the venue. Any solution needed to integrate seamlessly into the existing environment without impacting the architectural integrity of the space.

## SOLUTION AND PRODUCT SELECTION

A modern **Auracast™ broadcast audio system** was selected due to its ease of deployment, flexibility, and scalability for future expansion. The technology also provided a non-invasive approach, making it ideally suited to the constraints of the heritage-listed venue.

## UNIQUE PROJECT CONSIDERATIONS

The heritage status of **The Edge** presented significant technical challenges, limiting the ability to deploy traditional assisted listening infrastructure. This required a carefully considered approach that preserved the visual and structural character of the venue while still delivering a modern accessibility solution.

## KEY OUTCOMES

The introduction of Auracast™ at **The Edge** represents a significant advancement in accessible audio delivery. The system enables direct, low-latency audio streaming to compatible personal devices and assistive listening receivers, allowing audiences to receive clear program audio regardless of seating position or acoustic conditions.



## KEY OUTCOMES CON'T

Working closely with Amber Technology and the venue team, onsite integrator Kwun Ki Lo was responsible for the installation and commissioning of the system, ensuring it was optimised for performance while integrating seamlessly with the existing AV infrastructure.

The result is a flexible and inclusive listening experience that enhances engagement for all patrons, including those who are hard of hearing, while maintaining full respect for the venue's heritage environment.

## CLIENT FEEDBACK

"Federation Square recently completed the installation of an Auracast broadcast audio system in The Edge, significantly improving accessibility and audience experience within the heritage-listed venue. Delivered with Amber Technology, the system enables direct, low-latency audio streaming to compatible personal devices and assistive listening receivers. This allows patrons to receive clear program audio

The Edge presents unique technical challenges due to its heritage status and architectural constraints, meaning upgrades must be carefully integrated without impacting the character of the venue. Amber Technology worked closely with the production team to implement a solution that integrates seamlessly with the existing AV infrastructure while maintaining the visual and architectural integrity of the space.

The installation represents a significant step forward in accessible audio delivery, ensuring that audiences, including those who are hard of hearing, can experience performances, talks, and presentations with greater clarity and flexibility."

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**WILLIAMS AV**

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