Accessible wayfinding and signage

Inclusive SA: State Disability Inclusion Plan 2019–2023

Priority 9. Access to services

Action 25. Action 25 of Inclusive SA is *'Develop and promote a toolkit for signage, wayfinding and multimedia devices for State authorities to support deaf, hard of hearing, blind, vision or hearing-impaired persons.'* After extensive feedback, the toolkit has been renamed Accessible Wayfinding and Signage, so that it encompasses more than just people who are Deaf or Blind, with multimedia devices incorporated into a section about digital wayfinding.

Welcome

This toolkit provides practical information to assist South Australian government agencies and local councils to develop and promote wayfinding and signage, including related digital wayfinding, to assist people with disability to be able to participate more fully in our community.

Acknowledgment of Country

The Government of South Australia acknowledges and respects Aboriginal peoples as the state's first peoples and nations and recognises them as traditional owners and occupants of land and waters in South Australia.

Further, we acknowledge that the spiritual, social, cultural and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.

We acknowledge that Aboriginal peoples have endured past injustice and dispossession of their traditional lands and waters.

Contents

Introduction

This toolkit has been prepared by the Department of Human services, drawing on information provided by state and local government agencies, people with lived experience of disability, the wider disability sector and community, and open-source disability information.

The toolkit has been developed to help make public spaces and places more accessible and inclusive for people with disability. The purpose of the toolkit is to raise awareness, provide resources and generate new ideas for greater inclusion.

The South Australian Government acknowledges the extensive resources already in place across the disability sector and in other government jurisdictions. This toolkit therefore also serves as a ‘hub’, providing links to identified key resources.

Disclaimer

This toolkit is for reference only, is not a complete guide and may be added to or expanded over time. References to third parties are provided for your information only and not as an endorsement by the South Australian Government.

Due to ongoing changes and improvements to access requirements, the toolkit does not guarantee compliance with legislation, the Building Code of Australia or other regulations standards or codes. Please consider your own requirements and circumstances when using this toolkit. Professional advice should still be sought where relevant

Acknowledgments

The Accessible and Inclusive toolkits have been developed in collaboration with, and contributions from a wide range of stakeholders.

JFA Purple Orange was engaged to co-design Stage One of the toolkits. Over 100 State government agencies and local councils were invited to contribute to the content. We engaged Vision Australia and Funktion as industry experts to provide an expert review.

The draft Accessible and Inclusive toolkits were released for public consultation. We received feedback from people with lived experience of disability, service providers and community groups, with a number of ideas and resources incorporated into the final toolkits.

If you have further resources that you think could be included in any of the Accessible and Inclusive toolkits please let us know by emailing DHSDisabilityInclusion@sa.gov.au.

The collection of toolkits includes

- Accessible and inclusive community events
- Engagement and consultation with people living with disability
- Accessible communication
- Accessible wayfinding and signage.

Inclusive SA

The State's first Disability Inclusion Plan, Inclusive SA, was released in late 2019 and is a whole-of-government approach based on fairness and respect to improve access and inclusion for people with disability. The Plan includes 12 priorities with associated actions and aims to increase the involvement of people with disability in the community.

A key element of Inclusive SA is social inclusion, a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected.

It is important for social wellbeing that all South Australians can make independent decisions on how to engage with and contribute to the community. The whole community benefits when all South Australians can access spaces and places through well designed wayfinding and signage.

This toolkit provides practical information to assist South Australian government agencies and local councils to use signage and wayfinding to assist people living with disability.

The toolkit is developed in response to Action 25 of Inclusive SA (the State Disability Inclusion Plan).

Diversity in Australia

Australia has a diverse population. In acknowledging Aboriginal peoples as the first peoples of this country, we also acknowledge the many people who identify with more than 270 ancestries and who now call Australia home[1]. We also acknowledge the wider diversity of our community, including the many people in Australia who live with disability.

- In 2018 there were 4.4 million Australians living with disability, 17.7 per cent of the population,[2]. (1 in 5 people)
- 4.4 per cent of people with a disability in Australia use a wheelchair[3].
- 17.1 per cent of people with disability use mobility aids
- The likelihood of living with disability increases with age; one quarter (26.9 per cent) of people aged 60 to 64 years are living with disability. Over eight in ten people aged 90 and over (84.6 per cent) live with disability[4]

- Disability discrimination accounts for the highest volume of complaints across the board to the Australian Human Rights Commission[5]
- 3 million Australians live with depression or anxiety[6].

The right to participate

The South Australian Government recognises that people living with disability face many barriers within society including ongoing exclusion and discrimination. People living with disability have the right to full participation in society and we must do all we can to remove those barriers, including raising awareness about disability, challenging and changing attitudes and behaviours, being actively inclusive and rejecting all forms of discrimination.

Direct discrimination

Direct discrimination happens when a person, or a group of people, is treated less favourably than another because of their background or certain personal characteristics. For example: Refusing a person use of a taxi or bus because they are accompanied by an assistance dog.

Indirect discrimination

Indirect discrimination also occurs when a rule or policy applies to everyone, but has the effect of disadvantaging some people due to a personal characteristic they share. For example: Providing event information in a form that does not cater for neurodiversity or people with communication difficulties.

Using inclusive wayfinding and signage will help remove barriers to participation and reduce opportunity for direct and indirect discrimination.

Be careful of stereotypes

Unconscious biases are social stereotypes about other groups of people that individuals form that they are not aware of. We all have biases but by becoming aware of unconscious biases, challenging them and actively working to reduce them, we can enable better engagement and communication.

Review your ideas and consider if your proposal perhaps reflects an unconscious bias. Use inclusive language and ensure you are being truly inclusive and when planning wayfinding or signage consciously consider whether your biases are impacting your thinking.

Everybody wins

Everyone in the community benefits from clear and easy to understand wayfinding and signage. The diverse range of needs in our community must be considered when planning, designing and implementing use of public spaces and places, including accessible wayfinding systems.

When developing a wayfinding system, think about who will want to use the space or place and take into consideration all needs; people with vision, hearing, mobility, cognitive and psychosocial disability as well as carers, parents with prams and pushers, people for whom English is a second language, and people who are in a rush to find the way to their destination.

Legislation and frameworks

This toolkit is informed by the *Disability Discrimination Act 1992 (Cth)* and the Equal Opportunity Act 1984 (SA),both of which promote equality of opportunity and the prevention of discrimination based on sex, race, disability and age.

The toolkit is also informed by the principles set out in the Disability Inclusion Act 2018 (SA), which reflect the principles in the United Nations Convention on the Rights of Persons with Disabilities (CRPD) and the National Disability Strategy.

Other important legislation and strategies relevant to ensuring the dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services within buildings, is provided for people with disability includes:

- National Construction Code
- Building code of Australia (BCA)
- Standards Australia
- Disability (Access to Premises – Buildings) Standards 2010
- Disability (Access to Premises – Buildings) Standards 2010
- AS1428.1 (2009) (Incorporating Amendment No 1): Design for access and mobility Part 1: General requirements for access – New building work (Standards Australia)
- AS1428.4.1 (2009) (Incorporating Amendment No 1): Design for access and mobility Part 4.1: Means to assist the orientation of people with vision impairment - tactile ground surface indicators (Standards Australia)
- AS1428.4.2 (2018) Design for access and mobility Part 4.2: Means to assist the orientation of people with vision impairment – Wayfinding signs (Standards Australia).

Wayfinding Standards

Standards Australia released the Wayfinding Standard in November 2018. AS1428 4.2:2018 Design for access and mobility: Means to assist the orientation of people with vision impairment – Wayfinding signs.

This Wayfinding Standard provides specific guidance on the design and installation of static signage to assist people who are blind or have low vision to navigate the built environment.

The Standard provides:

- *Introduction to Wayfinding* (the objectives of good wayfinding, making wayfinding an integrated system of directions including hints in the architectural design and the importance of making pre-visit information available).
- *Orientation and mobility* (guidance on the impact of blindness and low vision and the design principles which best assist in good wayfinding).
- Guidance on signage design and illustrations of signage placement.
- Font and pictogram examples.
- *Raised and tactile maps* (location, design and placement).

*While the Wayfinding Standard is not currently referenced in the National Construction Code (meaning it is not yet compulsory), it is likely to be compulsory from 2022. The Wayfinding Standard can be purchased from the SAI Global Store.

Reference to current legislation, codes and Standards is required at all times to ensure the most up-to-date versions are being sourced.

National Construction Code (2019)

The 2019 National Construction Code (NCC), took effect from 1 May 2019 for new or redeveloped buildings. The NCC provides the minimum necessary requirements for safety and health; amenity and accessibility, and sustainability in the design, construction, performance and liveability of new buildings (and new building work in existing buildings) throughout Australia.

The new NCC incorporates three main changes relating to access for people with disability:

1. Accessible Adult Change Facilities
2. Verification method – access to and within buildings
3. Verification method – ramp gradient, crossfall, surface profile and slip resistance for ramps used by wheelchairs

The National Construction Code (2019) can be downloaded for free from the ABCB website.

What is wayfinding and signage?

Wayfinding is about effective communication and relies on a succession of communication cues delivered through our sensory system or visional, audible, tactile and olfactory elements.

Wayfinding can be complex for people to navigate, particularly if they are a first-time visitor to a destination. A clearly defined wayfinding system should include:

- Pre-visit information
- Architectural and environmental cues
- Signage and information that is easy to read and in logical locations

Effective wayfinding systems will assist people to:

- Confirm they are at the correct start or finish point of a journey
- Identify their location within a building or external space
- Reinforce they are travelling in the right direction
- Orient themselves within a building or external space
- Understand the location and any potential hazards
- Identify their destination on arrival
- Escape safely in an emergency[7].

What is wayfinding?

Wayfinding is the process of how people orientate themselves and navigate in a space or along a pathway. It is a combination of graphic design, architectural design and landscape design. Signage can help wayfinding.

Wayfinding is about knowing where you are, where you're headed, how to get there, how to recognise when you're there, and when needed, how to find your way out of a place.

Wayfinding enables problem solving and moving around spaces by using consistent environmental clues. Design features that enable wayfinding include lines on the ground to indicate a way out, and symbols and colours to indicate male/female toilets, accessible toilets, lifts and exits.

Good wayfinding design can minimise the need for detailed signage.

Effective wayfinding principles and strategies will reduce the likelihood of errors in navigation and orientation.

What is signage?

Signage and other visual, tactile, sound, colour and light cues can either assist or hinder how people get around, find their way from one point to another and how to exit a place. When a space or pathway is well-considered and well-signed, it can help everyone feel more confident and safer, and can be essential for people with disability.

Signage and wayfinding design features should be consistent within and across different environments. Consistent features assist people to understand information and learn the patterns in a space, for instance, always using the same recognizable green signs for exits.

Use of universal signs, such as road traffic signs, mean that through repeated use, they are understood without words and assist people move about and in the case of traffic signs to travel safely on roads.

For example:

Wayfinding strategy

Developing an effective wayfinding system begins with developing a strategy and ensuring a consistent approach is delivered. This requires engaging with a range of stakeholders and may involve a co-design process. The Consultation and Engagement with people living with disability toolkit has further information on co-design with people with lived experience of disability.

Disability inclusion in wayfinding

Why is it important?

Wayfinding and signage that considers accessibility and inclusion assists a diversity of users:

- multi-sensory features, including audible cues, scents and landmarks help all visitors
- wayfinding and signage that clearly indicates the accessible route through a building or public space benefits people with a mobility impairment and parents with prams
- use of shorelines, colour, texture and luminance contrast benefits people with low vision
- visual cues such as landmarks and pictograms on signs help tourists and people with lower literacy in English.

Wayfinding and signage requirements

Wayfinding — Key requirements

Consideration should be given to the four main criteria in wayfinding design:

- architectural cues (which can include landscape design)
- graphic communication
- audible communication
- tactile communication.

Signage — General requirements

Work within a hierarchy of signage to maximise impact and usability as follows:

- identification — property, building number, name visible from the roadside, distance, direction of travel
- information — opening hours, facilities available (for example, toilets) and their location such as directly inside site or building entrance
- direction — text and arrows directing users to facilities (for example, at directional decision points, to car parking, set down and waiting areas)
- emergency and safety signs — at relevant and required locations including emergency exits.
- text — appropriate text choice, size and colour on all signs suitable for expected viewing distances
- alternatives — a range of alternatives to printed signage, for example, audio, raised tactile or braille.

Static signage — General requirements

- Appropriately located at entry and exits as well as along continuous accessible paths of travel.
- Clearly visible to, and set at an appropriate height for, people when standing or seated.
- Consistent clear graphic style and layout throughout a site or building.
- Appropriate use of international symbols for access and inclusion.
- Concise and unambiguous content.

- Use of common terms, names and colours rather than obscure, technical names, for example, orange rather than ochre, blue rather than turquoise.
- Use of appropriate inclusive language, ‘accessible’ entry or ramp in preference to ‘disabled’ entry or ramp.
- Factual and specific information about degrees of difficulty of pathways in outdoor spaces such as parks, for example, suitable for tourist / experienced hiker / assisted wheelchair user / independent wheelchair user.
- Use of both capital and lower-case letters (Title Case).
- Use of sans serif font such as Arial or Helvetica.
- Effective contrast between sign and sign background and adjacent surfaces.
- Raised tactile and braille elements on facility identification and direction and toilet signs.
- Back-lit without glare.
- Low reflectivity (avoid glass and acrylic materials).
- Consistent and even lighting (reflected downward without light pooling and eliminating glare) over key elements of the signage and within the space.
- Well-maintained and free from any overhanging obstructions or graffiti.

Screen and scrolling signage — General requirements

- Minimum six second static to allow for reading of sign.
- Audio alternatives to screen or scrolling signs.

Maps — General requirements

- Maps of any site or building provided at the entrance and at key directional points.
- Maps that read in the direction that the user is facing, including information to assist users with their current location (‘You are here’), and identifying fixtures or landmarks to assist with wayfinding (for example, a water fountain, sculpture or arbour).
- Continuity of language in informational maps and signage, for example, an information map states ‘pavilion’, with the sign at building also stating ‘pavilion’.

Tactile signs and maps — General requirements

- Tactile signs and maps provided at entry to and key points within a site or building.

- Tactile information associated with general orientation cues, access and exit points, changes in direction and key facilities.

Exhibition signage — General requirements

- Descriptive labelling on exhibits in sans serif font and appropriate size.
- Appropriate lighting.
- Appropriate contrast to background and adjacent surfaces.
- Use of non-reflective signage materials.
- Audio as alternative to signage on displays or exhibits.

Tactile ground surface indicators — General requirements

- Hazard tactile ground surface indicators are used to assist with wayfinding. They are installed:
  - at the top and bottom of steps, stairs and ramps
  - along jetties and raised platform
  - in areas where there is an overhead obstruction encroaching on to a pathway
  - underneath a stair croft, and
  - at changes in direction on pathways.
- Directional tactile ground surface indicators assist with wayfinding by providing direction to installations such at road crossing points, seating and public transport stops.
- Appropriate luminance contrast must be used between tactile ground surface indicators and background and adjacent surfaces.

Signs — dimension requirements

1. International Symbol of Access – white wheelchair on ultramarine blue background
2. Braille and tactile signage installed latch-side of door 1200 to 1600 mm above floor level

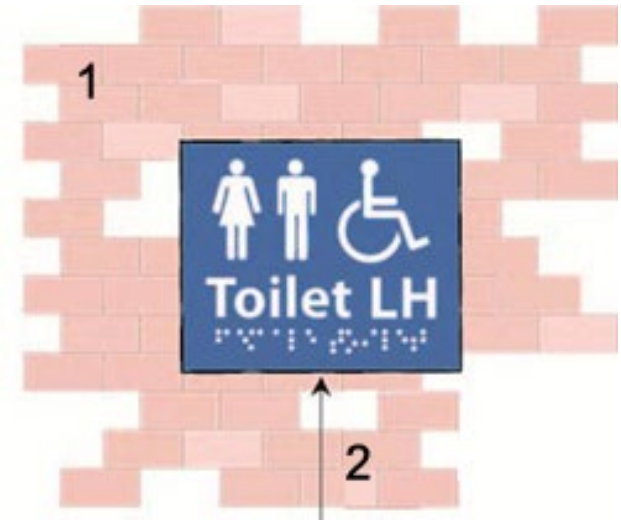


Figure 1: Braille and tactile signage for toilet

- Letters 17.5 mm high for each metre of viewing distance.
- Minimum 30 per cent luminance contrast between sign and sign background — white on black, yellow on black and white on ultramarine blue to Australian Standards is recommended.
- If signage can be obscured, installation of duplicate signage located above 2000 mm.
- Sans serif type font such as Arial or Helvetica.
- Signage located within the common ‘Zones for Viewing’ in accordance with Australian Standards.
- Tactile and braille signage installed to identify:
  - an accessible entry of a building at any non-accessible entry
  - an accessible toilet and the type of toilet provided, left-hand use or right-hand use
  - a toilet for ambulant users
  - hearing augmentation type and space covered and the location of receivers if in use
  - lifts.

- Tactile ground surface indicators set back 300 mm ± 10 mm from any hazard (600 to 800 mm deep), extending across width of a path adjoining the hazard, and have a minimum of 30 per cent luminance contrast to the surrounding ground surface and background. (Dimensions for tactile ground surface indicators, both hazard and directional, at specific locations and required luminance contrasts in accordance with Australian Standards).
- Raised tactile and braille signs mounted at a height of 1200 to 1600 mm above the ground or floor surface.
- Appropriate international symbol of access as required.

Universal design guideline

These principles[8] associated with universal design consider the full range of human diversity, including disability, language, culture, gender, and age, and should be reflected in the planning and development of wayfinding, signage and multimedia devices.

Universal design also includes identifying barriers that may exist in the built environment, facilities, services and communication, and promotes solutions to allow everyone in the community to fully participate.

Universal design is a *process* of designing something to be as functional as possible for as many people as possible.

Universal design is also an *outcome* of a design process where something is as functional as possible for as many people as possible.

The 7 Principles of Universal Design were developed in 1997 by a working group of architects, product designers, engineers and environmental design researchers at the North Carolina State University.[1]

Principle 1: Equitable use

The design is useful and marketable to people with diverse abilities.

- Provide the same means of use for all users: identical whenever possible; equivalent when not.
- Avoid segregating or stigmatising any users.
- Provisions for privacy, security and safety should be equally available to all users.
- Make the design appealing to all users.

Principle 2: Flexibility in use

The design accommodates a wide range of individual preferences and abilities.

- Provide choice in methods of use.
- Accommodate right- or left-handed access and use.
- Facilitate the user's accuracy and precision.
- Provide adaptability to the user's pace.

Principle 3: Simple and intuitive use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration level.

- Eliminate unnecessary complexity.
- Be consistent with user expectations and intuition.
- Accommodate a wide range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting and feedback during and after task completion.

Principle 4: Perceptible information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and its surroundings.
- Maximise "legibility" of essential information.
- Differentiate elements in ways that can be described (that is, make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Principle 5: Tolerance for error

The design minimises hazards and the adverse consequences of accidental or unintended actions.

- Arrange elements to minimise hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated or shielded.
- Provide warnings of hazards and errors.
- Provide fail safe features.
- Discourage unconscious action in tasks that require vigilance.

Principle 6: Low physical effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimise repetitive actions.
- Minimise sustained physical effort.

Principle 7: Size and space for approach and use

Appropriate size and space is provided for approach, reach, manipulation and use regardless of user's body size, posture or mobility.

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

Digital wayfinding guidelines

New technologies are providing a range of new ways for people with disabilities to navigate around environments.

Along with providing general support, reception and support staff should be equipped with awareness of digital wayfinding technologies and how they work.

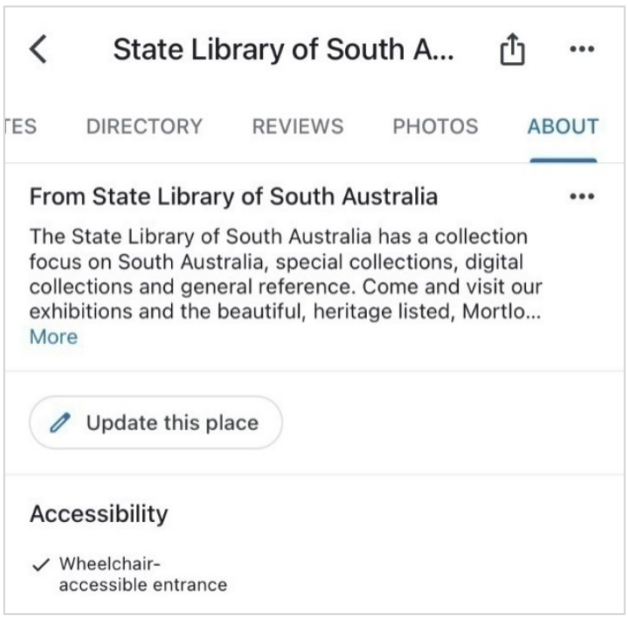
High and low-tech solutions should be made available, not everyone has access to high-tech solutions.

Visitor guides and information booklets

Visitor guides and information booklets should provide information on digital wayfinding support for people living with disabilities. This information should be available in HTML format so that a person can check the information before visiting a building, site or venue.

Buildings and offices should have up-to-date information on Google Maps and Apple Maps listing the access support of the building, such as wheelchair access.

Below is an example taken from Google Maps showing accessibility at the State Library of South Australia.



Digital directory boards and maps

Directory boards should be provided in an alternative digital format that can be viewed on a person's personal device.

Ensure digital directory boards use a strong contrast between text, icons, and background colours.

Directory boards should also use iconography and other visual means to communicate where the person currently is, and where they want to go.

Avoid scrolling animations. These may distract some people with cognitive and learning disabilities, and trigger vestibular (inner ear) disorders in others. Reactions include dizziness, nausea and headaches.

Lifts, reception, escalators, and stairs should be clearly highlighted on directory maps using text, icons, and colour.

Accessible toilets, and toilets for ambulant users, should also be clearly highlighted using text, icons, and colour.

Both large-screen digital maps, and digital maps displayed on a person's personal device should include wheelchair-accessible routes and step-free options.

Beacons

Beacon technology is used by people who are blind of have a low vision to help them navigate indoor spaces. The beacons are integrated with an app, and can direct users to the place they need to go. Implementing beacon technology in public and office spaces can enhance the experience for some people who are blind or have low vision.

Hearing loops

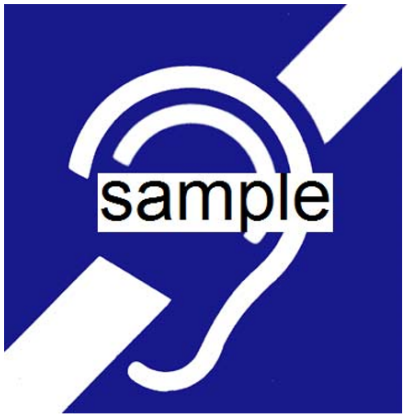
Providing hearing augmentation such as a hearing loop at reception desks can assist hearing aid users when asking for directions or assistance. Common places where hearing loops can be found are in churches, public buses and other enclosed establishments where people gather.

To indicate the provision of a hearing loop, display a sign incorporating the international symbol for deafness in accordance with Australian Standards 1428.1.

Deafness forum of Australia has a signage guide for hearing augmentations systems.

Hearing loop sign example

Hearing Loop System – Full Coverage



A Hearing Loop System is installed covering the … (name of area) …
Switch your hearing aid or cochlear implant processor to T Switch, or Telecoil position.
(…Braille Text Here…)

QR codes

QR codes can enhance digital wayfinding by providing an easy way for people to load web or app content. Use QR codes to link to wayfinding information such as online directories, accessibility support, Google and Apple maps, and indoor maps.

Include a text label with the QR code indicating its target pages.

QR codes can also be used to provide extra information when surface area is limited.

Guidance on QR code placement

- Place QR codes on, or adjacent to, the path of travel.
- Where possible, place QR code consistently on the left side of a doorway on the external wall or on a freestanding sign adjacent the path of travel. Avoid placing QR codes on doors.
- Ensure a clear circulation space of 1500 mm x 15000 mm in front of QR code to allow an unobstructed approach.
- Locate between 1000 mm and 2000 mm from the edge of a swinging door.
- Locate at a height between 900 mm and 1100 mm.
- Consider placing ‘tiger tape’ or other high-visibility tape around the QR code to help people with low vision locate and use the code.

Apps

There are many apps designed to assist people with a disability. Listed below are examples of some of these; their usability or usefulness has not been tested and their inclusion here should not be considered an endorsement.

Popular Apps

- Describe objects around people using artificial intelligence (Microsoft Seeing AI)
- Navigating around the built environment (Microsoft Soundscape)
- Human assistant to help navigate around the environment (Aira)
- Speech generating devices using eye tracking (Tobii)
- Colour Identification (Color ID)
- ASL translation (ASL translation).

In addition to apps, most devices come with many accessibility settings built in. An example is OCR (optical character recognition) of print text such as newspapers,

packaging, or signage. Apple also recently introduced sound recognition for important sounds.

A full list of device accessibility settings

- Apple Accessibility Support
- Android Accessibility Support.

Training to use apps

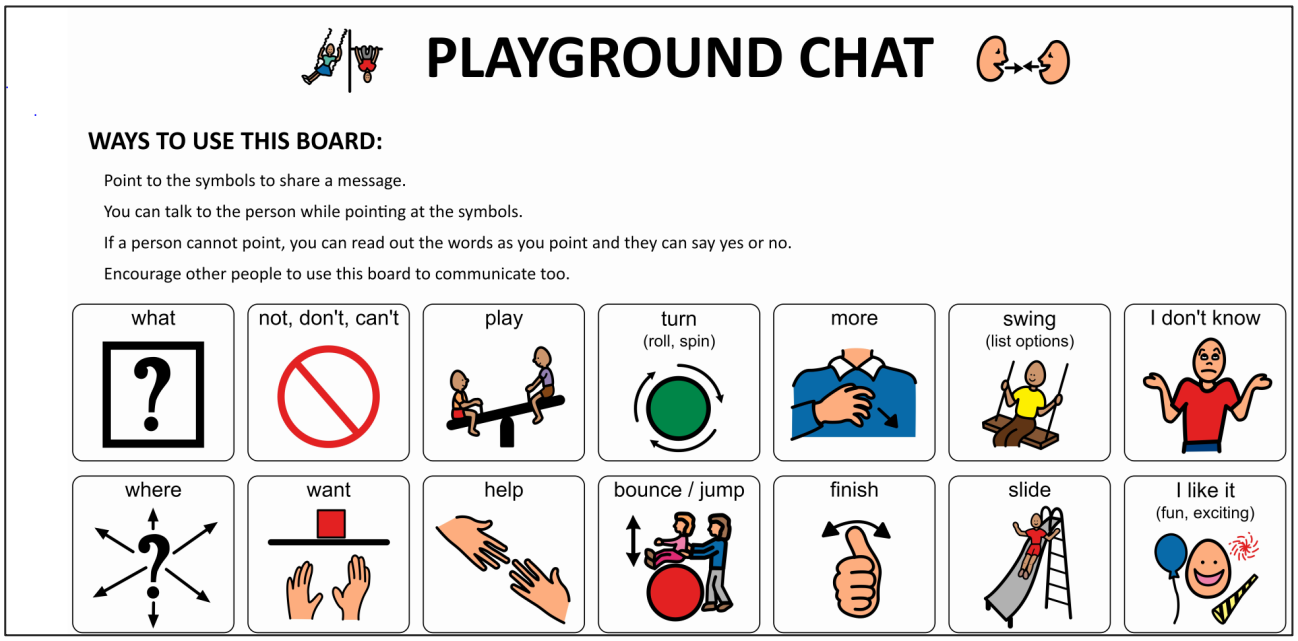
Training on use of apps can be sought from an Orientation and Mobility Instructor from agencies such as Guide Dogs SA/NT or Royal Society for the Blind.

Examples of wayfinding and signage

City of Playford

Fremont Park is an all-ability play space. The all-abilities area includes a Communication Board, which makes communication more accessible at the playground for people who have difficulty communicating their message with speech. This could include a person with a communication disability, a small child, or someone who speaks a different language to their peers.

Playground Chat communication board from the City of Playford (PDF 4.3MB)



City of Adelaide

As part of an overarching masterplan, the City of Adelaide has a comprehensive wayfinding strategy to unify and improve the sense of place. With the population of Adelaide growing rapidly, the strategy also strengthens the case for sustainable 'active' modes of transport such as walking, cycling, and public transport to help circumvent the forecast increase in traffic and congestion in the city.

Adelaide Design Manual project - high-quality design outcomes for public spaces in the City of Adelaide

Studio Binocular, working in collaboration with ‘A to B Wayfinding’, undertook an extensive research phase which reinforced the importance of a holistic and integrated user-focussed approach to the project. It included the design of a comprehensive mapping system — including precinct maps and detailed ‘heads up’ pedestrian maps with illustrated landmarks for orientation and accessible pedestrian routes.

Studio Binocular wayfinding project.

Resources and further information

Digital wayfinding

- Google maps – how to update the accessibility attributes of a building
- Colour and contrast- SA Government Online Accessibility Toolkit
- Bindi Maps beacon technology
- BindiMaps launches at Adelaide Central Market (YouTube 1 min)
- All about BindiMaps - indoor navigation (YouTube 1.10 min)
- Signage Guide for hearing augmentation systems – Deafness forum of Australia.

Wayfinding examples

- Noun Project: Free Icons and Stock Photos for Everything
- The Wayfound Victoria signage guide is intended for people working in the field of wayfinding in local councils, State Government authorities and private companies. It provides guiding principles and technical information to assist staff responsible for commissioning, planning, designing, fabricating, locating and installing signs.
- Sport and Recreation Victoria has produced a Design for Everyone Guide, which has a section dedicated to signage and wayfinding.
- The Access Institute has developed a range of Access Awareness handbooks to help organisations improve their services, business and premises.
- Tasmania - Clarence City Council has developed an Access and Inclusion Assessment Toolkit 'The Human Factor'.

The wayfinding and signage section of the toolkit explains important points to consider for signage, particularly its significance to not only people living with vision impairment but also for people living with intellectual, cognitive and other sensory disabilities.

Further background information about wayfinding cues is provided on:

- architectural features, such as using contrasting colours to identify pathways
- graphical features, like symbols identifying key features
- audible communication, such as audio information in lifts
- tactile features, including the use of directional tactile indicators.
- The City of Sydney has a wayfinding and signs strategy that includes example of tactile and braille street signs user guide for Sydney.

Other resources

- Home - FUNKTION – access and inclusive design consultants
- Vision Australia. Blindness and low vision services
- About - Royal Society for the Blind (rsb.org.au)
- AssistanceDogAccessInSA.pdf (rsb.org.au)
- Deafness forum
- Services for Organisations | Inclusive Workplace and Community | Scope (scopeaust.org.au)
- Quiz-How-Communication-Accessible-Are-You.pdf (scopeaust.org.au)
- Australian Universal Design Conference 2021 - Presentations (universaldesignaustralia.net.au).
- Design for Everyone Guide - Sport and Recreation Victoria.

Colour contrast checkers

- WebAIM: Contrast Checker
- WCAG - Contrast Checker.

References

[1] Australian Human Rights Commissioner website: Face the facts: Cultural Diversity | Australian Human Rights Commission

[2] Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics (abs.gov.au)

[3] Australian Bureau of Statistics (ABS) 2019, 4430.0 Survey of Disability, Ageing and Carers 2015

[4] Disability, Ageing and Carers, Australia 2018

Australian Bureau of Statistics (ABS) 2016, 4430.0 - Survey of Disability, Ageing and Carers 2015

[5] Australian Human Rights Commission 2018-19 Complaint statistics, viewed 15 November 2019

[6] Australian Bureau of Statistics (ABS) 2008, 4326.0 - National Survey of Mental Health and Wellbeing: Summary of Results

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