

24. Wayfinding, information and signs

Layout, features and landmarks

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| 24.1 | Is the overall layout of the building reasonably clear and logical? | [] |
| 24.2 | Are the entrance and exit routes obvious? | [] |
| 24.3 | Are landmark features used to aid navigation? | [] |
| 24.4 | Are key facilities located in a similar position on each floor level? | [] |
| 24.5 | Is there creative use of colour-coding to signal location of key facilities? | [] |
| 24.6 | Is visual contrast used effectively to define features and spaces? | [] |
| 24.7 | Where information is conveyed using textured surfaces, is a key available at a central point? <ul style="list-style-type: none">• Is it easy to understand? | [] |

Provision and location of signs

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|--------------|---|-----|
| 24.8 | Is there a logical and consistent use of signs? <ul style="list-style-type: none">• Suitable for all building users? | [] |
| 24.9 | Is there an orientation 'you are here' plan located close to the entrance?
Is it clearly visible from, but not obstructing, access routes? | [] |
| 24.10 | Are information and directional signs positioned in key locations? | [] |
| 24.11 | Are accessible routes and accessible exits clearly highlighted? | [] |
| 24.12 | Are signage design, layout and positioning consistent? | [] |

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- 24.13** Is directional signage provided to enable people to return to their starting point? []
- And to locate a particular exit?

Visual signs

- 24.14** Is there effective visual contrast between letters, symbols, pictograms and signboard? []
- And between signboard and mounting surface?
 - Is there adequate difference in LRV?

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- 24.15** Are signs short, simple and easy to understand? []

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- 24.16** Are signs in sans serif typeface? []

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- 24.17** Is text written with an initial capital letter and then lower case letters? []
- Are words in all capital letters avoided?

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- 24.18** Are signs positioned so as not to cause an obstruction? []

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- 24.19** Are directional signs mounted at high level in busy or crowded areas? []

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- 24.20** Are room name signs positioned on a wall adjacent to the leading edge of the door? []
- Are toilet door signs positioned on the door?

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- 24.21** Are wall-mounted signs at a suitable height? []
- Are signs duplicated at two heights where appropriate?

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- 24.22** Is text height suitable for viewing distance? []

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- 24.23** Are signs well and uniformly lit? []

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- 24.24** Is the sign surface matte and/or non-reflective? []

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- 24.25** Is there an avoidance of laminated temporary signs? []

Symbols and pictograms

24.26 Are symbols and pictograms used as well as text where possible? []

24.27 Are symbols and pictograms large enough? []

24.28 Are accessible facilities identified using the appropriate symbol? []

24.29 Are standard public information symbols used appropriately? []

Tactile signs

24.30 Is tactile information provided in addition to visual information? []

24.31 Are tactile signs positioned within reach? []

24.32 Is embossed text easy to read by touch? []

Braille

24.33 Is Braille information provided in addition to embossed text and symbols? []

24.34 Is there an appropriate use of Grade 1 and Grade 2 Braille? []

24.35 Is Braille positioned within reach? []

- Are signs identified using a Braille locator?
- Are they supplemented with an embossed arrow where necessary?

24.36 Are frames and raised borders avoided for Braille signs? []

Tactile maps and models

24.37 Are portable tactile maps available? []

24.38 Are 3D models available? []

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- 24.39** Are maps and models clear and uncluttered? []
- Do they include a north point?
 - Do they include a bar scale?
 - Is there a key to symbols and textures?
 - Are Braille and audible instruction available?

Audible signs and electronic navigation systems

- 24.40** Are talking signs provided in suitable environments? []
- Are they clearly advertised?
 - Are they informative?

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- 24.41** Are personal receivers/headsets available to borrow, where applicable? []

Touch screens

- 24.42** If touch screen information boards are provided, are there other methods of obtaining information and assistance readily available for those needing this? And do the touch screens comply with the following? []
- Easy to operate with sensitivity adjusted and regularly tested with a range of users?
 - Clear instructions?
 - At an accessible height for wheelchair users and people standing?
 - Adequate manoeuvring room in front of the screen?
 - Do not project into access routes including when in use?
 - Do not block entrances or exits when in use or people queueing to use?

General observations:
