Infrastructure Design Standards

Module S19: Signage

Division of Finance (Facilities Management)
Charles Sturt University

Document Control

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1. Introduction

1.1. Overview

The Charles Sturt University Infrastructure Design Standards (the Standards) outline the University's expectations for its built forms to achieve consistency in the quality of the design and construction of those built forms.

The Standards have been developed to provide guidance to the design team and to assist Facilities Management to drive a consistent approach to the design, construction, commissioning, handover, and operation of new capital projects to ensure the new asset is fully integrated into campus life and conforms to the University's standards and policies.

The successful integration of any new project into the day-to-day operation of campus life cannot be underestimated and is vital to ensuring the new asset provides a fully functional platform for Facilities Management clients and the University. The Standards will ensure Facilities Management is successful in supporting the University's strategic objectives now and into the future. The pitfall of viewing any new project as a standalone entity must be avoided as any new project is an extension of the existing campus.

The Standards are aligned with Charles Sturt's requisites for aesthetic appeal, life cycle maintenance and environmental sustainability, while ensuring that there is sufficient scope for innovation and technological advancements to be explored within each project.

1.2. The University

The history of Charles Sturt University dates to 1895, with the establishment of the Bathurst Experiment Farm. Formed progressively through the merge of regional institutions in south-western and western NSW, Charles Sturt was formally incorporated on 19 July 1989 under the Charles Sturt University Act 1989. As one of Australia's newer universities, Charles Sturt has been built on a tradition of excellence in teaching and research spanning more than 100 years.

With over 40,000 current students studying both on-campus and online, Charles Sturt University is the largest tertiary education institution in regional Australia. The University operates six main campuses across New South Wales in Albury-Wodonga, Bathurst, Dubbo, Orange, Port Macquarie, and Wagga Wagga, alongside specialist campuses in Canberra, Parramatta, and Goulburn. Charles Sturt University is structured around three Faculties: Arts and Education; Business, Justice and Behavioural Sciences; and Science and Health.

1.3. University Vision and Values

Charles Sturt University is committed to building skills and knowledge in its regions by offering choice and flexibility to students, while collaborating closely with industries and communities in teaching, research, and engagement. As a significant regional export industry, the University brings both strength and learning back to

its regions, positioning itself as a market-oriented institution. Its goals are to remain the dominant provider of higher education in its regions and a sector leader in flexible learning.

Charles Sturt University believes that wisdom has the power to transform communities. With perseverance and dedication, the University contributes to shaping resilient and sustainable regions for the future. Acknowledging the deep culture and insight of First Nations Australians, the University's ethos is encapsulated by the Wiradjuri phrase *yindyamarra winhanganha,* which translates to "the wisdom of respectfully knowing how to live well in a world worth living in." Through its values, Charles Sturt University fosters a welcoming community and learning environment that supports innovation, drives societal advancement, and gives back to the regions it serves.

1.4. Using the Infrastructure Design Standards

The Infrastructure Design Standards are written to advise Charles Sturt University performance requirements and expectations that exist above and beyond existing industry codes and standards.

The Infrastructure Design Standards do not repeat codes and standards.

Performance to Codes and Standards are a non-negotiable regulatory minimum of any design solution, to be determined for each project by the design team.

The Standards are to be used by all parties who are engaged in the planning, design, and construction of Charles Sturt's facilities. This includes external consultants and contractors, Charles Sturt's planners, designers, and project managers as well as faculty and office staff who may be involved in the planning, design, maintenance, or refurbishment of facilities. All projects must comply with all relevant Australian Standards, NCC, EEO as well as Local Government and Crown Land Legislation.

1.5. Modules

The Standards are divided into the following modules for ease of use, but must be considered in its entirety, regardless of specific discipline or responsibilities:

- S01   Overview and Universal Requirements
- S02   Active Transport
- S03   Acoustics
- S04   Building Management System
- S05   Electrical and Lighting
- S06   Energy Management
- S07   Ergonomics
- S08   Fire and Safety Systems
- S09   Floor and Window Coverings
- S10   Furniture
- S11   Heritage and Culture
- S12   Hydraulic

- S13   Information Technology
- S14   Irrigation
- S15   Mechanical Services
- S16   Roof Access
- S17   Termite Protection, Vermin Proofing and Pest Management
- S18   Security Systems
- **S19   Signage**
- S20   Sustainable Building Guidelines
- S21   Waste Management
- S22   Project Digital Asset and Data Requirements
- S23   Commissioning, Handover and Training

1.6.   Related Documents

1.6.1.   University Documents

The Standards are to be read in conjunction with the following relevant University documents, including but not limited to:

- Facilities and Premises Policy along with supporting procedures and guidelines
- Charles Sturt University Accessibility Action Plan 2020 - 2023
- Relevant operational and maintenance manuals
- Charles Sturt University Asbestos Management Plan
- Charles Sturt University Signage Guidelines
- Charles Sturt University Modern Slavery Statement
- Charles Sturt University Sustainability Statement
- Charles Sturt University Work Health and Safety Policy
- Charles Sturt University Risk Management Policy
- Charles Sturt University Resilience Policy
- Charles Sturt University Health, Safety and Wellbeing Policy

1.6.2.   Federal Legislation

The planning, design and construction of each Charles Sturt University facility must fully comply with current relevant Federal legislation, including but not limited to:

- National Construction Code (NCC)
- Disability Discrimination Act 1992 (DDA)
- Environment Protection and Biodiversity Conservation Act 1999 (EPBC)
- Work Health and Safety Act 2011

1.6.3.   NSW State Legislation

The planning, design and construction of each Charles Sturt University facility must fully comply with current relevant Federal legislation, including but not limited to:

- Work Health and Safety Act 2011
- Environmental Planning and Assessment Act 1979 (EP&A Act)
- Building and Development Certifiers Act 2018
- Heritage Act 1977
- Protection of the Environment Operations Act 1997 (POEO Act)
- Design and Building Practitioners Act 2020
- State Environmental Planning Policies (SEPPs)
- Local Government Act 1993

1.6.4.   Federal Regulations and Standards

- Relevant Australian or Australian/New Zealand Standards (AS/NZS)
- Safe Work Australia Model Codes of Practice
- Work Health and Safety Regulations 2011
- Disability (Access to Premises – Buildings) Standards 2010
- National Environment Protection Measures (NEPMs)

1.6.5.   NSW State Regulations and Standards

- SafeWork NSW Codes of Practice
- Disability (Access to Premises – Buildings) Standards 2010
- Building and Development Certifiers Regulation 2020
- NSW Work Health and Safety Regulation 2017
- Protection of the Environment Operations (General) Regulation 2022
- NSW State Environmental Planning Policies (SEPPs)
- Fire and Rescue NSW Fire Safety Guidelines
- NSW Local Council Development Control Plans (DCPs)

1.6.6.   Manufacturer Specifications and Data Sheets

All installation must be carried out in accordance with manufacturer specifications and data sheets to ensure product performance over its intended life and so as not to invalidate any warranties.

1.6.7.   Project-Specific Documents

Requirements specific to a particular project, campus, or other variable, will be covered by project specific documentation, such as client briefs, specifications, and drawings. These Standards will supplement any such

project specific documentation. The Standards do not take precedence over any contract document, although they will typically be cross-referenced in such documentation.

Extracts from the Standards may be incorporated in specifications; however, it must remain the consultant's and contractor's responsibility to fully investigate the needs of the University and produce designs and documents that are entirely 'fit for purpose' and which meet the 'intent' of the project brief.

1.7. Discrepancies

The Standards outline the University's generic requirements above and beyond the above-mentioned legislation. Where the Standards outline a higher standard than within the relevant legislation, the Standards will take precedence. If any discrepancies are found between any relevant legislation, the Standards and project specific documentation, these discrepancies should be highlighted in writing to the Manager, Capital Works.

1.8. Departures

The intent of the Standards is to achieve consistency in the quality of the design and construction of the University's built forms. However, consultants and contractors are expected to propose 'best practice / state of the art' construction techniques, and introduce technological changes that support pragmatic, innovative design. In recognition of this, any departures from relevant legislation, or the Standards, if allowed, must be confirmed in writing by the Manager, Capital Works. Any departures made without such written confirmation shall be rectified at no cost to the University.

1.9. Professional Services

All projects at Charles Sturt University require the involvement of adequately skilled and experienced professionals to interpret and implement the Standards. Consultants or contractors lacking proper qualifications and licenses are not permitted to conduct any work.

1.10. Structure of Document

This document is structured into 4 sections:

Section 1 Introduction (this Section).

Section 2 General Requirements – outlines the general requirements or design philosophies adopted at Charles Sturt University.

Section 3 Supporting Documentation – Legislation, Standards, Codes of Practice, University Policies, and other applicable technical references.

Section 4 Specifications (if applicable) – materials specifications and/or preferred lists for materials, processes or equipment used by Charles Sturt University.

2. General Requirements

Signage is a vital element of the campus experience at Charles Sturt University, contributing to the clarity, accessibility, and overall efficiency of navigating the university's spaces. Whether it's corporate signage, third-party signage, or wayfinding signage, each type serves a specific purpose in communicating essential information to campus users. This standard considers the implementation of Charles Sturt University's signage guidelines is to support the identification of key destinations, provide clear directions, and facilitate a positive campus experience. Effective wayfinding ensures that students, staff, and visitors can confidently navigate through campuses by identifying their location, understanding the best routes to take, and using spatial cues to reach their intended destination. These signage systems, incorporating both traditional and digital elements, help establish the university's visual identity while enhancing the overall functionality and user experience across its diverse environments.

2.1. University Signage Guidelines

Charles Sturt University has developed corporate signage guidelines designed to deliver an effective wayfinding solution, clearly define the University's presence and boundaries, and enhance its image across campuses, clinics, and centres. By adhering to a standardised set of graphic elements, these guidelines ensure that signage effectively communicates with users while maintaining alignment with the University's broader corporate identity. The standards outlined in this document govern the use of the University logo, typefaces, letter sizes, graphic layouts, arrows, pictograms, and colours, and dictate how these elements should be combined to create a unified and authoritative signage system.

While not every detail of a sign can be precisely dictated due to the unique context of each location, it is essential that these graphic standards are followed. Any deviation from these standards undermines the integrity of the system and could diminish the clarity and effectiveness of the signage. To maintain this consistency, all designers and manufacturers must thoroughly understand the guidelines before creating or modifying any signage.

2.1.1. Wayfinding Principles

The wayfinding system at Charles Sturt University is guided by essential principles that ensure signage is consistent, user-friendly, and aligned with the university's vision. Each sign should be designed and placed with the following standards in mind:

User Groups

- Signage should cater to the needs of different user groups, including students, staff, visitors, and external stakeholders.
- Information must be clear, concise, and relevant to the specific audience, helping them navigate campus facilities effectively.

- Key user destinations such as teaching spaces, libraries, and student services must be prioritised in signage placement.

Journey Principles

- Signage must support users at various stages of their journey—from planning their visit to navigating within the campus.
- Pre-arrival materials (maps, digital guides) should be coordinated with on-campus signage to provide a seamless experience.
- Arrival signage, including site and building identification, must be visible, intuitive, and strategically placed near entrances and major paths.

Information Hierarchy

- Progressive disclosure should be employed, providing essential information at the right time. For example, campus entry signs should focus on key destinations, while internal signs can include more detailed directions.
- Primary destinations such as main buildings, car parks, and libraries should always be prominent, with secondary destinations, such as staff rooms or breakout areas, displayed where relevant.
- Regulatory and operational information should be less prominent but clearly indicated where necessary (e.g., parking restrictions, accessible routes).

Signage Design

- Signs should adhere to university-wide standards in terms of typography, colour, and materials as outlined in the Charles Sturt University signage guidelines. This ensures consistency and enhances readability.
- Signage materials must be durable and suitable for both internal and external environments, with considerations for accessibility and sustainability.

Sign Placement

- Signs should be placed at key decision points in the user journey, such as entrances, major intersections, and building lobbies. Visibility and ease of access should be prioritised.
- Entry and directional signs should be positioned for clear sightlines from roadways or pathways to minimise confusion and provide clear direction.
- Maps and directories should be installed at strategic locations like main entries and car parks to provide users with an overall understanding of the campus layout.

2.2. Signage and Capital Projects

Signage is integral to the delivery of any capital project, whether it involves constructing new buildings, renovating existing facilities, or developing external spaces. Effective signage serves several key functions:

- **Wayfinding**: Signage directs students, staff, and visitors to their destinations across campuses. Clear wayfinding systems reduce confusion and frustration, making campuses easier to navigate for both new and returning users.
- **Corporate Branding**: Signage contributes to Charles Sturt's visual identity by maintaining consistency in the use of logos, fonts, colours, and other design elements. This reinforces the University's brand across all campuses, clinics, and centers.
- **Safety and Compliance**: Statutory signage, such as fire exits, emergency instructions, and regulatory information, ensures that campus environments meet legal and safety requirements, providing clear instructions in times of emergency.
- **Enhancing User Experience**: Beyond functional purposes, signage creates a welcoming and engaging environment. It fosters a sense of place by highlighting key campus locations and enhancing the aesthetic appeal of the Charles Sturt's built environment.

2.2.1. Compliance with Corporate Identity and Brand Guidelines

A key objective Charles Sturt's signage standard is to ensure that all signage aligns with the University's corporate identity. This involves strict adherence to brand guidelines that govern the use of logos, typefaces, colour schemes, and graphic elements. The consistent application of these elements reinforces brand presence and ensures that signage is immediately recognisable across all campuses. Key Brand Considerations Include:

- **Logo Usage**: The University logo must be used in accordance with University policies. Placement, size, and proportionality must be carefully considered to ensure the logo remains legible and prominent on all signage.
- **Typography and Lettering**: Approved typefaces and letter sizes must be used to ensure clarity, legibility, and accessibility. The standardised font, Helvetica Neue, is prescribed for its readability and suitability across a range of sign types and environments.
- **Colour Schemes**: Adherence to Charles Sturt's prescribed colour palette is essential for maintaining visual consistency. Colour schemes help to differentiate various types of signage (e.g., wayfinding, safety, corporate branding) while maintaining a unified visual identity across the University.
- **Pictograms and Symbols**: Approved pictograms are used to represent facilities and services, enhancing the clarity and accessibility of signage, particularly for non-English speakers and individuals with disabilities.

2.2.2. Accessibility and Statutory Requirements

In accordance with the Disability Discrimination Act (DDA) and other relevant legislation, the university is committed to providing accessible environments for all campus users, including those with disabilities. Key Accessibility Considerations Include:

- **Braille and Tactile Signage**: Signage must include braille and raised lettering to assist individuals with visual impairments. Braille signage should be provided on room identification signs, directional signs, and emergency exits.
- **Height and Placement**: Signs must be placed at heights that are readable by all users, including those in wheelchairs. The positioning of signs should account for both standing and seated perspectives to ensure visibility and usability for all.
- **Colour Contrast and Legibility**: High contrast between text and background is essential for ensuring readability for users with visual impairments. Signage must be designed with adequate colour contrast to enhance legibility in various lighting conditions.
- **Emergency Signage**: Statutory signage, such as fire exits, evacuation routes, and safety instructions, must comply with relevant safety regulations. These signs are critical for ensuring the safety of all campus users and must be easily visible and understandable, even in emergency situations.

2.2.3.   Digital Signage and Technological Integration

As technology advances, digital signage is becoming an increasingly important element of the university's signage system. Digital signs offer flexibility and dynamic content delivery, making them ideal for high-traffic areas and locations where information needs to be updated frequently. Benefits of digital signage include:

- **Real-Time Updates**: Digital signage can be updated remotely, allowing for timely communication of information such as event schedules, campus announcements, or emergency alerts.
- **Interactive Features**: Touchscreen kiosks and interactive displays can provide personalised wayfinding solutions, enabling users to search for specific destinations, departments, or services.
- **Sustainability**: By reducing the need for printed materials, digital signage contributes to CSU's sustainability goals and reduces the environmental impact of campus operations.

2.2.4.   Sustainability Considerations

Sustainability is a core value of the university, and this commitment extends to the design and implementation of signage. Sustainable signage practices reduce the environmental impact of capital projects while ensuring that signage remains functional and durable. Sustainable signage practices include:

- **Material Selection**: Signage materials should be chosen for their durability and recyclability. Materials such as aluminium, which can be recycled at the end of its life, are preferred for permanent signage. Temporary signage may be made from sustainably sourced materials such as recycled wood or biodegradable plastics.
- **Energy Efficiency**: Illuminated signage should use energy-efficient lighting solutions such as LEDs, which consume less power and have a longer lifespan than traditional lighting methods. This reduces both energy costs and environmental impact.
- **Durability and Maintenance**: Signage should be designed to withstand weather conditions and wear over time.

2.2.5. Construction Signage

Construction signage shall be installed for all projects at Charles Sturt University. The extent and type of signage required will be determined by the value of the construction project and its funding sources.

- **For projects up to $250,000**: Temporary signage will be provided in accordance with the relevant sign type detailed in the Miscellaneous Signs Section.
- **For projects up to $1,000,000**: Temporary signage will be used, following the guidelines outlined in the relevant section.
- **For projects exceeding $1,000,000 with no government or third-party funding:** Semi-permanent signage will be installed on the construction perimeter fence.
- **For projects over $1,000,000 with government or third-party funding**: Permanent signage must be provided for the duration of the project, including free-standing signs, which will remain in place for six months after practical completion.

All construction signage must be approved by the Manager, Capital Works to ensure compliance with university standards and relevant external requirements.

2.3. Third Party Signage

With an increasing number of third-party tenants across its campuses, the University has identified a need for adequate wayfinding and signage to these third-party locations. Often, the presence of third-party tenants is not obvious on the external road approach to the campuses and lacks visibility within campus grounds. Sections 13 to 16 of the *Facilities and Premises Procedure - Corporate Signage* provide guidance in relation to third party signage.

Third-party signage must not overshadow university signage and is restricted to precinct or building signage. Third-party logos can assist with wayfinding if appropriate and adhere to the University's signage guidelines. Internal signage may follow the third party's visual identity. When a single third party occupies a building, they may install exterior signage, but in multi-occupant buildings, signage size and positioning must be negotiated.

The university manages signage procurement, covers the cost of standard hardware, and the third party pays for the sign itself. Signs must follow size restrictions, can only be mounted on appropriate external walls, and cannot be backlit. The university may allow co-branded signage, with designs requiring consultation and approval by relevant university teams. Any use of university-owned sub-brands also requires approval, and deviations from these guidelines must be consulted with the university's branding and facilities teams.

3. Supporting Documentation

These below lists are not all-inclusive and those associated with the project are responsible for identifying and complying with all standards relevant to the scope of works.

3.1. Supporting Legislation

Work Health and Safety Act 2011 (NSW)

Work Health and Safety Regulation 2017 (NSW)

Work Health and Safety Act 2011(ACT)

Work Health and Safety Regulation 2011(ACT)

NSW Local Government Local Environmental Plans (LEP)

3.2. Supporting Standards

Standard Number	Standard Title
AS 1319:1994	Safety signs for the occupational environment
AS 1428.1:2021	Design for access and mobility, Part 1: General requirements for access - New building work
AS 1428.2:1992	Design for access and mobility, Part 2: Enhanced and additional requirements — Buildings and facilities
AS 1742:2021	Manual of uniform traffic control devices series
AS 2156.1:2001	Walking tracks, Part 1: Classification and signage
AS/NZS 2293.1:2018	Emergency lighting and exit signs for buildings, Part 1: System design, installation and operation
AS 3745:2010	Planning for emergencies in facilities (Amd 2:2018)
AS/NZS 4804:2001	Occupational health and safety management systems — General guidelines on principles, systems and supporting techniques
AS/NZS 4804:2001	Occupational health and safety management systems — General guidelines on principles, systems and supporting techniques

3.3. Industry Codes of Practice

Safe Work Australia Construction Work Code of Practice

https://www.safeworkaustralia.gov.au/sites/default/files/2022-10/Model%20Code%20of%20Practice%20-%20Construction%20Work%20-%2021102022%20.pdf

HIA Rules for site signage and site amenities

https://hia.com.au/resources-and-advice/managing-your-safety/safety-rules/articles/rules-for-site-signage-and-site-amenities

3.4. University Documents

Charles Sturt University Facilities and Premises Procedure - Corporate Signage

https://policy.csu.edu.au/document/view-current.php?id=193&version=4

Charles Sturt University Corporate Signage Procedure

https://policy.csu.edu.au/document/view-current.php?id=193&version=1

Charles Sturt University Brand Guidelines

https://policy.csu.edu.au/document/view-current.php?id=361

Charles Sturt University Signage Guidelines

https://cdn.csu.edu.au/__data/assets/pdf_file/0005/3799274/201211-22488-CSU_SIGNAGE_GUIDELINES-03.pdf

Protocols Procedure - Naming Facilities and Memorials

https://policy.csu.edu.au/document/view-current.php?id=197

3.5. Other Resources

Safe Work Australia Guidance on the Principles of Safe Design for Work
https://www.safeworkaustralia.gov.au/system/files/documents/1702/guidanceontheprinciplesofsafedesign_2006_pdf.pdf