

APPENDIX 3 – WAYFINDING PACKAGE





STH
MOREE HOSPITAL
REDEVELOPMENT
NEW ASB

WAYFINDING & SIGNAGE
DOCUMENT NAME:
EXTERNAL SIGNAGE
DESIGN DEVELOPMENT FOR TENDER

ISSUE D
FOR TENDER
17.10.2023

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Wayfinding

Wayfinding incorporates all information to be provided for the self-navigational approach to and circulation within the site capturing all user groups and traffic modes day and night.

It captures the pedestrian circulation within the new building for all user groups.

Signage

Signage will be designed with the rural and architectural context in mind and be appropriate in scale and to best practice concerning ease of navigation and legibility of text day and night.

Signage kit-of-parts, look and feel

The design elements should be non-institutional in appearance, provide visual interest and promote a welcoming, warm and therapeutic atmosphere.

The theme of a rural scale and environment as well as the indigenous context in terms of form, material and colour play a key role.

Indigenous Art incorporated with wayfinding

Indigenous references form part of a separate arts strategy through a local artists collaborative.

Welcome To Country

Welcome to Country content other than artwork can be incorporated with English text messages subject to the aboriginal/arts working group during the Design Development process.

Compliance

Relevant legislation, guidance and standards relating to the service delivery of the hospital development.

Wayfinding is the system that assists users to find their way through a complex environment.

Patients and visitors at hospitals and other health care facilities face some unique wayfinding challenges.

A successful wayfinding system will provide information for users.

The functional aspects of signage are many-fold.

The tools to assist people in wayfinding can include:

- Printed information.
- Architectural features and design elements.
- Permanent and temporary signage.
- Digital devices e.g. the website.
- Digital technologies for people with disabilities, especially vision impairments, are considered such as 'BlindSquare' and 'Bindimaps'.
- Human interactions e.g. with dedicated staff at information / entry point. It is recommended reliance on staff and volunteers is minimised where possible.
- Mandatory requirements under the BCA and Premises Standards.
- Additional enhanced recommendations in accordance with the spirit and intent of the DDA.

- Complex environments
- Multiple destinations during their visit
- Unfamiliar terminology
- Stress caused by illness or the unknown.

- Confirm correct start or finish point of a journey
- Identify a location within a building or an external space
- Reinforce travel in the correct direction
- Orientation within a building or an external space
- Understand location and any potential hazards
- Identify destination on arrival
- Escape safely in an emergency.

- Integration with the built environment (interfacing with other structures)
- Ergonomics relating to user interface
- Measure of self reliance
- Durability
- Flexibility
- Ease of maintenance
- Value for money.

STRATEGY

New signage will be planned, designed and implemented in accordance with best practice and evidence based design.

The following principles for wayfinding apply:

- **People centric**
Information is aimed at all user groups;
- **Creating Identity**
Clearly identifying the health facility to instill confidence;
- **Clarity of Movement** into and across the site
Avoid any form of ambiguity;
- **Inclusive**
Enables everyone to move, participate equally, confidently and independently in everyday activities.
- **Connectivity**
Provide seamless connections in accordance with progressive disclosure from the macro to the micro level;
- **Future proofing**
Provide a signage system that allows for changes and expansion;
- **Clearly state the entries** and paths to secondary destinations;
- **Relaxed stress reducing design**, colours and placement designed to be non-institutional and connecting with country.

SIGNAGE CATEGORIES

The project will require the following types of wayfinding aids and signage to be included (principal signs only are listed):

Exterior

- a) Site entry identification
- b) Site-wide circulation signage

Interior

- a) Level directories
- b) Directional signs
- c) Reception identifications and directories
- d) Room identifications
- e) Identification of amenities
- f) Department identifications
- g) Bedroom identifications

SIGNAGE LOCATIONS

Physical surroundings are important factors in deciding on location of signs.

Signs are easily noticed and are not obscured by architectural, service or lighting elements.

Signs suit the logical patterns of circulation and the need to be readily visible to all vehicular and pedestrian traffic, externally and internally.

Signs are as close as possible to the point where the message is to be conveyed.

Location has to be cognizant of sufficient distance and time between the sign and the decision point in order for the user to recognize and absorb information to make an informed decision.

SIGNAGE QUANTITIES

Proliferation of signage is to be avoided.

Over-signing can be distracting and will defeat the purpose of providing clear and accessible information.

SIGN MESSAGES

- Messages will be kept simple, short and unambiguous.
- Messages will be written in the English language.
- Internationally accepted and tested pictograms will be used.
- Use of positive rather than negative terminology is best practice.
- Strategy for Gamillaro translations.
Subject to a separate strategy.

NAMING AND MESSAGES

Certain phrases may be ambiguous and may be subject to personal interpretation, hence criteria must be established to reduce confusion and misinterpretation.

Text is to be composed with the following criteria in mind:

1. Consistency
2. Short as possible in order to read quickly
3. Mean the same thing to all viewers
4. Stated positively
5. No acronyms/abbreviations where possible
6. Culturally relevant

UNIVERSAL DESIGN

The principles are:

- Equitable Use
- Flexibility in Use
- Simple and Intuitive to Use
- Perceptible Information
- Tolerance for Error
- Low Physical Effort
- Size and Space for Approach and Use

ERGONOMICS

Ergonomics is the study of designing equipment and devices that fit the human body, its movements, and its cognitive abilities.

Ergonomics (or human factors) is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.

Ergonomics is employed to fulfill the two goals of health and productivity.

When an environment is visually controlled by intuitive design and by applying a legible layer (signage), the viewers awareness is significantly improved. Apart from cultural and learned experience each viewers perception and response to wayfinding signs are conditioned by certain physical and psychological characteristics, referred to as human factors.

PHYSICAL FACTORS

Normal field of vision (also cone of vision) covers an angle of about 60 degrees. This is 30 degrees from a vertical or a horizontal centre line (30 degrees either side). However this angle is reduced for viewers from within a moving vehicle.

Visual Acuity

Viewers differ considerably in their ability to see clearly.

Reading Rate

The reading rate is significantly improved when information is logically and clearly structured with a minimum of graphic elements.

Legibility (viewing distances)

AS 1428.2

- 20mm letter from 6 metres
- 40mm letter from 12 metres
- 80mm letter from 25 metres
- 150mm letter from 50 metres

Eye Level

For a person standing that is about <1.7 metres.

For a person sitting that is 1.3 metres.

For a person sitting in a car that is about 1.4 metres.

This data is important for defining the height above ground for text on signs and the placement of signs above ground.

PSYCHOLOGICAL FACTORS

Figure-Ground Relationship

How shapes or patterns are perceived against a background. Anything which affects a clear perception of the contours may affect recognition of the object.

In learning to read we mentally organise letters into words, learning to distinguish an entire word by its shape. Hence the use of sentence case in this project, where the first letter is upper case and the following letters are lower case.

Luminance contrast between graphics and sign background to be 30%.

Colour Implication

Individuals vary considerably in their ability to distinguish and remember colours. The maximum of six colours – not including white and black- can be distinguished, identified and remembered by viewers, these are:



However red and green are difficult to distinguish by viewers with colour blindness.

Factors Affecting Perception

Environmental factors affect the viewers perception of a sign. These are the quality, intensity and colour of ambient light falling on the sign; the physical obstructions of sight lines between the viewer and the sign and the visual environment behind and around a sign.

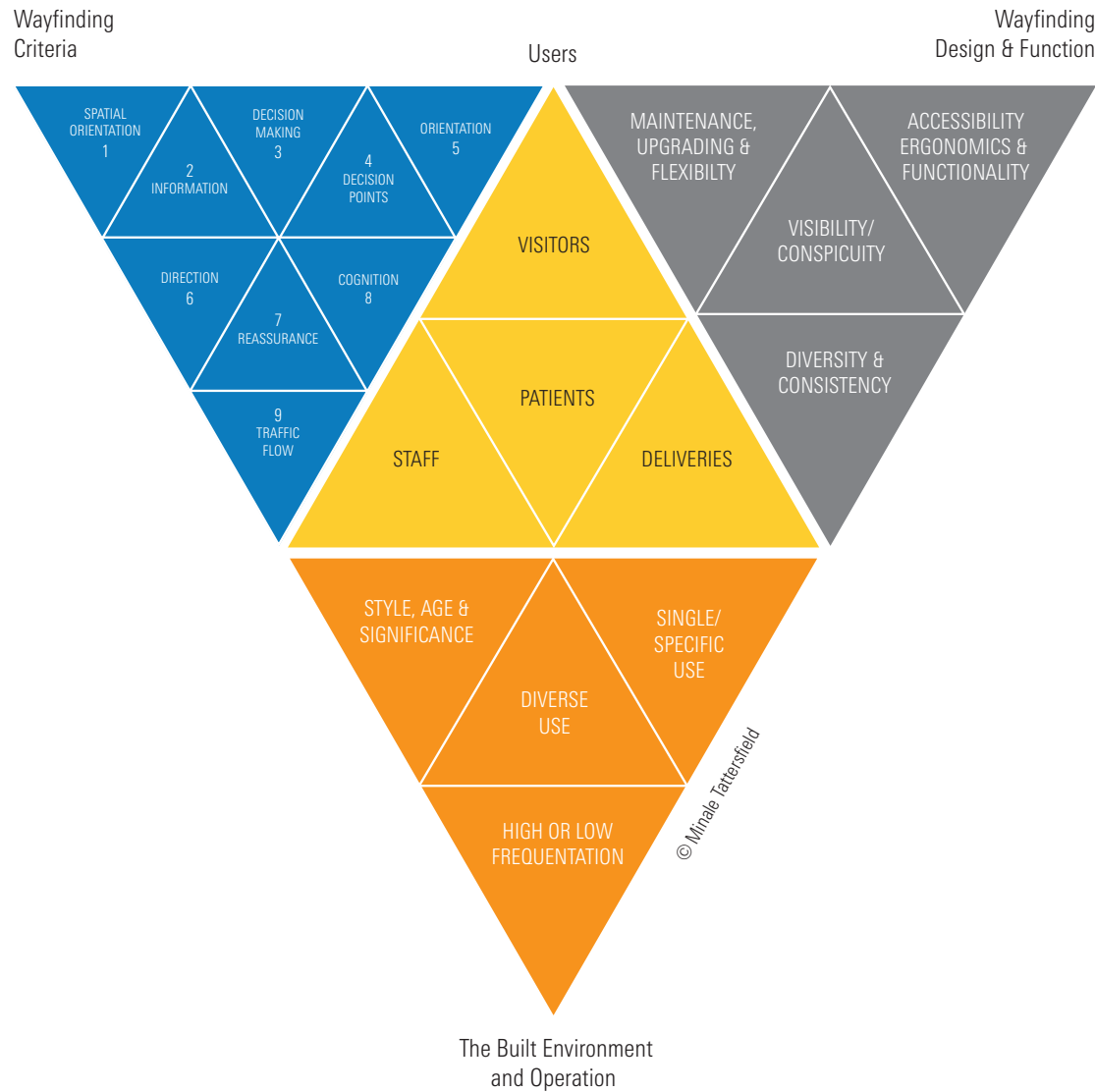
While not all of these factors can be controlled, signs must be placed to enhance sight lines.

Symbols

The majority of people are verbally oriented, absorbing most information through words, while the minority respond to visual devices, such as symbols.

This indicates that typical sign systems require verbal messages. Facilities such as airports often use symbols to reinforce the verbal message or act as a stand alone message. Symbols must be of international standards.

Integral Components of the System

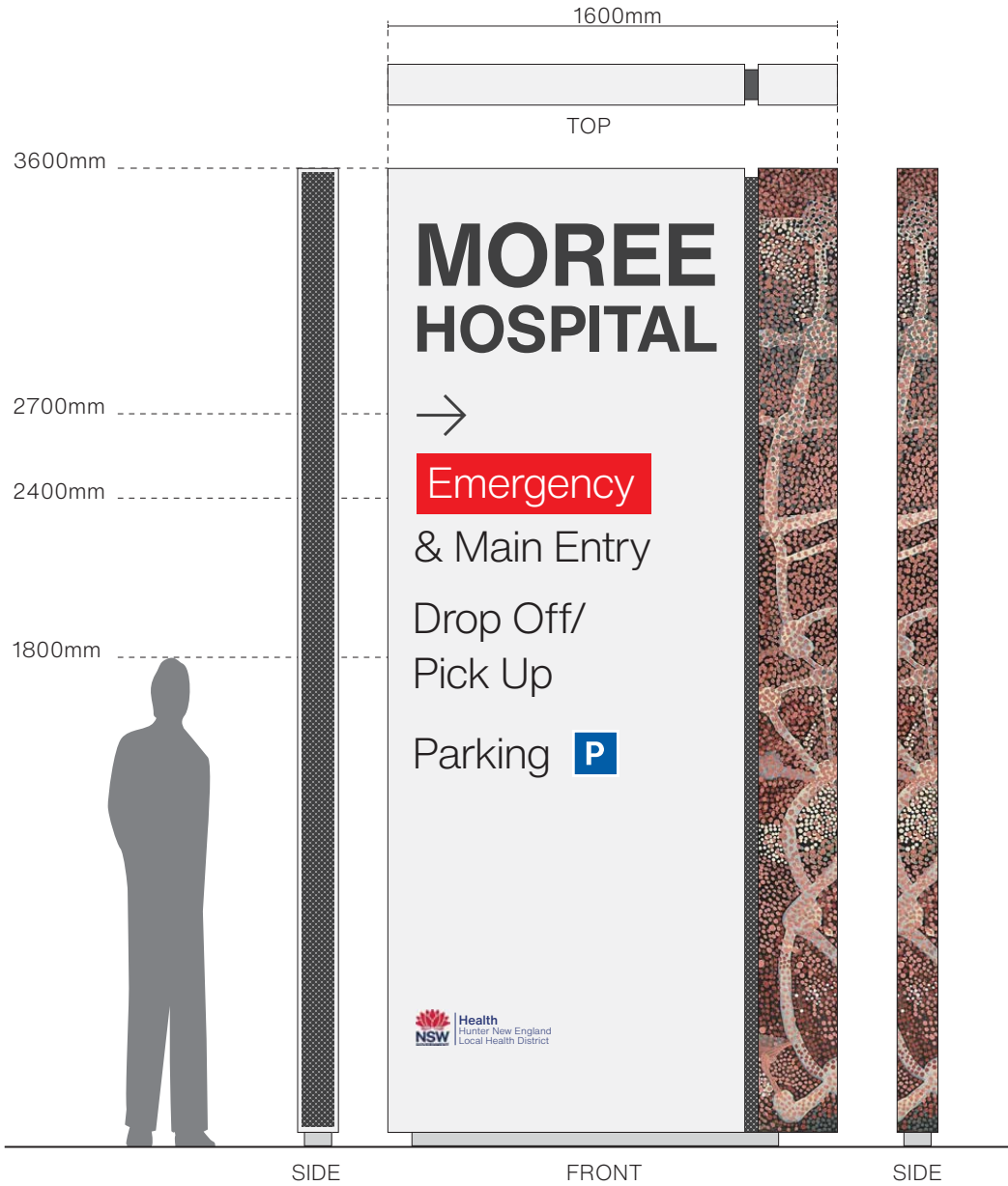


This diagram illustrates the reliance between larger scale and smaller scale elements when planning, designing, implementing and maintaining a wayfinding system.

All elements rely on each other and each represent a consideration necessary for a successful system.

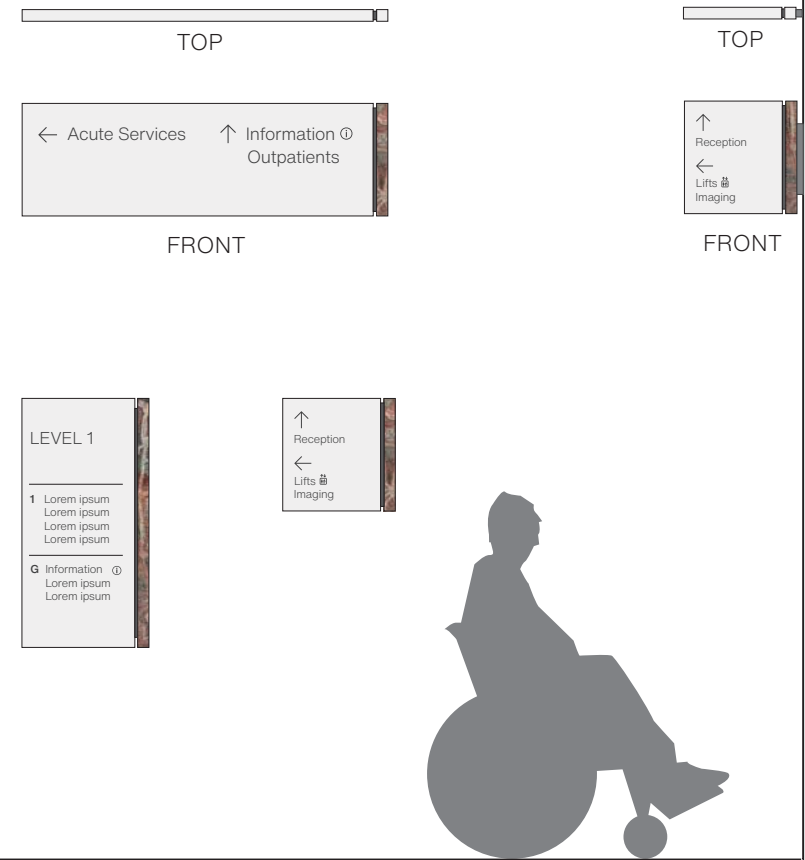
This illustrates the reliance between:

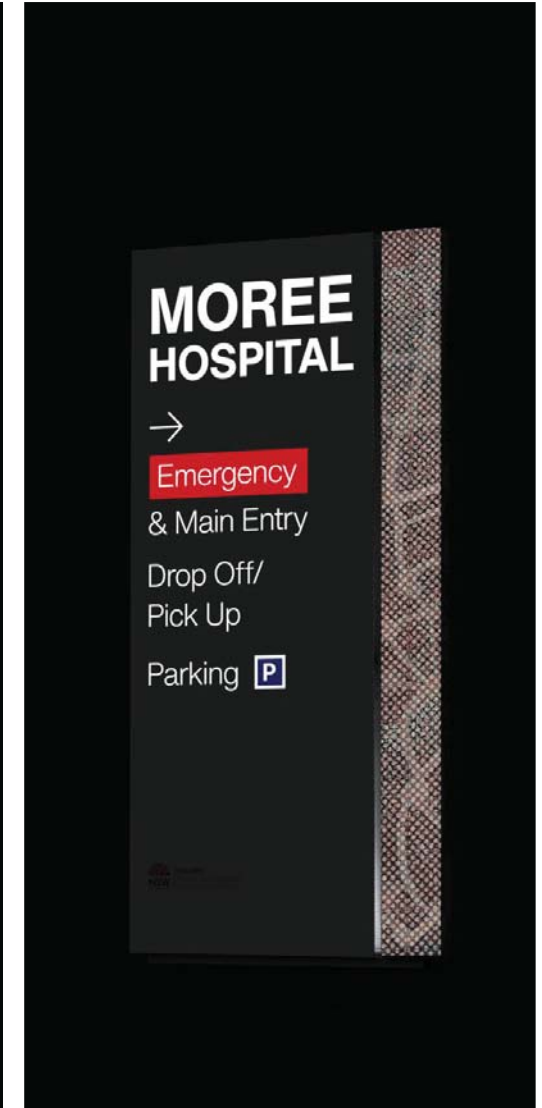
- User groups.
- Environment, the different scales of the project environment.
- Wayfinding criteria, which are elements required in planning a system for the needs and benefits of the user.
- Wayfinding design and function, which are elements required when designing a system for the needs and benefits of the user and the requirements for maintaining the system.

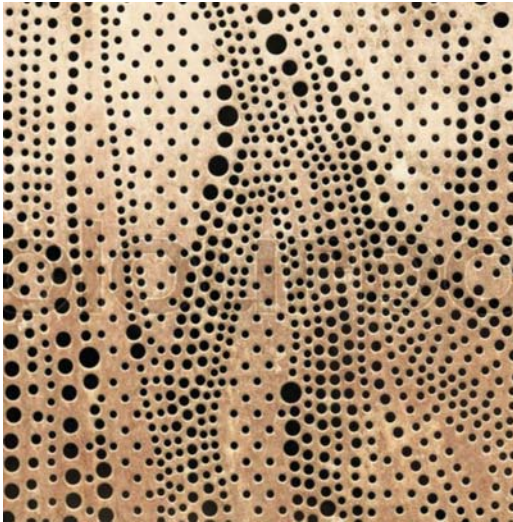


1 Main Marker

Internal signs
(For reference only - not part of external signs tender package)







Images of perforated metal with graphics. Perforated metal will be standard, not custom made. Perforated metal areas will be internally illuminated.



1



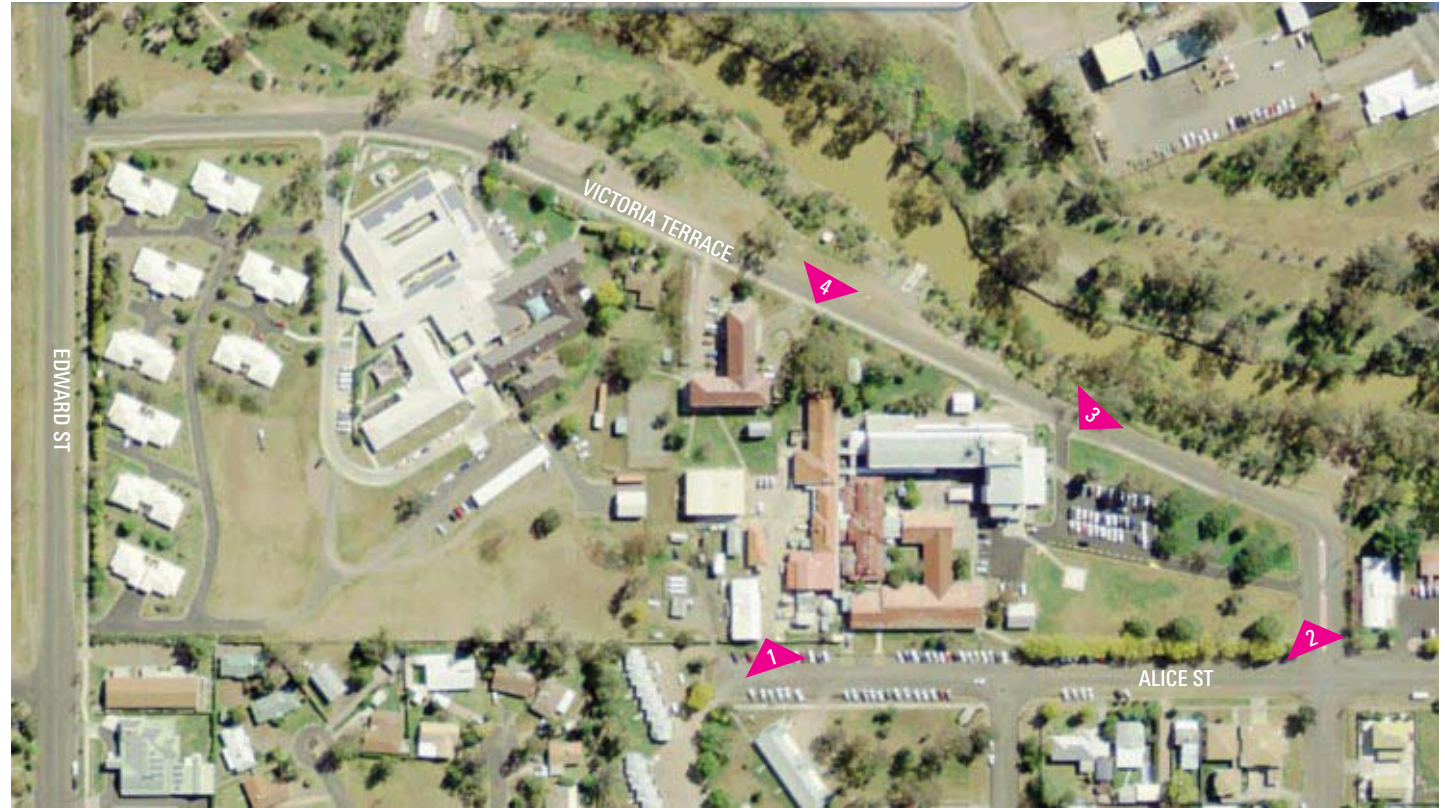
2



3



4



Google map of site



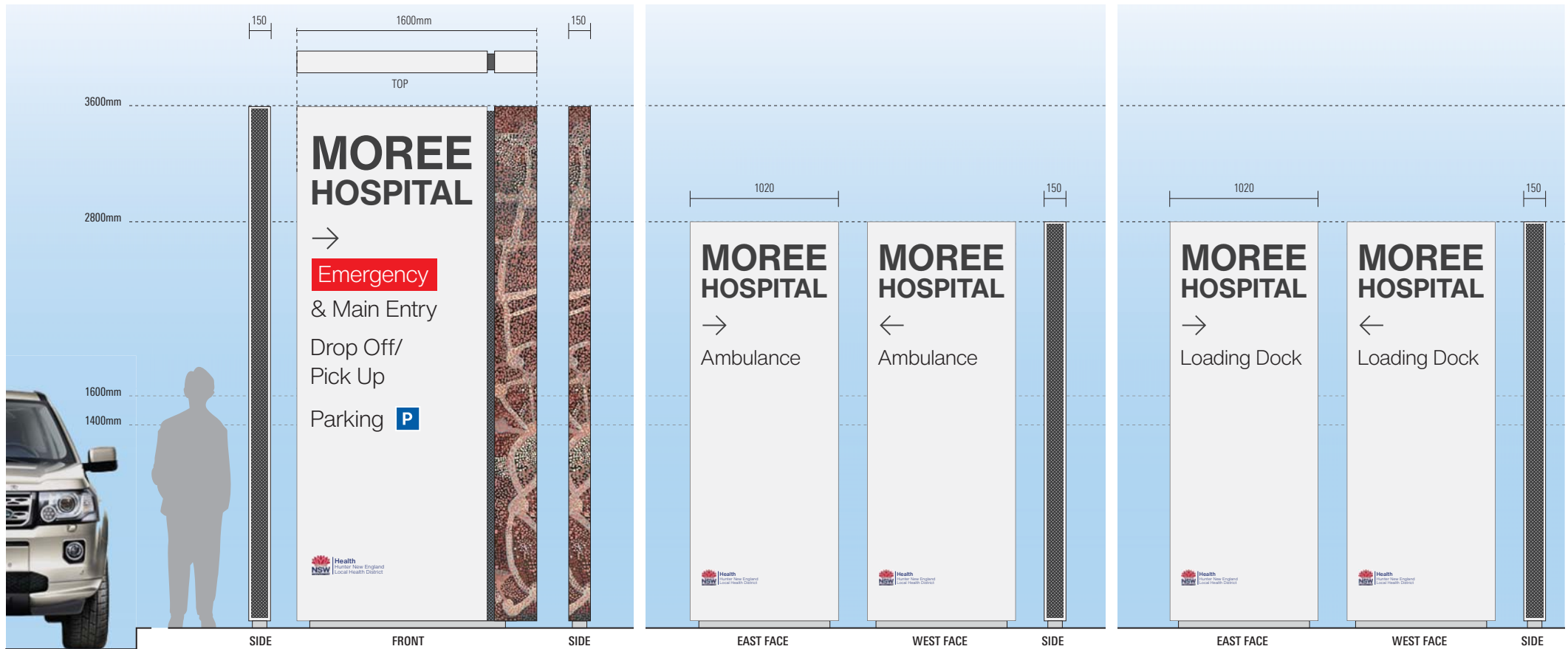
SITE PLAN – EXTERNAL MARKER LOCATIONS



- Key**
- Main Marker: Large
 - Traffic Marker: Small
 - Ambulance Marker: Medium
 - Loading Dock Marker: Medium

Signage outside of site boundaries are subject to DA approval





1

Main Marker
1600W x 3600mmH x 150mmD
Cap Height: 110mm

2

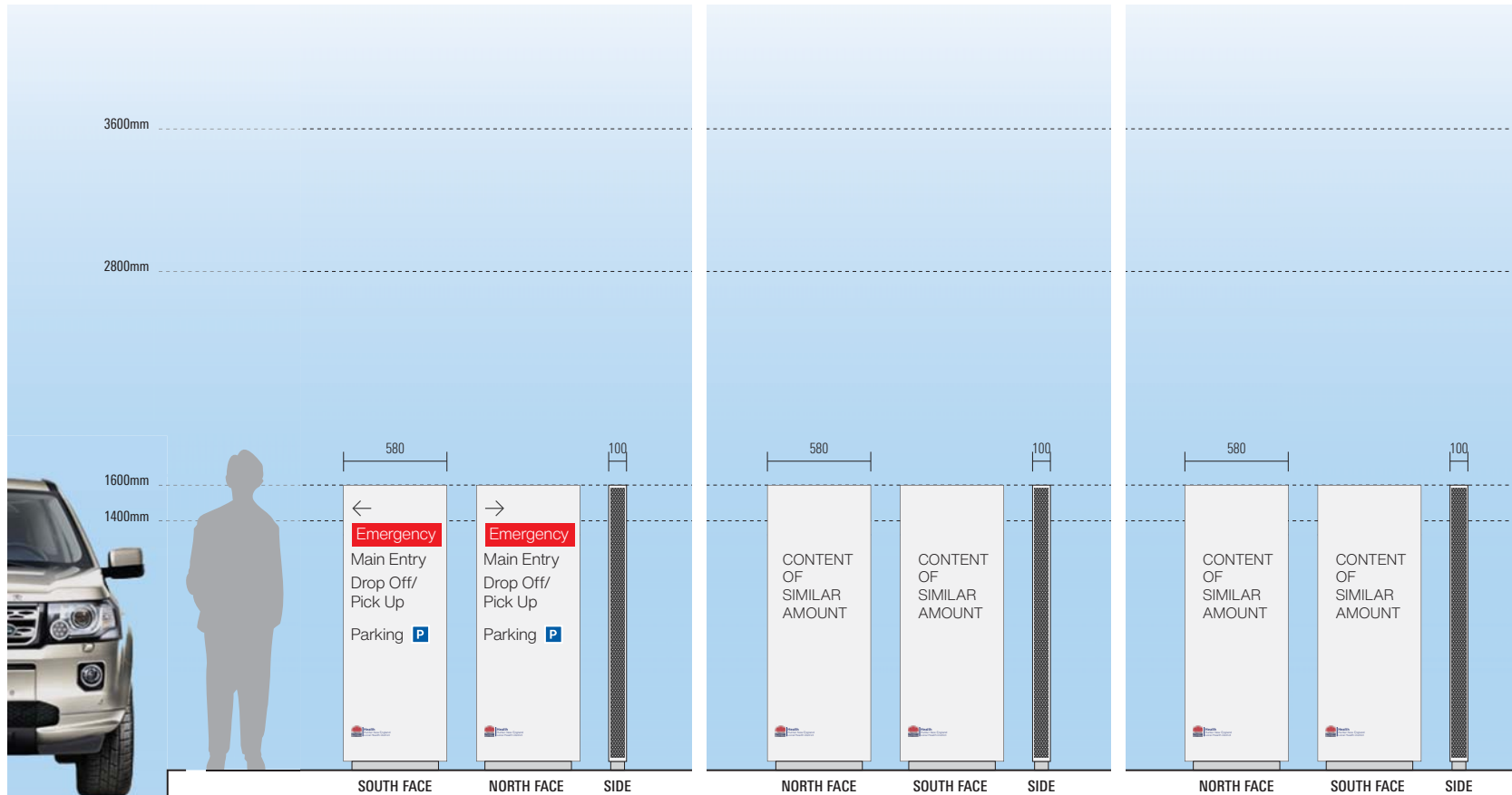
Ambulance Marker
1020mmW x 2800mmH x 150mmD
Cap Height: 100mm

3

Loading Dock Marker
1020mmW x 2800mmH x 150mmD
Cap Height: 100mm



All signs feature a recessed perforated edge panel



4.

Traffic Marker
580mmW x 1600mmH x 100mm D
Cap Height: 65mm

5.

Traffic Marker
580mmW x 1600mmH x 100mm D
Cap Height: 65mm

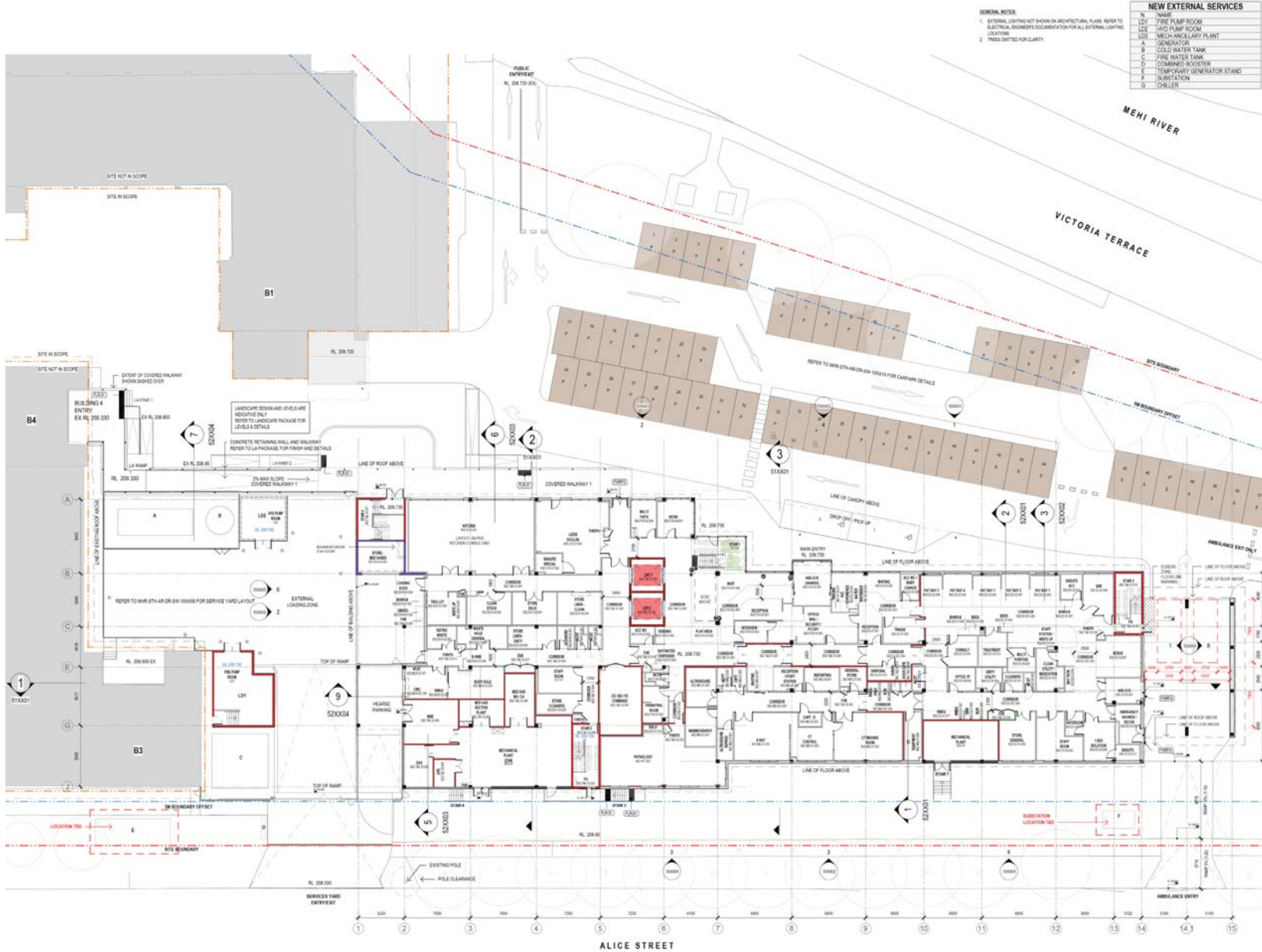
6.

Traffic Marker
580mmW x 1600mmH x 100mm D
Cap Height: 65mm

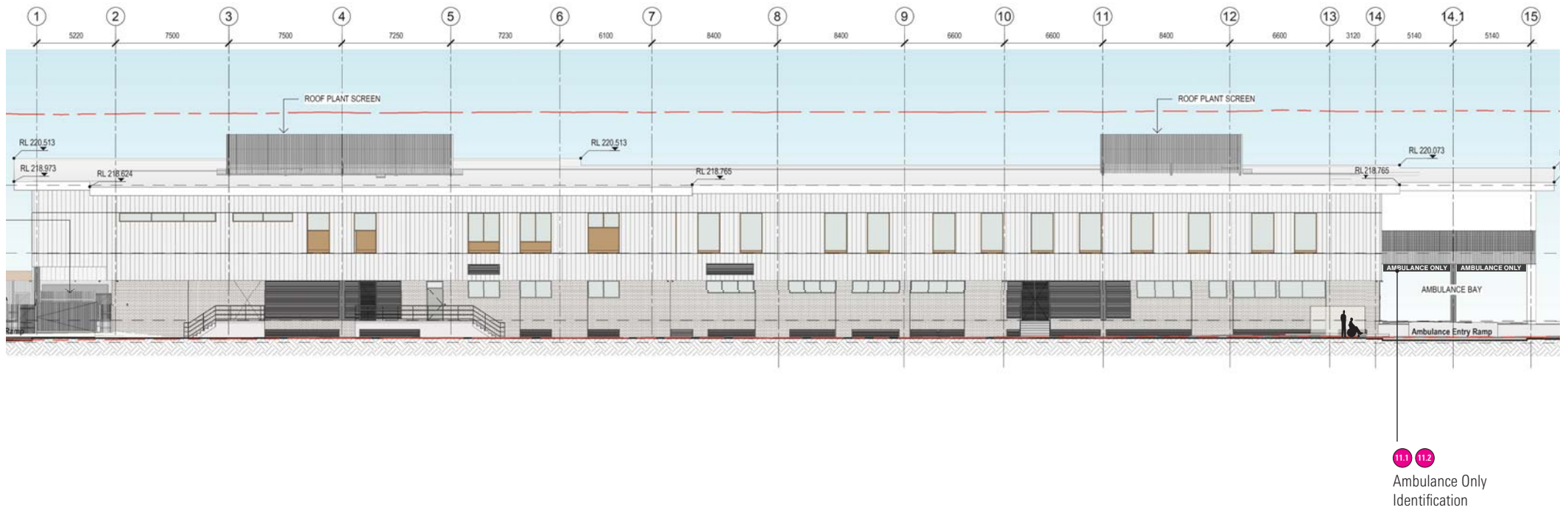


All signs feature a recessed perforated edge panel

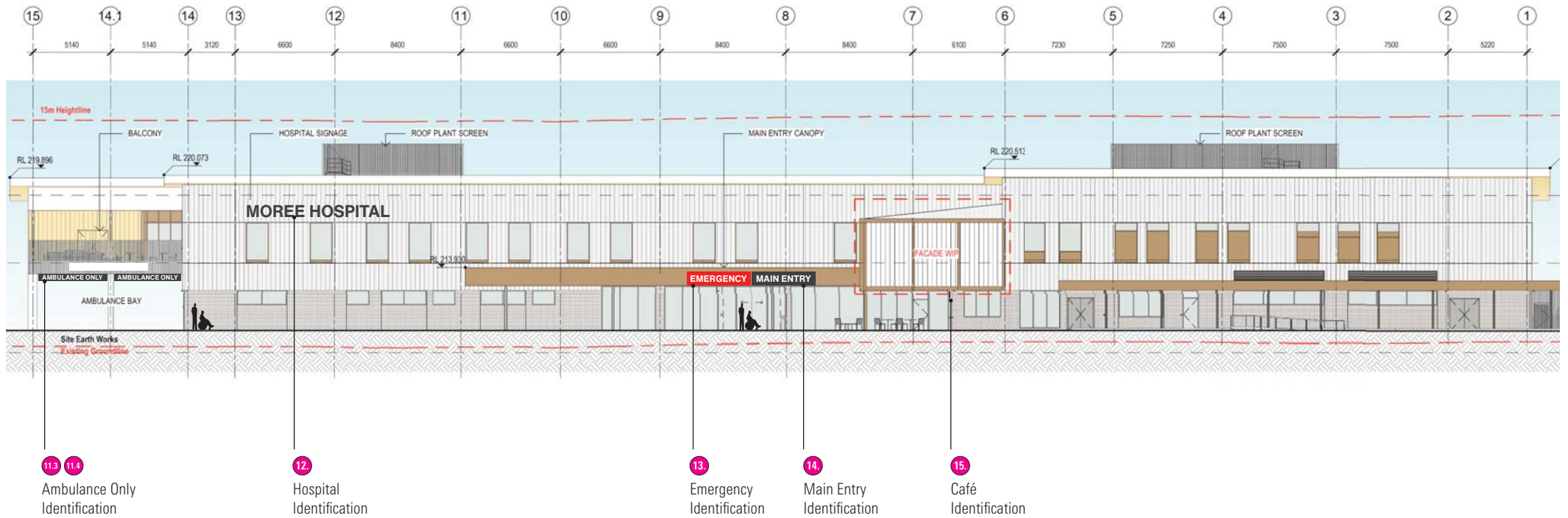
PLAN – GROUND LEVEL FOR REFERENCE



EXTERNAL SIGNAGE TO SOUTH ELEVATION



EXTERNAL SIGNAGE TO NORTH ELEVATION



Typeface

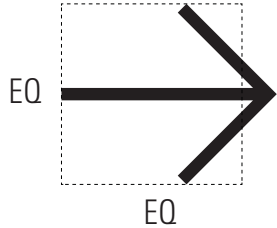
ABCDEFGHIJKLMN
 OPQRSTUVWXYZ
 abcdefghijklmn
 opqrstuvwxyz
 0123456789

Typical:
 Sophia Pro Regular, Optical Kerning, Tracking -20






ABCDEFGHIJKLMN
 OPQRSTUVWXYZ
 abcdefghijklmn
 opqrstuvwxyz
 0123456789

Large Entry Identification at Emergency Entry:
 Sophia Pro Medium, Auto Kerning, Tracking -20

Arrows



Hierarchy of Directions

1.  Typical/ Straight Ahead
2.  Where Required
3.  Typical/ Left
4.  Where Required
5.  Typical/ Right

Pictograms



Signs/freestanding markers 1, 2, 3, 4, 5, 6

- Main Marker: Large
Traffic Marker: Small
Ambulance Marker: Medium
Loading Dock Marker: Medium

Footing - all freestanding signs

Reinforced concrete footing below ground to structural engineer's design and certification. Top part of footing nominal 50mm above finished ground level as shown on elevations.
Hard or soft landscaping to be reinstated by signage contractor.
Search for underground services by specialist consultants engaged by sign manufacturer. Diagrams and plans to be provided with shop drawings by signage contractor.
Adjustments to nominated locations may be necessary to be reviewed by client and authorities. Bridging footings may be necessary to avoid redirecting existing services.

Structural Frame - all freestanding signs

Hot dipped galvanised and fabricated channel frame with baseplate, gussets where required and suitable galvanised anchors are to be shown and specified in detail in signage contractor shop drawings. Structural design and certification by structural engineer. The frame is welded to the baseplate and anchored to the footing below ground.

Cladding – sign faces - Internally illuminated marker

Nominal 4mm external quality composite panels folded and fixed to frame as shown on elevations and top view.
Similar/same to Alpolic M9010-G30 white NC rated.
Final colour TBA.
One continuous sheet for each face. One continuous sheet policy.
Also applies to the non-illuminated signs.
Composite panels folded with 40mm return on both sides of main body.

Built-in white LED linear exterior grade channel to illuminate black body below the protruding cladding.
The LED linear lighting channel is not visible.

Cladding – sign faces – non-illuminated signs

Nominal 4mm external quality composite panels folded and fixed to frame.
Similar/same to Alpolic M9010-G30 white NC rated. 1 continuous sheet for each face.
Final colour TBA.
Composite panels folded against recessed perforated edge feature.
Recessed perforated edge colour TBA.

Cladding – perforated, main marker – Aboriginal artwork component

Perforated aluminium folded 51% open area, and 4.8 5mm dia. hole.
The perforated sheeting is a feature and must allow for see-through for all 3 faces and return to vertical spacer.

The sheets are fixed to secondary framing and not to the main structural frame.
Signage contractor to provide sufficient detailing in shop drawings to review the method of construction and assembly.
Application of artwork subject to direction by LHD but allow for separate application by aboriginal artist. Allow for clear coating after art is applied.

Colour of perforated sheeting – primer – TBA.
This component is internally illuminated, see specification in this document.

Cladding – perforated, main marker – edge

Perforated aluminium folded 51% open area, and 4.8 5mm dia. hole.
Recessed nom 40mm from outer cladding edge.
Colour of perforated sheeting TBA.
This component is internally illuminated, see specification in this document.

Cladding – perforated, other markers - edge

Perforated aluminium folded 51% open area, and 4.8 5mm dia. hole.
Recessed nom 25 and 30mm from outer cladding edge.
30mm for markers 2 and 3
25mm for markers 4, 5 and 6.
Colour of perforated sheeting TBA.
This component is not internally illuminated.

Fixings - all freestanding signs

Non-corrosive fixing locations to be shown and specified in detail in signage contractor shop drawings.
Fixing heads must be touched up with matching paint of matching gloss level. Ensure all dis-similar metals are isolated to prevent galvanic corrosion.
Note that visible fixings are avoided where possible.

Internally illuminated main marker - Electrical Feed

Allow for electrical conduit to house 240V cable. Connection to power source by contractor subject to search and consultation with client and authorities. Connection to feed provided by others approx. 2 metres from marker.

Electrical & Lighting

Location of safety switch to be shown on signage contractor's shop drawings. Dimming devise for lighting is a requirement. A timer is a requirement and must be controlled from one location for all signs.

Lighting

LED's – 5 year / 80,000hrs Tridonic or similar white sealed unit LED's with exterior grade convertors. All LED's at minimum IP65 rating. Ensure convertors are housed in a IP65 rated lockable box. Ensure wiring diagrams forms part of "As built" supplied at approval and end of project. All lighting components are to be documented in signage contractor shop drawings. The product name underlines the requirement that no other inferior products are allowed for this project.

Internally illuminated main marker
Internally illuminated graphics

PLEXIGLAS® Dual Colour LED Acrylic Sign
PLEXIGLAS® Dual Colour LED Acrylic Signs are a specialty grade LED sign made from Acrylic that is dark grey-black during the day, but white at night when back-lit with LED's.

PLEXIGLAS® Dual Colour LED Acrylic comes in sheet form and can be easily moulded into shape using normal processes.

Unique Properties: Changes colour from black during the day, to white at night when back lit.

Colours red (EMERGENCY background) and blue (Parking pictogram background):

Protruding white opal acrylic with applied translucent exterior grade vinyl to match PMS 2935C (blue) and PMS 1797C (red).

The white opal acrylic is protruding from the white clad body by the same dimension as the PLEXIGLAS® letters, light will also emit trough the protruding edges.

Graphics – LHD logo

White Digital Print 3M, 7-year with exterior quality over-laminate to suit. EPS artwork will be supplied by client.

Graphics for non-illuminated signs

Option 1: Cast vinyl
Option 2: reflective vinyl.
Subject to LHD preference.
Decision by LHD must be informed by two samples prepared by the signage contractor, one with standard cast vinyl, the other with reflective vinyl.

Colours:
Charcoal vinyl for arrows and typical destination names
Red: vinyl to match PMS 1797C.
Blue: PMS 2935C

Signs fixed to the building

Signs 11.1, 11.2, 11.3, 11.4
Signboxes internally illuminated.

Sign Support

Suspension tubes/brackets fixed into architectural structural steel.
Allow for power cables inside one of the tubes into the building.
Tubes/bracket painted 2 pack polyurethane charcoal/Dulux Klavier.
Signage contractor to prepare detailed shop drawings subject to receiving shop drawings via the architect.

Signbox

Fabricated box with internal aluminium frame
nom 500x450x150mm(LxHxD) front face flush with architectural cladding.

Cladding

Composite panel cladding to match Alpolic FR M7991-G30 Charcoal.

Fixings

Non-corrosive fixing locations to be shown and specified in detail in signage contractor shop drawings.
Fixing heads must be touched up with matching paint of matching gloss level. Ensure all dis-similar metals are isolated to prevent galvanic corrosion.
Note that visible fixings are avoided where possible.

Graphics/illuminated letters

Illuminated letters Intracut white opal acrylic, flush with face of composite panel cladding.
The graphics to be flush with the cladding.

Thickness of Acrylic Graphics
The thickness of the composite panel plus min. 3mm for the oversized part to fix letters to rear of composite panel.

Power & Lighting

Similar/same to above specifications for illuminated freestanding marker.

- Cool white LED lighting Hyundai 5 years- 80000hr IP 65 rated (no substitute allowed).
• Isolation switch to be integrated in an inconspicuous location.
• Dimmers and exterior grade converters subject to specification by signage contractor.
• A timer may be required subject to best practice as advised by signage contractor.

All details of sign to be documented in shop drawings by signage contractor.

Letters "MOREE HOSPITAL" sign 12

Individually fabricated aluminium letters nom 150mm deep.
Overall area nom 9455mm x748mm (LxH).
Letters fixed to structural steel through ribbed architectural cladding similar/same to Longline 305.
The letters are to be clear of the cladding.
Fixing brackets to be painted Dulux Klavier.

Finish
Mask & spray 2 pack polyurethane Dulux Klavier satin to edges and back of letters.

Application of Paint: One coat luxepoxy primer, 2 coats of 2 pack gloss polyurethane.
Colour subject to sample and test.
Fixing: Each letter is mechanically fixed to the bracket from underneath of the bracket, therefore invisible.

Faces of letters
Opal white acrylic 6mm fixed trough edges into fabricated letter.

Power & Lighting
Similar/same to above specifications for illuminated freestanding marker.

- Cool white LED lighting Hyundai 5 years- 80000hr IP 65 rated (no substitute allowed).
• Isolation switch to be integrated in an inconspicuous location.
• Dimmers and exterior grade converters subject to specification by signage contractor.
• A timer may be required subject to best practice as advised by signage contractor.

Signage contractor to develop sign and fixing method with façade engineer and provide detailed shop drawings for review and approval.

Sign 'EMERGENCY' sign 13

Fabricated aluminium box nom 150mm deep.
nom size 4180mmx880m (LxH).
Spacer: nom 25mm packer undersized by 50mm from each edge of signbox.
Signbox is fixed through cladding into structural steel of the awning.

Finish
Spacer visible edges painted 2 pack polyurethane to match fascia colour.
Signbox composite panel cladding to match Alpolic FR
MBS09-G30 Signal Red.

Letters
Illuminated letters Intracut white opal acrylic, flush with face of composite panel cladding.
The graphics to be flush with the cladding.

Thickness of Acrylic Graphics
The thickness of the composite panel plus min. 3mm for the oversized part to fix letters to rear of composite panel.

Power & Lighting
Similar/same to above specifications for illuminated freestanding marker.

- Cool white LED lighting Hyundai 5 years- 80000hr IP 65 rated (no substitute allowed).
- Isolation switch to be integrated in an inconspicuous location.
- Dimmers and exterior grade converters subject to specification by signage contractor.
- A timer may be required subject to best practice as advised by signage contractor.

Signage contractor to develop sign and fixing method with façade engineer and provide detailed shop drawings for review and approval.

Sign 'Main Entry' sign 14

Fabricated aluminium box nom 150mm deep.
nom size 4180mmx880m (LxH).
Spacer: nom 25mm packer undersized by 50mm from each edge of signbox.
Signbox is fixed through cladding into structural steel of the awning.

Finish
Spacer visible edges painted 2 pack polyurethane to match fascia colour.
Signbox composite panel cladding to match Alpolic FR
M7991-G30 Charcoal.

Letters
Illuminated letters Intracut white opal acrylic, flush with face of composite panel cladding.
The graphics to be flush with the cladding.

Thickness of Acrylic Graphics
The thickness of the composite panel plus min. 3mm for the oversized part to fix letters to rear of composite panel.

Power & Lighting
Similar/same to above specifications for illuminated freestanding marker.

- Cool white LED lighting Hyundai 5 years- 80000hr IP 65 rated (no substitute allowed).
- Isolation switch to be integrated in an inconspicuous location.
- Dimmers and exterior grade converters subject to specification by signage contractor.
- A timer may be required subject to best practice as advised by signage contractor.

Signage contractor to develop sign and fixing method with façade engineer and provide detailed shop drawings for review and approval.

Café Identification sign 15

Projecting sign
400mmx400mmx100mm double sided.
Internally illuminated.

Construction
Signlink sign systems, projecting "Top Hat" sign.
All visible parts of frame painted 2 pack polyurethane satin
Dulux Klavier.

Signface
Painted 2 pack polyurethane satin Dulux Klavier.

Graphics
'CAFÉ'
Intracut letters white opal Acrylic.

Power & Lighting
Similar/same to above specifications for illuminated freestanding marker.

- Cool white LED lighting Hyundai 5 years- 80000hr IP 65 rated (no substitute allowed).
- Isolation switch to be integrated in an inconspicuous location.

Signage contractor to develop detailed shop drawings for review and approval.



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