



Wayfinding

February 2021

Wayfinding is important for many Australians, especially those who are blind, vision impaired, have an intellectual or cognitive disability, and people who may not read or understand English. While the current Transport Standards covers several elements for wayfinding, the broader range of elements necessary to ensure good wayfinding, particularly to navigate around infrastructure and premises such as airports and rail stations, are not covered. This may impact the ability of people with disability to navigate independently and effectively.

There is no single standard or guideline that offers a consistent and integrated approach to wayfinding for people with disability. The Transport Standards could include a variety of requirements to improve wayfinding, such as braille and tactile requirements and minimum luminance contrast requirements. Reforms could also improve the consistency of existing elements in the Transport Standards.

Consultation questions

- What experiences have people with disability had with wayfinding?
- What are good and bad features of wayfinding?
- What wayfinding guidance or support do people with disability rely on?
- What needs to be done to improve wayfinding at public transport sites?
- How successful are the Transport Standards in providing enough information to designers and planners to assist in providing good wayfinding?
- What do you see are the features of good wayfinding?

Have your say

There are a number of ways for you to have your say and provide input, including:

- taking part in our interactive surveys
- providing a formal response to the consultation paper
- calling the Disability Standards hotline on [02 6274 6188](tel:0262746188)
- using our online form.

Further information

For further information:

- visit the [Transport Standards webpage](#)
- email DisabilityTransport@infrastructure.gov.au or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).