

Guidelines and criteria

**Service signs on state-controlled roads
(white lettering on blue background)**

September 2014

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Resources, references and specifications

The Department of Transport and Main Roads (TMR) wishes to acknowledge the following resources, references and specifications in contributing to this guide.

Resources

National Tourist Signing Eligibility Guidelines

Tourist Signposting – Transport, Roads and Marine Services, New South Wales

Tourist Signing Guidelines – VicRoads, Victoria

Road Sign Guidelines – Guide to Visitor & Services Road Signs in South Australia.

References

Australian Standard – AS 1742.6 *Manual for Uniform Traffic Control Devices – Part 6: Tourist and Service Signs*

Transport and Main Roads – *Service Centre Policy.*

Transport and Main Roads standard specifications

Traffic and Road Use Management (TRUM) Manual – Part 1.12 Service and Tourist Signage Guide (Redundant)

General specifications

Any service sign needs to conform strictly to the following standards:

- *Manual of Uniform Traffic Control Devices – Part 6 Tourist and Service Signs*
- *Manual of Uniform Traffic Control Devices – Part 5 Street Name and Community Facility Name Signs*
- Colour, type, size and legend – AS 1743 and AS 1744
- Symbols – AS 1742.6, AS 2342
- Placement, supports and fittings – *TRUM Manual, Volume 1.6*
- Erection of signs – TMR standard specifications
- Manufacture of road signs – TMR standard specifications

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1 Introduction

The primary purpose of these guidelines is to provide assistance to applicants and the Department of Transport and Main Roads (TMR) in the application and assessment process, and administrative arrangements for the installation of all service signs on state-controlled roads in Queensland. The use of these guidelines will improve road safety and lead to a major improvement in the quality and consistency of service signs throughout the state.

These guidelines specifically deal with white lettering on a blue background service signs on state-controlled roads in Queensland and includes:

- a transparent process for operators to apply on-line if they meet the mandatory criteria
- mandatory criteria practitioners must use in assessing applications.

While this guideline is in-line with the comprehensive Australian Standards (AS 1742.6) adopting national consistency for service signs, it also covers a range of situations which occur in practice.

1.1 Background

The Queensland Government recognises tourism as one of the four pillars of the Queensland's economy and has made a commitment to work with industry to improve its long term viability.

Following the first *DestinationQ* Forum, which was held in Cairns in late June 2012, to discuss the future of Queensland's tourism industry, TMR made a commitment to review:

- its tourist signs policies to ensure they were supporting drive tourist to get safely to their destinations around Queensland, and
- processes for operators to install their destination signs on the state-controlled road network.

The review is a key deliverable of the Queensland Drive Tourism Strategy 2013-2015.

When TMR sought feedback from the tourism industry about their issues in relation to tourist signs, one of the greatest areas of concern was the white legend on brown background tourist attraction signs that tourism operators apply and pay for, as well as the process for applying for tourist and service signs.

The following policies and guidelines were used to assess and design tourist and service signs:

- *Service and tourist signing guidelines* (TRUM 1.12)
- *Policy on road signage and tourist attractions*
- *Wine tourism signing guidelines* (TRUM 1.33)
- *Policy on direction signage of theme parks and other major attractions*
- *Manual of Uniform Traffic Control Devices*
- *Traffic and Road Use Management Manual*
- Australian Standards (AS 1743, AS 1742).

TMR is undertaking the review of the above policies in a number of stages, with the first stage having recently been completed. The guidelines for *Tourist Signs for Commercial Tourist Attractions on State-controlled Roads* (white lettering on brown background) have been finalised with a copy available at www.tmr.qld.gov.au/touristsigns.

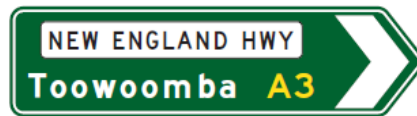
TMR is continuing to review the remaining sections of these policies and guidelines, with a view to replacing them with a more streamlined guide for tourism operators, service facilities and signing practitioners.

1.2 Types of signs used by tourists

Visitor's use four major categories of road signs to find tourist attractions and services in Queensland.

Direction signs

Direction signs facilitate movement in the safest and most direct way to towns, cities and other destinations. They are the primary means of directional information for visitors and are designed to supplement road maps, streets or GPS devices. Direction signs provide reassurance to motorists that they are travelling in the desired direction.



Tourist signs

Tourist signs indicate non-commercial and commercial attractions of tourist interest. In order to qualify for tourist signs, the core business must be tourist based, with a strong commitment to servicing visitors.



Service signs

Service signs indicate commercial and non-commercial services available to road users adjacent to the road, along a side road or reached via an exit ramp. The categories of services that may be approved for signing include: commercial services and visitor information facilities.



Community facilities name signs

Community facility name signs may be installed for facilities that are generally non-commercial based, which are likely to be sought by a significant number of visitors. The types of facilities that may be considered for this type of signing include: airports, civic centres, hospitals, police, post office, railway station, shopping centres and sporting and recreational grounds and facilities.



2 Eligibility for service signs

Service signs are not intended for use at facilities that motorists can see well in advance and with the ability to erect property signs or that are located in areas where it is reasonable to expect such services.

Eligibility for signing of service signs is assessed based on:

- road safety and traffic considerations
- service signs criteria.

2.1 Road safety and traffic considerations

2.1.1 General

Service signs must not impact on traffic safety and efficiency and should not detract from the effectiveness of other road signs.

2.1.2 Proliferation of signs

Motorists can only absorb a limited amount of information and proliferation of signs, particularly at intersections, is not desirable. Too many signs can be a safety hazard for motorists and can create visual pollution, so a desirable maximum of two facilities and an absolute maximum of three facilities should be signposted at any one location. Wherever possible, rationalising of existing signs should be considered by the applicant and TMR when processing applications for new service signs.

When a request will result in exceeding the maximum limit, TMR and/or the applicant should consider the aggregation of smaller signs into one sign. This may often involve the replacement of references to individual services with a generic descriptor or a standard symbol sign. For example, instead of signing to several individual accommodation services, a larger symbol sign may be appropriate.

Signing of commercial services on side roads is generally not permitted in built-up areas. In other areas, signing of a commercial service on a side road will only be permitted in cases where there are no comparable services located in close distance along the state or regional road.

The need to rationalise signs will be made in consultation with existing stakeholders; however, TMR is the final arbiter in these decisions.

2.1.3 Sign information

On any service sign, the legend will only include two or three words, plus up to six relevant symbols maximum as the sign is primarily there to guide tourist to their destination. Individual logos will generally not be considered as they are unsuitable for use on road signs, because they cannot be clearly distinguished from a moving vehicle. Exceptions to this rule could include theme park, state-significant attraction or services available whose logos are generally more recognisable than words.

Accommodation classification ratings and/or chain logos, or any other form of business logo or trade mark, are not permitted on any road sign.

Accommodation names are not permitted on signs if there are multiple services signed at one location. Otherwise, the name used on the sign should be restricted to a minimum number of words to distinguish the accommodation or service – no more than three words plus any relevant symbol.

Australian Standards (AS 1742.6) have a number of standard symbols for use on service signs to describe the service. These symbols are an effective way of communicating with drivers and, in many

cases, these standard symbols are used instead of words. For standard symbol examples, refer to Appendix A.

2.2 Service signs criteria

2.2.1 Accommodation

Directional signing for accommodation is provided to inform casual travellers that suitable facilities are available to meet their overnight needs (i.e. for informational, not marketing, purposes). Directional signs are not intended to promote an accommodation facility or to enable the accommodation industry to increase patronage.

To ensure consistency, accommodation businesses seeking signs must meet the core criteria, while also satisfying all specific criteria outlined in the relevant category of Section 2.2.1.3.

2.2.1.1 Core criteria

Signs may be provided to accommodation facilities that comply with the following conditions:

- dedicated to providing for the needs of short-term tourists (allow overnight stays)
- well established, have been operating for at least six months and open daily
- available to the general public (i.e. not exclusively for coach tours and other organised groups)
- pre-booking must not be required
- meet all statutory State and Local Government regulations and planning requirements
- located within suitable distance of a state or regional road (the distance along a side road to the establishment should not exceed 5 km)
- be distinctly signed at the property entrance, so that the facility is easily identifiable by passing motorists.

2.2.1.2 Desirable criteria

Operators of accommodation facilities wishing to obtain signs are also encouraged to meet the following:

- be quality assured – accommodation providers should aim to be assessed by an independent accreditation program (e.g. AAA Tourism, Eco Tourism Australia, etc.)
- be a member of a recognised local, regional or peak sector tourism organisation
- show a location map of the property on brochures and other marketing collateral (e.g. website)
- be listed on the database of the nearest Accredited Visitor Information Centre.

2.2.1.3 Specific criteria

In addition to the core criteria, accommodation service facilities may have additional specific criteria that need to be applied and met.

2.2.1.3.1 Caravan parks

Caravan parks typically provide a mixture of on-site vans, powered caravan parks, camping sites or motel style cabins with private facilities.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, caravan parks must also meet the following:

- provide a mixture of accommodation, powered sites and camping sites
- are managed by on-site personnel seven days a week.

2.2.1.3.2 Camping sites

Camping sites are areas set aside for temporary accommodation, which is supplied by the traveller. This may range from tents to recreational vehicles, such as caravans, camping trailers and motorhomes with varying degrees of on board facilities. Camping sites may be on land dedicated for that purpose within national parks, state forests, local government areas, private land or as an adjunct to a caravan park.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, camping sites must also meet the following:

- be serviced by fresh water for drinking purposes
- have a designated area set aside for camping with toilet and bathroom facilities.

2.2.1.3.3 Backpacker accommodation

Backpacker or hostel accommodation is generally lower cost lodging, featuring dormitory style sleeping, with a mixture of shared and private bathrooms, laundry facilities and a communal kitchen.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, backpacker accommodation must also meet the following:

- lodging with dormitory style sleeping arrangements (dormitory style includes rooms with quad and double sleeping arrangements)
- adequate shared bathroom and laundry facilities
- equipped communal kitchen and dining facilities.

2.2.1.3.4 Bed and Breakfast (B and B)

B and B accommodation is generally provided on an overnight or short stay basis within private homes and featuring separate guest bathroom/s.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, B and Bs must also meet the following:

- provide on-site management
- normally within private homes with a separate guest bathroom
- breakfast is to be provided by the host.

2.2.1.3.5 Farm stays/host farms

Farm stays/host farm accommodation is provided within rural properties. The form of the accommodation may range from self-contained cabins or cottages to rooms in a homestead. Properties generally place emphasis on atmosphere and individual character.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, farm stays/host farms must also meet the following:

- be a working farm
- offer a range of farm-type activities.

2.2.1.3.6 Self-contained

Self-contained accommodation is a room or suite of rooms designed as a residence and generally located in a building occupied by more than one household.

Specific criteria

In addition to the core accommodation criteria outlined in Section 2.2.1.1, self-contained accommodation facilities must also meet the following:

- have a permanent on-site manager
- have a minimum of five rooms of dwelling units to allow for independent booking and casual accommodation.

2.2.2 Tourist/visitor information radio

Tourist/visitor information radio services must be licensed to operate by the Australian Communications Authority (A.C.A) and operate in accordance with the Australian Broadcasting Authority (A.B.A) conditions outlined in Schedule 2 of the *Broadcasting Services Act 1992*.

2.2.2.1 Core criteria

Signs may be provided for tourist/visitor information radio services:

- where the transmission operates solely as a visitor/motorists information service
- that provide information for the education, enjoyment and benefit of the visitor, which relates to attractions and facilities within the broadcast area
- that provide any other special information to assist the visitor/motorists – for example, snow or surf reports, weather conditions, road and traffic updates, etc
- that present a balance between commercial advertising content and non-commercial information
- where evidence of consultation with the relevant tourism association and/or the State/Territory tourism organisation regarding program format and the accuracy of broadcast content is provided.

2.2.3 Minor airports/aerodromes

Minor airports and aerodromes may be signed where the airport and/or aerodrome is not readily visible or the entrance identifiable from the road.

2.2.4 Tourist information facilities

2.2.4.1 Visitor Information Centres

Visitor Information Centres (VIC) should provide the major source of information to a visitor in a city, town or region. VICs are generally operated and funded by the local council and/or tourist association. The principal tourist signing in any urban area should direct visitors to the nearest accredited VIC.

As part of a national strategy to achieve a high quality network of visitor information services, only accredited VICs are provided with signs showing the trademarked yellow on blue italicised 'i' symbol.

The white on blue roman 'i' symbol is not to be used on roadside signs to direct visitors to non-accredited visitor information centres. It shall only be used for on-site property signing of non-accredited centres.

However, the white on blue roman 'i' can be used on roadside signs for signing to information bays. In this case, the word 'bay' is to be used in conjunction with the blue roman 'i' – refer Section 2.2.5.2.

To become an accredited visitor information centre, visit the Tourism and Events Queensland website to download the [criteria and application form](#).

2.2.4.2 Information bays and interpretive signs

Information bays are off-road areas established by, or with, the consent of the relevant road authority where visitor information displays are provided and maintained by the local council, tourist association or community group. Initially, applications to establish tourist information bays should be made to the appropriate road authority.

2.2.4.3 Service centres

Service centres are typically large service station facilities that provide a range of essential services for the safety, comfort and convenience of all road users 24 hours a day, seven days per week. They are usually installed along limited access roads, such as expressways or motorways. Service centres are strategically located to encourage long distance drivers to take breaks and minimise fatigue-related incidents.

Signs to service centres will only be permitted where the service centre has been developed in accordance with the department's *Service Centre Policy*.

2.2.5 Community facility signs

Community facility signing is used for facilities that are generally non-commercial based, which are likely to be sought by a significant number of visitors.

To ensure consistency, community facilities seeking signs must be included in the list below and meet the relevant requirements as outlined in the table.

Table 2.2.5 – Community facility signs criteria

Community facility	Specific requirements
Churches	These may be provided on request from the church where it is not readily visible from the road. A denominational name may be included on the sign.
Civic centres and towns halls	These may be signed by name.

Community facility	Specific requirements
Tertiary educational institutions	These may be signed by name. Primary and secondary schools should only be signed if they have some special facility sought by significant numbers of visitors to the area.
Golf courses	These may be signed where the golf course is not readily visible from the road or the route to the entrance is not obvious, and caters for members of the public. Golf courses are to be signed using the symbol S28 (as shown in Appendix 1), and not the golf course name.
Hospitals	These may be signed by name. Symbol S1 is only to be used where the hospital provides a 24-hour emergency service.
Libraries	These may be signed where the library is not readily visible from the road or the route to the entrance is not obvious.
Non-profit institutions	These may be signed where the institution is not readily visible from the road and they are used by a significant number of visitors to the area.
Parks	These may be signed where the park is not readily visible from the road and they are used by a significant number of visitors to the area.
Police stations	These may be signed where the police station is not readily visible from the road.
Post offices	These may be signed by name where the post office is not readily visible from the road.
Public toilets	These may be signed whereby the toilet facilities are accessible 24 hours per day/seven days per week.
Railway stations	These may be signed by name where the station is not readily visible from the road.
Recreation centres (e.g. tennis courts)	These may be signed where the recreation centre is not readily visible from the road and they are used by a significant number of visitors to the area.
Rural fire stations	No criteria apply.
Shopping centres	These may be signed where the centre is not readily visible from the state or regional road, or where the centre is visible from state or regional road, but the route to the centre is not obvious. Signs are only provided if the distance from the state or regional road to a regional shopping centre is not greater than 2 km or the distance from the state or regional road to a local shopping centre is not greater than 1 km. The name of the shopping centre would only be shown on the sign if there could be confusion as to which shopping centre the sign refers. The destination town centre is preferred in towns and smaller provincial cities.
Sports facilities	These may be signed by name, if they are used by a significant number of visitors to the area.

Community facility	Specific requirements
Swimming pools	These may be signed where the swimming pool is not readily visible from the road or the route to the entrance is not obvious, caters for members of the public and open to casual visitors, and is used by a significant number of visitors to the area.
Theatres/performing arts centres	These may be signed where the centre is not readily visible from the road.

3 How to apply for a service sign

3.1 General

TMR will support the installation of service signs within the boundaries of state-controlled roads where it is satisfied that:

- it meets the requirements of this guideline and any other relevant policy/guideline (e.g. MUTCD)
- road safety is not adversely affected
- the number of signs and messages is controlled to acceptable limits
- the proposed application of signs meets all relevant engineering standards
- signs direct tourists and visitors to services of appropriate merit
- services are not available on through roads
- signs are not intended for use at facilities that motorists can see well in advance and that have the ability to erect property signs, signs are not located in areas where it is reasonable to expect such services.

Applications to install services signs within the state-controlled road reserve must be lodged using the following online application tool:

- Service signs application form www.business.qld.gov.au/industry/tourism/applying-service-sign

Separate applications must be submitted to local council and TMR, where applicants are requesting signs to a single facility along state-controlled and local council roads.

The application, assessment, approval and installation process for service signs within the state-controlled road reserve is outlined below.

3.2 Application process

The application, assessment, approval and installation process for service signs consists of the following three stages:

- Stage 1 – Application
- Stage 2 – Assessment
- Stage 3 – Sign design, manufacture and installation.

Stage 1 – Application

The applicant is required to:

- read the information guide available on www.business.qld.gov.au/industry/tourism/applying-service-sign and assess whether the service meets the core criteria and any additional specific criteria (where applicable)
- where the applicant decides to proceed, the applicant needs to gather electronic copies of information required as detailed in the online application form
- complete the online application and attach the requested documents
- upon completion of the online application, details are automatically emailed to TMR.

Stage 2 – Assessment

TMR assess the applicant's potential impact on traffic safety, efficiency and eligibility against the relevant services criteria.

The traffic safety and efficiency assessment includes:

- crash history at proposed location of sign
- planned construction projects that may change the road environment
- the provision of existing signs and extent of information already at the proposed site
- ability for motorists to absorb additional signed information at the subject locations.

If a requested sign location is unsuitable, the department may encourage the applicant to consider installation at a more suitable location.

If an application is successful in the traffic safety and efficiency assessment, a service eligibility assessment will be undertaken.

For accommodation-related signage requests, TMR will forward the application to the Regional Tourism Organisation (RTO) for assessment based on the core criteria outlined in Section 2.2.1.

The RTO will provide TMR with a recommendation regarding approval.

All other applications will be assessed by TMR based on the relevant criteria outlined in Section 2.

Where an application is not supported, formal written advice will be provided outlining why the application was unsuccessful.

Successful applications will progress to Stage 3.

Stage 3 – Sign design, manufacture and installation

To manage the installation of approved service signs, TMR has established a pre-approved sign designers, manufactures and installers register. Applicants must use the service providers from a pre-approved panel.

- The applicant will receive an 'approval in principal' notice, along with a list of pre-approved sign designers, manufactures and installers and a Road Corridor Permit (RCP) application form to confirm the location and timeframe for installing the sign.

- The applicant submits a sign design scheme prepared by the service provider, along with the RCP application form to TMR for formal approval. The signing scheme must include sign face and sign structure designs, final locations and clearance dimensions.
- To ensure a consistent application across the state, TrasiCad should be used to design all sign faces and TraSiS to calculate sign structures or supports, based on sign parameters, terrain profiles and environmental conditions.
- TMR will review the proposed signs against current departmental standards and guidelines. The applicant will be required to arrange necessary changes where non-conformances are identified.
- Where proposed signs meet departmental requirements, TMR will issue an 'approval to proceed' notice, along with an RCP (including conditions).
- It is essential that sign designs be supplied and installed only from pre-approved manufacturing companies as retro-reflective sheeting used in sign manufacturing requires specialised equipment and handling.
- Once manufactured, the sign installer engaged by the applicant will be required to apply for a Traffic Control Permit to carry out works on certain roads during the sign installation process.
- Upon completion of installation, and as a condition of the RCP, the applicant, where practical, will ensure the installer is present when inspected by a TMR-appointed delegate. The sign installer will be required to arrange rectification of any identified non-conformances.

3.3 Timeframes

TMR will provide a written response regarding the outcome of an application within 90 days of receipt of the application. This timeframe is subject to the applicant supplying all the necessary information.

3.4 Approval or refusal of application

Written consent or approval of an application for commercial service sign will take the form of a road corridor permit (RCP).

A RCP will detail a number of conditions including:

- standards and specifications relating to sign construction, installation and maintenance
- responsibilities in relation to cost, maintenance and removal
- conditions under which TMR may remove any sign
- conditions relating to the continuing operation of the service or community facility
- the RCP is non-transferrable.

TMR may also impose special conditions on a permit if required.

TMR will advise the applicant in writing of a result where an application has been rejected. Rejection of an application because of service criteria eligibility considerations would be based on advice from the RTO (for accommodation related services only).

3.5 Dispute resolution

TMR will make reasonable attempts during the assessment process to explain reasons why an application may not be approved.

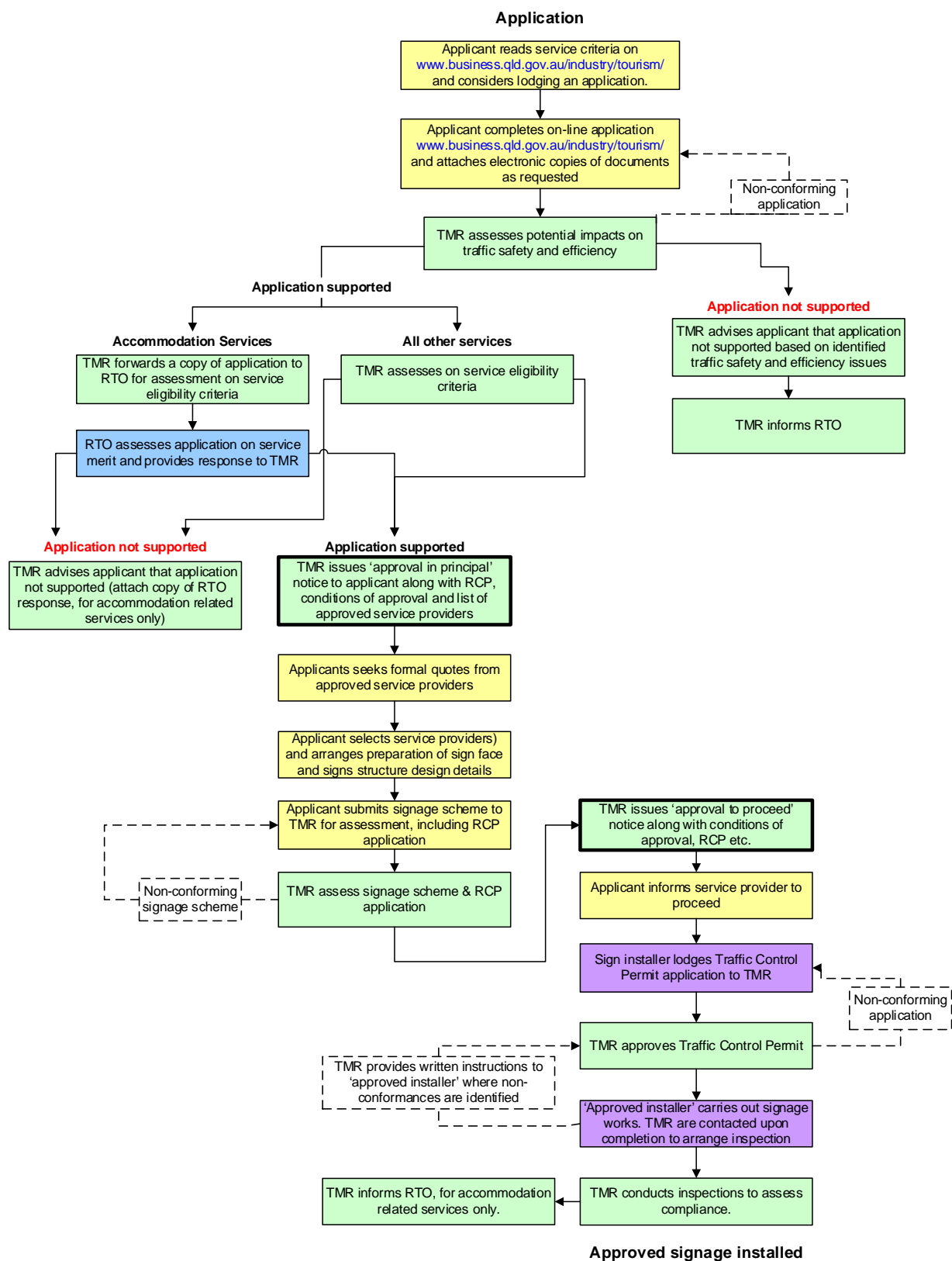
If an applicant feels aggrieved with the outcome of an application, they may formally submit their concerns in writing, requesting the matter be reviewed by the local TMR region in relation to traffic safety and efficiency assessment or the Department of State Development, Infrastructure and Planning (DSDIP) for the service sign criteria assessment for accommodation related applications.

Requests to review unsuccessful applications will be escalated separately to either TMR senior management or DSDIP for consideration. In such instances, TMR and DSDIP may elect to further discuss and/or review the matter in consultation to finalise the dispute in a timely manner and provide the applicant with formal written advice of the final decision.

As required under current Queensland legislation, TMR is the final arbiter in decisions to approve road traffic signs within the state-controlled road reserve. TMR may elect to further discuss and/or review the matter in consultation with the Department of Tourism, Major Events, Small Business and the Commonwealth Games.

Figure 3.5 - Flowchart for application process

APPROVAL OF SERVICE SIGN APPLICATION



4 Administrative arrangements

4.1 Costs

The cost of signing to commercial services and facilities is paid for by the applicant.

Signing to non-commercial roadside services and public facilities, such as parking areas, picnic facilities, toilets, emergency telephones, rest areas and emergency medical services, is the responsibility of the relevant road authority.

The costs of signs vary, depending on location, type and number of signs required to safely direct visitors around the road network to the establishment and the equipment required to comply with installation standards. For example, the factors that may influence the overall sign costs include:

- the posted speed of the roads
- if signage is on a motorway or motorway standard road
- size of approved sign
- intersection/interchange configuration and size/location/number of existing signs
- if the new sign is a stand-alone or a plate to an existing sign
- if the existing sign face can support a new plate or requires a complete new sign design to incorporate the new facility (may also include new sign supports)
- terrain and/or environmental conditions, offset from the road and type of footings and/or posts required
- geometry of the road – for example, mountainous road and winding alignments may require installation of additional advance signing
- the extent of traffic control required, lane closures (can works be completed during the day or night).

TMR's pre-approved sign suppliers (sign designer, manufacturer and installer) will provide a quote once a specific signage treatment (number of signs, design location, etc.) has been approved.

4.2 Ownership of signs

Signs in the state-controlled road reserve remain the property of TMR.

4.3 Compliance with RCP permit

The RCP issued by TMR grants to the applicant the right to place a sign in the roadside reserve for a period of seven years, after which time the appropriateness of the sign will be reassessed. The applicant must re-apply for a service sign under the current application process which may exist at that time. Depending on the condition of the sign(s), new signs may or may not be required.

The RCP cannot be transferred to another operator in the case where the service facility is sold. The new operator must re-apply.

TMR will periodically check compliance with the sign application. Failure to comply with any condition of the application may result in the termination of the approval and the removal of the sign. The applicant will be liable for any costs TMR incurs to remove the signs.

It's the applicant's responsibility to immediately notify TMR to make arrangements for the removal of all road signs to their property if the service closes or it is no longer an eligible service.

4.4 Alterations to sign

A RCP is granted for the original sign face and structure design. The sign face and structure must not be altered without written consent from TMR. Any alteration to the design is subject to a new application.

An unauthorised alteration to a TMR sign to include commercial information or the unauthorised addition of private/commercial signing to a TMR structure is strictly prohibited.

4.5 Sign maintenance

The applicant must comply with the conditions of the RCP in relation to maintenance of the signs.

All signs in Queensland need to be maintained to a minimum standard. While a manufacturer's warranty may apply, signs can be damaged by traffic or vandalism. The need for sign repairs or replacement for any reasons shall be at the discretion of TMR. It is the responsibility of the applicant to fund the maintenance, replacement and reinstatement of their service sign regardless of the cause of damage.

Only approved TMR contractors are permitted to install, maintain, replace or re-erect signs on state-controlled roads.

In line with the conditions outlined in the RCP, the permit owner must notify TMR and obtain written consent before any sign maintenance, urgent repairs or graffiti removal works, etc., are undertaken.

4.6 Removal of signs

TMR maintains the right to replace or remove any signs installed on roads under its control when any of the following occurs:

- where it may impact on major road projects, roadworks and/or the installation of public utility services
- changes in the nature of traffic or alignment of the road in the vicinity of the sign
- the applicant no longer conforms to the conditions of the RCP
- there is a demonstrated need for aggregating signs in a particular location
- the service facility is no longer open to visitors
- at the expiry of the approved road corridor permit.








5 Contact details

For more information about the guidelines, application and assessment process, visit the website at www.business.qld.gov.au/industry/tourism/applying-service-sign. This site also includes your local TMR regional office contact phone number; if you would prefer to ask for further information and/or seek advice, you can email any enquiry direct to tourist.signs@tmr.qld.gov.au.

Appendix A: Approved symbols for use on service signs

The below symbols illustrate and give the meaning of all standard symbols, which are specified for use on white on blue service signs.

No.	Symbol	No.	Symbol	No.	Symbol
S1	 First aid, casualty service, hospital	S8	 Camping area	S14-Q02	 Parking Area – Bus
S2	 Public phone	S9	 Caravan park or site	S14-Q03	 Parking Area – Ferry
S3	 Motor fuel	S11	 Airport	S16	 Toilets
S4	 Information	S12	 Rest area	S16A	 Accessible toilets
S5	 Restaurant, licensed restaurant	S13	 Truck parking area	S18	 Fireplace
S6	 Accommodation, hotel, motel, guest house	S14	 Parking area	S20	 Drinking water
S7	 Refreshments	S14-Q01	 Parking Area – train	S21	 Boat ramp
S22	 Symbol of access	S26	 Dump point	SQ03	 Ferry

No.	Symbol	No.	Symbol	No.	Symbol
S23	 Unsuitable for trucks	S28	 Golf Course	SQ04	 Accredited Visitor Information Centre
S24	 Police station	SQ01	 Train		
S25	 Help phone	SQ02	 Bus		

Note: Symbols S10, S15, S17 and S19 have been deleted.

