

Guidelines for Notification Letters

The information below is intended to provide guidance to contractors to enable them to produce a notification letter advising of upcoming road works such as Road Closures, One-Way Closures and Alternating Flow.

What: Clearly describe what work is being carried out.

Hazards: Briefly describe the main hazards stakeholders need to be aware of.

Where: Clearly and accurately identify the extent of the works and the closure (specifying the street address(es) or intersecting roads. Where a one-way closure is proposed clearly include what direction of traffic will be maintained.

When: Date(s) & times(s). Will it be continuous, daily, or nightly?

Why: Briefly describe why the work needs to be done.

Impacts: Identify the impacts that will affect the stakeholder. Consider the points below in addition to any other aspects relevant to the worksite and provide appropriate details.

- Vehicle access to properties (business and residential access).
- Parking – Will on street parking be available? Restricted parking impacted?
- Footpaths / Vulnerable road user access to residential properties and businesses. Clearly identify if pedestrian (cyclist, scooter) access will be maintained, or if this will be limited between the times of work.
- Waste/recycling collections – Describe what measures will be taken to ensure that waste/recycling collections can continue as normal.
- Detour route(s) – If the notification states a detour will be installed then it is to be installed in accordance with the TMP.
- Schools, rest homes, shopping areas, central business district or similar locations with vulnerable road users.

Please Note: The list above identifies some common impacts that need to be addressed, however this is not an exhaustive list and it is the responsibility of the contracting and/or contractor PCBU to fully consider each environment they are planning for and address all aspects affected.



Contact Details: Ensure that the contact details provided on the notification letters are correct and are for someone who will be easily contactable to discuss any concerns for the duration of the works. Escalated discussions with a member of the project team must also be available. All contact details are to be updated as required to ensure they are current. – A recommendation to provide separate contacts for work related and traffic management related matters should be provided. A 24hour contact number must be provided.

Additional information.

Providing images of the site location and the extent of the closure are highly beneficial particularly for showing what side/area of the road is being worked on and what side is clear or what direction is still open and flowing. Detour routes can also be helpful where applicable but are to be in accordance with the TMP.

Where works are anticipated to take a specific number of days, but the closure window is longer, this needs to be addressed in the notification letter for example – “The road is expected to be closed for one day between Monday 5th May-Friday 9th May. You will be notified directly by either a door knock or an additional notice prior to the restriction.” Closures and closure dates need to be in accordance with the TMP.