

Checklist for businesses to reduce disruption from major infrastructure works

If you believe your small business will be impacted by major infrastructure works, consider these actions before, during, and after construction. This list may be supplemented with additional measures as needed.

Before construction begins

STAY INFORMED ON THE PROJECT

- Attend information sessions.
- Check the project's website and sign up for updates.

HAVE YOUR SAY

- Participate in community consultation.
- Identify the contact person to talk about issues and raise your concerns.
- Engage with the project management team, including on the timing of works, maintaining foot traffic and access to your business.
- Ask how impacted businesses will be supported.

ENGAGE WITH OTHER BUSINESSES THAT MAY BE IMPACTED

- Build networks with other businesses that maybe impacted, to exchange information and ideas.
- Work with other local businesses on joint marketing campaigns to attract customers to the area.

CONSIDER HOW TO KEEP AND ATTRACT MORE CUSTOMERS

- Ensure your website and social media are up to date. Identify the key information your customers need to know about these changes.
- Determine your signage needs.
- Create a marketing plan to implement during construction.

PREPARE TO ADAPT YOUR BUSINESS OPERATIONS

- Evaluate if the infrastructure works will impact your health and safety systems and adapt where possible.
- Determine if you need to temporarily change your business opening hours or stock levels.
- Inform staff, suppliers, and your landlord about the infrastructure works and any anticipated changes.
- Review your finances and cash flow.
- Identify business support programs you can access.

During construction

- Stay up to date about the progress of the infrastructure works.
- Implement your marketing plan.
- Keep staff informed of changes that may impact them with regular updates.
- Ensure suppliers are aware of any delivery access issues.



Keep your customers informed, including details about access changes.

Ensure signage is meeting your needs.

Assess whether access for pedestrians, people with disability, parking, and public transport is adequate.

Maintain records to monitor your business performance.

Regularly monitor safety and assess if appropriate.

If you are concerned about the disruptions, contact the project management team.

At completion of construction

Advise customers of completion of work.

Promote the benefits of the completed infrastructure work.

Revise your business plan to include any successful strategies and learnings.

Information and support

For more information including business support programs, visit business.qld.gov.au/reduce-disruption

