

Checklist for government and councils to minimise business disruption from major infrastructure works

This checklist aims to help Queensland Government agencies, local councils, and their head contractors minimise potential impacts on businesses from major infrastructure works during construction. While the use of this checklist is not mandatory, it highlights key items for consideration.

Before construction

CONSULT WITH BUSINESSES

Determine responsibilities of the government agency, council and head contractor (if applicable) for business stakeholder engagement.

Develop key messages covering the different project stages, timeframes, and benefits.

Use a range of communication channels to effectively reach businesses (e.g. social media, flyer, face-to-face engagement) and seek feedback.

Provide a central point of contact for all enquiries (email and phone).

Customise your communication efforts, with more intensive engagement planned for businesses who are likely to be most impacted.

Engage directly with potentially impacted businesses, record their concerns, and identify needs.

Capture advice from businesses on potential impacts, both in general and at an individual level.

Inform businesses how they will be kept up to date on the project's progress.

ASSESS POTENTIAL IMPACTS

Factors to consider for businesses that may be impacted

How the proposed timing and duration of construction aligns with the location.

Visibility of businesses to customers, including how they can access the business from the road.

Customer and staff access to public transport, roadways, and car parks.

Utility services required by businesses, such as electricity, gas, water, waste, telecommunications and internet.

Environmental hazards such as dirt, dust, noise and vibration, and visual amenity.

Likelihood of construction activity intruding on business trading areas.

Safe physical access to businesses for pedestrians and people with disability.

Health and safety risks to businesses, customers and the public.

Business trading hours, goods delivery, and pick-up times.

Risks due to construction changes, e.g. delays and re-scheduling of infrastructure works that could affect businesses.

Document potential impacts on businesses

Determine the area likely to be impacted by the infrastructure works and list the businesses within it, identifying potentially affected businesses.

Evaluate and summarise potential impacts on affected businesses, including any 'pain points'.

Capture the specific characteristics of businesses expected to be most impacted.



CONSIDER HOW TO MITIGATE POTENTIAL IMPACTS

- Determine a construction approach that minimises disruption to businesses.
- Check Queensland government procurement requirements for businesses will be met.
- Consider adjusting construction schedules to avoid peak trading times.
- Create safe pedestrian routes with supporting maps for reference.
- Create alternative access routes for vehicles and public transport.
- Develop clear and visible location and wayfinding signage.
- Maintain allocated parking and/or provide alternative parking options.
- Aim to eliminate utility service disruption during trading times.
- Investigate ways to reduce dirt, dust and noise.
- Consider how the visual appeal of the area will be maintained during construction.
- Document how health and safety risks will be managed.
- Provide updates to businesses in a timely manner.
- Consider whether a specific mitigation fund is needed to help lessen the impact on businesses.
- Identify opportunities to promote the area and its businesses.
- Investigate support available, so information can be provided to impacted businesses during construction.
- Consider whether local businesses can provide goods and services to project staff and/or subcontractors.
- Document how the disruption mitigation plan will be implemented during construction.

During construction

- Implement the disruption mitigation plan and monitor its effectiveness.
- Brief the head contractor (if applicable) on mitigation requirements and how to engage with businesses.
- Communicate project updates regularly to impacted businesses.
- Be proactive in seeking feedback from businesses on impacts from the infrastructure works.
- Consider appointing a liaison officer and share their contact details with businesses that may be impacted (also consider providing a second contact point for contingencies).
- Make sure the appointed liaison officer attends project delivery meetings to advise on business issues.
- Ensure that the businesses are aware of relevant Government entities and their contact details for alternative dispute resolution.
- Maintain up-to-date contact details of affected businesses, including the best person to contact.
- Provide sufficient advance notification of project changes to impacted businesses.
- Keep track of issues raised by businesses and the response sent.
- Revisit the impact assessment report and update, if needed.
- Adapt the disruption mitigation plan, if required.

At completion of construction

- Evaluate the construction process and how impacted businesses were supported.
- Share learnings with other project teams to inform any future projects.

For more information refer to the [*Business friendly guide for infrastructure works.*](#)

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