Councillor Freeman - QoN - Notification of planned works and unplanned disruptions

Tuesday, 10 February 2026
Council

Council Member
Councillor Eleanor Freeman

Public

Contact Officer:
Tom McCready, Director City Infrastructure

QUESTION ON NOTICE

Councillor Eleanor Freeman will ask the following Question on Notice:

'As the Capital City, the City of Adelaide regularly undertakes works, or facilitates works by others, that may temporarily impact residents, workers and visitors. A range of online and physical tools are used to provide public notice of such works and minimise disruption.

Can the Administration confirm:

1. What tools are used to notify planned works and unplanned disruptions to interested and affected parties?

2. What opportunities exist to enhance the notification process through procedural changes or the use of additional tools?'

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REPLY

1. Works are recorded and notified depending on work type and impact to stakeholder:

    1.1. **Utility works:** approvals/permits from Council are generally not required and therefore Council can receive limited or no advance notification.

    1.2. **City of Adelaide (CoA) works (capital and maintenance):** details are collated and shared by the responsible delivery teams, including works undertaken by programs within Council and by contractors on Council's behalf.

    1.3. **Third-party works:** the applicant is responsible for stakeholder engagement, including letter drops to impacted properties, in accordance with the City Works permit application assessment process and conditions.

2. Information about planned works is primarily captured by project managers and delivery teams, supported by road space bookings, traffic management plans and contractor programs.

3. Unplanned disruptions are typically identified through customer requests, emergency call-outs, contractor notifications, or after-hours duty logs.

4. Data related to permits, agreements and licences for third-party works, and notifications managed by the Business Centre are recorded in internal systems (Pathway).

5. Processes and tools used by utility companies and external developers are managed by those organisations, except where specific notification obligations are imposed through City Works permit conditions. Depending

on the type of work and anticipated impacts, the permit process may require stakeholder notification and/or consultation, such as letter drops and/or signage. This is undertaken by the third party responsible.

6. For CoA works, (capital and maintenance) the tools commonly used include:

    6.1. Project webpages on the City of Adelaide website.

    6.2. The 'Our Adelaide' platform where formal consultation is required.

    6.3. Social media and digital updates.

    6.4. On-site signage and variable message boards(digital).

    6.5. Letters, emails and / or leaflet drops to residents, businesses, and stakeholders

    6.6. Internal notifications to the Customer Centre and Business Centre.

    6.7. E-news, The Next Edition articles and targeted stakeholder briefings.

    6.8. Verbal communications and updates (via project managers, etc) through individual engagement or community information sessions.

    6.9. Notifications to the Department for Infrastructure and Transport (if and when required).

7. The selection of tools is determined on a project by project based taking into consideration location, timing, and impacted parties. Where third-party works require a City Permit, notification requirements can be included as a condition of approval. Further improvement in stakeholder notifications can be considered as part of the implementation of SalesForce.

8. Generally, maintenance works undertaken through Council's City Operations teams are recorded and scheduled through the Assetic – Council's work order system. The exception to this may apply in instances where emergency works are required however these works are created through work orders post the emergency. From an Arboriculture perspective, all work requests are generated through Assetic and subsequently programmed and managed within Forestree. This enables works to be appropriately scheduled, resourced, and communicated.

9. When maintenance tasks are undertaken on roads and footpaths, every effort is made to reduce the impact to the user. This usually results in small worksites that retain operation of the road or footpath.

    9.1. The exception to this is emergency works or larger capital interventions where closure is unavoidable.

    9.2. Stakeholder notification is site dependent – generally, where there is a foreseeable impact to residents or businesses, City Operations staff will undertake a letter drop in the immediate area, notifying of the planned works, expected impacts and timeframes, and providing key contacts.

    9.3. Prior to the commencement of any scoped works, our teams undertake a review to determine whether traffic, path, or lane management is required.

    9.4. If works are required within 1.2 metres of moving vehicles, cyclists, or pedestrians, a Work Zone Traffic Management (WZTM) provider is engaged. Depending on the site, this may include lane or footpath closures.

    9.5. Traffic Management is engaged to supply a Traffic Management Plan (TMP), which is typically coordinated by Leading Hands prior to works commencing.

    9.6. Where tree removals are scheduled, residents are letter-dropped in advance and advised of any potential impacts, including temporary speed restrictions or changes to on-street parking.

    9.7. Advance communication is also provided to the Customer Service team to ensure awareness of upcoming works and any potential impacts.

    9.8. Appropriate notifications are provided where works are located near bus stops, commercial areas, or businesses.

10. Permits are required for both Council-delivered works and external developer works that involve road closures or occupation of the public realm.

11. Through the permitting and planning process, potential clashes between Council projects, external developments and scheduled events are considered when approving road closures and site occupations.

12. The level and method of notification are guided by:

    12.1. Safety risks for pedestrians, cyclists and traffic.

    12.2. Access impacts to properties and businesses.

12.3. Duration and timing of the works.

12.4. Sensitivity of the location (e.g. main streets, events, public transport corridors).

12.5. Cumulative impacts from nearby projects or permitted activities.

12.6. Required traffic, pedestrian, cyclist diversions.

13. Council teams have oversight on upcoming events through ongoing engagement from the Council's Events team and through pre and post event inspections

   13.1. Council teams have oversight on the upcoming internal projects through ongoing engagement from the Assets and Delivery teams.

   13.2. Where a clash occurs, Council teams will generally de-camp from the location and move onto other scheduled work until the site becomes available.

   13.3. Council teams work closely with the Council Projects during the review of plans and proposed planting locations, with resident notifications undertaken where required.

   13.4. Technical Officers work closely together to ensure effective coordination and delivery of works.

14. Early planning of projects for inclusion in the Business Plan and Budget (BP&B) considers known events and external developments, and projects are rescheduled early in the process where possible to avoid clashes. Decisions on notifications are made collaboratively between project managers, traffic, permitting teams and engagement.

15. Opportunities identified across engagement and permitting functions include:

   15.1. Centralised visibility of works: Pathway data is not currently extracted in a usable format to provide a public or internal register. In the short term we can investigate this is possible. Additionally, the implementation of Salesforce would enable improved integration and notifications to stakeholders.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 7.5 hours.

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