TOOLBOX TALK AWARENESS PACKAGES

HAZ-TRF · Workplace Traffic Management Awareness

Product Overview

Audience: All workers · Duration: 20–30 minutes

Version 1.0 · 8 November 2026

For everyone on a site with vehicle movements, including delivery drivers and visitors: the traffic management plan, site layout and rules that keep people and vehicles apart.

A workplace traffic management plan sets how vehicles and people move around a site: where vehicles go, where people walk, where they cross, speed limits, loading areas and how delivery drivers and visitors are managed. It only works if everyone knows it and follows it.

This talk covers the parts of a traffic management plan, pedestrian walkways and crossings, speed limits and signs, loading and unloading areas, managing delivery drivers and visitors, and reporting problems with the layout. It is about traffic on your site, not traffic control on public roads, which needs specific qualifications.

Learning outcomes

By the end of the session participants will be able to:

- Explain what a workplace traffic management plan covers, and why every site with vehicle movements needs one
- Follow pedestrian walkways, crossing points and exclusion zones
- Follow site speed limits, one-way systems, parking rules and signs
- Describe safe arrangements for loading and unloading, including where drivers wait
- Explain how delivery drivers, contractors and visitors are inducted and managed on site
- Report layout problems, missing signs and near misses so the plan can be improved

What it covers

Module	Covers
The traffic management plan	What it covers; Site layout and separation; Who it applies to
Site rules	Walkways, crossings and barriers; Speed limits, signs and one-way systems; Loading and unloading areas
Your part	Delivery drivers and visitors; Following the rules every time; Reporting problems and near misses

Activities

- Our site map: workers trace the vehicle and pedestrian routes on your site plan and mark the crossing points
- Fix the layout: workers suggest improvements to a sample yard layout

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What is in the package

Item	File
Editable PowerPoint presentation with speaker notes, plus PDF	02_TRAINING_PRESENTATION/Training Presentation.pptx and .pdf
Facilitator guide with a running sheet, discussion prompts and model answers	03_FACILITATOR_GUIDE/Facilitator Guide.docx and .pdf
Participant handout with the key points to take away	04_PARTICIPANT_HANDOUT/Participant Handout.docx and .pdf
Attendance record form, to capture who attended, when, and who facilitated	06_RECORDS/Attendance Record.docx and .pdf
Excel attendance register	06_RECORDS/Attendance Register.xlsx
Multiple-choice theory assessment, to record understanding if your business wants to	05_ASSESSMENT/Theory Assessment.docx and .pdf
Answer key for the assessment	05_ASSESSMENT/Assessment Answer Key.docx and .pdf
Certificate template	06_RECORDS/Certificate Template.docx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

What you need to deliver it

- A facilitator such as a supervisor, leading hand or WHS adviser who has read the facilitator guide and knows your site's arrangements for the topic
- A screen or projector, or printed slides or handouts: it works in a crib room, site office or on a video call
- Your own site procedures for the topic, to point to during the session

Questions

Can we add our own site procedures and photos? Yes. The slides, handout and guide are editable, and the facilitator guide marks the places to add your own procedures, contacts and photos of your workplace.

Do we have to use the assessment? No. It is there if your business wants a record that each worker understood the key points. The attendance record on its own shows who attended and when.

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TOOLBOX TALK

Workplace Traffic Management Awareness

The traffic management plan, site layout and rules that keep people and vehicles apart

20–30 minutes · All workers

[Company name] · [Date] · [Facilitator name]

TRF

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What this talk is, and is not

This talk covers

- ✓ What a traffic management plan covers
- ✓ Walkways, crossings, speed limits and signs
- ✓ Loading areas, delivery drivers and visitors
- ✓ Reporting problems with the layout

This talk is not

- ✕ Traffic control on public roads
- ✕ A licence for any vehicle or machine
- ✕ Working beside plant: see HAZ-MOB
- ✕ Our plan: **[Your traffic management plan]**

Awareness only. Traffic control on public roads needs specific qualifications; operating a forklift needs a high risk work licence.

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Why a traffic management plan matters

Being hit by a moving vehicle is one of the most common causes of death at Australian workplaces. Many happen in yards, depots and car parks.

- Vehicles and people use the same space: yards, docks, gates, car parks
- Reversing, loading and blind corners are where most people are hit
- Delivery drivers and visitors do not know the site
- A plan sets where vehicles go, where people walk and where they cross

A composite example

- A delivery truck arrives at a busy yard. Nobody meets the driver, who gets out to find the office and walks across the forklift route behind a stack of pallets.
- The forklift operator, reversing, does not see them.

A plan only works if everyone knows it, including people who arrived today.

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Duties under WHS or OHS laws

The business must

- Manage the risk of people being hit by vehicles: eliminate it, or minimise it
- Plan the site's traffic: routes, walkways, crossings, loading areas
- Tell workers, drivers, contractors and visitors the rules
- Consult workers, and review the plan when things change

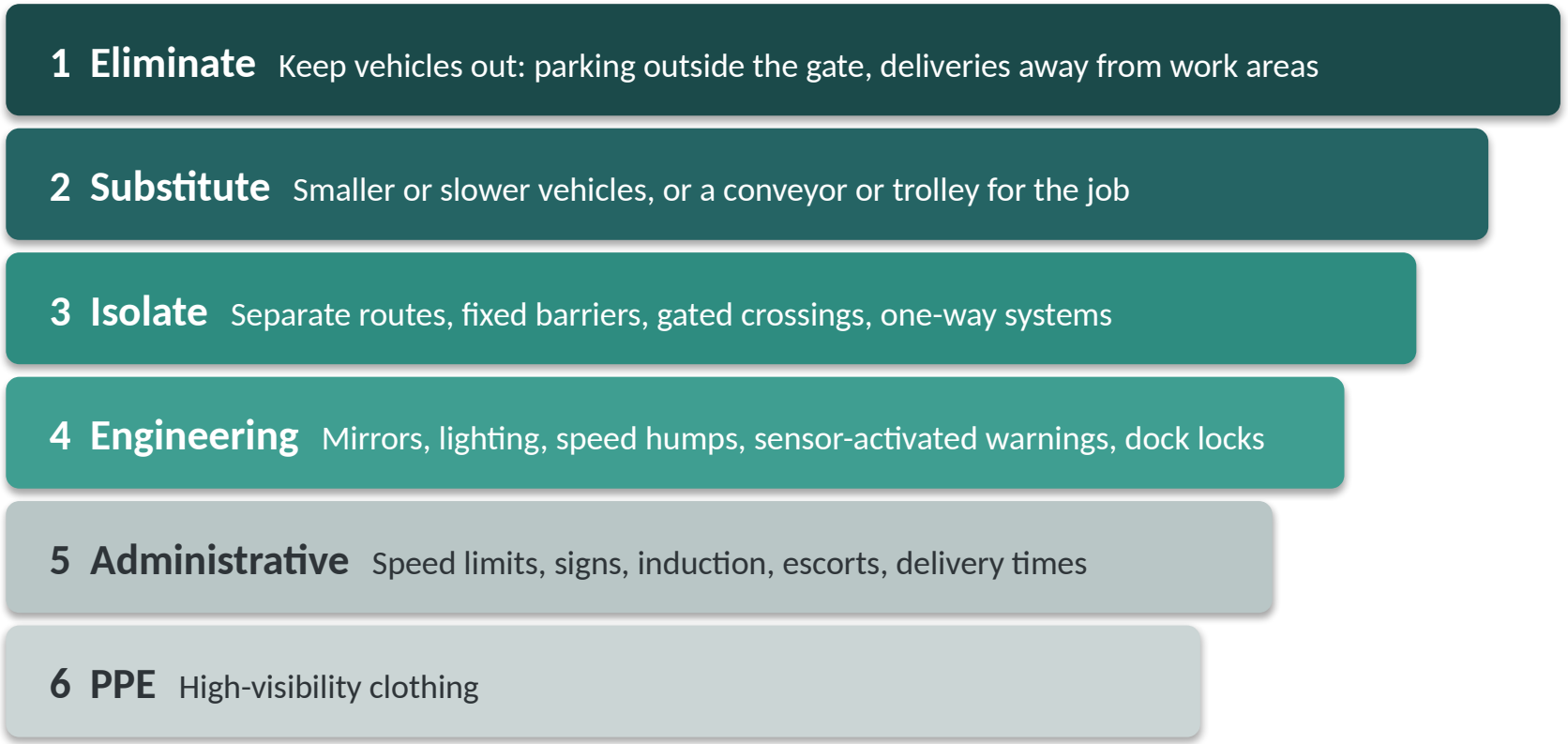
You must

- Follow the walkways, crossings, speed limits and signs
- Follow the plan every time, even when it is slower
- Make sure visitors you host know the rules
- Report layout problems, missing signs and near misses

Several businesses can share a site: they must work together on the plan. Victoria's laws frame the duties in their own terms.

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The hierarchy of control for site traffic



HIGHER ORDER

Higher order controls remove or control the hazard at the source, or put a barrier between people and the hazard.

LOWER ORDER

Lower order controls rely on people to do a thing or wear a thing, every time, tired, distracted or rushed.

Behaviours are not on the hierarchy, but behaviours and culture decide whether every control on it actually works.

Start at the top. Go down only when the step above is not reasonably practicable.

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TOOLBOX TALK · HAZ-TRF

Workplace Traffic Management Awareness

Participant handout · keep this

A traffic management plan sets how vehicles and people move around this site. It only works if everyone knows it and follows it. Keep this page.

Keep people and vehicles apart

1. Eliminate: keep vehicles out of people areas
2. Substitute: smaller or slower vehicles
3. Isolate: separate routes, barriers, gated crossings
4. Engineering: mirrors, lighting, speed humps, dock locks
5. Administrative: speed limits, signs, induction, escorts
6. PPE: high-visibility clothing, last

The plan covers

- The site map: vehicle routes, walkways, crossings, parking
- Speed limits, one-way systems and signs
- Loading areas and where drivers wait
- Inducting drivers, contractors and visitors

Loading and unloading

- Drivers wait where the site says: **[Where drivers wait during loading]**
- Never walk between a truck and a dock, or behind a reversing truck
- Trucks restrained before loading starts

Every time

- ☐ I know where the plan and map are: **[Where the traffic management plan is kept]**
- ☐ I use the walkways and cross only at crossings
- ☐ I take no shortcuts through vehicle areas
- ☐ I keep to the speed limit: **[Your site speed limits here]**
- ☐ I follow one-way systems and signs
- ☐ Visitors I host know the rules

Report

- Missing or damaged signs and barriers
- Shortcuts everyone takes; layouts that do not work
- Every near miss
- To: **[Who to report to here]**

Know the plan. Follow it every time. Report what does not work.

This is awareness training. It is not a licence, a ticket, a permit or a competency. It does not cover traffic control on public roads, or operating any vehicle or machine.

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