



COVIDSafe Travel Choices Transition Toolkit Guide



How to use our Transition Toolkit

Our COVIDSafe Travel Choices Transition Toolkit comprises a suite of resources to help you plan the transition of your business and staff to your New Normal, as restrictions begin to ease.

The Toolkit is available at <https://www.mysydney.nsw.gov.au/covidsafetoolkit>

Our [Travel Action Plan](#) will help your business to plan and develop initiatives to support your transition to your New Normal.

The [Travel Policies/Procedures Checklist](#) supports the policy/procedures reviews and updates and the introduction of new ones.

Our [Travel Survey](#) enables you to conduct an employee travel survey, to help your business understand how the workforce is currently travelling and how they want to in the future.

We have [communications resources](#) to help share messages with your employees, visitors, customers, suppliers and / or tenants.

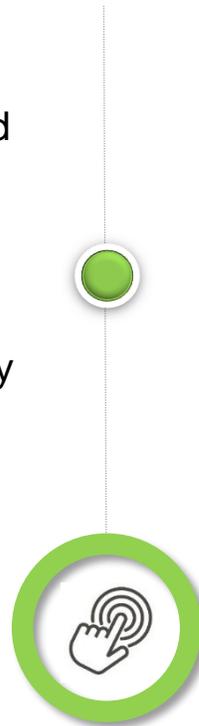
You can also try the [Travel Access Guide](#); prepare your own and provide anyone who accesses your workplace with current information about how to travel there and your end of trip facilities.



COVIDSafe Travel Choices Travel Action Plan

A **COVIDSafe Travel Action Plan (TAP)** assists your business develop initiatives to support your transition to your New Normal as they influence travel to, around and from your workplace by employees, visitors, customers and suppliers.

We have used these template Travel Action Plans with businesses in the CBD, Northern Beaches/North Sydney and Macquarie Park. This COVIDSafe Travel Choice TAP has been tried and tested; business and communication initiatives are suggested within it. We think they are a really effective way of ensuring your business can adapt to transport network changes as restrictions ease.



[Travel Action Plan](#)

- It's shaped around the **COVIDSafe Travel Choices Key Messages** for Employees, with an extra section for you to consider your **supply chain** and its impact on travel to, around and from your workplace.
- There are **four phases** to which you can add your own dates because you will know whether these initiatives can be effective for your business as you re-open, transition and/or sustain them i.e. in the short, medium and /or longer term
- The TAP provides **options** for business and communication initiatives; you choose the ones that suit your business.
- There are **ideas and handy weblinks** for your communications too.
- It's available as an **interactive PDF or word document**.

If you've already got a Travel/Transition Plan, explore the initiatives here and integrate those that will help you make it more effective

Travel Policies and Procedures Checklist

Use the Travel Policies and Procedures Checklist to review and update the policies and procedures you have that influence travel around, to and from your workplace by employees, visitors, customers and suppliers. It will help you to build on your strengths and identify policies and procedures that need to be introduced and/or reviewed and revised.



[Travel Policies/Procedures Checklist](#)

There are seven sections:

- Your / your property manager's contact details
- About the business (numbers of staff/operations etc)

These two sections above are for our use if you contact us and need our support so that we understand your business. The next five sections cover:

- Travel-related workplace policies and procedures – this section focuses on policies and procedures that have a real impact on transport to, around and from your workplace.
- On-site facilities – this section focuses on hard and soft infrastructure you have in place to support travel demand management.
- Visitor/Customer Travel - this section focuses on specific initiatives that influence visitor and customer travel.
- Supplier/Services Travel - this section focuses on specific initiatives that influence supplier/services travel including deliveries.
- Business concerns – this section focuses on your concerns for your business during and after the COVID-19 crisis.

This checklist will help inform the development of your COVIDSafe Travel Action Plan / your own Travel or Transition Plans

COVIDSafe Travel Choices Travel Survey

Understanding the travel patterns of your staff before and during the COVID-19 crisis will help your business develop new initiatives as restrictions begin to ease and you transition into your New Normal.

Explore our survey template (in print and online) to conduct an employee Travel Survey, to help your business understand how the workforce is travelling and how to plan an effective response.

You can use the PDF on our web pages to design your own survey, or **if you have a Survey Monkey account**, we can

- 'Share' a fixed content, online Travel Survey link with you; you can circulate this link, with results coming back to TfNSW. We can then give you the results.

OR

- 'Transfer' an editable, online Survey Monkey Travel Survey link to you. This way you can edit the survey, add your own questions, then if you think it's appropriate, you can download the results and share them with TfNSW. This puts you in control.

Email us at travelchoices@transport.nsw.gov.au if you would like us to send you a link, telling us which of the above options you prefer.

The Travel Survey covers:

- Your employees' journey to and from the office before the COVID-19, including their ability to work from home, arrival and departure times, main modes of travel and personal commitments that influence their travel
- Your employees' work patterns currently, including their positive/negative perceptions of working from home
- Your employees' journey to and from the workplace in the future
- Your employees' support needs to help them create a New Normal for their work patterns/commute

This data will support the development of a Travel Action Plan; you can share it with us too; this provides us with great feedback and insights that can influence our offering to you.

We recommended that you offer an incentive to those who you want to complete the survey and that a follow up survey is also conducted, to monitor the impact of initiatives, offer to insights into new staff travel patterns and enable review of your Travel Action Plan as necessary.



We suggest the use of incentives to give your surveys greater reach too

[Travel Survey](#)

Communication Resources

We have communication resources to help share messages with your employees, customers, visitors, suppliers and tenants.

These include our key messages as well as campaign resources and other supporting information to promote these actions. We can provide you with these as PDFs.



Key Messages



Employees Key Messages

- Stay at home if **unwell** and **get tested**
- Consider **working flexibly** if you can
- Try **travelling outside peak** times
- **Plan ahead** if you must travel for work
- Follow the **physical distancing** guidelines and **wear a mask** on public transport
- **Walk or ride a bike** for shorter trips

Keep up to date with NSW Government COVID-19 **news** and **travel advice**.

We'll also provide you with weekly email updates about any changes on the transport network you can share.

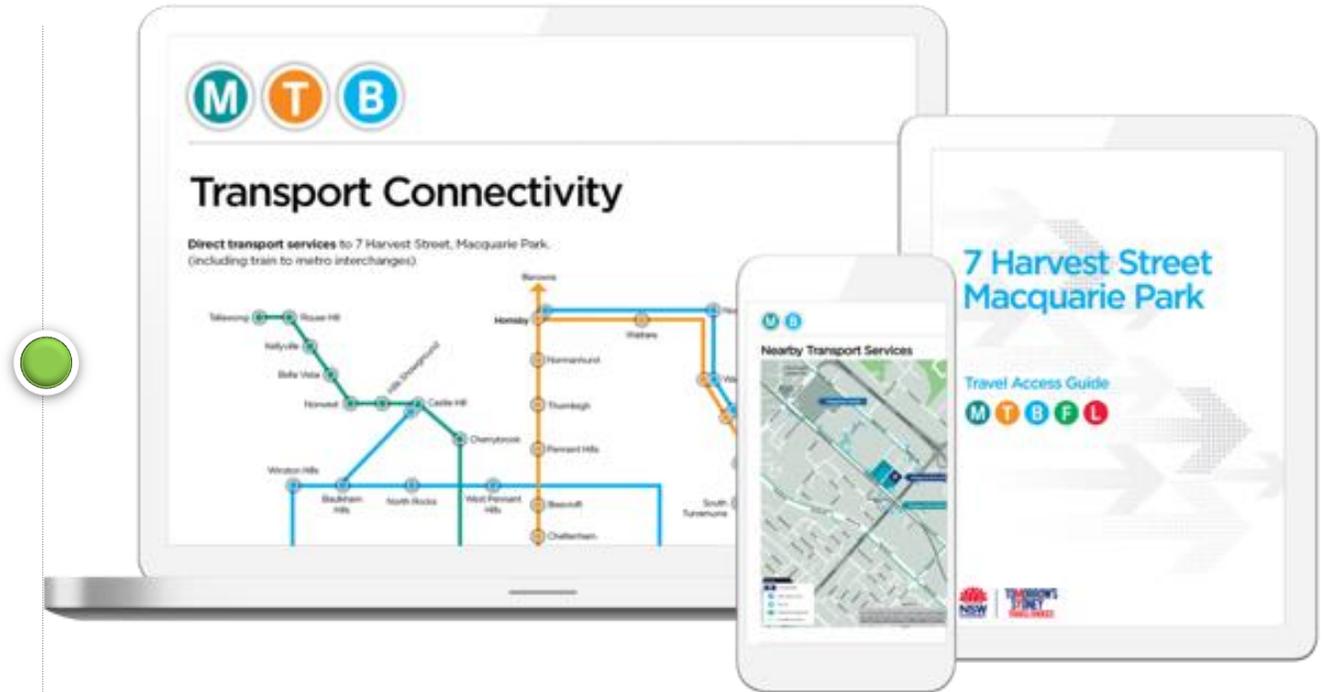
Travel Access Guide

Prepare your own Travel Access Guide (TAG) using our How-to-kit and templates to provide staff, visitors and customers with current information about how to travel around, to and from your workplace.

The How-To tool takes you through all the steps to produce a gold-standard TAG, so that all your travel information can be found in one, convenient location.



[Travel Access Guide](#)



We suggest the use of our template to assist others to access your workplace with current travel information and your end of trip facilities.