

## BRIEFING

Updated advice on WorkSafe's approach to the Road Cone Pilot		
<b>Date:</b>	16 May 2025	<b>Tracker #:</b> 250427
<b>Security:</b>	In Confidence	

## ACTION SOUGHT

Minister	Action sought	Deadline
Hon Brooke van Velden <b>Minister for Workplace Relations and Safety</b>	<b>Note</b> the information in this briefing <b>Discuss</b> at the upcoming officials meeting on 26 May 2025	26 May 2025

## CONTACT INFORMATION

Name	Position	Telephone	Contact
Sharon Thompson	Chief Executive	s9(2)(a)	✓
Helen Ward	Director, Strategy Implementation	s9(2)(a)	–

## CONSULTATION

Ministry for Business, Innovation and Employment
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## Comments:

## RECOMMENDATION

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WorkSafe recommends that you:

- a. **note** the information in this briefing, including that:
- WorkSafe's preparations for delivering the road cone pilot are well underway and include a process whereby digital notifications are received, assessed and then channelled into three possible responses as appropriate:
    - Pass the information to the Road Efficiency Group and, where appropriate, to the Road Controlling Authority (RCA) for action, or
    - Set up a focused engagement/education session with the relevant stakeholder to ensure they are clear about what HSWA requires in this situation, and how following the NZTA risk-based guidance for TTM supports that, or
    - Send an Inspector to the site for engagement/education - for example, with NZTA or Auckland Transport, where appropriate; and
  - In parallel, MBIE is progressing a Ministerial direction to allow WorkSafe to use the HSW levy for the pilot as per s10(m) of the *WorkSafe New Zealand Act 2013*

*noted*

- b. **agree** to change the commencement date for the pilot to Tuesday 3 June, after the King's Birthday long weekend.

*agree / disagree*

- c. **agree** that WorkSafe will include real-time updates on the pilot in the Weekly Report in the first instance

*agree / disagree*

- d. **agree** that officials will monitor trends and any issues in the early stages of the pilot and recommend more regular meetings with your office as/if required.

*agree / disagree*



Sharon Thompson  
Chief Executive  
**WorkSafe New Zealand**

Hon Brooke van Velden  
**Minister for Workplace Relations and  
Safety**

16 / 5 / 2025

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## PURPOSE

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1. This briefing provides updated advice on how WorkSafe New Zealand proposes to give effect to the Road Cone pilot. The advice reflects and was informed by discussions had with you at the 30 April 2025 WorkSafe Officials meeting and with your advisor and Ministry for Business, Innovation and Employment (MBIE) officials on 14 May 2025.

## BACKGROUND

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2. As part of your package of health and safety reform announcements in March 2025, you directed WorkSafe to:
  - a. implement a digital hotline for the public to report road cone overuse from 1 June 2025, as a 12-month pilot,
  - b. train Inspectors to appropriately engage with businesses and road controlling authorities (RCAs) when overuse of road cones is reported, and
  - c. integrate temporary traffic management (TTM) related activities with business-as-usual Inspector assessment visits, and
  - d. work with NZTA and key industry stakeholders to provide education to Councils about NZTA's guidance, the *New Zealand Guide to Temporary Traffic Management* (NZGTTM).
3. Following further planning and discussion with key stakeholders and your office, we have progressed our thinking about how best to deliver on your expectations.

## WORKING WITHIN THE TTM ECOSYSTEM TO EFFECT CHANGE

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4. Successful system change involves all the participants in the TTM system working together to reduce the overuse of road cones and move away from risk averse practices that negatively impact road efficiency, people and the New Zealand economy.
5. WorkSafe consulted with and will continue to work with key stakeholders in the TTM ecosystem throughout the pilot. These include NZTA (Road Controlling Authority for highways), Councils (Road Controlling Authorities for local roads), the Road Efficiency Group and the Temporary Traffic Management Industry Steering Group.
6. We have created a draft process map showing how we expect the pilot to operate, see **Appendix 1**. The public will be able to notify WorkSafe by completing an online form, readily available on our website. **Appendices 2 and 3** outline draft web interface design and digital forms.
7. While a minimum viable product will be in place by the commencement date, the capability of the technology will improve over the course of the pilot. **Appendix 4** outlines a delivery roadmap.
8. Inspectors will deliver proactive TTM engagements alongside our existing visits and engagements. They will take an engagement approach to ensure the business is aware of HSWA requirements and the intersection with TTM (to ensure over-compliance is not driven by a misunderstanding of HSWA requirements).

9. WorkSafe will assess notifications received and determine which of three responses are appropriate to the specific circumstances:
  - a. pass the information to the Road Efficiency Group (facilitated by NZTA) and, where appropriate, to the RCA for action, or
  - b. set up a focused engagement/education session with the stakeholder (RCA or TTM provider) to ensure they are clear about what HSWA requires in this situation, and how following the NZTA risk-based guidance for TTM supports that, or
  - c. send an Inspector to the site for engagement/education - for example, with NZTA or Auckland Transport (AT), where appropriate.

## **SUPPORTING ACTIVITIES AND CHALLENGES**

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10. Communications for the launch and throughout the pilot will be integrated with existing WorkSafe communications channels – an increased volume of communications or additional channels will not be pursued.
11. We will report both data (of notification volumes, referrals etc.) and relevant case studies to inform you about how the pilot is progressing. This information will be regularly reviewed with your office and can be iterated throughout the pilot based on feedback and trends.
12. Our initial advice is to include a standing item in the Weekly Report to allow for real-time reporting, but this can be reassessed if your needs change. This would be in addition to the regular strategic priority reporting we are developing for you, which would indicate trends.
13. You may also like to consider if meeting with officials more regularly would be useful at the early stages of the pilot, to discuss any issues as they emerge.
14. All Inspectors will be put through a basic training course on TTM to ensure they have sufficient knowledge to undertake engagements. We expect a smaller sub-set will receive more intensive training. To this end, we have engaged Parallax training, who are viewed in the sector as specialist TTM training providers.
15. Parallax has strong historical ties to the TTM industry steering group and is working with us to design training that can be quickly rolled out to our staff before commencement and then continued beyond that point. We anticipate having the first training in place in the week before 1 June.
16. Volumes of notifications are difficult to predict at this stage, as are the geographical spread of notifications. These factors are relevant to determining the most appropriate response channel. We consider it likely that there will be an initial peak of notifications once the pilot begins that will settle over time. The seasonal element of road work (generally undertaken over summer/dry months) is also likely to impact the notifications volume and workflow.
17. We note that your intended commencement date of 1 June falls over King's Birthday weekend. While we can still deliver on this date if you prefer, we recommend commencement shift to Tuesday 3 June, after the long weekend has concluded. This will help to ensure the public is aware of the launch.
18. We also note that a Ministerial direction under section 10(m) of the *WorkSafe New Zealand Act 2013* will be required to allow WorkSafe's levy funds to be used for this work. MBIE are progressing this work in parallel.

## **NEXT STEPS AND WORK IN PROGRESS**

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19. We will co-ordinate with your office about an agreed communications approach for the pilot. An initial meeting to discuss this is scheduled for 16 May.
20. Our design and delivery team continues to mature the process and use experience design work. We will keep testing our thinking with key stakeholders such as NZTA, AT, and our own internal resources.
21. We are in the process of recruiting two additional six-month contract roles to support the pilot. One role will be a notifications agent to help augment capacity and deal with road cone notifications. The other will be a business analyst who can help with assessment and transfer of notifications and help build a reporting framework and provide insights on hotspots that can be used for proactive engagements.
22. We hope to have these roles in place before the pilot commences. AT has also offered some resource support as the pilot commences, and we will explore options, such as a short secondment, with them further.
23. Our software provider is developing the digital solution and the web form, and we are testing mock-ups now.
24. We plan to take a test and learn approach. While the pilot will be largely manually based at launch point, we will look to continue to mature this where practical.
25. We will include this initiative in our strategic work programme reporting and provide data points as the pilot progresses.

## **APPENDICES**

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1. Draft business process map
2. Draft web interface (two options)
3. Draft digital form
4. Delivery roadmap for technology

- TTM notification process map (DRAFT – 09.05.2025)
- Phase
- North
- WorkSafe New Zealand
- Road controlling authority (RCA)
- 
- ```
graph TD
    subgraph North
        Start([Start]) -->|If notification does not meet criteria| End1([End])
        Start -->|If relates to vehicle or machinery work situation that could lead to a death or serious injury or illness| Incident[Incident to vehicle or machinery work situation that could lead to a death or serious injury or illness]
        Incident -->|If events criteria for TTM notification| ObtainTTM[Obtain TTM notification evidence]
        ObtainTTM -->|If not eligible for TTM notification| End2([End])
        ObtainTTM -->|If eligible for TTM notification| Evidence[Evidence]
        Evidence -->|If not eligible for TTM notification| End2
        Evidence -->|If eligible for TTM notification| Compliance[Compliance health and safety measures notification]
        Compliance -->|If eligible for TTM notification| Review[Review and confirm notification]
        Review --> End3([End])
    end

    subgraph WorkSafeNewZealand
        Review -->|If eligible for TTM notification| Notification[Notification received in accordance with WorkSafe New Zealand]
        Notification -->|If eligible for TTM notification| Tagged[Notification received tagged to Job]
        Tagged -->|If eligible for TTM notification| Investigate[Investigate incident notification]
        Investigate -->|If eligible for TTM notification| TriggerDecision{Trigger decision}
        TriggerDecision -->|If not tagged for triggerable response| End4([End])
        TriggerDecision -->|If tagged for triggerable response| NotificationMCA[Notification sent to MCA]
        NotificationMCA -->|If tagged for triggerable response| Investigation[Investigation]
        Investigation -->|If tagged for triggerable response| Inspector[Inspector details]
        Inspector -->|If tagged for triggerable response| CompleteTTM[Complete TTM information gathering form]
        CompleteTTM -->|If tagged for triggerable response| ReviewInfo[Review information and evidence]
        ReviewInfo -->|If tagged for triggerable response| UpdateReport[Notification report updated with activity taken]
        UpdateReport -->|If tagged for triggerable response| NotificationMCA2[Notification sent to MCA]
        NotificationMCA2 -->|If tagged for triggerable response| DataAnalysis[Data analysis and reporting to stakeholders]
        DataAnalysis --> End5([End])
    end

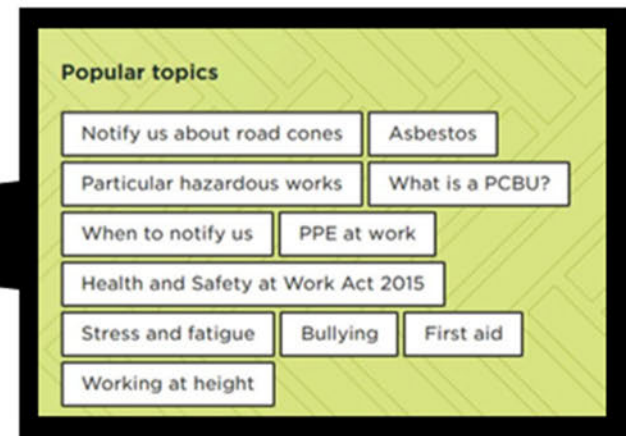
    subgraph RCA
        NotificationMCA2 -->|If tagged for triggerable response| RCAInvestigate[RCA investigate notification from WorkSafe]
        RCAInvestigate -->|If tagged for triggerable response| RCAUpdate[RCA update notification from WorkSafe]
        RCAUpdate -->|If tagged for triggerable response| RCADecision{RCA decision}
        RCADecision -->|If no further action| End6([End])
        RCADecision -->|If further action| Investigation2[Investigation taken]
        Investigation2 -->|If further action| ReportRCA[Report reported to WorkSafe]
        ReportRCA -->|If further action| UpdateReport2[Notification report updated with activity taken]
        UpdateReport2 -->|If further action| NotificationMCA2
    end
```
- The flowchart illustrates the TTM notification process, starting with an incident report. If the incident relates to vehicle or machinery work that could lead to a death or serious injury or illness, it proceeds to obtain TTM notification evidence. If the evidence is not eligible for TTM notification, the process ends. If eligible, compliance health and safety measures are notified, and the notification is reviewed and confirmed. The confirmed notification is then sent to WorkSafe New Zealand. WorkSafe New Zealand tags the notification to a job and investigates it. If the investigation is not tagged for a triggerable response, the process ends. If tagged, the notification is sent to the RCA, which then investigates the incident. The RCA decision is based on whether further action is required. If no further action is required, the process ends. If further action is required, the RCA takes investigation and reports the findings to WorkSafe. WorkSafe then updates the notification report with the activity taken and sends the updated report back to the RCA. The RCA then performs data analysis and reporting to stakeholders, and the process ends.

## Appendix 2: Draft web interface (two options)

### Homepage – Option A (Popular topics addition)



Fig 1 – first item added to Popular topics



Adding in a "Popular Topics" link on the homepage as seen in **Fig 1** (top right) – text to be confirmed but advice is to keep it short in character count.

## Homepage – Option B (Campaign Highlight)

Stress and fatigue

Bullying


First aid

Working at height

### Notify us of road cone overcompliance

Report the excessive use of road cones using our online form.

Notify us



LATEST UPDATES

View all news & updates

17 March 2025

More must be done to manage asbestos risks

24 January 2025

WorkSafe New Zealand welcomes new Deputy

13 January 2025

Ecostore commits \$323k to 'cultural shift' in safety

Using the campaign highlight content area below “Popular topics” on the homepage to give more visibility and a “call to action” button.

Note this will **replace** the existing content for the “Priority Plans” on the public site currently.



## Appendix 3: Draft digital notification form

### Road cone hotline

This form is for reporting excessive use of road cones (over-compliance).

If there is an immediate risk to health and safety, please exit this form and lodge a *Health and Safety Concern* [here](#).

To report a road incident, call \*555 for non life-threatening incidents or 111 for emergencies.

If your concern is about abandoned road cones, please contact your local council directly.

Section 1

### Consent to share data

To respond to this notification, WorkSafe may share the information you provide with the relevant road controlling authorities (RCA) in the location. By completing this notification you consent for this information to be shared.

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What type of site are the cones being used on?

- ☐ On-road works
- ☐ Footpath works
- ☐ On-road traffic management for off-road worksite
- ☐ Traffic management for an event
- ☐ Traffic management for an emergency (crash, fire, flooding etc.)
- ☐ Other

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In what way do you think the road cones use is excessive?

- ☐ Too many cones relative to the risk
- ☐ Cones being used where cones are not needed
- ☐ Cones are in place but no work is happening (up to 1 week)
- ☐ Cones are in place but no work is happening (1 week or more)
- ☐ Other

5

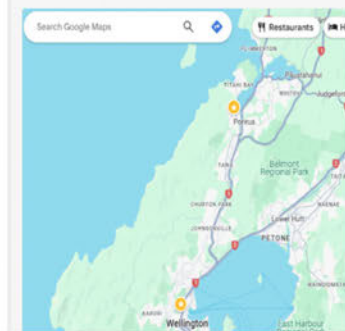
What is the impact of the road cones on you or others?

If the impact is on workplace health and safety, please exit this form and lodge a *Health and Safety Concern* [here](#). To report road incidents, call \*555 for non life-threatening incidents or 111 for emergencies.

- ☐ Causing significant delay
- ☐ Causing confusion for road users
- ☐ Impacting access to premises
- ☐ Other

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Where did you see it? Please select location on map



*Design and layout of 'notification form' currently in progress. However, it will follow existing patterns on the public website, with the possible inclusion of a Google map-UI to allow*

## Appendix 4: Delivery roadmap for technology

- Initial deployment for 1 June 2025 (Sunday) - web form ( being designed and tested by our technology vendor).
- UX designing and testing with NZTA and other. Discussed with Industry Steering Group and Auckland Transport.
- Process and back-end data collection mainly manual.
- Manual triage to look for patterns.
- Link to Inspectors based on notifications and manual triaging.
- Google maps embedded in the form to pinpoint locations.
- Email / phone to contact Road Controlling Authorities to check on Traffic Management Plans.
- Initial risk assessment – light touch on launch.
- Iterative improvements done between June and November focused on automating where possible and checking and adjusting based on feedback.

| Technical Roadmap - Temporary Traffic Management/Road Cones Hotline – 8 May 2025 |                                                               |                                                   |                                                                   |                                      |                                                                               |                                    |                                                                              |  |  |
|----------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------------------------|--|--|
|                                                                                  | At Launch (1 June 2025)                                       |                                                   | Improvement Iterations (Jun-Dec 25)                               |                                      | Increased Automation (Jan-Jun 26)                                             |                                    | Possible Further Enhancements                                                |  |  |
| Platform                                                                         | Silverstripe/Website form                                     |                                                   |                                                                   |                                      | Replace form with Atlas Case Management notification                          |                                    | Common service for NZTA, RCA's e.g. we host a service for others to log into |  |  |
| Data Collection                                                                  | Address from NZ Post Address Finder                           | Google Maps to pinpoint a location                |                                                                   |                                      | Customised form to the notification (overcompliance, abandoned equipment etc) | Azure Maps                         | Photos                                                                       |  |  |
| Notification Process                                                             | Email notifications to triage                                 |                                                   |                                                                   |                                      | Atlas notification/ case                                                      |                                    |                                                                              |  |  |
| Metrics                                                                          | Count of submissions                                          | Where was it triaged to?                          | Impact (based on feedback), i.e. did a change occur               | Collect/process location information | Time spent to triage                                                          |                                    | TBD                                                                          |  |  |
| Informing RCA/ NZTA                                                              | Manual via Phone/ Email                                       |                                                   | Automated email to RCA's                                          | Automated Notification for NZTA      | Automated Notification for RCA's (e.g. through myworksites)                   |                                    | Additional Automated notification (other api's as supported by RCA's)        |  |  |
| Feedback from RCA/NZTA                                                           |                                                               |                                                   | Manual feedback from RCA/NZTA (e.g. monthly stats)                |                                      | Automated feedback from NZTA                                                  |                                    | Automated Feedback from RCA's                                                |  |  |
| Feedback to Submitter                                                            |                                                               |                                                   | Manual feedback to submitter as necessary via email (if provided) |                                      |                                                                               |                                    | Automated feedback to submitter via email or sms                             |  |  |
| Insights                                                                         |                                                               |                                                   | Types of call, opportunities etc                                  | Identify patterns in locations       | Types of outcomes, opportunities etc                                          |                                    | AI trend analysis                                                            |  |  |
| Data                                                                             | Email – inbox process management                              |                                                   | Ingest to Data platform for insights                              |                                      | Dataverse/Data Management Platform                                            |                                    | AI automated triage                                                          |  |  |
| Acceptable usage                                                                 |                                                               |                                                   | Anti-spam (google re-captcha)                                     |                                      |                                                                               |                                    | Block abusive submitters, e.g. offensive/ nuisance                           |  |  |
| Security                                                                         | Light-weight risk assessment covering form and data transport | Light-weight PIA covering form and data transport |                                                                   |                                      | Update Atlas risk assessment covering new form                                | Update Atlas PIA covering new form |                                                                              |  |  |