

RCA transition plan: change management

Change management plan template for your transition to NZGTTM

New Zealand Transport Agency Waka Kotahi October 2025

September 2025

This plan template is an optional starting point for supporting your employees as your organisation transitions from CoPTTM to NZGTTM. Implementing this template plan will assist with transitioning to NZGTTM and with applying good health and safety practices across your organisation. The aim is to make the transition as smooth as possible by providing clear expectations to your team who will be applying NZGTTM.

This template suggests appropriate activities, channels and supporting collateral you may wish to develop.

Key Objectives

Audience	Desired objective
Intended internal users of NZGTTM (the Guide)	I have been trained and understand the benefits of the Guide, how to get the most from it in my role, who I can talk to internally and where I can get support and further information.
Wider organisation	I am aware we're using the Guide and the benefits.
External stakeholders (contractors, suppliers)	I understand that X Council in my region is using the Guide and how this will make it easier to collaborate and coordinate my work. I understand the benefits of this change, how to do this, and where to get more information.
Public	I am aware of the community benefits of X Council adopting the Guide.

Change Management Activity Plan

Below is a template of change management activities. It includes examples of channels and potential timings that can be used for the adoption and implementation of the NZGTTM across your teams and chosen external stakeholders. Please note, this is just to provide an idea of different tools that can be used. Feel free to edit this plan to reflect the channels available to you and works best for your organisation.

Channel	Audience	Activity	Suggested collateral	Timing
Internal – change management activities				
Stage 1: pre-rollout				
Assess the change impact for your organisation and local stakeholders	-	<p>Identify what will change and those teams or employees who will apply NZGTTM in their day-to-day work like in procurement, infrastructure or roading teams. Once you've identified those who will work differently and how, assess what is changing. For example, how the workflow will change, who will assess and review traffic management plans, procurement changes in tender processes and contract award — and for the whole contract management lifecycle asking, 'what will be different?'</p> <p>This will help you assess process and document changes and who will need training. It's also a good idea to work out at the same time which local stakeholders (contractors and suppliers and utilities) will need to apply and use the NZGTTM in procurement and contract delivery.</p>	<p>Refer to NZTA and TTM industry steering groups websites for a range of information and webinars.</p> <p>https://nzta.govt.nz/roads-and-rail/new-zealand-guide-to-temporary-traffic-management/ttm-library</p> <p>https://www.nzta.govt.nz/roads-and-rail/new-zealand-guide-to-temporary-traffic-management/webinars</p> <p>https://www.ttm-isq.org/resource-library</p>	Day one
Intranet / SharePoint/Internal Newsletter	All internal	<p>We suggest setting up a designated 'hub' on your intranet or SharePoint. This way you have somewhere to direct people for more organisation specific information about how this is being rolled out, and how you would like your teams to use it.</p> <p>The intranet page should also include details about any upcoming training sessions, as well as the contact details for your organisation's designated 'Champion' if you chose to have an internal NZGTTM or TTM champion.</p>	All staff email or an Intranet news story	This could be done to announce the beginning of the transition or the transition activities
All hands/all staff	All internal	If there's an opportunity on an all-staff session, add a NZGTTM transition as an agenda item to let your		At the outset of activity transition to NZGTTM

Channel	Audience	Activity	Suggested collateral	Timing
		organisation know about the reason for the move, who's expected to use it, as well as mention of where they can find more information. (Intranet)		
Email	All internal	Messaging to let your organisation know about the move to the NZGTTM, the why, and how the rollout will be handled and any key transition dates you may have.		
Stage 2: rollout				
Separate Team meetings	Employees applying NZGTTM in their day-to-day work	Agenda item to let your team know about the change process - how it will affect their workflow. Provide more details (intranet page, expected workflows, invitation to any planned training and contact details for NZGTTM or TTM champion).		
Follow up email	Internal teams or individual employees who will use NZGTTM	Send a follow up email to the teams you met with explaining the detail of the move to NZGTTM, who is expected to use it, and a second more targeted email sent by the leaders of the teams you're wanting to use it as part of their workflows. Include details about the intranet – and any information about NZGTTM, training sessions and NZGTTM or TTM contact details.		
Posters	All internal	Make your own poster to put up around the office. Include a QR code or file pathway that directs people to your internal NZGTTM or TTM intranet page.		
Internal social media (Yammer, Slack etc)	All internal	Regularly post upcoming trainings, with intranet link and contact details for questions.		Have a regular schedule of posts to run through the transition process. Then move to periodic posts to continue to sustain awareness
Newsletter	All internal	Short post with reasoning for getting on board with the change to NZGTTM and information about upcoming trainings, with intranet link and contact details for questions.		As above

Channel	Audience	Activity	Suggested collateral	Timing
Training sessions	Internal teams or individual employees who will use NZGTTM	Once you've worked through the changes for your teams or individual employees and what they need to do differently and when (workflow changes, new and different templates, where to find further information or submit questions) hold a training session.	If you are using Teams or Zoom remember to record the session so you have a training resource, you can continue to use or email out to your teams or employees and when you have new starters as part of their induction to your organisation	It's important training is completed 'just in time' – that is not too long or too short before launch date. Adult learners are more likely to remember training if it's completed one to two weeks before launch. Plan a check in or refresher session in the immediate weeks following the launch date.
External – your local stakeholders, including contractors, suppliers, utilities who access and work on local roads etc				
Email introduction	Your local stakeholders	<p>Once you've established and confirmed the stakeholders that will be affected by your transition to NZGTTM, determine who holds those relationships. Preferably these team members should send out communications to external parties, notifying them of the change to the NZGTTM. This should include what this means for them and provide a contact for questions and further information.</p> <p>If your organisation holds regular contractor, supplier and utility coordination meetings, let them know that you will provide an information session at an upcoming meeting to answer questions and to outline what to expect and when.</p>		
Contractor/supplier and utility coordination meetings	Your local stakeholders	A great opportunity to highlight key dates and outline, explain and discuss the changes that transitioning to the NZGTTM brings.	<p>Refer to NZTA and TTM industry steering groups websites for a range of information and webinars that you can use internally and share with your stakeholders.</p> <p>https://nzta.govt.nz/roads-and-rail/new-zealand-guide-to-temporary-traffic-management/ttm-library</p>	

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			https://www.nzta.govt.nz/roads-and-rail/new-zealand-guide-to-temporary-traffic-management/webinars https://www.ttm-isq.org/resource-library	
Training or information session/s	Your local stakeholders	Once you've worked through the changes for your local stakeholders and what they need to do differently and when (workflow changes, new and different templates, where to find further information or submit questions) hold a training session.	If you are using Teams or Zoom remember to record the session so you have a training resource, you can continue to use or email out to your local stakeholders and when you have new providers as part of their onboarding to your organisation	It's important training is completed 'just in time' – that is not too long or too short before launch date. Adult learners are more likely to remember training if it's completed one to two weeks before launch. Plan a check in or refresher session in the immediate weeks following the launch date.
Launch date				
Internal – communications to all staff				
Email	All	Email announcement that your organisation is now officially using NZGTTM – and calling out key changes, any early success stories or benefits so far.		
Intranet / SharePoint	All	Update as above		
Newsletter / bulletin	All	Update on launch and what changed when and for who (remember to include information on the changes for your external local stakeholders as well).		
External - public				
Webpage	Public	You may wish to have a dedicated page on your website explaining why your organisation is now using NZGTTM. Outline the health and safety benefits it will provide to the local road workers and the local community		Immediately following internal launch and the supporting communications.

Channel	Audience	Activity	Suggested collateral	Timing
		Update any existing TTM information on your website that is impacted by the change.		
Media release	Public	This is an opportunity for a positive news story around saving ratepayer spending by investing in better health and safety in TTM and saving lives and reducing serious injuries in your community.		As above
Social media (LinkedIn / Facebook etc)	Public	You may also like to issue a public post to let people know what NZGTTM is and why you're using it.		As above

Appendix

Identifying teams or employees who will use or apply NZGTTM

Teams or employees	Name	Contact	What is changing for them?	Access to NZGTTM, NZTA's TTM library and templates
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

NZGTTM training schedule

Order	Teams or individual employees	Training type – on what (be as specific as you can)	Trainer	How – face to face or Teams/Zoom	Timing

Suggested Change Management Meetings

Onboarding stages	What	Who	Description	Timing
Planning the transition	60-minute meeting	Internal sponsor, internal lead and/or coordinator, Comms	Meeting to discuss how to manage the transition to NZGTTM for internal people and local stakeholders, the	Week 1 of transition

nature and type of changes
(people/process/IT systems)
transition brings, and agree
communications approach.

	X2 60-minute training sessions (duration and number of sessions will depend on how big of change this is for your organisation)	Internal teams and individuals who will apply NZGTTM	Internal training sessions on new workflows, templates, new traffic risk management documents, how information will be shared within and across teams, where key documents are kept and changes for local stakeholders.	Within 1 to 2 weeks before launch date
Launch	Launch after training day (day of / day after)			
Business as usual (ongoing)	TBA	Your local stakeholders	Ongoing engagement with your local stakeholders (contractors / utilities).	TBA
	30-minute meeting	Your local stakeholders	Engage with local stakeholders' contacts on a month-by-month basis to assess how they are managing the changes and work through any questions together.	Every month, or as agreed.
	45-minute training and update sessions	Internal teams and individuals who will apply NZGTTM	Ongoing training support and communicate any workarounds, as required.	As agreed / indicated