

# Temporary tow away zones

April 2025

## Frequently Asked Questions

### 1. What times will this work take place?

For the safety of road users, and to minimise traffic disruption, our work will take place at night.

In most instances, temporary tow away work zones will be in place from **6pm to 6am** for work hours between 8pm and 5am, **Sunday to Thursday**. The specific dates and times will be on the tow away signage.

### 2. Why are tow away zones required for this work?

If vehicles are left in the work zone, we must work around them, resulting in that section of road not being repaired. This impacts the long-term durability of the road surface.

To ensure a high quality and long-lasting road surface and to reduce the duration of the work, temporary tow away zones will come into effect between 6pm and 6am, Sunday to Thursday at specified work sites.

During the implementation of the temporary tow away zones, vehicles that have not been moved will be towed to allow the safe completion of work and the management of traffic, work site and contractors.

### 3. What are the benefits of tow away zones?

Temporary tow away zones are designated areas where vehicles are subject to immediate towing. Tow away zones are marked by signage that specify dates and times of which the enforcement applies.

Temporary tow away zones allow work to be delivered efficiently, reducing the duration of work, providing a higher quality road surface and minimising the need for future road maintenance work.

On previous road maintenance projects, despite efforts to notify the community to keep worksites clear of vehicles, cars have remained parked in these areas, causing significant delays and disruptions.

### 4. Why do the tow away zones start at 6pm?

Unfortunately, we can't predict how many vehicles might be parked in the work zone and how long it may take us to clear the work sites of parked vehicles.

To ensure that we can carry out our work as safely and efficiently as possible, we have allocated up to two hours to relocate any vehicles left in the work zone.

### 5. How will the community be notified of the tow away zones?

We will notify the community of the tow away zones in advance of the work via doorknock and letterbox drop, and reminders will also be sent to residents located close to the work sites prior to work commencing.

Tow away signage and Variable Message Signs (VMS) will also be installed around and on the approach to the work site.

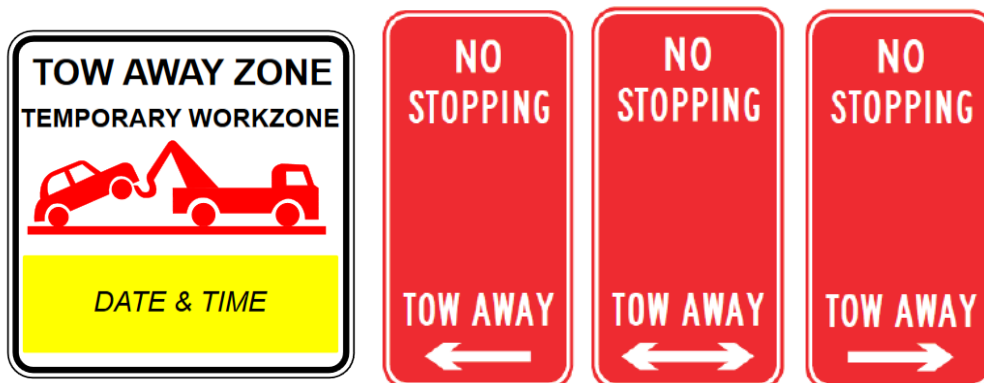
For more information on tow away zones, please visit [nswroads.work/tow-away-zones](https://nswroads.work/tow-away-zones)

### 6. What tow away signage will be installed?

Tow away zone signs will be installed at the work site. Some examples of these signs have been included below. You must not park in a tow away zone during the times and dates shown on the sign.

You will need to check signage and park your vehicle in a legal space outside the tow away zone.

Variable Message Signs (VMS) will be located around and on the approach to the work site to advise motorists of changed traffic and parking conditions.



#### 7. Where will vehicles be towed to?

Vehicles will be towed to unrestricted parking in nearby streets however, this may not always be possible. You can locate towed vehicles by contacting TMC on 131 700 (see below).

#### 8. What do I do if my vehicle has been moved?

If your car is not where you left it, then there is a chance it has been towed. All vehicles that have been towed to another location will be registered with the Transport Management Centre (TMC), allowing vehicle owners to track their vehicle location.

Vehicle owners can find their vehicle by:

- contacting the TMC on **131 700** to obtain a ticket number
- locate their towed vehicle through the 'Find My Car' portal at [tfnswtowlink.force.com/findmycar/s/](https://tfnswtowlink.force.com/findmycar/s/)

#### 9. What will happen if someone is away and can't move their car?

If a car has not been moved for a while, we will try to relocate the vehicle to an unrestricted area for the duration of the work. We may be able to return it to where it was parked once the work has been completed.

#### 10. Will I have to pay a fee if my car is towed?

Towing fees may apply. To ensure that you do not have to pay a fee, you will need to relocate your vehicle to another location prior to the tow away zone coming into effect.

For more information on restricted parking and towing fees, please visit the NSW Government webpage [nsw.gov.au/driving-boating-and-transport/demerits-penalties-and-offences/offences/if-your-car-gets-towed](https://nsw.gov.au/driving-boating-and-transport/demerits-penalties-and-offences/offences/if-your-car-gets-towed)

#### 11. I have a parking permit; will my car still be towed?

Temporary tow away zones are strictly no parking zones for all vehicle types for a specific period. These restrictions apply to all motorists, including businesses, residents and permit holders including Mobility Scheme Permit holders.

#### 12. What happens if my car is damaged during a tow?

If your vehicle is damaged during towing, you can

- Call ConnectSydney on **1800 735 563**
- lodge a claim directly by email to [Public.Liability@transport.nsw.gov.au](mailto:Public.Liability@transport.nsw.gov.au)
- post your claim to: **PO Box 6464, Silverwater NSW 1811**

**13. Will my driveway be affected?**

To replace the road surface, access to driveways may be impacted at specific times. We will work with residents and businesses to minimise any impacts from this work.

**14. Where can I find more information about temporary tow away zones?**

Visit [nswroads.work/tow-away-zones](https://nswroads.work/tow-away-zones) or scan the QR code



**15. Will my boat/trailer be towed as well, if parked in a towaway zone?**

All vehicles including boats, trailers and caravans will be towed to clear the work zones.

**16. Will I still be able to catch the bus?**

Bus services will continue however bus stops may be temporarily relocated during the work. View the local bus signs for information.

Roads will remain open to traffic, and traffic control will be in place to guide motorists and bus drivers around the worksites which will also accommodate the safe movements of bus passengers.

**17. Who can I contact to discuss tow away zones**

For more information about work tow away zones, please contact Transport by:

Phone: **1800 684 490**

Email: [projects@transport.nsw.gov.au](mailto:projects@transport.nsw.gov.au)