

date

**Recipient's Name**

Recipient's Title  
Recipient's Company  
Recipient's address  
City VIC 0000

Dear Recipient's Name

**Commonwealth Games**

We're very much looking forward to the excitement of the Commonwealth Games when they hit the Gold Coast from 4 to 15 April 2018.

I want to assure you we have robust plans in place to minimise the disruption to our operation that will be a result of road closures and increased traffic for the Games.

The challenges to our operation include an additional 7,000 vehicles per day on the same street as our StarTrack depot, as well as heavy bus traffic in the same area, and street closures and security checkpoints right across the Gold Coast in event areas.

**What we're doing**

For our part, our plans include amending our shift times, with staff generally starting work three hours earlier than usual. We are also revising line haul and pickup and delivery fleet schedules, with many drivers starting work at 4.00am so they'll be able to leave the depot before peak traffic.

**From 4 to 15 April, freight delivery times will be brought forward by three hours to between 7am and 1pm and pickup times will be brought forward by two hours from your normal collection time. We will also conduct later afternoon deliveries into some shopping centres and residential areas.**

**What you can do**

There are also some things you can do:

- Ask your suppliers to consider sending your freight up to two weeks before the Games start or after they close
- Please don't have freight sent to StarTrack Gold Coast to store for future delivery during the Games – our capacity will be severely constrained
- Check [www.getsetforthegames.com](http://www.getsetforthegames.com) for general advice for businesses and specific information on local impacts

Be aware that some streets will be completely closed. Business and residents have been notified of this already by the Games' 'Get Set Gold Coast' team. Where we are not able

to deliver, we'll leave a card you that your item has been left at a Post Office or the StarTrack depot for collection.

If you have any operational questions for us, please don't hesitate to write to [CommGames2018@startrack.com.au](mailto:CommGames2018@startrack.com.au)

Thank you in advance for your patience and cooperation.

Yours sincerely,

**Kane George**

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