

DBYDNews

News from Australian Dial Before You Dig Services



The Essential First Step.



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**All the news from
around Australia**

Members and Users—Thank You

Thanks very much to all Members and users who went to the trouble to complete our recent surveys. We were really pleased with the high level of response we received and the information gathered has proved to be very valuable. Overall the satisfaction levels with our service were very good.

This is not just based on the actual Dial Before You Dig online service and call centre operations. Credit must be given to our Members who have improved response times dramatically in recent times as well as the presentation of their plans.

Respondents showed a good understanding of the specifics of our service and that there is demand out there for more industry based information. We are aiming to provide that with our Damage Reporting venture being our first effort in this area. There was also interest in a range of new services (which we are currently looking at) as well as our training resources and the new iPhone app. Concerns amongst respondents included plan accuracy, locating practices and excavator activities in the field.

Merry Christmas and Happy New Year

Many thanks to all of you who have supported the Dial Before You Dig service over the last 12 months. It has been a very eventful year for us where we have seen ongoing growth and numerous positive developments of the service. We hope you and your families have a very merry Christmas and a safe and healthy New Year.

As usual our service will continue to operate over the holiday period. Of course our online service is available 24/7 and the call centre will only be closed on the public holidays. Please take note that some utilities may take a little longer to respond over this period.



DBYD BEFORE YOU DIG is a free referral service for information on underground pipes and cables anywhere in Australia.

For more information contact your local Dial Before You Dig State office. Details can be found online at www.1100.com.au.

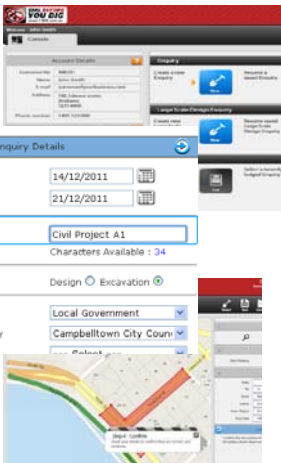
Visit us at
www.1100.com.au

It's Here

We are very pleased to announce the arrival of DigSAFE 2011. As we have mentioned before, it is a fantastic new service and makes lodging a Dial Before You Dig enquiry online even easier.

We hope you have all had a chance to give it a go and have experienced the quicker speeds, better mapping software and vastly improved user interfaces.

Some great new features include the ability to reference your job, to tell us which Council or utility you are working for and to simply look at past enquiries lodged. And there are many more features so make sure you lodge your next enquiry online.



Now that we have released DigSAFE 2011 we can concentrate on the launch of our new iPhone app. Currently we are looking at a release date of March.



DIRT

An update on where we are with the development of the Damage Incident Reporting Tool (DIRT). In September this year our National office employed a part time resource (Bruce Coleman) to concentrate on continuing the DIRT initiative & commence work on building a Best Practices policy. We now have a Virtual DIRT database which is nearing completion, which will allow us to commence inputting damage incident data into the program. Over the past month a number of our Members should have received emails from Bruce Coleman seeking damage incident data. Can we please reiterate to all our Members that we need your support in providing this information to enable us to capture all damage information & ultimately eliminate damages to our members assets. All damage information data, as well as any enquiries, can be emailed to brcoleman@bigpond.com

Social Media

As you may be aware you can now follow us on Facebook, Twitter and You Tube. Our Facebook page now has a really interesting range of case studies where you can find out more about damage incidents in the field. A great way to learn more about what to do - and what not to do - out in the field!



Hold On a Minute!

A whopping 40% of users surveyed told us that they thought ALL of Australia's underground infrastructure owners were covered by the Dial Before You Dig service! This is not the case. While we have many Members (over 500) with all of the major utilities covered there are still underground asset owners that have not registered their assets with us. Many Councils are not Members and everyday more and more organisations put pipes and cables into the ground. We are doing our best to get all of these assets owners on board but when you are out in the field never assume that it is guaranteed that the list of asset owners provided by Dial Before You Dig is representative of every asset owner in the vicinity. Safe excavation techniques are essential - for every job.

Need Any Assistance with Training?

You'll find a range of great resources online at www.1100.com.au. Amongst other interesting features, our You Tube site has an entertaining training video that would be a great start to any in house training session.

You will also find our User Kit, Online Guide and an awareness session powerpoint presentation - all available with a couple of mouse clicks. Of course if you want more of a personal approach to some safe excavation training, speak to your local State Manager.



All The State News

QLD

DBYD Gold Coast Race

The support our service receives from our Members is another reason why we are continuing to see our service growing at a phenomenal rate. Lambert's Locations have for a number of years now hosted a race day at the Gold Coast Turf Club & each year they have dedicated a race to Dial Before You Dig.

Given that this race is a TAB event the exposure our brand receives throughout the country is fantastic. A big thank you to Lamberts Locations & if within your own respective businesses there is an opportunity to promote the DBYD service we would welcome your proposals.



NSW/ACT

2011 has been a big year for sporting teams supported by Dial Before You Dig.

In April, Mona Vale Surf Lifesaving Club took out the Australian championships for open male surfboat competition. This is one of the premium prizes in amateur sport in the world.

In November Mark Primmer was awarded second place overall in the national saloon car series for 2011. Mark also won first place in the series for an entry from New South Wales. The placing is a reward for consistent work over the season.

Also in November Jon McCorkindale took out third place at Sydney Speedway after leading the final for most of the race.

Congratulations to all sports teams supported by Dial Before You Dig. The Primmer saloon car team has created a Facebook page for Dial Before You Dig Racing. The page is at www.facebook.com/DBYDRacing. It has photos and preparation notes, with links to highlights and in car camera footage on YouTube. Visit the page to keep up with what's happening with the Primmer racing team.

WA

Some of the recent events involving Dial Before You Dig in WA have been the Civil Contractors Federation (WA) Golf Day, the Cancer Council Golf Day and IPWEA training week. Recently the Civil Contractors Federation (WA) held their President's Gala Dinner Awards night. Dial Before You Dig was privileged to give three awards (Training Employer of the Year – Traffic Management South West, Future Leader's Award – Glenn Johnston and Women in Civil Award – Jacqueline Outram—pictured below)



Coming events are an International Corrosion Congress, Dial Before You Dig Customer/Member Forum in December 2011, the Life Cycle for Canteen fund ride, the IPWEA Conference and the Construction & Mining Expo, all in March 2012

There have been no additional members joining the service in the last 3 months. Members are welcome, contact Kim Rushton on 9424 8116.

SA/NT

In late November Dial Before You Dig SA/NT attended the NT Major Projects which was held at the Darwin Convention Centre. The Northern Territory is certainly an active part of the country with many infrastructure projects underway or in the pipeline.

Attendees were updated on industry opportunities by representatives from a range of both private organisations and government departments. It was great to interact with other delegates representing government, civil, building and equipment companies as well as training and support organisations. And it was an important forum in which to promote the Dial Before You Dig message.

We also attended recently the inaugural Adelaide Safety Show which was a success. Promoting our service to those focused on workplace safety proved to be very valuable and lead to a number of number of valuable contacts being made.

Finally, it was great to spend time talking to some of our regional customers and contacts at the recent Riverland Field Days.

Vic/Tas

Recently DBYD Vic/Tas representative Eamon Bowler was guest speaker at a "Construction Breakfast" that was held as part of our contributions to WorkSafe Week 2011. The breakfast was held at Port Fairy with the key topic being staying "Staying Safe and Staying Legal".

In addition - we contributed a great deal of marketing materials in the promotion of the Worksafe week with over 10,000 people registering to attend the 100+ seminars and events across the state.

We also recently celebrated our AGM at the Hilton on the Park with special guest speaker Nabil Issa, Chairman of NSW Streets Opening Conference (SOC), whose major stakeholders are the utility service providers (telecommunications, power, water and gas). He delivered an excellent presentation covering topics:

- increase public awareness and understanding of the NSW Streets Opening Conference (SOC)
- communicate SOC's initiatives for improving communication between Utilities, Road Authorities and other Utility Services contractors in NSW.

Finally listen out for our new radio ads at <http://soundcloud.com/dan-dialbeforeyoudig/sets/dan-dave-radio-campaign/>