

NEWS LETTER

Australian Dial Before You Dig services

Summer edition, December 2005

Welcome to the first edition of a national Dial Before You Dig newsletter that will be posted quarterly on our website. The newsletter will bring you updates about national and state developments. We welcome your feedback in order to keep our content relevant. You can lodge comments about the newsletter directly from our website.

Digsafe Software Changes

We have been working to improve Digsafe OCS. From mid-December users will find searching and operation easier and faster. There will also be fewer set-up difficulties for first-time users. This speed improvement has occurred because there are fewer screen pop-ups. The inclusion of the GNAF dataset will improve searching and provide more accurate first time locations. We have also made the cursor larger and easier to see when entering point locations. There will be some minor changes to screens, but your login and access will remain the same. An overview of the Digsafe changes is set out below.

What does GNAF mean for Digsafe?

GNAF is short for Geographic National Address File and is compiled from a number of sources. It means:

- ▶Addresses are now located within the cadastre
- ▶Address search functionality will improve
- ▶GNAF will also provide street numbers on the screen map
- ▶Users will be able to make better choices for locating the appropriate dig site on the map.

Other Digsafe changes include the following:

Pop up Removal:

A pop-up is a browser window launched from within another browser (without the user's permission).

Why did we remove pop-ups?

- ▶To reduce the number of connection problems users were experiencing

- ▶To minimise security issues
- ▶To deal with pop-up blockers
- ▶To provide support for a wider community of users
- ▶Part of an overall direction to adhere to W3C web development standards.

Removal of Java:

Java applets have been removed where possible. Java removal allows:

- ▶More user friendly application
- ▶Better speed of application
- ▶Less dependence on browsers to support Java.

Where Java was still required it has been converted to support Sun Java and recompiled for:

- ▶Download size reduction
- ▶Conformance to a widely supported Java platform (supported by Windows XP 6.0 and other browsers).

Performance improvements:

A number of components were changed to improve operating performance of Digsafe OCS. A summary of the key changes to improve performance has been:

- ▶Removal of pop-ups (as previously outlined)
- ▶Modifications to user interface (enquiry screen and mapping screen)
- ▶Download speeds over a wide range of connection methods (ADSL, dial up, etc)
- ▶User interface image size reduction (improving download speed)
- ▶Removal of Java.

Effectively the changes should mean Digsafe is easier and faster to use for most of our service customers.



Digsafe Awareness Sessions

If your workplace is a requestor of plans from Dial Before You Dig and you want to know more about Digsafe on-line, then contact the manager in your state to arrange a free presentation session or a copy of the Digsafe CD. State contacts are:

QLD	Brian Zeller	07-3325 4444
NSW/ACT	Dominic Puiu	02-9386 4403
VIC/TAS	Mark Binks	03-9466 9633
SA/NT	Tom Faint	08-8186 3301
WA	Kim Rushton	08-9424 8116

National Update

The nationally sponsored Dial Before You Dig Porsche of Rex Broadbent and Michael Goedheer won the Adelaide Classic held in November for the fourth year in a row. The Adelaide Advertiser made this comment;

“Ferrari may have been the high-flying focus of 2005, but supercar rival Porsche took the spoils, as the Victorian Rex Broadbent once again dominated the Classic Adelaide Rally”.

We add our congratulations to Rex and Michael.



Now to mention some new collateral items. Dial Before You Dig calendars for 2006 are now available and new kids colouring books featuring safe digging are being prepared for availability by March too! These can be requested through your state manager.

Trade Shows

Trade shows provide great industry and community exposure for Dial Before You Dig.

Dial Before You Dig is regularly represented across Australia at forums, shows, conferences and exhibitions. Here are some of the recent events from each state:

Western Australia

Kim has been conducting trade shows at the Dowerin and Mingenew Field Days. Other Expos have occurred with the Local

Government Supervisors and Master Plumbers Associations. Dial Before You Dig has recently been involved with Master Plumber events at Karratha and Bunbury. Kim also works with Telstra in delivering Damage Awareness sessions across the state. The WA Drag racing season is now underway, where Shane Wynd will be participating for Dial Before You Dig.

South Australia & Northern Territory

During October Tom Faint launched the Dial Before You Dig sponsorship of the South Port Surf Lifesaving Club Inc. Yet another example of the Service working with the community to promote Dial Before You Dig.



White corflute signs that are overprinted with the Dial Before You Dig logo (shown above) are available for posting on job sites, industrial areas or work perimeters. The signs are supplied free and are 570 X 1200 mm in size. Contact Tom, Dominic or Brian if you want free signs for display. Other SA/NT events held in recent months were Riverland & Paskeville Field Days (both in September) and the Building & Home Improvement Show in July.

SA/NT & NSW/ACT have adopted Dial Before You Dig Marquees in their changed format for Field Days. The new marquees make Dial Before You Dig stands highly visible.

New South Wales & Australian Capital Territory

During November, Dominic conducted a stand at the National Construction

Exhibition held in Sydney. This premier event attracted many thousands of people from the civil and building industry over 3 days of Expo.

Victoria & Tasmania

A new state manager is in the process of being appointed after Joe Marrichiolo recently left the organisation. Mark Binks is the new manager for VIC/TAS, and he will take up the position on 19 December (Mark's contact is 03-9466 9633).

Queensland

Ag-Show at Toowoomba is the largest agricultural Show held in regional Queensland. Over three days the Dial Before You Dig stand was well patronised and contact established with many rural families. On October 1, the new Dial Before You Dig sponsored surf-boat of the Arcadian Surf Lifesaving Club was launched on the Strand Beach at Townsville with a good media contingent present. The Institute of Public Works Engineering State conference held in Gladstone during October drew around 300 delegates from councils across the State (*see picture below*). That was a great opportunity to showcase Dial Before You Dig and talk to many local governments about membership.



"It's never been easier, mate"



A Call Centre Story

Our operators get plan requests every day, but not everyone is as interesting as this one. A distraught caller needed plans for the sewage lines from his house out into the street discharge pipelines. The operator asked why this was required and the person advised he had inadvertently flushed his pet frog down the toilet and desperately needed to rescue it. The frog was a long-time pet and this caller was genuinely upset at this loss. The operator was sympathetic and helpful, carefully explaining that these plans may not be available inside the property. With that warning the request was issued, but we never heard if the rescue was successful.

Please note - The Dial Before You Dig call centre will not be operating during Public Holidays over the Christmas - New Year period.

www.dialbeforeyoudig.com.au is available 24 hours a day for you to register any inquiries.

Please also remember that Public Holidays may increase the time that members of the Dial Before You Dig service require to respond to your request.



**MERRY XMAS AND
HAPPY NEW YEAR
FROM ALL AT DIAL
BEFORE YOU DIG**