

NEWS LETTER

Australian Dial Before You Dig services

Winter edition, June 2006

The number of people requesting plans from the Dial Before You Dig website grows by around 1% each month (nationally). Since the introduction of Digsafe version 2 in February, many of our users have made the switch to lodging requests through the web. Fax and phone contact continues to reduce in favour of the web option and this has been helped by the increasing access many have to broadband internet. The matrix below shows the changing methods for requesting plans.

Year	Phone %	Fax %	Email %	Web %	Total Enq.
2004 -05	33%	35%	7%	25%	387,161
2005-06 Proj.	31%	28%	5%	36%	409,902

Using the web to lodge requests means more accurate location of the dig site and often equates to faster turnaround times for plans too! It also offers the convenience of submitting requests 24 hours a day seven days a week. If you have used the web to request plans previously and experienced issues that prevented you from using it again, we would like to hear from you. Simply go to the Dial Before You Dig website homepage and click on the link at the bottom of the page to submit your comments.

Fax form changes

Standardising a form to submit requests by facsimile has always generated a lot of discussion. Some want to include details that are important to their systems or processes, but often aren't useful to anyone else. Digsafe is capable of processing many pieces of information, but we need to be selective about what we put through the system. Too much information takes longer for operators to input, while too little may cause confusion about the dig area under inquiry. Excess information takes longer for Digsafe to process too, especially with around 35,000 plan requests each month. A review of the fax form recently considered all these issues and included the following changes:

- ▶ Only one request available per form (no more multiple requests)
- ▶ Form details have been rearranged to better suit operator input and workflow
- ▶ Information has been simplified and reduced for the benefit of everyone
- ▶ Still an opportunity to provide additional site information (including XY coordinates if available).

The new form is now available from our website.

Helping promote Dial Before You Dig

Dial Before You Dig receives regular requests for stickers and collateral from single person operators to large companies. Machine operators, tradies, council staff, landscapers and others want to promote the Dial Before You Dig Service, so request stickers for their vehicles, machines, offices etc. The Service can provide collateral to help with promotion of Dial Before You Dig (although quantities may be limited). Promotional material may fit in with some event you are involved with or just be available at your office counter or for personal distribution. Requests for gear can be made from the comment link at the bottom of our homepage.

Before you dig

Indications are that more people than ever before are being responsible and make a request for plans before starting to dig or even plan for future excavation. The 'Introduction to the Service and Safe Digging Awareness' booklet, prepared by Dial Before You Dig in consultation with the Civil Contractors Federation, provides sound information about the steps required before you dig. In a nutshell here are the things you should be aware of:

- ▶ Allow at least two working days notice to Dial Before You Dig and longer if possible
- ▶ Check the notification you get back from Dial Before You Dig to ensure the dig site is described correctly
- ▶ Contact the member utilities if information provided by them is incorrect or you need assistance with understanding the information
- ▶ Be aware that all plans are have a use-by date and must be renewed if they are out of date
- ▶ The plans and information indicate the presence of underground services and further site investigation will be required before starting to dig
- ▶ Not all asset owners are members of Dial Before You Dig and you will need to contact them directly for service information if they are not listed on your caller notification
- ▶ Site investigation may involve electronic location devices, vacuum excavation, ground probing radar and careful potholing at appropriate intervals. A thorough site survey is recommended before mechanical digging. It is unwise to use any mechanical excavation device without carefully identifying all underground services
- ▶ Be aware that there are guides and codes of practice for excavation in the road reserve in some States, and you should obtain them to be aware of your responsibilities
- ▶ Be alert to and protect other underground services around your dig site
- ▶ Make sure the plans are available at the dig site at all times (not in an office down the road)
- ▶ To protect yourself, keep accurate records about the site. Record other information on the plans that you have found by your own investigations, and be sure those records are retained
- ▶ Make sure everyone on site is aware of the underground service hazards
- ▶ Protect the excavation from people who may be nearby (using barriers etc)
- ▶ Keep a list of emergency contact numbers on site in case of disaster occurring
- ▶ Proceed with caution!

Courses are available in reading plans and understanding your duty of care when excavating. Contact your Civil Contractors Federation office for more details about course availability and cost. Free copies of the 'Introduction to the Service and Safe Digging Awareness' book can be requested from the

Dial Before You Dig website by using the comments link.

Trade Shows and Industry Contact Events

Western Australia

- Enquiry growth for WA is running at 19.1% above last year. For the month of May we are currently anticipating 8,257 ticketed enquiries - a new record. Events that Kim Rushton has been involved in since the end of February 2006 are -
- ▶ Eight Dial Before You Dig & Safe Digging Awareness presentations to some 155 people.
 - ▶ Attended the Wagin Woolarama Field Days, Margaret River Wine Festival Field Days (assistance from Telstra Network Integrity and Telstra Country Wide greatly appreciated)
 - ▶ Assisted in the further development of the Utility Providers Services Committee Code of Practice booklet update. Due out in 2006.
 - ▶ Provided sponsorship and attended the Gas Industry Expo (120 people) and Civil Contractors Federation luncheon (sponsored 7 people)
 - ▶ Issued the Dial Before You Dig WA Autumn/Winter 2006 newsletter (600 emails and 1,200 letters)
 - ▶ Visited 15 existing and potential members.

Coming events for June -

- ▶ Customer /Member forum
- ▶ Tradesmans Expo
- ▶ Master Plumbers Metro Trade Expo
- ▶ TAFE presentations
- ▶ Country Membership/Customer drives
- ▶ Customer/member satisfaction surveys.

Queensland

Cyclone Larry caused the deferment of the IPWEAQ NQ conference scheduled for early April. The devastation caused by the cyclone is some of the worst experienced in Queensland, and extended past the main centre of damage at Innisfail down to Tully / Mission Beach, up to



The bent sign on the bridge gives an idea of the power of 'Larry'.

Vegetation damage near Malanda
(Tablelands)



Cairns and west to the Atherton Tablelands. Our congratulations are extended to Ergon Energy, Telstra, Energex (who supplied staff) and Reef Networks for

their mammoth effort in restoring damaged infrastructure. The Shires of Johnstone and Cardwell, who are also members, continued to provide outstanding plan service amidst the other priorities caused by this weather event. This outstanding effort is appreciated!

A trade stand was operated at the Local Government Infrastructure Symposium during April and Dial Before You Dig was also featured (silver sponsor) at the launch of Local Government Week in the Queen Street mall. Logan City distributed information and featured Dial Before You Dig in its LG Week celebrations at five centres around the City. Brian attended the annual presentation dinner for the Arcadian Surf Lifesaving Club in Townsville (supporting sponsorship) during May and visited 10 councils and other members between Cairns and Townsville. The annual Civil Contractors Awards night in April proved to be an outstanding event where a growing training presence was recognised and Dial Before You Dig again sponsored the Certificate 2 in Civil Construction awardee (Peter Rasmussen from Leightons).

Coming events:

- ▶ Operate a stand at Farmfest Toowoomba (June 6-8)
- ▶ Conduct joint Telstra / Dial Before You Dig awareness sessions with councils in SE Qld
- ▶ Join a roadshow with Workplace Health & Safety and Civil Contractors Federation to explain the new WH&S legislation for Construction & Excavation work.

New South Wales and the Australian Capital Territory

March, April and May were record months in NSW/ACT:

- ▶ March 2006 was a record month, with 10,769 inquiries processed. This was a 20% increase on March 2005
- ▶ 4,898 inquiries were processed through the internet in March 2006, a monthly record

- ▶ May 2006 set a new record of 11,409 inquiries - 10% more than May 2005
- ▶ Inquiries processed through the internet at 5,512 also beat the March 2006 record
- ▶ Due to Easter and ANZAC Day, April 2006 was not as busy as March and May. Despite this, the average inquiries per working day were a record 487. This record was also beaten in May 2006!
- ▶ April 2006 saw 49.9% of inquiries processed through the internet - a record that still stands.

Other highlights for March to May 2006 were:

- ▶ Mark Primmer Saloon Car racing. Mark had the in-car camera and scored an interview, both screened on Speedweek (SBS and Foxtel)
- ▶ State and national surf titles. Bondi and Moruya clubs excelled - especially the Moruya U19 crew, desperately unlucky not to reach the national final
- ▶ Tocal Field Days - Hunter Valley
- ▶ Maronite Church BBQ, St John the Beloved - Mt Druitt (1,500 attending)
- ▶ IPWEA NSW conference - Sydney
- ▶ Civenex (Engineers Field Days), - Homebush



IPWEA NSW Conference, All Seasons
Hotel Sydney

Highlights for June 2006 will be:

- ▶ ICTC National Town Planning Conference - Newcastle
- ▶ Workcover Farm Safety Solutions - Forbes
- ▶ NSW Farmers conference - Homebush
- ▶ Primex Field Days - Casino
- ▶ Electricity Supply Industry Field Days - Dubbo
- ▶ Maronite Church BBQ, Mother of God - Leppington.



Sponsored BBQ at St John the Beloved Maronite Church, Mt Druitt

Victoria and Tasmania

At the end of April 2006, the Dial Before You Dig Racing Team again competed successfully in the Targa Tasmania. After 5 gruelling days of competition, the team finished first in their Category and Class and 53rd overall. Congratulations to Duane Rodgers and Paul Girt. To find out more, you can read Duane's blog at www.rawmotorsport.com.au/targa.

On display at Silverdome



Waiting to start Stage 1

Dial Before You Dig was supported by a number of our Members and industry groups at AgFest held in early May in Tasmania.

Thank you to those organisations that actively promote our service to businesses and the general public.

We are also working closely with the Tasmanian Farmers & Graziers Association (TFGA) to promote the Dial Before You Dig service to their Members to help ensure safe practices and protect our Members' assets. As part of this, we will be participating in the Vegetable Growers forum and the TFGA Annual conference in late July.



Jim Richards' car supporting Dial Before You Dig

Advertising has been placed in a number of publications throughout Victoria and Tasmania, along with feature articles describing the importance of lodging enquiries with Dial before You Dig as part of the planning process and safe work practices. These articles highlight the use of web-based enquiries, which gives the user greater control to pinpoint the location of the proposed work site and is available 24 x 7.

Welcome to National Grid Australia and Snowy Hydro who joined the Association in May.

South Australia and the Northern Territory

May 2006 was a record month in SA and the NT. The 4,442 inquiries logged represented an increase of 18.5% over May 2005.

The Dial Before You Dig service has negotiated a sponsorship of Darwin Surf Life Saving Club. The sponsorship supports Darwin Lord Mayor Peter Adamson's plan to turn Darwin into a beach city. A fund is also being set up to assist Darwin club members to attend major carnivals held interstate. Surf Life Saving Northern Territory has more than 1,000 members and three fully affiliated clubs.

Dial Before You Dig will once again sponsor the Broadbent/Goedheer team in the 2006 Classic Adelaide rally. Rex and Michael won outright in 2005 for the fourth year in a row and will be racing towards a fifth straight title in 2006. 2006 also marks the tenth anniversary of the event.

Dial Before You Dig SA/NT has branched into sponsorship of a NE Adelaide womens netball team. The sponsorship works to increase the profile of Dial Before You Dig in a traditionally weak location.

The team is called the MAGS (Middle-Aged Girls). While the MAGS have been playing in Dial Before You Dig colours for some years now, in 2006 a set of specially created polo tops was produced for the team.

The MAGS report that since adopting the new uniform their results have improved dramatically.



Adelaide's MAGS (Middle-Aged Girls) netball team model their Dial Before You Dig uniform