



DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services



**DIAL BEFORE
YOU DIG**
www.1100.com.au

The Essential First Step.



ACCURACY IS THE KEY

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**All the news from
around Australia**

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

Lodge your application online now—or call 1100 during business hours.

CHECK OUT THE DIAL BEFORE YOU DIG WEBSITE
www.1100.com.au

NEED TO SPEAK TO A DIAL BEFORE YOU DIG REPRESENTATIVE IN YOUR STATE?
You'll find our contact details online now.

Dial Before You Dig is a pretty serious business. Coming into contact with fibre optic cables, electricity and gas lines can be a dangerous and costly affair. Damaging an organisation's data cable or a manufacturer's waste water pipe can bring operations at that business to a grinding halt. When you consider the potential impact it makes sense that when you lodge your enquiry with Dial Before You Dig you provide as accurate information as possible. We send your enquiry information off to our asset owning Members who evaluate it and respond accordingly.

So firstly give us the correct information about the purpose of your enquiry. Are you excavating or lodging an enquiry as part of the project design process? And what is your principal activity? If it is conveyancing or planning it is important that our Members understand that you are not taking part in any ground breaking activity. Our Members may respond differently to a mechanical excavation enquiry compared to a manual one. It is important that the underground infrastructure owners have a clear picture as to what is happening around their assets.

When you reach the map page of the enquiry process make sure you detail the exact location of your project. This is the main advantage of using the online service - you are in control of selecting the dig site. Near enough may not be good enough and it is possible that an asset owner is not notified of your impending project if you are slightly out. The most effective mapping tool is the "region tool" which can be selected when the map appears. Encompassing the entire dig site (or property boundary) is the best way to ensure that your enquiry goes to all of the affected asset owners.

And finally update your contact details when necessary. Go to User Profile when you log in and let us know if your contact, postal or employment details change.

Xmas Operating Hours

As always all of the team throughout Australia from Dial Before You Dig wish you and your families a Merry Christmas and a happy and safe New Year.

Our call centre will operate throughout the Christmas period with the exception of the public holidays. Please note that it will close early on both Christmas and New Year's Eve - at 1.30pm ESST.

Of course you can lodge your enquiries online 24 hours a day, 7 days a week throughout the festive season. Just be mindful to plan ahead as some utilities may take a little longer to respond to requests at this time of year. Thanks again to all of you for using the service in 2010 and supporting safe excavation.



Queensland News

IPWEAQ State Conference

As a sponsor of the Institute of Public Works Engineers Association Queensland (IPWEAQ), DBYDQ attends many of the conferences hosted by the IPWEAQ across our State throughout the year. DBYDQ has been a sponsor for a number of years now and both associations continue to build on the strong relationship that has been forged over this time. As a sponsor attending these conferences we build relationships with key delegates from local government councils spread across our state. At the recent State Conference Christine Warne (IPWEAQ Manager, Member Services) presented Paul Newman a certificate in recognition of DBYD's contribution to IPWEAQ's State Conference.

Damage Investigation Reporting Tool

As an organization one of our major focuses is to minimize or in fact eliminate damage to our member's assets and the potential for injury to workers. We are now starting to develop a system that will allow us to collate statistical data on information surrounding damages to our member's assets. A similar tool was initiated in the US back in 2004, and the data they have been capturing over the past 5 years has steadily increased and lead to ongoing decreases in the total number of damages throughout the US. A number of our members throughout the country have been contacted seeking their confirmation that they are willing to participate in providing statistical information on damages to their respective assets. We are hopeful that our members support this initiative in a bid to eliminate damages to all utilities infrastructure.

Queensland Board

Our longest serving Director Kevin Black from Ergon Energy has now stood down from the Board. Kevin served on the Board for eight years and was instrumental in developing our service to achieve the results we are now seeing. We wish Kevin all the best as he transitions towards retirement. We welcome Darren Docking onto the Board as the new appointed Director for Ergon Energy.

Safe Work Australia Week

Throughout the country in the last week of October, the Australian Government

SA/NT News

At Dial Before You Dig there is always a focus on getting the message of safe excavation out to the community. Our marketing efforts recently in have been far reaching and varied. We have been involved in some new activities such as online marketing and relied on some tried and true activities such as awareness presentations and metropolitan radio. The awareness presentations have been to Councils, government departments and industry groups. Remember if you think your organisation could benefit from one of these sessions, please get in touch.

Education is always the key and recently we have introduced a new service and corporate brochure to help the market understand who we are, what we do and of course how to make the most of the service when lodging an enquiry. These are available for all so please let us know if you would like some for your staff, customers or front counter. We have also provided a significant amount of Dial Before You Dig branded merchandise to Members and other businesses around SA and the NT. Again, please let us know if you need any of this.

There has been a focus on promotion to the rural community recently as well as numerous contacts with the insurance industry. Both are relevant markets and key industries which need to be well and truly aware of Dial Before You Dig. We are also beginning to focus on collecting information on damages to underground infrastructure. Ultimately we aim to be able to provide the industry nationally with information on what damages are occurring, what type of assets are being damaged, where are the damages occurring and what are the reasons for the damage.

The Northern Territory continues to embrace the service in recent times with really good growth in the awareness and use of the service. There has been a real focus recently up there with extensive advertising, sponsorship (NT Major Projects) and another visit which included meeting with industry representatives, Councils, Members and educational bodies.

We have recently welcomed **Diona Pty Ltd** as a new Member. Diona are a civil construction contractor looking after the 275kv transmission line from Torrens Island Power Station to the new City West electricity sub station. As mentioned elsewhere in the newsletter **NBN Co** is beginning to register it's assets in SA and NT with Dial Before You Dig. It may be timely to remind all that any organisation with underground pipes and cables should register them with us. Even it is just a data cable from one side of the road to the other they can still be protected through Dial Before You Dig.

is emphasising improving work health and safety and workers' compensation arrangements across Australia. Safe Work Australia represents a genuine partnership between governments, unions and industry. Their motto is "together we work towards the goal of reducing death, injury and disease in the workplace". In Queensland DBYD was one of many organisations who participated in the program, meeting with many morning commuters as they made their way to work. Our marquee

can be seen located in King George Square Brisbane.



DBYD Sponsors Inaugural 6 Hour Motor Race

In July Dial Before You Dig celebrated being the naming rights sponsor for the inaugural "Dial Before You Dig Six Hour" race for production cars held at Sydney's Eastern Creek Raceway. The event was a great success and provided DBYD fantastic exposure at both the circuit and more so via the delayed telecasts with SBS Speedweek and Foxsports. Every car in the field was decaled with our brand. The two day event was also supported by Primmer Racing who had two DBYD sponsored cars that race in the Australian Saloon Car Series.



Help Promote Dial Before You Dig Online

Promoting Dial Before You Dig is promoting safe excavation. So if you think the promotion of underground infrastructure protection and worker safety are important then why not consider a link to the Dial Before You Dig website on your site.

It will show that your organisation is serious about the protection of this countries vital pipes and cables and of course raise awareness of our service. If your organisation already has a Dial Before You Dig link online does it have the new updated logo and the www.1100.com.au URL?? If you would like to discuss this please get in touch with your Dial Before You Dig Manager. You will of course find our details online!

Problems with Google Chrome Version 7

You may have noticed on our site near the log in panel a message about Google Chrome. Please do not use Google Chrome Version 7 as it is not supported by the current version of our online service. We are looking at supporting it in future releases.

Mapping Updates

Our aim is to always keep our mapping information as up to date as possible. In late November we completed another regular upgrade with the latest street, street number and cadastre information included on the system. Regular updates help ensure that our customers have access to the most comprehensive network of Australian locations.

We are also pleased to mention a new style of map has recently been released. These new maps display more detail including roads within larger properties such as airports, more detail but less clutter and a style and colour in line with other mapping products that make them easier to read. We hope you like them.

WEST AUSTRALIA NEWS

Progress in WA

The growth in the usage of the service in Western Australia continues to be amazing. It is currently growing at better than 23% as compared to the previous year. This needs to be balanced with the recognition that, in WA, this is a service which is over 23 years old. It is still going strong.

Recognition

The Geospatial Information & Technology Association (GITA) award for 2010 was jointly won by Telstra and Water Corporation of WA. These teams respond to Dial Before You Dig customer requests for plans and other information for safe digging activities. While the Telstra service is automated, the Water Corporation of WA service was, at the time, a manual process. An amazing result when it is realized that the winners were selected from over 500 utilities/underground asset companies from across Australia.



The Water Corporation Plan Pulling team for Dial Before You Dig requests

New Members

Ordinary members -

- AWE Ltd
- National Broadband Network
- Verizon Business
- Wesfarmers Kleenheat Gas P/L

Associate members -

- Downer EDI Engineering

Developments

The Water Corporation of WA has completed two major projects which directly affect the safety of underground assets and the people working around them. They are -

- The release of a website which contains information on how to work safely around Water Corporation underground assets. To access the information look under "Your Business" at www.watercorporation.com.au and follow it through "Working Near Pipelines" etc
- The launch of the automated system for responding to Dial Before You Dig customer requests for plans and information. Response time for a standard request is less than 1 hour 24/7

VIC/TAS NEWS

AGM Synopsis and Annual Report

On Friday 26th November DBYD Vic/Tas held our Annual General Meeting at the Novotel in St Kilda. Presenters included our Chairman Scott Reid, State Manager Mark Binks and special guest Peter Seamer, CEO of the Growth Areas Authority. Peter's presentation was a highlight and provided a wonderful insight into the development of a major city and the mitigating factors that go into planning.

In addition the DBYD Vic/Tas annual report has been printed and is ready for viewing. It will be displayed on the national DBYD web site, otherwise you can request for an electronic copy from Spiro on 03 9094 4500 or at spiro@dialbeforeyoudig.com.au.

Merry Christmas

From all of the staff at DBYD Vic/Tas, we wish you all a safe and Merry Christmas and an excellent New Year. As lots of us will be tending to matters around the house, please remember to always use DBYD as the essential first step and that old pipes or cables may be located at any depth under the ground.

Conferences / Expos

It was good to catch up with some of you at the events we attended in the latter part of the year. Hopefully we'll see a few more of you next year, so come to see us at these upcoming events.

- Australian Construction Expo 2011 (Sandown Race Course) February 24 -26
- Safety in Action Expo (Melbourne Exhibition Centre) April 5-7

New Members

East Gippsland TAFE - East Gippsland TAFE is one of Victoria's leading training providers. The Institute won Large Victorian Training Provider of the Year in 2006 and is located in the picturesque area where the mountains meet stunning beaches. Eighteen campuses are located across the region, and a further two sites, from which the Institute operates, are located in Melbourne and Geelong.

Central Coast Council - The Central Coast Council is a Local Government Area of Tasmania, located on the north-west coast of the state, between the cities of Devonport and Burnie. The municipality contains two major centres Ulverstone and Penguin, and has an estimated population of 21,732.

NBN Co - NBN Co was formed as a government business enterprise to build, own and operate the national broadband network, making high speed broadband available to all Australians. NBN Co will be rolling out fibre based broadband to 93% of premises, wireless to 4 % and satellite to the remaining 3%. The first area is due to go live in early 2011.

East Gippsland Water - East Gippsland Water serves an area of 21,000 square kilometres in the far south east of Victoria, which boasts some of Australia's most diverse and spectacular scenery and a population of some 41,000 people.

Index Consultancy Australia Pty Ltd - Index Telecom have recently laid fibre optic cable in Dartmouth and Tallawarra/Dapto areas.

Transend Networks - Transend is a vital link in Tasmania's electricity supply chain providing a safe, secure and reliable transmission system to transport high-voltage electricity from generators to the distributor and some major industrial customers.

Cavan Constructions - With over 15 years experience in the general and civil construction fields, and involvement in some of Victoria's largest infrastructure projects, Cavan Constructions is a locally owned and operated business servicing the Western District of Victoria.

NSW/ACT NEWS

Podcasting Dial Before You Dig

Dial Before You Dig Manager Dominic Puiu has been busily recording material for our partners at Broadcast Builder and Tradies Radio. Broadcast Builder and Tradies Radio are innovative training companies that provide news on the latest events and techniques in the building and construction industries.

Broadcast Builder can be heard online or on CD. Tradies Radio is also online and on the air from 6:00-6:30am in Sydney on 1224 AM and Newcastle 100.5 FM. Both services offer CPD points to builders who register with them.

An interview with Broadcast Builder on the new law in New South Wales been posted on iTunes and the Broadcast Builder website.

<http://www.broadcastbuilder.com.au/listen>
<http://builderscpdtraining.com/pages/edition-5>
<http://itunes.apple.com/us/podcast/edition-5-broadcast-builder/id393835874?ign-mpt=uo%3D4>

Selected interviews are available on the Dial Before You Dig page at Tradies Radio.

The address is <http://www.tradiesradio.com/affiliate-dialbeforeyoudig.php>

Dial Before You Dig is offering a free BBQ apron to the first 25 people who visit our page and fill in the Enquiry Form.

McCorkindale triumphs

Dial Before You Dig sprintcar driver Jon McCorkindale has broken through for his first win in just his second season.

The win was shown on Chequered Flag, on the Fox Sports Speed channel 505 on 1 December. Keep an eye out for John in future editions of Chequered Flag.



Successful sprint car racer Jon McCorkindale