Welcome to another edition of the national newsletter and hope that you all had an enjoyable and safe, Easter and ANZAC day.

Dial Before You Dig has continued the excellent work it undertakes in infrastructure damage prevention; promoting both the referral service and the training and awareness presentations to Members and the wider construction industry.

Our enquiry service is fast approaching 1.6 million enquiries per year (an increase of 7.9% overall from this time last year).

It is encouraging to see this growth as it demonstrates both the continued expansion of the service with more asset owning Members joining Dial Before You Dig, updating their asset coverage information and ultimately providing an improved response to each enquiry. Plus the great work that our Staff and State Offices undertake in promoting the safe excavation message - raising both general awareness of the service, safe excavation and damage prevention.

Work on revamping our website is nearing completion, with the new website currently undergoing final testing prior to it going live in mid-May 2017. Watch this space.

Dial Before You Dig has farewelled our CEO, Sophie Valkan, who has been with the organisation for the last two and a half years. During this time, she has worked tirelessly in guiding the organisation and co-ordinating the many elements that make up the Dial Before You Dig service. We thank her for her contribution and wish her well in her future endeavours. A recruitment process is currently underway and we look forward to welcoming her successor in the near future.

Since our last newsletter, the National Staff have been busy co-ordinating the ongoing marketing and day-to-day activities of the organisation. We have seen a great response following our most recent television campaign, starring Chilli the Blue Heeler; receiving over 65,000 views in 6 months. If you have not seen our new commercial, click here.

Industry research, undertaken by BIS Shrapnel on our behalf, has been completed in relation to the locator industry. This incorporated feedback from both locators and our asset owning Members. The results of this work are intended to help Dial Before You Dig increase our understanding and direct our future planning with regard to our locator services. We would like to thank all who contributed to this research.

Similarly, we have recently completed the investigation stage of a national assessment of different legal jurisdictions and laws that impact both our Members and Users of the Dial Before You Dig service. While this is still in the draft stage and being finalised in consultation with our State Offices, it provides a snapshot of the legal landscape, range of jurisdictions and different laws that may apply. Providing an invaluable resource for our Staff to ensure they are fully aware of what impacts our Members on a daily basis.

This year’s Common Ground Alliance (CGA) Conference held in Orlando, Florida saw a number of Dial Before You Dig Staff, including myself, attend. The CGA and associated state 811/One-call centres, the equivalent of Dial Before You Dig in the USA, in attendance provided a great opportunity to learn and discuss a broad range of topics with other professionals in the field of damage prevention is invaluable in both appreciating the Dial Before You Dig system currently, but also in terms of potential improvements that we can consider in the future for our Members and Users.
Infrastructure Damage Reporting System

The Infrastructure Damage Reporting System (IDRS) continues to gather reports from our Members who actively contribute their incident data on a monthly basis, as well as providing valuable feedback to improve the service. To date, over 110,000 incidents have been loaded onto the system, with around 1,000 new incidents being created each month. Many thanks to all our current IDRS Members who are actively using the system and congratulations to SA Water who has recently transitioned from testing the system to using the live system.

Unfortunately while there is not anything that can be done to avoid an incident once it has occurred - being able to record, share and learn from near-misses or incidents is considered critical to being able to prevent re-occurrences in the future.

All infrastructure asset organisations are encouraged to consider what incident information they have, or be able to share with Dial Before You Dig, to help build a national picture of damage incidents, ultimately allowing us all to better address potential future damage to assets and provide better safety outcomes on-site. Incident data provided by Members are accessible only to themselves and only generic, non-identifiable categories (similar to the graph below) are used by Dial Before You Dig.

Please contact your relevant State Manager if you would like further information.

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AS5488-2013: Classification of Subsurface Utility Information

Standards Australia have recently advised that they are undertaking a review of AS5488-2013: Classification of Subsurface Utility Information (SUI) with the view of expanding it to incorporate content that is applicable to Subsurface Utility Engineering (SUE). Please see attached flyer on the next page.

Dial Before You Dig has been invited to an initial scoping workshop that is being held by Standards Australia which will be held in Sydney during May. Please contact Standards Australia directly, or contact your relevant Dial Before You Dig State Manager if you would like to discuss.

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MACq01 Development in Hobart

Suzanne Jones, Chair of Dial Before You Dig was invited together with the Vic/Tas Board and the Federal Hotel Group to take a tour of the MACq01 hotel development in Hobart.

The new MACq01 hotel development replaces the shipping shed that previously occupied the wharf.

Thank you to everyone who took the time to take us on the tour!

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From left to right: Christine Mucha - DBYD Vic/Tas Director, Ganche Chau - Assistant General Manager MACq 01, Suzanne Jones - Chair AADBYDS, Karen Stiff - Vice Chair DBYD Vic/Tas, Ben Howell - State Manager DBYD Vic/Tas, Haydn Moore - Director, DBYD Vic/Tas.
Driving our industry forward

Upgrading AS5488 so that it is consistent with similar standards that have been operating successfully in the USA, UK, Canada and Malaysia for many years, will bring significant benefits to our industry.

Why is it needed?

The current AS5488 is limited in its coverage and has had little buy-in from utility and project owners. The main difference with the revised standard will be the focus on the engineering management of SUE.

- The new standard will focus on the engineering management and design of utilities
- It will focus on utility model creation and data management
- It will define the role of the Utility Co-ordinator and present a draft MOU for utility owners
- It will present a matrix of hierarchy for purposes of co-ordination and clash resolution
- It will describe a minimum level of documentation required for utility designs and review asset handover procedures

What is not included?

- Construction matters such as shared trenches
- Standard alignments superseding any local council protocol
- Line types on utility drawings
- Instructions on utility detection methods and equipment

What are the benefits of upgrading AS5488?

- Cost savings of between $4 and $12 during construction for every $1 spent during the design phase (based on studies undertaken by Purdue and Toronto Universities)
- Improved safety through reduced utility strikes (as witnessed elsewhere in the world where there are meaningful standards for the engineering management of utilities)
- Fewer project delays
- Improved environmental outcomes
- Improved underground database of information

Who is the standard targeting?

The standard will be used by design engineers to manage underground utilities in a disciplined manner at the design stage of the process (rather than during construction which is current practice).

How long will it take to update AS5488?

18 months from the commencement of the process by Standards Australia.

What does the upgrade cost?

- Engineers Australia will administer the management of a $200,000 process
- Donations of $20,000 are sought from your organisation to Engineers Australia

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Staff Changes Vic/Tas

Dial Before You Dig Vic/Tas farewells Membership Manager Jo Varley. We wish Jo well in the future and thank her for her contribution to the organization over the last four years. We also farewell State Manager Ian Felstead. Ian has been replaced by Ben Howell, previously Chair of Dial Before You Dig Vic/Tas, and Asset Coordinator at Ballarat City Council. Welcome to the team Ben.

Events

Along with the great team of Rob Oldfield and Barry Heywood from Energy Safe Victoria, Dial Before You Dig held a stand at the Wimmera Field Days in Longeranong in March. Sunny weather brought great attendance, and we gave away hundreds of show bags, and spoke to numerous people about safe excavation on farms and rural properties.

Other events included the Elmore Field Days, a Master Builders trade night in East Melbourne and HIA’s Industry Outlook breakfast with some of our partners.

We were also delighted to participate in the NECA Wellness Day event supporting men’s mental health.

Member News

We released a new standard template for the Water Asset class in March which we were proud to work in conjunction with TasWater. Water asset Members are being encouraged to adopt the new template, which will make things much easier for the contracting community working across Victoria and Tasmania to identify assets and avoid damage.

A copy of the recommended standard template can be viewed on the next page:
In July 2016, Dial Before You Dig Vic/Tas began a project to investigate the feasibility of a standard template for Dial Before You Dig responses across the water asset membership class.

The project began by analysing all water responses to Dial Before You Dig enquiries across Victoria and Tasmania.

We drilled down into all aspects of the plan and the legend, highlighting the similarities and differences in the information provided. Not too surprisingly, we found no members had exactly the same plan, but many had similarities. We then partnered with Dial Before You Dig member TasWater to create a template capturing those similarities. Then using that template as a baseline, we began surveying contractors across the water sector, familiar with Dial Before You Dig plans and water assets, on what was important to them on the plans they receive to help minimise the risks of damage to the asset.

At the close of the survey period, together with TasWater we began to analyse, compile and create the prototype of what that plan might look like.

We sent the prototype out to our water class membership and added, subtracted, altered and tweaked until we came up with the final template product! We are pleased to release this new template as the preferred Standard for Dial Before You Dig responses in Victoria and Tasmania from our water class members.

Our sincere thanks to all our members who participated and the water operators who completed our surveys, and of course to TasWater for partnering with us on this project.

From TasWater GIS Specialist, Harry Klein

“It was a pleasure to work on this project in collaboration with the water authorities of Victoria, TasWater and Dial Before You Dig. After receiving the feedback supplied at the start of the year from the Water Industry Plan Standard Survey, the team was able to jump into the project to standardise the Dial Before You Dig response maps.

One of the key outcomes of the project was to promote consistency across the industry in the way that water and wastewater asset information is provided to customers. Customers who operate in the development sphere or the wider community of people and organisations who want to undertake excavation works. This standardised template is an excellent tool to communicate asset information to the stakeholders identified above.

There is a need for presentation and differentiation of asset classes and criticality in the area of interest specified by the user. This template achieves this through the use of differing line widths and symbology so that differences between pipes can be easily identified by the map reader.

Key considerations were the inclusion of standard map elements including identifying information, scale, emergency contact details and also ensuring that the map reader received all of the information relevant to each request every time. Feedback was taken from a couple of rounds of drafts supplied to Dial Before You Dig and disseminated to the relevant authorities that culminated in the release of this standard template. It has been my privilege to work on this project at the start of my career in the utilities industry.”
New Member

Dial Before You Dig SA/NT are pleased to welcome Ichthys LNG Pty Ltd as a new Member. They have registered two pipelines near Darwin as part of the Inpex project. One pipeline travels 16 kilometres (from offshore infrastructure) to the processing plant and the other is a gas pipeline for plant operations. We thank Ichthys LNG Pty Ltd for committing to and promoting the Dial Before You Dig service and look forward to working with them in the future. If you know of any assets that should be protected by Dial Before You Dig and would like further information regarding membership, please email us at SA-NT@1100.com.au.

Sponsorship and Events

We were once again involved in the sponsorship of the annual CCF SA Golf Day, held at Kooyonga Golf Course on the 10th of February. Again Dial Before You Dig entered a team consisting of board members Chris Reynolds (Chair), Gary Dodd and Mike Raphael and State Manager Nigel March. Unfortunately the team was unable to match the standard of last year and could not defend their title. It was still a very enjoyable day and congratulations to the CCF for putting on a great event!

Member Plan and Information

When you receive information from asset owners in response to your Dial Before You Dig enquiry, please remember that it is not just about the plans. Utilities also provide contact details for ongoing assistance and other information to assist with working safely around their infrastructure asset.

Additional information from asset owners can include:

- Duty of care statement
- Details of accredited locators
- Notification of required permits
- Exclusion zones around assets
- Instructions on using certain equipment
- Information on trenching and reinstatement

Make sure you have received all plans, read and understood all information provided by affected asset owners before commencing your excavation project.

Training and Awareness Sessions

We have been concentrating more in promoting our free awareness sessions within the industry and have been pleased with the amount of interest and increased number of sessions being held. Please contact us at SA-NT@1100.com.au if you would like more information about these sessions or would like to organise a time to hold an awareness session within your organisation.
New Members

There were five new Ordinary Members and several new Associate Members who have joined Dial Before You Dig WA this quarter. This is great news for our Users to obtain information within these new Members’ listed asset areas.

We welcome these new Members and thank them for promoting and supporting the Dial Before You Dig service.

New Ordinary Members
• Broome Bunkering Services • City of Greater Geraldton • City of Perth • Landcorp • Shire of Irwin

New Associate Members
• Down to Earth Training & Assessing • Dowsing • Holdfast Engineering Pty Ltd • National Utility Locating Contractors Association

30 Years of Dial Before You Dig in Western Australia

Did you know that in 1984 there was an incident in Bibra Lake where a bulldozer punctured a high pressure gas pipeline. This resulted in various damages including the dozer, ripper, rail tracks, high tension electric towers, the gas pipeline and other infrastructure assets. Very fortunately, the bulldozer operator survived without injury.

As a result of that incident, our Dial Before You Dig WA Foundation Members (Telstra, SECWA (now ATCO Gas Australia and Western Power) and Water Corporation) created what was then known as the Perth One Call System. Perth One Call became operational on the 16th February 1987. The Perth One Call System was then replicated across the country and is now a National organisation known as Dial Before You Dig.

This year Western Australia is celebrating 30 years of Dial Before You Dig (formerly the One Call System) with a cocktail event in June 2017.

Sponsorship and Events

Over the last couple of months the Dial Before You Dig WA team has been at a number of events to spread awareness of the Dial Before You Dig service. This has included a number of awareness and toolbox presentation sessions to Members and Users. The Dial Before You Dig WA team is also scheduled to exhibit and be involved in several trade shows over the coming months and we look forward to seeing you there.

Book Your FREE Awareness and Plan Reading Sessions Now!

Dial Before You Dig WA continues to work closely with our Foundation Members to provide free awareness and plan reading sessions to our Members and Users. These sessions assist with reinforcing the appropriate mindset to avoid asset damage and minimise harm to personnel, the community and the environment.

Recently Dial Before You Dig WA has been conducting in house awareness and plan reading sessions with ATCO Gas Australia to continuously emphasise the importance of understanding the different assets and in particular this month of understanding Telstra plans.

These sessions provide a great opportunity to interact directly with the Dial Before You Dig WA team, representatives from our Foundation Members and provide feedback to enable Dial Before You Dig to continuously improve our services.

Book your Dial Before You Dig awareness session now by emailing the WA team at wa@1100.com.au.
Queensland

New Members
Dial Before You Dig Qld welcomes the new Members who have recently registered their assets with our service. It is great to see that we are now experiencing a good number of regional councils understanding the importance of registering their assets with our service. Our goal is to have all utilities registered with us.

New Asset Owning Members:
- Whitsunday Regional Council
- FKG Group C/- Whitmark Industrial

New Associates:
- JJ Richards

Dial Before You Dig Locator Certification
We are fast approaching our two year anniversary since launching the certification program in Queensland. Since introducing the program, we have continually worked on improving all facets of the three stage certification process and we have not waivered in our commitment to improving the locating industry across Australia.

We have recently taken on two new assessors, which will allow us to continue to meet the demands we are facing in assessing locators.

We have also launched a Dial Before You Dig Certified Locator Facebook page and LinkedIn page and encourage people to like and follow these pages.

We are now putting a concerted effort into marketing the certification program nationally and targeting the excavation industry to ensure the excavation community only engage certified locators.

Trade Shows and Conferences
Continuing our sponsorship with IPWEAQ and LGAQ, we have developed a program of events that we will be attending this year. These sponsorships allow us to promote our message of safe excavation practices and the benefits of membership to local government authorities across Queensland. Similarly, sponsorship with other organisations including the Civil Construction Federation Qld, Master Plumbers Association of Qld, Landscape Qld and others allow us to deliver our message across a number of industries involved with excavation activities. This will highlight the importance of safe excavation practices to increase safety awareness and reduce damage to the assets of our Members.

Awareness Presentations
Dial Before You Dig Qld have continued spreading the safe excavation message delivering Awareness Sessions to various contractors, council work crews and to new member workforces. We began the year with Awareness Sessions to RoadTek Townsville and Cloncurry during their Information Days, which refreshed their construction and maintenance crews with vital information before commencing their 2017 program of works. We worked together with Ergon Energy and Telstra for a combined group session to Townsville City Council to over 100 council field workers. These sessions were well received with excellent feedback from the participants.

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To date, we have over 400 certified locators across Australia, with several hundred enrolled yet to undertake the certification process.

For more information on the certification go to www.dbydlocator.com.