



*The Essential First Step.*



Australia's national referral service for  
information on infrastructure networks.

# Dial Before You Dig

Dial Before You Dig is a not for profit organisation that delivers a vital national community service designed to assist in preventing damage and disruption to Australia's vast utility networks, which provide essential services we use every day. Protecting Australia's infrastructure assets is crucial in keeping essential services such as electricity, gas, water and telecommunications flowing to the community.

Any project, irrespective of size, has the potential to damage assets located around the work site, leading to service interruptions, delays, costly repairs and in the worst case scenario, injury or death. Obtaining information from Dial Before You Dig Members significantly minimises these risks by providing information about the work site.

Dial Before You Dig aims to educate and promote the importance of safe digging practices by providing all persons working in and around infrastructure assets with the best possible access to plans and information directly from asset owners of utility services.

Most of Australia's major infrastructure asset owners are Members of Dial Before You Dig. Our unique service offers a single point of contact to request information about the infrastructure networks at the planned project site without the need to contact utility organisations individually.

Lodging an enquiry is a **free and simple process**:

- Online via our website: [www.1100.com.au](http://www.1100.com.au)
- Mobile website or iPhone app
- By phone call 1100

Safety is a fundamental aspect of any excavation project and so Dial Before You Dig should always be the first point of contact:

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For more information visit our website [www.1100.com.au](http://www.1100.com.au).



*There are 3 ways to lodge your FREE enquiry with Dial Before You Dig:*

**1.**

Online via our website:  
[www.1100.com.au](http://www.1100.com.au)



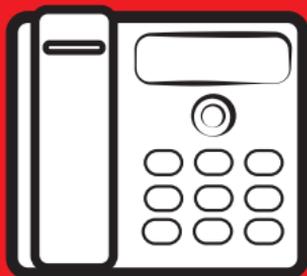
**2.**

Mobile website or iPhone app



**3.**

By phone, toll free on 1100  
(during business hours)



**Dial Before You Dig, *The Essential First Step.***

# The Dial Before You Dig Online Process:

Lodging a FREE enquiry online is a simple process. If you are new to the Dial Before You Dig service, just visit our website at [www.1100.com.au](http://www.1100.com.au) and register as a new User.

You will then receive an email confirming your user name and password. Keep these details handy and use them each time you want to review past enquiries or lodge a new enquiry.

**To lodge an enquiry online, follow these 3 simple steps:**

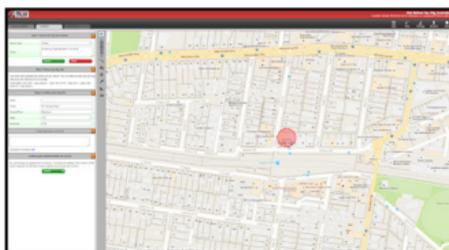
## 1. Enquiry Details

- Provide details of your project, including start and expected completion date, type of work and the location of your project.
- Tell us if you are working on behalf of a utility, council or private entity. All information given will assist Dial Before You Dig Members to provide you with the correct information to suit your project.



## 2. Map Screen

- Use the search tools to locate your project location.
- Use the mapping tools to draw your proposed project site.
- Describe the project in detail so utilities can provide an accurate set of plans.
- Submit enquiry.



## 3. Enquiry Summary

- View a list of asset owners and their contact details that Dial Before You Dig have informed.
- Each utility class is identified by a symbol for easy identification.



## The Enquiry Confirmation Sheet

Once you have successfully lodged your enquiry, Dial Before You Dig will send you an Enquiry Confirmation Sheet. This enables you to verify the details of your planned work site location. It also provides you with the contact details of the infrastructure owners relating to your enquiry.

## ***Receiving Information***

Plans are the most common form of information you will receive from infrastructure owners (generally within two business days) detailing the location of their assets.

These plans **DO NOT** come from Dial Before You Dig.

It is important **NOT** to proceed until you have received the relevant information from ALL asset owners affected by your project.

Should you require further information or assistance, asset owner contact details are provided on the Enquiry Confirmation Sheet.

## ***If Damages Happen***

Irrespective of size, any work site has the potential to damage assets located around the excavation site, leading to service interruptions, delays to the project, costly repairs and in the worst case scenario, injury or death.

In order to avoid these incidents, it is essential to recognise your Duty of Care and:

- For any work site project, follow the 4Ps of Safe Excavation.
- All plans from registered Members have been received and must be onsite at the project location.
- Ensure all workers onsite understand the instructions from affected assets before work commences.
- If the scope of works changes or validity dates of plans expire, a new Dial Before You Dig enquiry must be submitted.
- Observe the work site closely and look for clues of surrounding infrastructure assets; such as marker posts, warning signs, etc.
- Never assume pipes and cables run underground in a straight line or at a set depth.
- Engage with an accredited locator if instructed by the asset owner or if assistance is required to locate infrastructure assets.
- If you damage an infrastructure asset, contact the asset owner immediately.

### **Plans:**

Plans from asset owners provide information about the presence of asset infrastructure only and do not indicate the exact location. Plans should only be used as a guide.

### **Emergencies:**

The Dial Before You Dig service is **NOT** an emergency service. In the event of damage to any infrastructure network, you should contact the affected asset owner directly.

If the situation is life threatening, please contact Emergency Services immediately on 000.

For more information about locating, working near infrastructure networks or understanding the plans, contact the relevant asset owner.

## The Four Ps of Safe Excavation

### Plan

Plan ahead by lodging your Dial Before You Dig enquiry at least two business days before starting any excavation to ensure you have the correct information and safety measures in place.

### Pothole

To establish the exact location of all underground infrastructure(s), pothole if permitted using the asset owner's stated method as specified on the asset owner's plan and / or information pack.

### Protect

If potholing has occurred, protect the infrastructure by using various methods; such as communicating to all working on site, erecting barriers and / or marking the location of the exposed infrastructure.

### Proceed

You should only proceed with your excavation work after you have planned, potholed (unless prohibited) and have protective measures in place.



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