

## The Referral Service of the Future is NOW

It is an exciting time for Dial Before You Dig (DBYD) and our members.

For more than 30 years we have provided our go-to referral service that not only prevents damage to more than \$388 billion worth of vital underground assets, it keeps workers safe and Australian businesses and households productive by avoiding the downtime created by expensive utility strikes.

It is impossible to quantify how many injuries we have prevented or how many times our service has avoided vital underground assets from being damaged.

But to put it in perspective, we receive more than 2 million enquiries and issue 12 million notifications every year.

As Australia grows and significant builds are rolled out across the country, our service has never been more important.

But we are now entering a new era where we will do so much more for our members and the construction industry. The next generation Dial Before You Dig will deliver a digital platform that is more precise, more interactive, faster and - most importantly - safer.

Delivery partners for DBYD's next generation digital platform will be announced in early July. With 12 months for development and testing, the first stage of this new core referral service will be ready for members and construction workers to use from July 2021.

When the new digital platform is launched next year, all existing support services and processes will remain intact but DBYD members will have access to the advanced features via cloud computing when they are ready.

This means, from July next year DBYD's next generation core referral service will have a host of new features for both excavators and our members, all designed to save time, increase accuracy and allow increased exchange between asset owners and workers.

The key driver of all of these features is our vision of achieving zero damage to your underground assets, and zero harm to workers and the community.

Some of the key features that the DBYD's next generation digital platform will include from July 2021 are:

### For Members

- Run management reports about enquiries in common formats (including XLS and CSV)
- Search and view the exact location of an enquiry using a map-based search screen for greater precision and more accurate information
- Integrate the DBYD digital platform with internal project management tools for greater automation and more efficient workflow
- Receive two-way communication about the condition of underground assets including damage reports
- Connect to GIS web services to view where excavation work is happening near your assets in real-time.
- Use response automation solutions to improve response times
- Use simple self-service administration to define and update areas of interest, configure referrals and update organisation details

## For Users

- Access a new national one-stop digital platform for tools and information to prevent damage to underground utilities and keep workers safe
- Receive faster and more precise information from utility asset owners right across Australia before any dig, anywhere
- Enjoy an intuitive and contemporary user experience designed by industry partners
- Access vital information and connect with utility owners anywhere via new iOS/ Android smartphone apps
- Have two-way communication about the condition of underground assets including the ability to report damage
- Easily share information about specific locations with your team
- Access training; duty of care information; industry news and opportunities; and DBYD advertising via cloud storage
- Link to other contractors within the construction and damage prevention sector

The Dial Before You Dig service in Australia is widely regarded as a world-leader, however we did look overseas for other examples of best-practice and listened to what our members and users said they needed. As a result, one of the stand-out features of the new digital platform is that it will allow two-way information flow, which improves the capacity to incorporate feedback from contractors and asset owners about the location and condition of underground assets.

We believe this interactive element of the digital platform will be a gamechanger. The new digital platform-based service will improve the way we capture feedback from contractors and excavators who are actually doing the work.

In time, we encourage our members to embrace the flexibility and integration the new platform will enable, including cloud-based storage options and exchange of information.

## Always Looking Ahead

The launch of the digital platform in July next year is just the beginning. The digital platform will enable the delivery of additional services to benefit both our members and DBYD users and these will be rolled out over time with the ultimate vision to create a damage prevention community.

We are building on an essential and world-class service to create one that is more accurate, provides more timely information with a range of reporting functions to analyse information all built into a more intuitive and easy to use digital platform that will prevent injury and damage.

We are looking forward to this next phase and we look forward to working with our members during the design and testing and keeping you up to date along the way.

In the meantime, we have included some infographics ([DBYD Infographic 1](#) - [DBYD Infographic 2](#)) about some of the key features of our next generation digital platform for your use and to share them with your staff and your contacts in the industry to let them know what is coming.

Thank you to all our members who have provided feedback on this next step and please keep it coming.