



SUZANNE JONES, CHAIR

CHAIR'S REPORT

2018 / 2019

I am pleased to report on the achievements of the Association of Australian Dial Before You Dig Services Limited (AADBYDS) and its activities undertaken in conjunction with the five regional Dial Before You Dig entities for the 2018/2019 financial year.

The referral service continues to develop with highlights for the last year including:

- Protecting more than \$340 billion of Australian assets across 740,000 kilometres.
- Annual growth in asset information enquiries of 7.2% to more than 2 million received enquiries.
- More than 12 million referrals sent to our member organisations – representing an annual growth of 14%.
- Website improvements have resulted in increased access and use with more than 1.9 million sessions and attracting more than 690,000 new visitors:
 - Continued growth in access to the 1100.com.au website with an overall 42% increase in users.
 - 26% of total visitors accessed the website via mobile devices such as mobile phones and tablets.
- 82.1% of enquiry calls answered within 60 seconds exceeding the 80% target.
- Phone enquiries decreased by 11% (14,172 enquiries) reducing cost to members by \$95,519.

FINANCIAL RESULT

The organisation continues to operate within a stable financial position with sufficient cash at bank to pay all required debts, supply working capital for operations and fund reasonable capital expenditure requirements. The board continued to adopt a conservative 'low risk' approach to financial management by again delivering a balanced (a revenue/cost neutral) operating budget for 2018/2019. Major projects were funded by cash reserves.

ENQUIRY LEVELS

There has been a 7.2% growth in enquiries for the twelve-month period to June 2019. This translates to more than 2.0 million enquiries lodged nationally. Our web-based service and our i-phone and mobile web applications have combined to deliver 94.1% of all enquiries, an increase of 1.7% from the previous year.

**Association of Australian Dial Before You Dig Services Limited
Chair's Report
30 June 2019**

National Enquiry Mediums		
Enquiry Medium	Number	Percentage
Phone	119,475	5.8%
Email	1,594	0.1%
Mobile	231,864	11.2%
Mobile Web	123,580	6.0%
Web	1,519,177	73.5%
Webservice	71,105	3.4%
TOTAL	2,066,795	100%

Enquiries		
State	Enquiries	Percentage
NSW/ACT	660,533	32.0%
QLD	364,492	17.6%
SA/NT	126,146	6.1%
VIC/TAS	611,156	29.6%
WA	304,468	14.7%
TOTAL	2,066,795	100%

STRATEGIC INITIATIVES

We continue to pursue the following agreed purpose and vision:

OUR PURPOSE: To reduce damage to our members' assets and resulting loss and harm to workers and the community.

OUR VISION: Zero damage; zero harm.

Deloitte Consulting was engaged to lead the major referral service of the future project in July 2018. The objective of the project is to ensure that the next generation referral service provided by Dial Before You Dig is relevant to user and asset owner needs and will deliver a highly valued service for the foreseeable future. The time critical milestone for this project is termination of the existing vendor contract to provide the OneCall referral service on June 30, 2021.

A successful Strategic Planning Day was held on November 21, 2018 which brought together the chair, manager and a director from each of the member state organisations. Following a series of earlier workshops, the draft blueprint for the strategic development of our referral service was discussed and agreed at this meeting.

In February 2019, following input from state member entities, the board adopted the strategy direction developed with Deloitte's assistance together with an implementation plan for this strategy. A procurement process to secure partner organisations to provide digital platform technology and services technology to deliver the next generation referral service commenced in April 2019 following the preparation of risk plans, procurement plans and probity plans to guide the procurement process.

Expression of Interest Invitations (EOI) for the digital platform and services technology received strong interest from Australian and international companies and the board is scheduled to select a short list of respondents for each of the two EOIs to move to a tender process in August 2019. The plan is to appoint our project partners by mid-2020, in order to prepare for a seamless transition to the improved service platform in July 2021.

We continue to deliver our Advocacy Strategy adopted by the board in February 2018, to guide future advocacy, including building relationships with primary stakeholders, decision makers, government influencers and other stakeholders.

Dial Before You Dig has developed a strong digital media presence to deliver more than 3.6 million impressions (seen / shown on news feed platform) and over 800,000 completed views of the Dial Before You Dig video (2018/19) on various social media platforms.

Association of Australian Dial Before You Dig Services Limited
Chair's Report
30 June 2019

A partnership with Coates Hire, Australia's largest equipment supplier, was formed in January 2019. Melbourne's largest earth moving equipment branch was used as the pilot site. On the back of the successful pilot, the partnership has expanded nationally. The program will include each of Coates Hire's largest suppliers of earth moving equipment in each state. Additionally, Dial Before You Dig will also work with some of Coates Hire's high 'foot traffic' branches to spread awareness of the service, totalling approximately 120 branches nationally.

We look forward to maximising the benefits from our sponsorship of the 2020 Oceania Damage Prevention Conference to be held in the Gold Coast. This follows our successful sponsorship of the inaugural Oceania Damage Prevention Conference 2018 which brought together industry stakeholders and attracted 257 delegates. It resulted in real change by a significant asset owner as a result of input from industry participants.

Dial Before You Dig participated in the Standards Australia Committee IT-036 to review AS5488-2013 Classification of Subsurface Utility Information (SUI) which was released for public comment in the latter half of 2018. The standard's review process resulted in the two-part standard: AS 5488.1:2019 Classification of subsurface utility information Part 1: Subsurface utility information and AS 5488.2:2019 Classification of subsurface utility information, Part 2: Subsurface utility engineering. The new standard provides utility owners, operators and locators with a framework for the consistent classification of subsurface utility information to improve public safety and lessen property damage.

SERVICE AGREEMENT & DATA AGREEMENT

Agreements with three of the five DBYD member entities have been executed after the CEO engaged in a consultative process with state managers in the development of a Dial Before You Dig Services Agreement (State Agreement) to formalise the National and State respective roles, responsibilities and administrative arrangements between the parties. This agreement provides an opportunity for all state entities to benefit from the economies of scale of AADBYDS providing administrative and corporate support services.

Dial Before You Dig WA and Dial Before You Dig SA/NT continued in 2018/19 to receive financial and administrative support from AADBYDS under a shared services model while Dial Before You Dig Vic-Tas' withdrawal from the shared services agreement with AADBYDS was completed in December 2018.

AADBYDS now provides the secure exchange of state-based enquiry data (non-identifiable) for analytical purposes via an executed licence agreement with state members to facilitate and regulate this exchange.

USER SERVICES

PelicanCorp, through its call centre services and software applications continues to deliver at or above the service level targets specified within the contract. A total of 82.1% of call centre calls were answered in under 60 seconds, exceeding the target service level of 80% with the average queue time of 36 seconds. The online enquiry service met its overall availability target of 99.5% for the year.

JOINT VENTURE

In May 2019, after lengthy negotiations, AADBYDS sold all its shares in the joint venture company with PelicanCorp, DBYD Technologies Pty Ltd. DBYD Technologies will no longer operate under this name.

GOVERNANCE

After completing a review of its 2010 constitution which considered state member feedback, the board agreed that the endorsed draft constitution be submitted to the 2018 Annual General Meeting. At this meeting, representatives of all members voted in favour of acceptance of the special resolution to adopt the new company constitution. The new constitution aligns with the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act) and the relevant provisions of the Corporations Act (as certain provisions in the Corporations Act no longer apply to charities registered under the ACNC Act) and includes the company's updated objectives and roles.

During the reporting period, the board has met in Brisbane, the Gold Coast, Canberra, Melbourne and twice in Adelaide. For FY2019/20, with cost savings front of mind, the board agreed to reduce the number of face to face meetings from six to five. At its November 2018 meeting the board endorsed the continuation of two board committees – the Audit and Risk Committee and the Strategic Projects Committee.

The Audit and Risk Committee chaired by Stuart Smith and comprising Andrew Ward, Neil Weatherly and Darryl Worthington (who joined in November 2018), has met four times during the reporting period. This committee has undertaken valuable work with financial and policy review, and oversight of the recommendations of enterprise risk review with Crowe Horwath. The enterprise risk review classified our risk profile as 'developing/developed' and risk framework as adequate and suitable for our organisation. We have improved our risk maturity levels, developed an Enterprise Risk Register and Risk Management Improvement Plan endorsed by the board. The board are scheduled to engage in an annual risk review in August 2019 as we head towards the desired maturity risk level of 'developed'.

Chaired by Paul Bernays, the Strategic Projects Committee includes committee members, Chris Reynolds (replacing Darryl Worthington in November 2018) and Eric Bardy. The Committee met in March and April 2019 with the mandate of providing strategic oversight and input to the delivery of board agreed strategic projects and providing advice and recommendations to the board. The committee also acts as the project control group for the referral service of the future major project.

The board is pleased with the significant achievements that the CEO, Stuart Burdack, has made including improvements to operations, marketing, advocacy, corporate governance and the delivery and management of strategic projects particularly our major referral service of the future project.

Workplace health and safety is a key responsibility for the board and management with regular reporting to the board and an annual policy review. There were no lost time incidents during the period and we continue our commitment to overseeing and improving workplace safety.

BOARD CHANGES

During the 2018/2019 financial year the board welcomed the following new alternate directors:

- Darryl Bell, alternate director for Neil Weatherly
- Michael Cooper, alternate director for Christopher Reynolds
- Kelvin Grace, alternate director for Andrew Ward
- Stephen Kealey, alternate director for Eric Bardy.

After several years as AADBYDS alternate director, we say thank you and goodbye to Karen Stiff, alternate director for Eric Bardy and also to James Carlson-Jones after over two years as alternate director for Christopher Reynolds.

CONCLUSION

We are an organisation at a critical, challenging yet exciting stage in our development as the leader in reducing damage to underground assets and resultant harm to workers and the community.

We are pleased to have made significant progress in planning and implementation of an enhanced referral service that will ensure Dial Before You Dig continues its role as industry leader in the reduction of asset damage and prevention.

We recognise the contribution of our key partners and service providers in delivering the Dial Before You Dig service. Our members provide valuable assistance in helping promote the Dial Before You Dig service and assist in our focus on damage minimisation. Our various suppliers and contractors help deliver the range of systems and services to our members.

There are many people at national and state levels of Dial Before You Dig who have worked hard for the considerable achievements this year and to propel us confidently into an exciting but challenging future. I extend my sincere thanks to my fellow directors and the entire DBYD team for the assistance and guidance throughout the year.

I wish to thank our CEO and staff in the AADBYDS office who continue to work to professionally and efficiently carry out the board's decisions. I would especially like to acknowledge my fellow board members recognising their freely given time to attend to national organisation business and for their contributions and support throughout the year.

I look forward to continuing working with the board, management, the state entities and all stakeholders to progress Dial Before You Dig's highly regarded reputation as the industry leader in reduction of asset damage and prevention in the excavation arena.

SUZANNE JONES

BTP (HONS), MBA, MPIA, FAICD

CHAIR

ASSOCIATION OF AUSTRALIAN DIAL BEFORE YOU DIG SERVICES LIMITED

16TH OCTOBER 2019