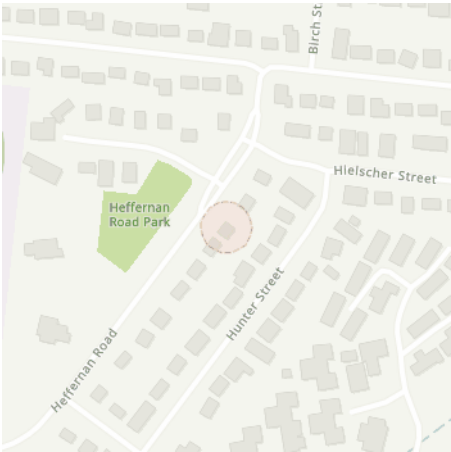


47 Heffernan Road



[Review responses online](#) ↗



Received 3 of 3 responses
All responses received
47 Heffernan Road, Alexandra Hills QLD 4161
Job dates
15/07/2024 → 15/07/2024
These plans expire on
5 Aug 2024
Lodged by
Image Property

Authority	Status	Page
✉ BYDA Confirmation		2
🏠 APA Group Gas Networks (90073)	Received	4
🏠 NBN Co Qld	Received	14
🏠 Telstra QLD South East	Received	25



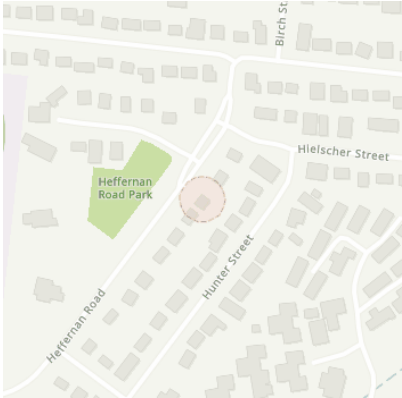
Contact Details

Contact	Contact number	Company	Enquirer ID
Image Property	(07) 3263 1811	Image property	3003158
Email		Address	
sales.support@imageproperty.com.au		57 Kirby Road Aspley QLD 4034	

Job Site and Enquiry Details

WARNING: The map below only displays the location of the proposed job site and does not display any asset owners' pipe or cables. The area highlighted has been used only to identify the participating asset owners, who will send information to you directly.

Enquiry date	Start date	End date	On behalf of	Job purpose	Locations	Onsite activities
08/07/2024	15/07/2024	15/07/2024	Private	Design	Both Road, Nature Strip, Footpath	Planning & Design



Check that the location of the job site is correct. If not, you must submit a new enquiry.

If the scope of works change or plan validity dates expire, you must submit a new enquiry.

Do NOT dig without plans. Safe excavation is your responsibility. If you don't understand the plans or how to proceed safely, please contact the relevant asset owners.

User Reference	Address	Notes/description
47 Heffernan Road	47 Heffernan Road Alexandra Hills QLD 4161	-

Your Responsibility and Duty of Care

- Lodging an enquiry does not authorise project commencement.** Before starting work, you must obtain all necessary information from all affected asset owners.
- If you don't receive plans within 2 business days, contact the asset owner & quote their sequence number.
- Always follow the 5Ps of Safe Excavation (page 2), and locate assets before commencing work.
- Ensure you comply with State legislative requirements for Duty of Care and safe digging.
- If you damage an underground asset, you MUST advise the asset owner immediately.
- By using the BYDA service, you agree to the [Privacy Policy](#) and [Term of Use](#).
- For more information on safe digging practices, visit www.byda.com.au

Asset Owner Details

Below is a list of asset owners with underground infrastructure in and around your job site. It is your responsibility to identify the presence of these assets. Plans issued by Members are indicative only unless specified otherwise. Note: not all asset owners are registered with BYDA. You must contact asset owners not listed here directly.

Referral ID (Seq. no)	Authority Name	Phone	Status
241567921	APA Group Gas Networks (90073)	1800 085 628	NOTIFIED
241567920	NBN Co Qld	1800 687 626	NOTIFIED
241567922	Telstra QLD South East	1800 653 935	NOTIFIED

END OF UTILITIES LIST



Plan

Plan your job. Use the BYDA service at least one day before your job is due to begin, and ensure you have the correct plans and information required to carry out a safe project.



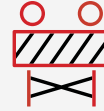
Prepare

Prepare by communicating with asset owners if you need assistance. Look for clues onsite. Engage a skilled Locator.



Pothole

Potholing is physically sighting the asset by hand digging or hydro vacuum extraction.



Protect

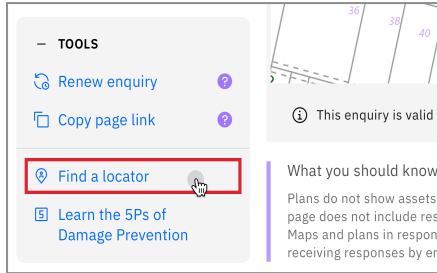
Protecting and supporting the exposed infrastructure is the responsibility of the excavator. Always erect safety barriers in areas of risk and enforce exclusion zones.



Proceed

Only proceed with your excavation work after planning, preparing, potholing (unless prohibited), and having protective measures in place.

Engage a skilled Locator



When you lodge an enquiry you will see skilled Locators to contact

Visit the Certified Locator website directly and search for a locator near you

dbydlocator.com/certified-locating-organisation

Book a FREE BYDA Session



BYDA offers two different sessions to suit you and your organisation's needs. The free sessions are offered in two different formats - online and face-to-face:

1. **Awareness Session:** Understand the role of BYDA, safe excavation practices, complying with asset-owner instructions, and the consequences of damages. Learn how to mitigate and avoid potential damage and harm and ensure a safe work environment.
2. **Plan Reading Session:** Develop the skills to interpret asset owners' plans, legends, and symbols effectively. Understand the complexities of plan interpretation to ensure smooth project execution.

To book a session, visit:

byda.com.au/contact/education-awareness-enquiry-form/

BOOK NOW

Referral
241567921

Member Phone
1800 085 628

Responses from this member

Response received Mon 8 Jul 2024 11.39am

File name	Page
Response Body	5
241567921.pdf	8

PLEASE NOTE: This is an automated response. Please **DO NOT REPLY to this email**. If you require further information in relation to this Dial Before You Dig response, please contact
DBYDNetworksAPA@apa.com.au

Enquiry Details:

Impact	not affected
Sequence Number	241567921
Enquirer Id	3003158
Activity	Planning and Design
Job Number	37073999
User Reference	47 Heffernan Road
Message	

Site Details:

Address	47 Heffernan Road Alexandra Hills QLD 4161
---------	--

Enquirer's Details:

Contact	Image Property
Company	Image property
Email	sales.support@imageproperty.com.au
Phone	+61732631811
Address	57 Kirby Road Aspley QLD 4034

For any excavation works, including vacuum excavations, an "Authority to Work" Permit may need to be required (refer to attached Duty of Care), and a Site Watch may need to be scheduled. A minimum of 5 business days' notice is required to process permit applications.

Emergencies or to report damage to pipes:

Ph. 1800 GAS LEAK (1800 427 532)

Gas Plant Relocations:

APA Capital Works
Phone: (07) 3215 6709 or Fax: (07) 3215 6699
Email: capitalworksqldnetworks@apa.com.au

Permit applications [Your sequence number may be requested when making your booking, please have this available when you request either a mains location or site watch]:

Permit Applications QLD:

PO Box 885 Hamilton Central QLD 4007
Phone: (07) 3215 6644 or Fax: (07) 3215 6699
Email: permitsqld@apa.com.au

For further enquiries, please contact your gas retailer.
To find out who your gas retailer is call 1800 657 567.

APA Group

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APA Group
PO Box 6014 Halifax
Street,
South Australia 5000

08/07/2024

Company: Image property
Image Property
57 Kirby Road
Aspley
QLD 4034

sales.support@imageproperty.com.au

Dear Image Property

Sequence Number: 241567921
Worksite Address: 47 Heffernan Road
Alexandra Hills
QLD 4161

Thank you for your Before You Dig enquiry regarding the location of APA Group (APA) operated Gas Assets.

We confirm there are **NO** Gas Assets in the vicinity of the above location.**Caution - Damage to gas assets may result in explosion, fire and personal injury.**

You are hereby notified the Duty of Care requirements described below apply to any activity in the vicinity of APA operated Gas Assets. Please ensure you read and comply with all the relevant requirements where applicable.

Contacts – APA Group	
Enquiry Type	Contact Numbers
General enquiries or feedback regarding this information or gas assets. QLD Only All other States	APA - Before You Dig Officer Phone: 1800 085 628 Email: PermitsQld@apa.com.au Phone: 1800 085 628 Email: DBYDNetworksAPA@apa.com.au
Gas Emergencies	Phone: 1800 GAS LEAK (1800 427 532)

Please find below the following information:

1. **Duty of Care** - If you are unclear of your obligations under these requirements please contact the Before You Dig officer for clarification.
2. **An overview map** highlighting the area of your intended works.
3. **Map(s) showing APA operated Gas Assets** within the area of your intended works.

Important Information:

- This information is valid for 30 days from the date of this response.
- This information shall be available on site whilst conducting works.
- This information has been generated by an automated system based on the area highlighted in your BYDA request and has not been independently verified. Please check the maps represent the area you requested. If they do not, please contact the APA - Before You Dig officer.
- For some BYDA enquiries, you may receive two (2) responses from APA. Please read both responses carefully as they relate to different assets.

Yours Faithfully,

APA Group

Duty of Care - Working Around Gas Assets

General Conditions

- BYDA enquiries are valid for 30 days. If your works commence after 30 days from the date of this response a new enquiry is required to validate location information.
- The location information supplied in this document shall be used as a guide only. APA does not guarantee the accuracy or completeness of the map and does not make any warranty about the data. APA is not under any liability to the user for any loss or damage (including consequential loss or damage) which the user may suffer resulting from the use of this information or maps.
- It is the responsibility of the excavator to expose all Gas Assets by hand digging. Gas Asset depths may vary according to ground conditions.
- Gas (inlet) Services connecting Gas Assets in the street to the gas meter on the property are not marked on the map. South Australia Only - If a meter box is installed on the property, a sketch of the gas service location may be found inside the gas meter box. APA does not guarantee the accuracy or completeness of these sketches.
- Road authorities, council's, and their authorised contractors and agents are responsible to pot-hole or use other suitable methods to verify the location and depth of all gas assets, including Gas (inlet) Services, prior to commencing any works.
- The location and depth of underground mains & services, including those in the road corridor and footpath, may vary in alignment and depth of cover, as a result of changes to road, footpath or surface levels subsequent to installation.
- Some Gas Assets may be installed inside a casing. Locations where a Gas Asset changes from being located within, to being located outside a casing may not be marked on the maps provided.
- The use of hydro-vacuum excavation in vicinity to Gas Assets is permitted under the following conditions:
 - Maximum water pressure of 1000psi unless otherwise advised.
 - A minimum distance of 100mm shall be maintained between the end of the pressure wand nozzle and gas assets.
 - Vertical movements of the pressure wand nozzle or inserting the nozzle in vicinity of the gas asset prohibited
 - The use of root cutting heads is prohibited.

Where a gas asset has been exposed via hydro-vacuum excavation a visual check must be undertaken to ensure no damage has occurred to the pipe or it's coating. If any damage has occurred notify the APA Before You Dig Officer.

Site Watch / Locate Service

Site Watch - A condition of an APA Authority To Work permit is for an APA Site Watch representative be present on site whilst conducting works. The purpose is to monitor works and protect gas assets in the vicinity from potential damage by the works.

Locate – This service is available on request, where an APA representative will visit your work site before work commencement to electronically locate and mark on the ground surface all gas assets in vicinity of the work site.

These services are provided under the following conditions:

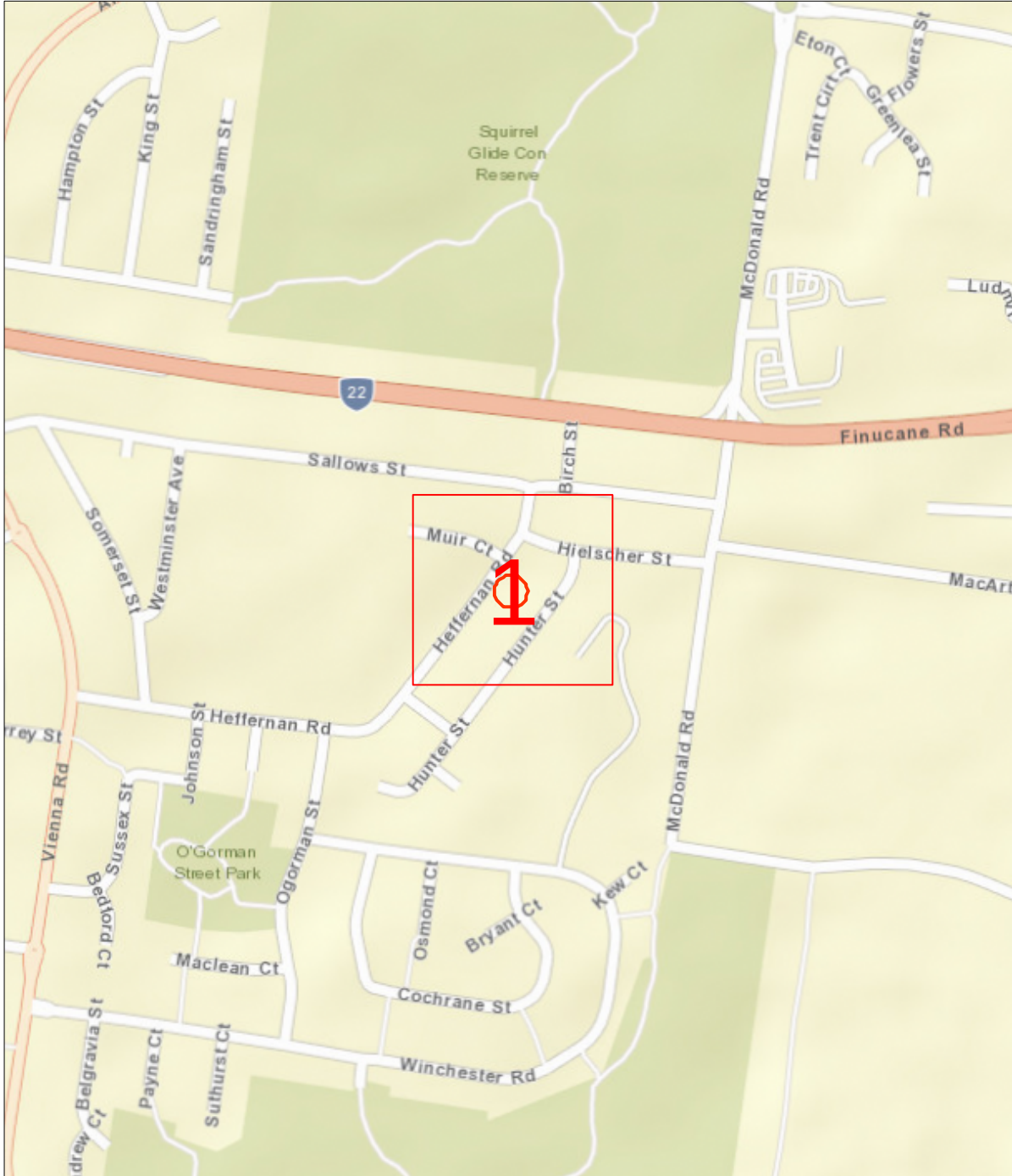
- Contact APA - Before You Dig officer to make a booking. Contact details in the table above.
- The following rates are chargeable for these services:

Item	Rate (excl. gst)
Site Watch – Normal Business Hours	\$143.42 per hour
Site Watch - After Hours	\$175.06 per hour
Electronic Locate – Normal Business Hours	\$143.42 per hour
Electronic Locate – After Hours	\$175.06 per hour
Cancellation Fee	2 hrs Normal Business Hours rate (where cancellations received <u>after</u> 12pm (midday) one (1) business day prior to the booking)
Mains Proving	Quoted on request

Notes:

- 1hr minimum charge applies.
- A Cancellation Fee applies where cancellations are received after 12pm (midday) one(1) business day prior to the booked Site Watch / Locate service
- Contact APA - Before You Dig officer for state specific hours of business.

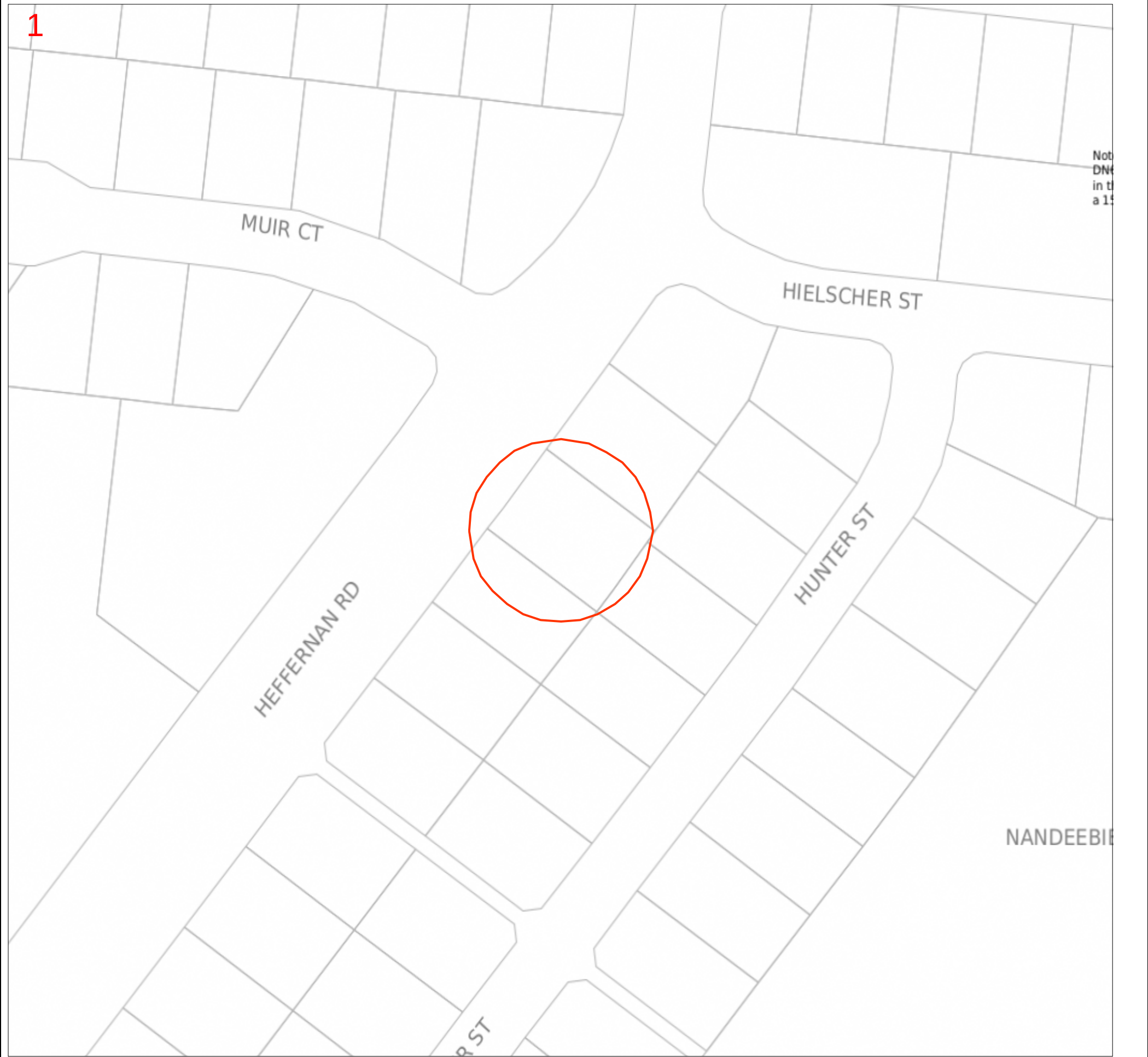
Site Address	47 Heffernan Road Alexandra Hills 4161	Sequence No	241567921
Name	Image Property		
Email	sales.support@imageproperty.com.au		



Map Sources: Esri, Garmin, HERE, FAO, NOAA, USGS, © OpenStreetMap contributors, and the GIS User Community

Scale 1: 6000		Enquiry Area  Map Key Area 
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Site Address	47 Heffernan Road Alexandra Hills4161	Sequence No	241567921
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LEGEND			Map Key	
PIPE AND BOUNDARIES		PIPE CODE / MATERIALS		OBJECTS or TERMS
LOW PRESSURES		C# (e.g. C2) Cast Iron		VALVES
MEDIUM PRESSURES		CU Copper		BURIED VALVES
HIGH PRESSURES		N2 Nylon	REGULATORS	
TRANSMISSION PRESSURES		P# (e.g. P6) Polyethylene (PE)	GAS SUPPLIED = YES	
PRIORITY MAIN (BEHIND PIPE)		P6,P7,P9-P12 Medium Density PE	CP RECTIFIER UNIT	
PROPOSED (COLOUR BY PRESSURE)		P2,P4,P8 High Density PE	CP TEST POINT/ ANODE	
LPG (COLOUR BY PRESSURE)		S# (e.g. S8) Steel	SYPHON	
ABANDONED		W2 Wrought Galv. Iron	TRACE WIRE POINT	
IDLE		W3 Poly Coat Wrought Galv. Iron	PIPELINE MARKER	
SLEEVE		Pipe diameter in millimetres is shown before pipe code		
CASING / SPLIT (BEHIND PIPE)		e.g. 40P6 = 40mm nominal diameter		
EASEMENT/ JURISDICTION		NOT TIED IN N.T.I.		
EXAMPLES		DEPTH OF COVER C		
		BACK / FRONT OF KERB Bok Fok		
40P6 in 80C2		40mm High Pressure Medium Density Polyethylene in an 80mm Cast Iron Casing		
		This map is created in colour and shall be printed in colour		
63S8		63mm Medium Pressure Steel		
Line / Polygon Request				
Scale 1:700		0 0.008km		

Referral

241567920

Member Phone

1800 687 626

Responses from this member

Response received Mon 8 Jul 2024 5.37pm

File name	Page
Response Body	15
4678_NBN_Dial_Before_You_Dig_Poster_20170517.pdf	16
241567920_20240708_073644117934_1.pdf	18
Disclaimer_241567920_20240708_073644117934.pdf	21

Hi Image Property,

Please find attached the response to your DBYD referral for the address mentioned in the subject line. The location shown in our DBYD response is assumed based off the information you have provided. If the location shown is different to the location of the excavation then this response will consequently be rendered invalid.

Take the time to read the response carefully and note that this information is only valid for 28 days after the date of issue.

If you have any further enquiries, please do not hesitate to contact us.

Regards,
Network Services and Operations
NBN Co Limited
P: 1800626329
E: dbyd@nbnco.com.au
www.nbnco.com.au

Confidentiality and Privilege Notice

This e-mail is intended only to be read or used by the addressee. It is confidential and may contain legally privileged information. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone, and you should destroy this message and kindly notify the sender by reply e-mail. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery to you. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of NBN Co Limited

Please Do Not Reply To This Mail



Working near **nbn**TM cables

nbn has partnered with Dial Before You Dig to give you a single point of contact to get information about **nbn** underground services owned by **nbn** and other utility/service providers in your area including communications, electricity, gas and other services. Contact with underground power cables and gas services can result in serious injury to the worker, and damage and costly repairs. You must familiarise yourself with all of the Referral Conditions (meaning the referral conditions referred to in the DBYD Notice provided by **nbn**).

Practice safe work habits

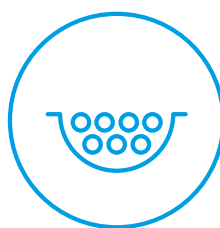
Once the DBYD plans are reviewed, the Five P's of Excavation should be adopted in conjunction with your safe work practices (which must be compliant with the relevant state Electrical Safety Act and Safe Work Australia "Excavation Work Code of Practice", as a minimum) to ensure the risk of any contact with underground **nbn** assets are minimised.



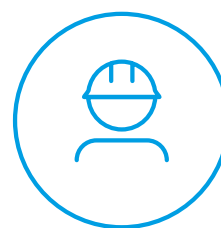
Plan: Plan your job by ensuring the plans received are current and apply to the work to be performed. Also check for any visual cues that may indicate the presence of services not covered in the DBYD plans.



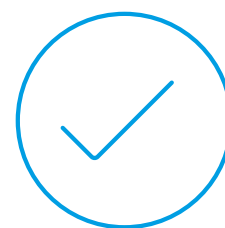
Prepare: Prepare for your job by engaging a DBYD Certified Plant Locator to help interpret plans and identify on-site assets. Contact **nbn** should you require further assistance.



Pothole: Non-destructive potholing (i.e. hand digging or hydro excavation) should be used to positively locate **nbn** underground assets with minimal risk of contact and service damage.

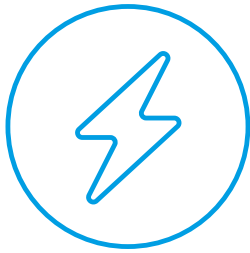


Protect: Protecting and supporting the exposed **nbn** underground asset is the responsibility of the worker. Exclusion zones for **nbn** assets are clearly stated in the plan and appropriate controls must be implemented to ensure that encroachment into the exclusion zone by machinery or activities with the potential to damage the asset is prevented.

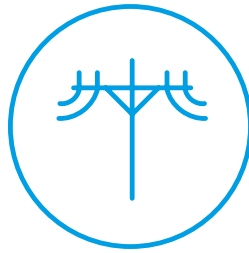


Proceed: Proceed only when the appropriate planning, preparation, potholing and protective measures are in place.

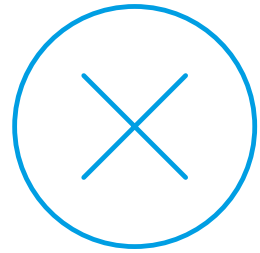
Working near **nbn**[™] cables



Identify all electrical hazards, assess the risks and establish control measures.



When using excavators and other machinery, also check the location of overhead power lines.



Workers and equipment must maintain safety exclusion zones around power lines.

Once all work is completed, the excavation should be re-instated with the same type of excavated material unless specified by **nbn**. Please note:

- Construction Partners of **nbn** may require additional controls to be in place when performing excavation activities.
- The information contained within this pamphlet must be used in conjunction with other material supplied as part of this request for information to adequately control the risk of potential asset damage.

Contact

All **nbn**[™] network facility damages must be reported online [here](#).
For enquiries related to your DBYD request please call 1800 626 329.

Disclaimer

This brochure is a guide only. It does not address all the matters you need to consider when working near our cables. You must familiarise yourself with other material provided (including the Referral Conditions) and make your own inquiries as appropriate.

nbn will not be liable or responsible for any loss, damage or costs incurred as a result of reliance on this brochure.

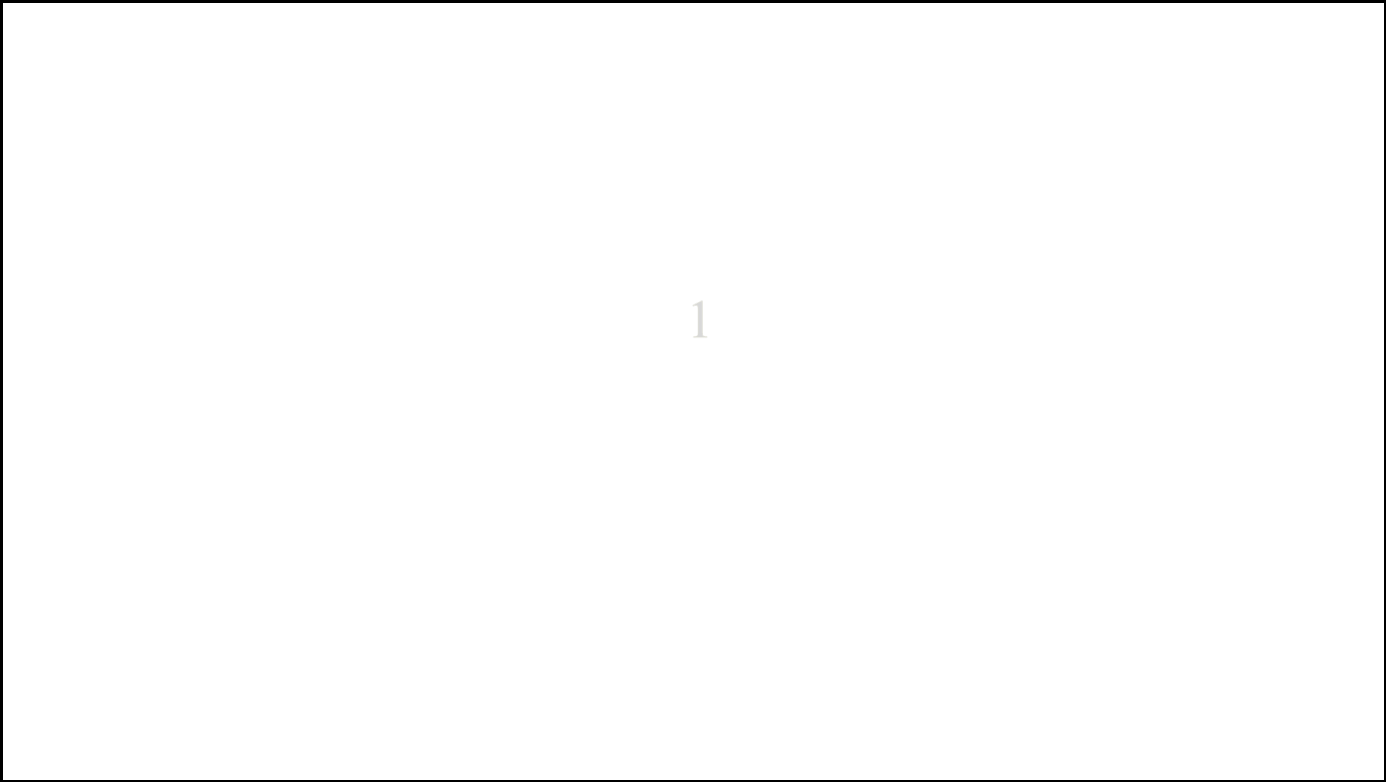
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To: Image Property
Phone: Not Supplied
Fax: Not Supplied
Email: sales.support@imageproperty.com.au

Dial before you dig Job #:	37073999	
Sequence #	241567920	
Issue Date:	08/07/2024	
Location:	47 Heffernan Road , Alexandra Hills , QLD , 4161	

Indicative Plans are tiled below to demonstrate how to layout and read nbn asset plans





LEGEND



	Parcel and the location
	Pit with size "5"
	Power Pit with size "2E". Valid PIT Size: e.g. 2E, 5E, 6E, 8E, 9E, E, null.
	Manhole
	Pillar
	Cable count of trench is 2. One "Other size" PVC conduit (PO) owned by Telstra (-T-), between pits of sizes, "5" and "9" are 25.0m apart. One 40mm PVC conduit (P40) owned by NBN, between pits of sizes, "5" and "9" are 20.0m apart.
	2 Direct buried cables between pits of sizes, "5" and "9" are 10.0m apart.
	Trench containing any INSERVICE/CONSTRUCTED (Copper/RF/Fibre) cables.
	Trench containing only DESIGNED/PLANNED (Copper/RF/Fibre/Power) cables.
	Trench containing any INSERVICE/CONSTRUCTED (Power) cables.
	Road and the street name "Broadway ST"
Scale	0 20 40 60 Meters 1:2000 1 cm equals 20 m

To: Image Property
Phone: Not Supplied
Fax: Not Supplied
Email: sales.support@imageproperty.com.au

Dial before you dig Job #:	37073999	
Sequence #	241567920	
Issue Date:	08/07/2024	
Location:	47 Heffernan Road , Alexandra Hills , QLD , 4161	

Information

The area of interest requested by you contains one or more assets.

nbn™ Assets	Search Results
Communications	Asset identified
Electricity	No assets

In this notice **nbn™ Facilities** means *underground fibre optic, telecommunications and/or power facilities, including but not limited to cables, owned and controlled by nbn™*

Location of nbn™ Underground Assets

We thank you for your enquiry. In relation to your enquiry at the above address:

- **nbn's** records indicate that there **ARE nbn™** Facilities in the vicinity of the location identified above ("Location").
- **nbn** indicative plan/s are attached with this notice ("Indicative Plans").
- The Indicative Plan/s show general depth and alignment information only and are not an exact, scale or accurate depiction of the location, depth and alignment of **nbn™** Facilities shown on the Plan/s.
- In particular, the fact that the Indicative Plans show that a facility is installed in a straight line, or at uniform depth along its length cannot be relied upon as evidence that the facility is, in fact, installed in a straight line or at uniform depth.
- You should read the Indicative Plans in conjunction with this notice and in particular, the notes below.
- You should note that, at the present time, the Indicative Plans are likely to be more accurate in showing location of fibre optics and telecommunications cables than power cables. There may be a variation between the line depicted on the Indicative Plans and the location of any power cables. As such, consistent with the notes below, particular care must be taken by you to make your own enquiries and investigations to precisely locate any power cables and manage the risk arising from such cables accordingly.
- The information contained in the Indicative Plan/s is valid for 28 days from the date of issue set out above. You are expected to make your own inquiries and perform your own investigations (including engaging appropriately qualified plant locators, e.g DBYD Certified Locators, at your cost to locate **nbn™** Facilities during any activities you carry out on site).

We thank you for your enquiry and appreciate your continued use of the Dial Before You Dig Service. For any enquiries related to moving assets or Planning and Design activities, please visit the **nbn Commercial Works** website to complete the online application form. If you are planning to excavate and require further information, please email dbyd@nbnco.com.au or call 1800 626 329.

Notes:

1. You are now aware that there are **nbn™** Facilities in the vicinity of the above property that could be damaged as a result activities carried out (or proposed to be carried out) by you in the vicinity of the Location.
2. You should have regard to section 474.6 and 474.7 of the *Criminal Code Act 1995* (CoA) which deals with the consequences of interfering or tampering with a telecommunications facility. Only persons authorised by **nbn** can interact with **nbn's** network facilities.
3. Any information provided is valid only for **28 days** from the date of issue set out above.

Referral Conditions

The following are conditions on which **nbn** provides you with the Indicative Plans. By accepting the plans, you are agreeing to these conditions. These conditions are in addition, and not in replacement of, any duties and obligations you have under applicable law.

1. **nbn** does not accept any responsibility for any inaccuracies of its plans including the Indicative Plans. You are expected to make your own inquiries and perform your own investigations (including engaging appropriately qualified plant locators, e.g DBYD Certified Locators, at your cost to locate **nbn™** Facilities during any activities you carry out on site).
2. You acknowledge that **nbn** has specifically notified you above that the Indicative Plans are likely to be more accurate in showing location of fibre optics and telecommunications cables than power cables. There may be a variation between the line depicted on the Indicative Plans and the location of any power cables.
3. You should not assume that **nbn™** Facilities follow straight lines or are installed at uniform depths

along their lengths, even if they are indicated on plans provided to you. Careful onsite investigations are essential to locate the exact position of cables.

4. In carrying out any works in the vicinity of **nbn**™ Facilities, you must maintain the following minimum clearances:
 - 300mm when laying assets inline, horizontally or vertically.
 - 500mm when operating vibrating equipment, for example: jackhammers or vibrating plates.
 - 1000mm when operating mechanical excavators.
 - Adherence to clearances as directed by other asset owner's instructions and take into account any uncertainty for power cables.
5. You are aware that there are inherent risks and dangers associated with carrying out work in the vicinity of underground facilities (such as **nbn**™ fibre optic, copper and coaxial cables, and power cable feed to **nbn**™ assets). Damage to underground electric cables may result in:
 - Injury from electric shock or severe burns, with the possibility of death.
 - Interruption of the electricity supply to wide areas of the city.
 - Damage to your excavating plant.
 - Responsibility for the cost of repairs.
6. You must take all reasonable precautions to avoid damaging **nbn**™ Facilities. These precautions may include but not limited to the following:
 - All excavation sites should be examined for underground cables by careful hand excavation. Cable cover slabs if present must not be disturbed. Hand excavation needs to be undertaken with extreme care to minimise the likelihood of damage to the cable, for example: the blades of hand equipment should be aligned parallel to the line of the cable rather than digging across the cable.
 - If any undisclosed underground cables are located, notify **nbn** immediately.
 - All personnel must be properly briefed, particularly those associated with the use of earth-moving equipment, trenching, boring and pneumatic equipment.
 - The safety of the public and other workers must be ensured.
 - All excavations must be undertaken in accordance with all relevant legislation and regulations.
7. You will be responsible for all damage to **nbn**™ Facilities that are connected whether directly, or indirectly with work you carry out (or work that is carried out for you or on your behalf) at the Location. This will include, without limitation, all losses expenses incurred by **nbn** as a result of any such damage.
8. You must immediately report any damage to the **nbn**™ network that you are/become aware of. Notification may be by telephone - 1800 626 329.
9. Except to the extent that liability may not be capable of lawful exclusion, **nbn** and its servants and agents and the related bodies corporate of **nbn** and their servants and agents shall be under no liability whatsoever to any person for any loss or damage (including indirect or consequential loss or damage) however caused (including, without limitation, breach of contract negligence and/or breach of statute) which may be suffered or incurred from or in connection with this information sheet or any plans (including Indicative Plans) attached hereto. Except as expressly provided to the contrary in this information sheet or the attached plans (including Indicative Plans), all terms, conditions, warranties, undertakings or representations (whether expressed or implied) are excluded to the fullest extent permitted by law.

All works undertaken shall be in accordance with all relevant legislations, acts and regulations applicable to the particular state or territory of the Location. The following table lists all relevant documents that shall be considered and adhered to.

State/Territory	Documents
National	Work Health and Safety Act 2011
	Work Health and Safety Regulations 2011
	Safe Work Australia - Working in the Vicinity of Overhead and Underground Electric Lines (Draft)

	Occupational Health and Safety Act 1991
NSW	Electricity Supply Act 1995
	Work Cover NSW - Work Near Underground Assets Guide
	Work Cover NSW - Excavation Work: Code of Practice
VIC	Electricity Safety Act 1998
	Electricity Safety (Network Asset) Regulations 1999
QLD	Electrical Safety Act 2002
	Code of Practice for Working Near Exposed Live Parts
SA	Electricity Act 1996
TAS	Tasmanian Electricity Supply Industry Act 1995
WA	Electricity Act 1945
	Electricity Regulations 1947
NT	Electricity Reform Act 2005
	Electricity Reform (Safety and Technical) Regulations 2005
ACT	Electricity Act 1971

Thank You,

nbn DBYD

Date: 08/07/2024

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Referral

241567922

Member Phone

1800 653 935

Responses from this member

Response received Mon 8 Jul 2024 11.47am

File name	Page
Response Body	26
241567922.pdf	28
Telstra Map Legend 4.0a.pdf	30
AccreditedPlantLocators 2024-06-21a.pdf	31
Telstra Duty of Care v32.0a.pdf	32

Attention: Image Property

Site Location: 47 Heffernan Road, Alexandra Hills, QLD 4161

Your Job Reference: 47 Heffernan Road

Please do not reply to this email, this is an automated message -

Thank you for requesting Telstra information via Before You Dig Australia (BYDA).

This response contains Telstra information relating to your recent BYDA request.

Information for opening Telstra Asset Plans as well as some other useful contact information is listed in the attached **Telstra Map Legend** **attached**.

Please refer to all enclosed attachments for more information.

Please Report Damage to Telstra Equipment: [Report damages to Telstra equipment - Telstra](#)

Please note:

When working in the vicinity of telecommunications plant you have a 'Duty of Care' that must be observed.

Please ensure you read the 'Telstra Duty of Care' document (attached) - it contains important information including essential steps that must be undertaken prior to commencing construction activities.

WARNING - MAJOR CABLES and/or OPTIC FIBRE IN THE AREA.

Phone 1800 653 935 for further assistance.

Note: In some areas Telstra fibre routes may be marked as "Amcom", as Telstra has purchased much of this infrastructure. If in doubt, please contact Telstra Plan services on the number above. Telstra plans and information are only valid for 60 days from the date of issue.

WARNING:

Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing them. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra assets prior to commencing work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. See the [Steps - Working Near Telecommunications Assets \(attached Telstra Duty of Care\)](#).

Please note that:

- it is a criminal offence under the *Criminal Code Act 1995* (Cth) to tamper or interfere with telecommunications infrastructure.
- Telstra will take action to recover compensation for damage caused to property and assets, and for interference with the operation of Telstra's networks and customers' services.

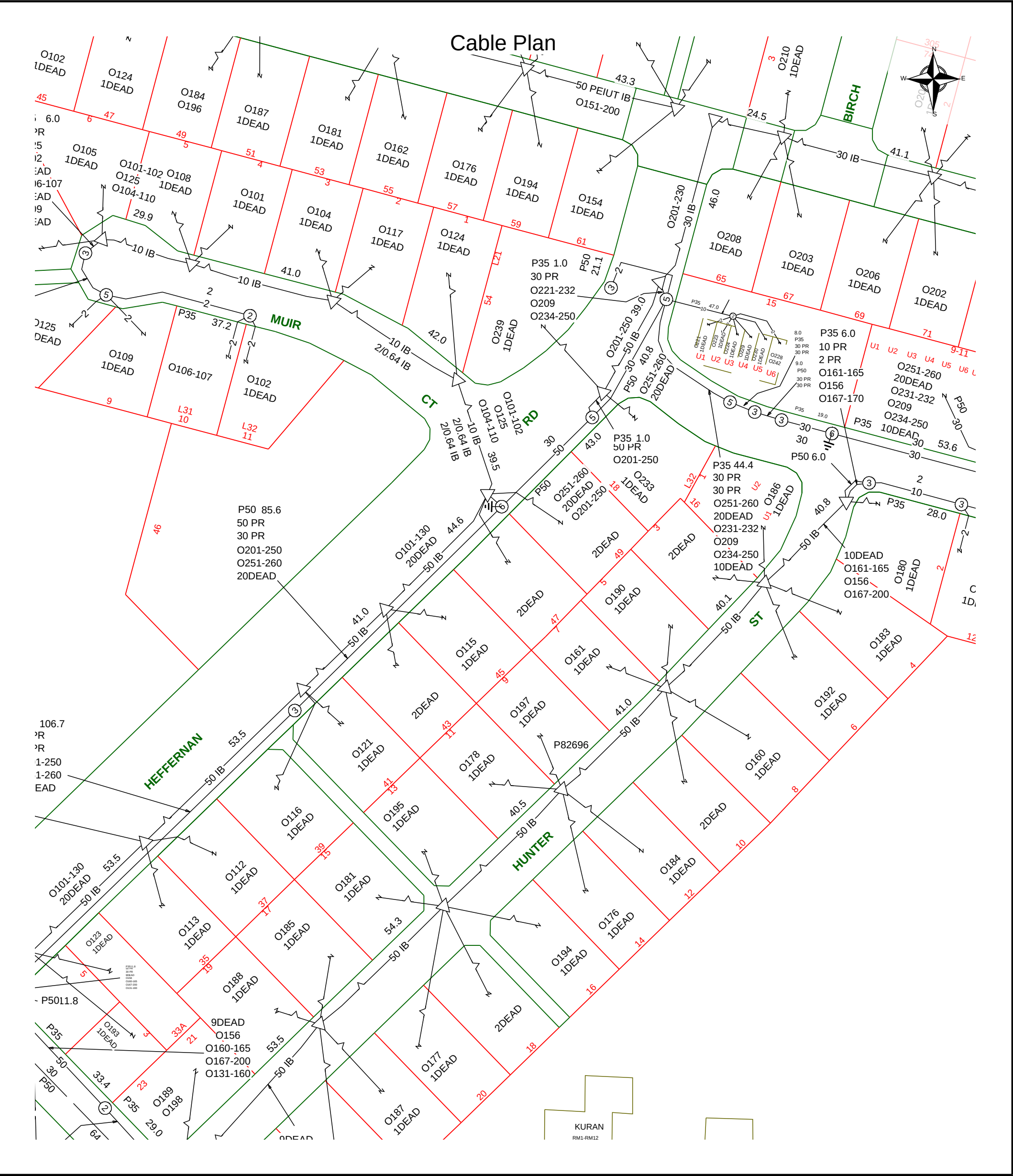
Telstra's plans contain Telstra's confidential information and are provided on the basis that they are used solely for identifying the location or vicinity of Telstra's infrastructure to avoid damage to this infrastructure occurring as part of any digging or other excavation activity. You must not use Telstra's plans for any other purpose or in a way that will cause Telstra loss or damage and you must comply with any other terms of access to the data that have been provided to you by Telstra (including Conditions of Use or Access).

(See attached file: Telstra Duty of Care v32.0a.pdf)

(See attached file: Telstra Map Legend 4.0a.pdf)

(See attached file: AccreditedPlantLocators 2024-06-21a.pdf)

(See attached file: 241567922.pdf)



	Report Damage: https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment Ph - 13 22 03 Email - Telstra.Plans@team.telstra.com Planned Services - ph 1800 653 935 (AEST bus hrs only) General Enquiries	Sequence Number: 241567922 CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.
Generated On 08/07/2024 11:42:33		

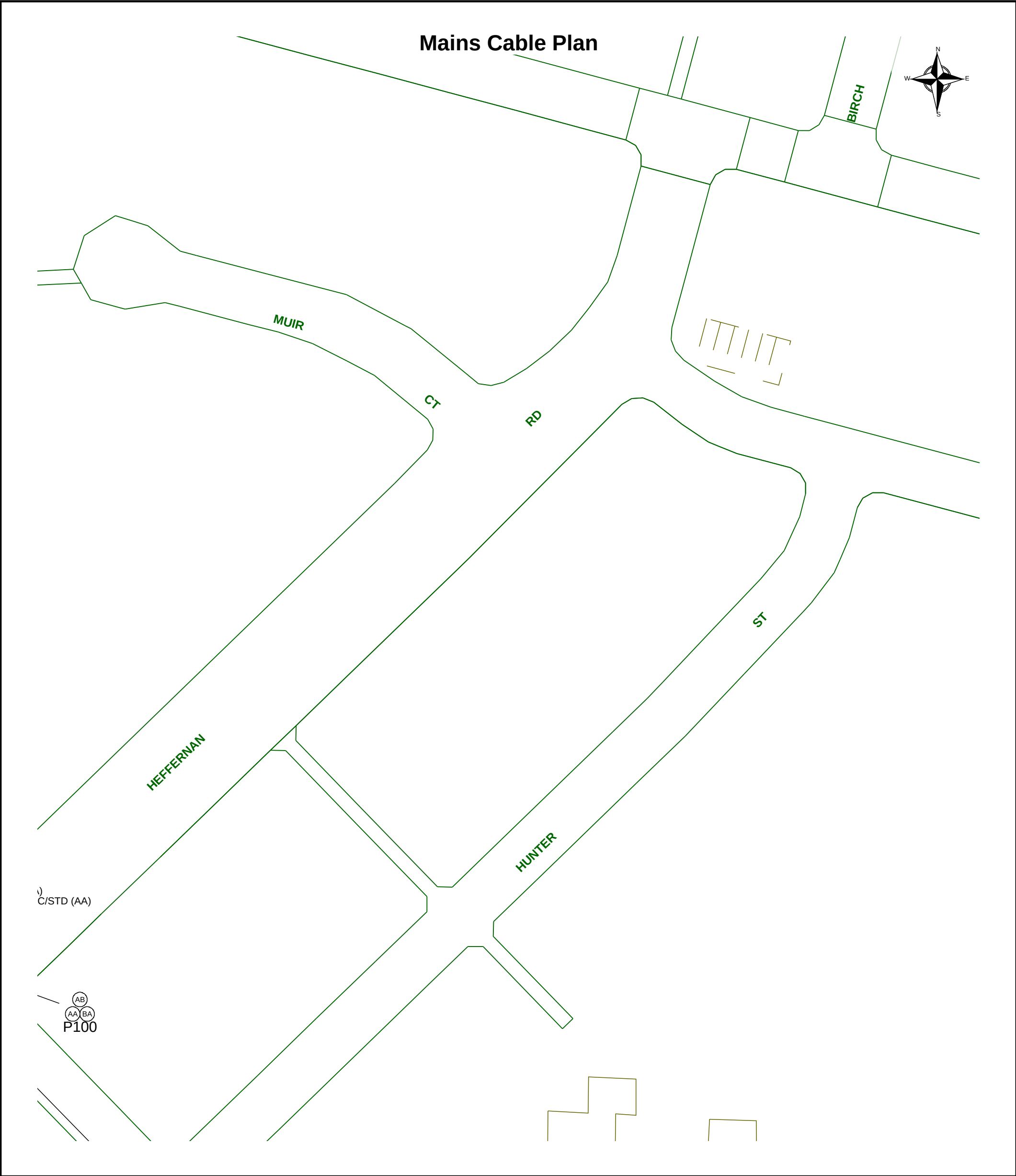
The above plan must be viewed in conjunction with the Mains Cable Plan on the following page

WARNING

Telstra plans and location information conform to Quality Level "D" of the Australian Standard AS 5488-Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing it. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra plant prior to commencing construction work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the asset is protected during construction works.

See the Steps- Telstra Duty of Care that was provided in the email response.

Page 1 of 2

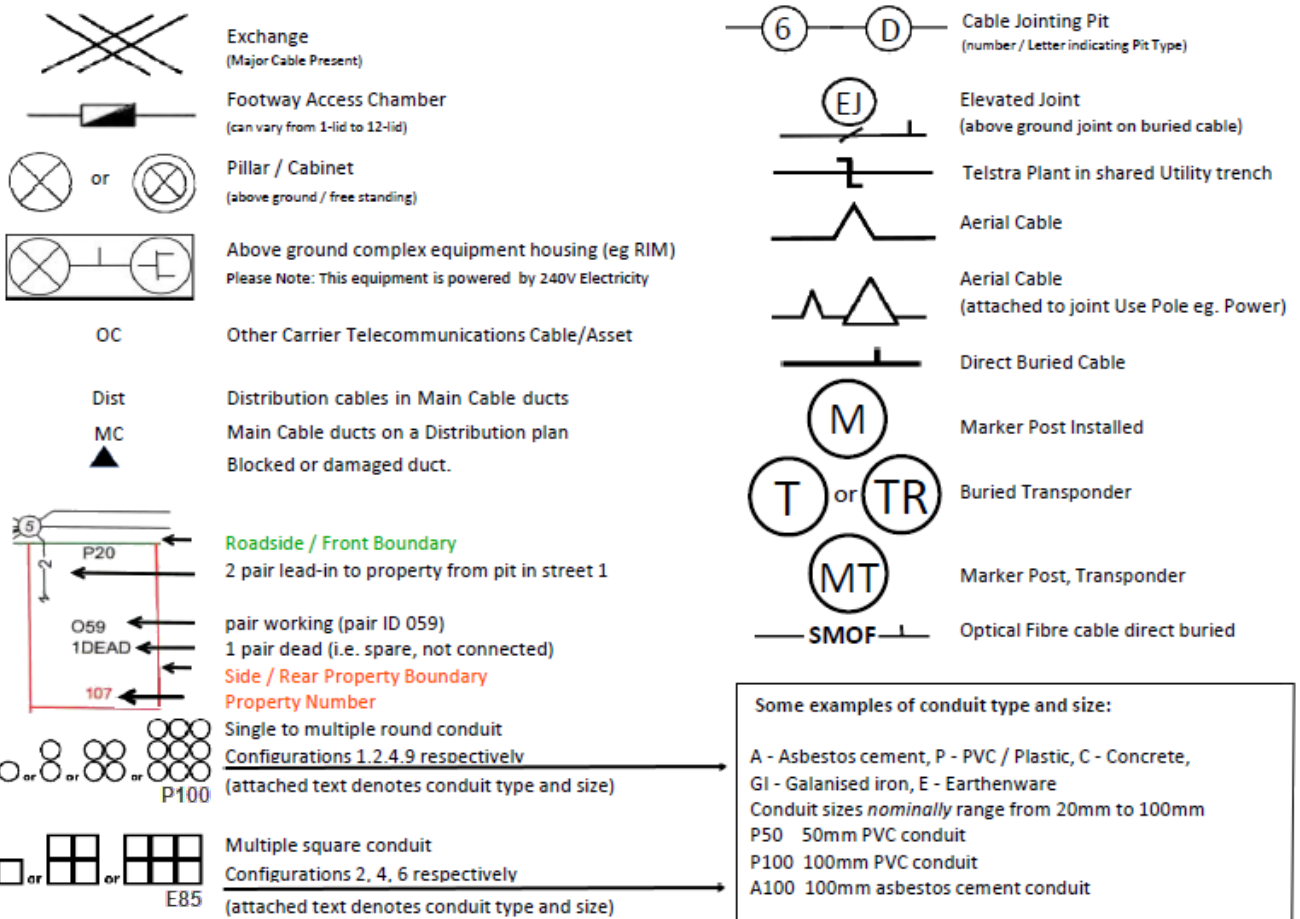


	Report Damage: https://service.telstra.com.au/customer/general/forms/report-damage-to-telstra-equipment Ph - 13 22 03 Email - Telstra.Plans@team.telstra.com Planned Services - ph 1800 653 935 (AEST bus hrs only) General Enquiries	Sequence Number: 241567922
	TELSTRA LIMITED A.C.N. 086 174 781	CAUTION: Fibre optic and/ or major network present in plot area. Please read the Duty of Care and contact Telstra Plan Services should you require any assistance.
	Generated On 08/07/2024 11:42:35	

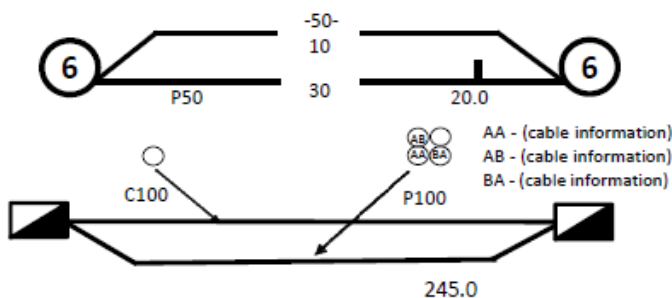
WARNING
Telstra plans and location information conform to Quality Level "D" of the Australian Standard AS 5488-Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. The exact position of Telstra assets can only be validated by physically exposing it. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy. Further on site investigation is required to validate the exact location of Telstra plant prior to commencing construction work. A Certified Locating Organisation is an essential part of the process to validate the exact location of Telstra assets and to ensure the asset is protected during construction works.

See the Steps- Telstra Duty of Care that was provided in the email response.

LEGEND



Some Examples of how to read Telstra Plans



One 50mm PVC conduit (P50) containing a 50-pair and a 10-pair cable between two 6-pits, approximately 20.0m apart, with a direct buried 30-pair cable along the same route

Two separate conduit runs between two footway access chambers (manholes) approximately 245m apart A nest of four 100mm PVC conduits (P100) containing assorted cables in three ducts (one being empty) and one empty 100mm concrete duct (C100) along

Protect our Network:

by maintaining the following distances from our assets:

- 1.0m Mechanical Excavators, Farm Ploughing, Tree Removal
- 500mm Vibrating Plate or Wacker Packer Compactor
- 600mm Heavy Vehicle Traffic (over 3 tonnes) not to be driven across Telstra ducts or plant.
- 1.0m Jackhammers/Pneumatic Breakers
- 2.0m Boring Equipment (in-line, horizontal and vertical)

For more info contact a [Certified Locating Organisation](#) or Telstra Plan Services 1800 653 935

OPENING ELECTRONIC MAP ATTACHMENTS –

Telstra Cable Plans are generated automatically in either PDF or DWF file types.
Dependent on the site address and the size of area selected.
You may need to download and install free viewing software from the internet e.g.



DWF Map Files (all sizes over A3)
Autodesk Viewer (Internet Browser) <https://viewer.autodesk.com/> or
Autodesk Design Review <http://usa.autodesk.com/design-review/> for
DWF files. (Windows PC)



PDF Map Files (max size A3)
Adobe Acrobat Reader <http://get.adobe.com/reader/>



Telstra BYDA map related enquiries email
Telstra.Plans@team.telstra.com
1800 653 935 (AEST Business Hours only)



REPORT ANY DAMAGE TO THE TELSTRA NETWORK IMMEDIATELY
Report online - <https://www.telstra.com.au/forms/report-damage-to-telstra-equipment>
Ph: 13 22 03
If you receive a message asking for a phone or account number say:
“I don’t have one” then say “Report Damage” then press 1 to speak
to an operator.



Telstra New Connections / Disconnections
13 22 00



Telstra asset relocation enquiries: 1800 810 443 (AEST business
hours only).
NetworkIntegrity@team.telstra.com
<https://www.telstra.com.au/consumer-advice/digging-construction/>



Telstra Aerial Assets Group (overhead network)
1800 047 909



Certified Locating Organisation (CLO)
<https://dbydlocator.com/certified-locating-organisation/>

Before You Dig Australia

Think before you dig

This document has been sent to you because you requested plans of the Telstra network through Before You Dig Australia (BYDA).

If you are working or excavating near telecommunications cables, or there is a chance that cables are located near your site, you are responsible to avoid causing damage to the Telstra network.

Please read this document carefully. Taking your time now and following the steps below can help you avoid damaging our network, interrupting services, and potentially incurring civil and criminal penalties.

Our network is complex and working near it requires expert knowledge. Do not attempt these activities if you are not qualified to do so.

Disclaimer and legal details



*Telstra advises that the accuracy of the information provided by Telstra conforms to Quality Level D as defined in AS5488-2013.

It is a criminal offence under the Criminal Code Act 1995 (Cth) to tamper or interfere with telecommunications infrastructure.

Telstra will also take action to recover costs and damages from persons who damage assets or interfere with the operation of Telstra's networks.

By receiving this information including the indicative plans that are provided as part of this information package you confirm that you understand and accept the risks of working near Telstra's network and the importance of taking all the necessary steps to confirm the presence, alignments and various depths of Telstra's network. This in addition to, and not in replacement of, any duties and obligations you have under applicable law.

When working in the vicinity of a telecommunications plant you have a "Duty of Care" that must be observed. Please read and understand all the information and disclaimers provided below.

The Telstra network is complex and requires expert knowledge to interpret information, to identify and locate components, to pothole underground assets for validation and to safely work around assets without causing damage. If you are not an expert and/or qualified in these areas, then you must not attempt these activities. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers. Construction activities and/or any activities that potentially may impact on Telstra's assets must not commence without first undertaking these steps. Construction activities can include anything that involves breaking ground, potentially affecting Telstra assets.

If you are designing a project, it is recommended that you also undertake these steps to validate underground assets prior to committing to your design.

This Notice has been provided as a guide only and may not provide you with all the information that is required for you to determine what assets are on or near your site of interest. You will also need to collate and understand all of the information received from other Utilities and understand that some Utilities are not a part of the BYDA program and make your own enquiries as appropriate. It is the responsibility of the entities undertaking the works to protect Telstra's network during excavation / construction works.

Telstra owns and retains the copyright in all plans and details provided in conjunction with the applicant's request. The applicant is authorised to use the plans and details only for the purpose indicated in the applicant's request. The applicant must not use the plans or details for any other purpose.

Telstra plans or other details are provided only for the use of the applicant, its servants, agents, or Certified Locating Organisation. The applicant must not give the plans or details to any parties other than these and must not generate profit from commercialising the plans or details.

Telstra, its servants or agents shall not be liable for any loss or damage caused or occasioned by the use of plans and or details so supplied to the applicant, its servants and agents, and the applicant agrees to indemnify Telstra against any claim or demand for any such loss or damage.

Please ensure Telstra plans and information provided always remains on-site throughout the inspection, location, and construction phase of any works.

Telstra plans are valid for 60 days after issue and must be replaced if required after the 60 days.

Data Extraction Fees

In some instances, a data extraction fee may be applicable for the supply of Telstra information. Typically, a data extraction fee may apply to large projects, planning and design requests or requests to be supplied in non-standard formats. For further details contact Telstra Planned Services.

Telstra does not accept any liability or responsibility for the performance of or advice given by a Certified Locating Organisation. Certification is an initiative taken by Telstra towards the establishment and maintenance of competency standards. However, performance and the advice given will always depend on the nature of the individual engagement.

Neither the Certified Locating Organisation nor any of its employees are an employee or agent for Telstra. Telstra is not liable for any damage or loss caused by the Certified Locating Organisation or its employees.

Once all work is completed, the excavation should be reinstated with the same type of excavated material unless specified by Telstra

The information contained within this pamphlet must be used in conjunction with other material supplied as part of this request for information to adequately control the risk of potential asset damage.

When using excavators and other machinery, also check the location of overhead power lines.

Workers and equipment must maintain safety exclusion zones around power lines

WARNING: Telstra plans and location information conform to Quality Level 'D' of the Australian Standard AS 5488 - Classification of Subsurface Utility Information. As such, Telstra supplied location information is indicative only. Spatial accuracy is not applicable to Quality Level D. Refer to AS 5488 for further details. Telstra does not warrant or hold out that its plans are accurate and accepts no responsibility for any inaccuracy shown on the plans. **FURTHER ON SITE INVESTIGATION IS REQUIRED TO VALIDATE THE EXACT LOCATION OF TELSTRA PLANT PRIOR TO COMMENCING CONSTRUCTION WORK.** A plant location service is an essential part of the process to validate the exact location of Telstra assets and to ensure the assets are protected during construction works. The exact position of Telstra assets can only be validated by physically exposing them. Telstra will seek compensation for damages caused to its property and losses caused to Telstra and its customers.

Privacy Note

Your information has been provided to Telstra by BYDA to enable Telstra to respond to your BYDA request. Telstra keeps your information in accordance with its privacy statement. You can obtain a copy at www.telstra.com.au/privacy or by calling us at 1800 039 059 (business hours only).



End of document

i This document may exclude some files (eg. DWF or ZIP files)

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