

## Local Voices matter: What you told us...

The CSIRO Local Voices project aims to bring the voice of community inside Port Waratah Coal Services to support constructive conversation between the community and the company. In March 2020, **618 community members** participated in the third six-monthly Pulse survey.

### Who participated in Pulse #3?

Four Local Voices community surveys have now been conducted; the Anchor survey concluding in September 2018, Pulse #1 conducted in March-April 2019, Pulse #2 survey conducted in September 2019 and this survey, Pulse #3 conducted in March 2020. 334 community members participated in the 2018 Anchor survey and 151 community members participated in the first Pulse survey. With additional recruitment activities, including face to face recruitment, 545 community members participated in Pulse #2 and we are pleased to report further increases in participation again, with 618 community members participating in Pulse #3. That's more than 1,600 surveys completed over the two years! Participants were once again recruited from established local networks and via an online panel of community members from the broader Newcastle area. Thank you to all community members that have participated.

### Consistent views over time

Looking across all four surveys, from the 2018 Anchor and the following three Pulse surveys, ratings of trust and acceptance of Port Waratah have remained steady. Trust that the company will act responsibly has remained around the mid-point of the scale and acceptance of the company was positive, receiving average scores between 3.5 and 3.7 out of 5, where higher ratings mean more positive ratings.

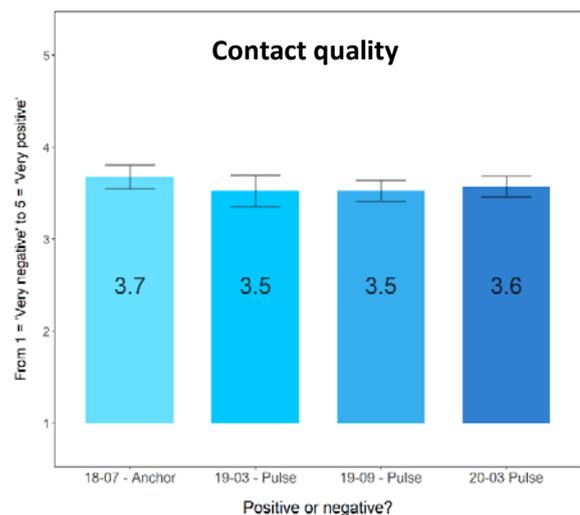


Figure 1. Ratings of contact quality across time

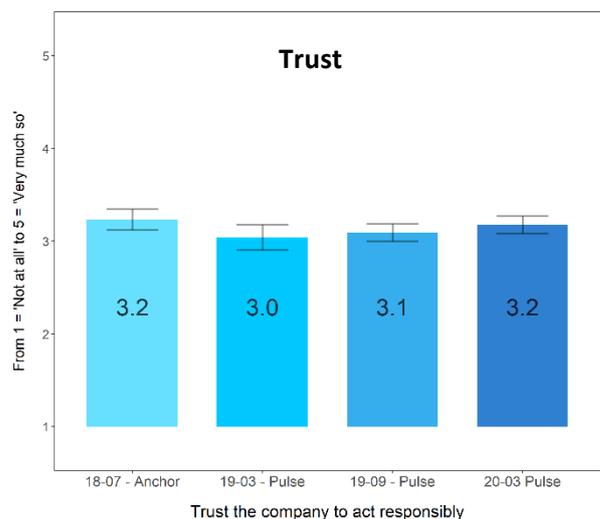


Figure 2. Ratings of trust across time

Contact experiences with Port Waratah employees, when these occur, remain a strength of the company. Contact quality remained steady and strong and reputation ratings increased slightly. The amount of contact the company has with the community has decreased over time, which may in fact be a consequence of an increasing sample size recruited from parts of the community not typically engaged directly by Port Waratah, and offers an opportunity to engage new parts of the broader Newcastle community and surrounding areas in new ways. Current COVID-19 restrictions make this challenging, of course, but is something to think creatively about in the future.

In all surveys to date, community members have been somewhat positive about the company's contribution to growth in the local economy, future prosperity, and local business opportunities: all of these areas of the relationship received average ratings between 3.5 and 3.7 (on a 1 to 5 scale where 5 is most positive). A modest, consistent improvement in sentiment across all groups that Port Waratah is contributing a broader economic benefit to the region has been observed since Pulse #2 (September 2019). Improvements regarding local businesses supplying goods/services to Port Waratah were recorded in Pulse #3 after a drop in Pulse #2. Perceptions that the benefits created by Port Waratah are fairly shared has decreased over time at the individual level but bounced back in Pulse #3 when participants were asked the extent to which community received a fair share of benefits generated by the company.

## Changes worth noting

Again, there were some important differences between the responses of Port Waratah employees and other community members. In all surveys, employees have generally had a very positive view of the company, how fairly benefits from the company are distributed, and awareness of its social investment programs, relative to those not employed by the company. Likewise, the experience of people living Portside remains generally less positive than those not living Portside in their relationship with Port Waratah, including in their perception of impacts.

## A focus on the environment

Responsible management of the environment is important to the community. Ratings of dust impacts remained steady, as did the satisfaction with management of dust. While differences were again observed between Portside and non-Portside residents, both groups reported modest improvements in their sentiment about Port Waratah's management of dust impacts on the community. Noise impacts and satisfaction with its management also remained steady, though below the mid-point of the scale (i.e. slightly negative).

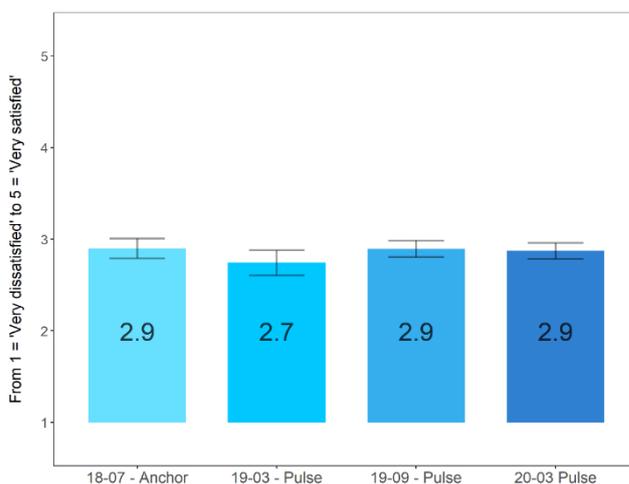


Figure 3. Ratings of satisfaction with Port Waratah's management of dust impacts.

## Next steps

To stay in touch with how the Local Voices project may evolve, please visit the project website using the address below. Thank you to everyone that has participated in the project over the last two years and to the Port Waratah team that have embraced the opportunity to hear the voice of community so clearly.

[www.research.csiro.au/portwaratahlocalvoices](https://research.csiro.au/portwaratahlocalvoices)

FOR FURTHER INFORMATION

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