

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 September 2019, 545 community members participated in the second bi-annual Pulse survey.

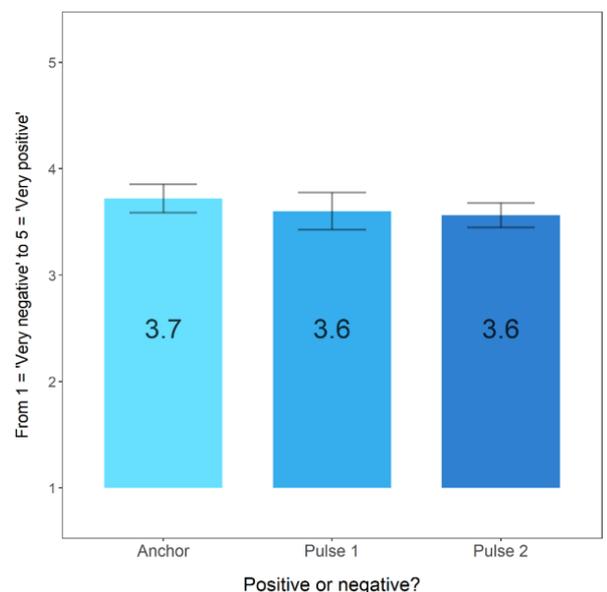
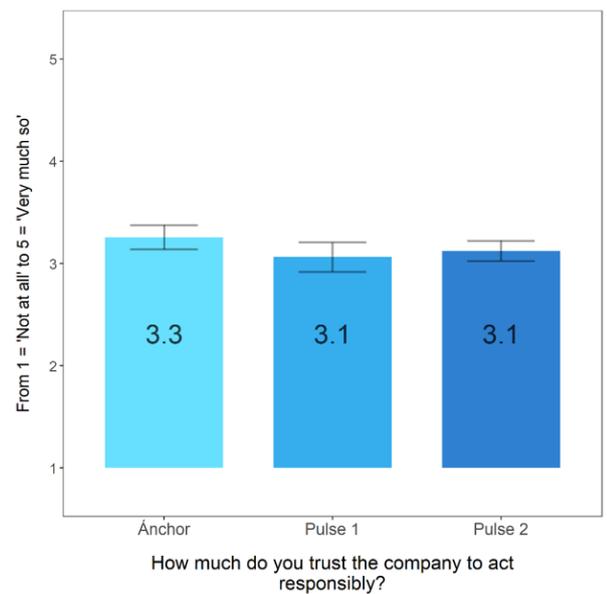
Who participated in Pulse #2?

The Port Waratah CSIRO Local Voices program was launched in late 2018 and will continue until 2020. To date, three Local Voices community surveys have been conducted; the Anchor survey concluding in September 2018, Pulse #1 conducted in March-April 2019 and this Pulse #2 survey conducted in September 2019. 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. Participants were also recruited from established local networks and via an online panel of community members from the broader Newcastle area.

Comparing Anchor, Pulse #1 and Pulse #2

Results from the Anchor and the two Pulse surveys were quite similar – trust in Port Waratah remained steady, and overall was above the midpoint of the scale used (i.e. in positive territory). Acceptance of the company remained positive (at 3.5 on a scale from 1 – not at all, to 5 – very much). Contact quality remained steady and strong and reputation ratings increased slightly. 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. In Pulse #2, however, there was a small drop regarding opportunities for local businesses to supply goods and services to the company.

While the benefits associated with the operation were again viewed somewhat positively, perceptions of how fairly benefits are shared decreased slightly from Pulse #1. Attitudes towards the impacts that Port Waratah is seen to have, such as the impact on water quality, and the satisfaction of these impacts, have both slightly increased overall in Pulse #2 since the 2018 Anchor survey. Noise impacts remain steady while satisfaction with management of noise improved slightly from Pulse #1.



Changes worth noting

One of the largest changes we observed between the Anchor and the Pulse #1 survey was confidence that regulation could hold the company to account – this dropped across the board, but especially for those living near Port Waratah. In Pulse #2, confidence in regulation appears to have rebounded from the Pulse #1 drop for all groups.

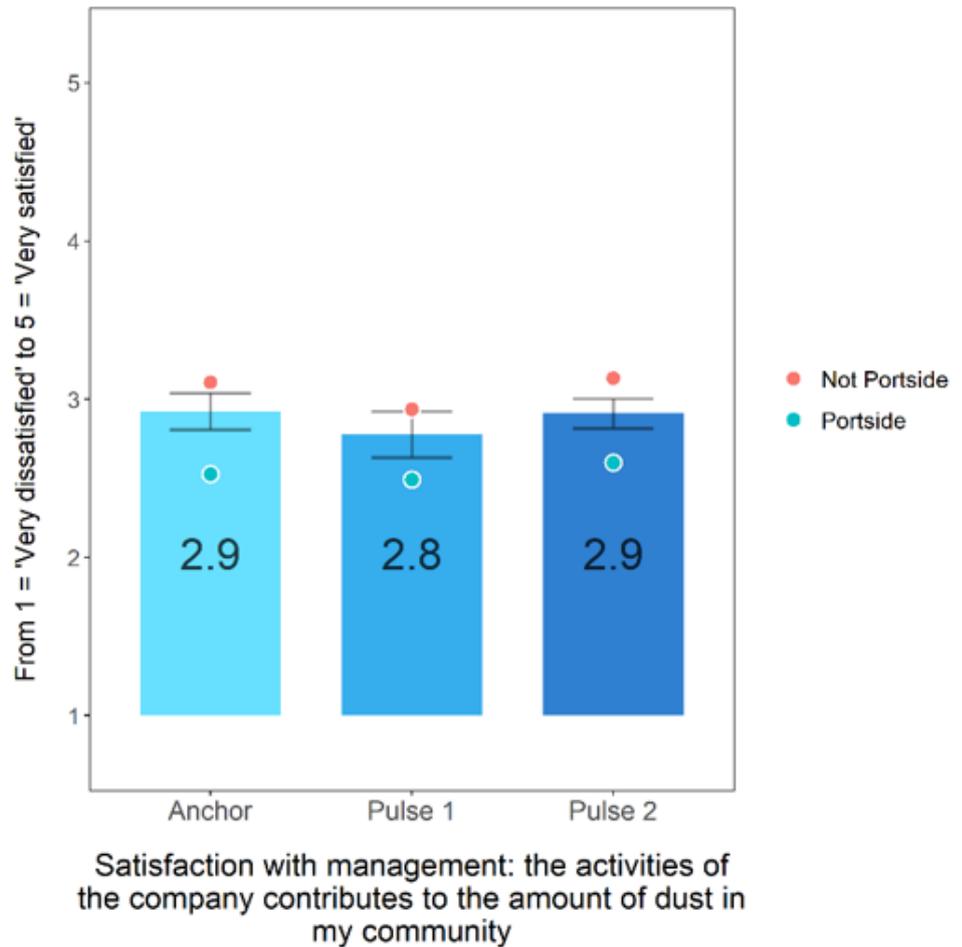
Again, there were some important differences between participants that were employees of Port Waratah and those that were not. In all surveys undertaken to date, employees in general have a very positive view of the company, how fairly benefits from the company are distributed, and awareness of its social 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 perceptions of impacts.

A focus on air quality

Ratings of dust impacts remained steady, though satisfaction with management of dust improved slightly. Again, differences were recorded for those living Portside, though improvements in satisfaction with the management of dust were observed for both those living Portside and those not.

It's not too late to join

Thank you to all community members that have participated so far. We had great success increasing local participation in Local Voices in Pulse #2 through face to face recruitment and awareness raising - thank you to everyone who joined recently, and to those committed to making their voice heard. We invite anyone in the Portside or broader Newcastle area to join the CSIRO Local Voices project at our project page – just search online for Port Waratah Local Voices. If you are a community group that would like to register for cash rewards, there is a link on this page as well to sign up.



Register to participate at: research.csiro.au/portwaratahlocalvoices

FOR FURTHER INFORMATION

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