

Local Voices matter: What you told us...

The CSIRO Local Voices project aims to bring the voice of community inside Port Waratah to support constructive conversation between the community and the company. In April 2019, 151 community members participated in the first Pulse survey conducted after the Anchor survey undertaken in August and September 2018.

Who participated in Pulse #1?

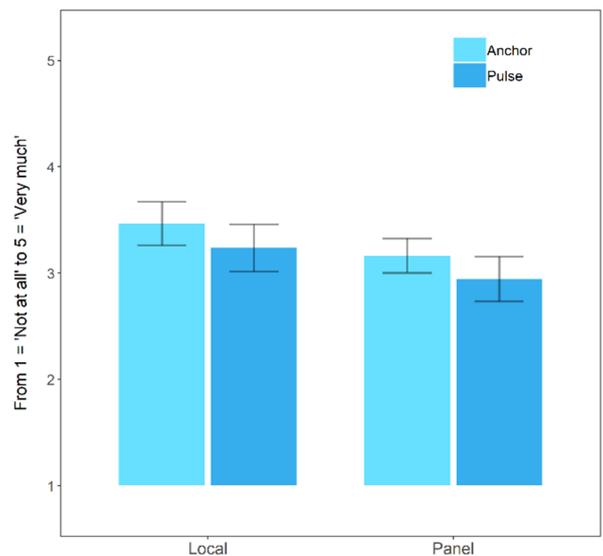
The Port Waratah CSIRO Local Voices program was launched in late 2018 and will continue until 2020. Two Local Voices community surveys have been conducted; the Anchor survey concluding in September 2018, and this first Pulse survey, which concluded in April 2019. 334 community members participated in the 2018 Anchor survey and 151 community members participated in the first Pulse survey. Participants were from both local networks (Local) engaged by the project team and also a panel of people (Panel) from the broader Newcastle area.

Comparing Anchor and Pulse #1

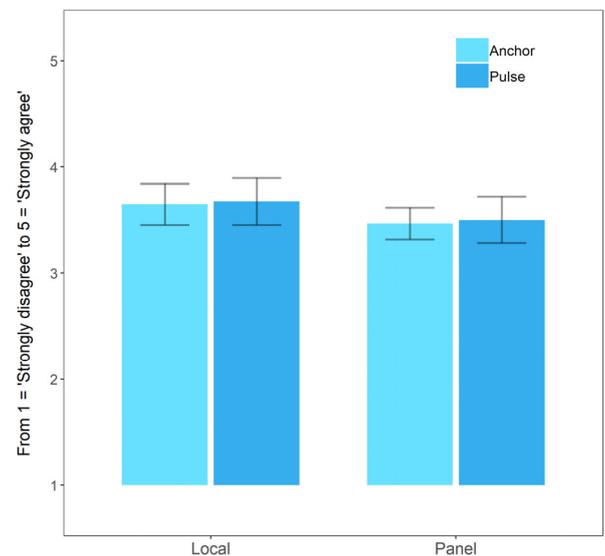
Results from the Anchor and Pulse surveys were quite similar – trust in Port Waratah was above the midpoint of the scale used (i.e. in positive territory), although it was slightly lower than in the Anchor survey. Acceptance of the company remained positive (about 3.5 on a scale from 1 – not at all, to 5 – very much).

Modest but consistent changes were observed around attitudes toward the impacts that the Port is seen to have on things like water quality, for example, with results showing moderate agreement that the company contributes to these impacts and a moderate drop in satisfaction with Port Waratah’s management of them. In both the Anchor and Pulse surveys, community members were positive about the company’s contribution to growth in the local economy, future prosperity and local business opportunities.

However, community members that are not Port Waratah employees reported a drop between the Anchor and Pulse surveys in the financial benefit they perceive as a result of the company’s activities.



How much do you trust the company to act responsibly?



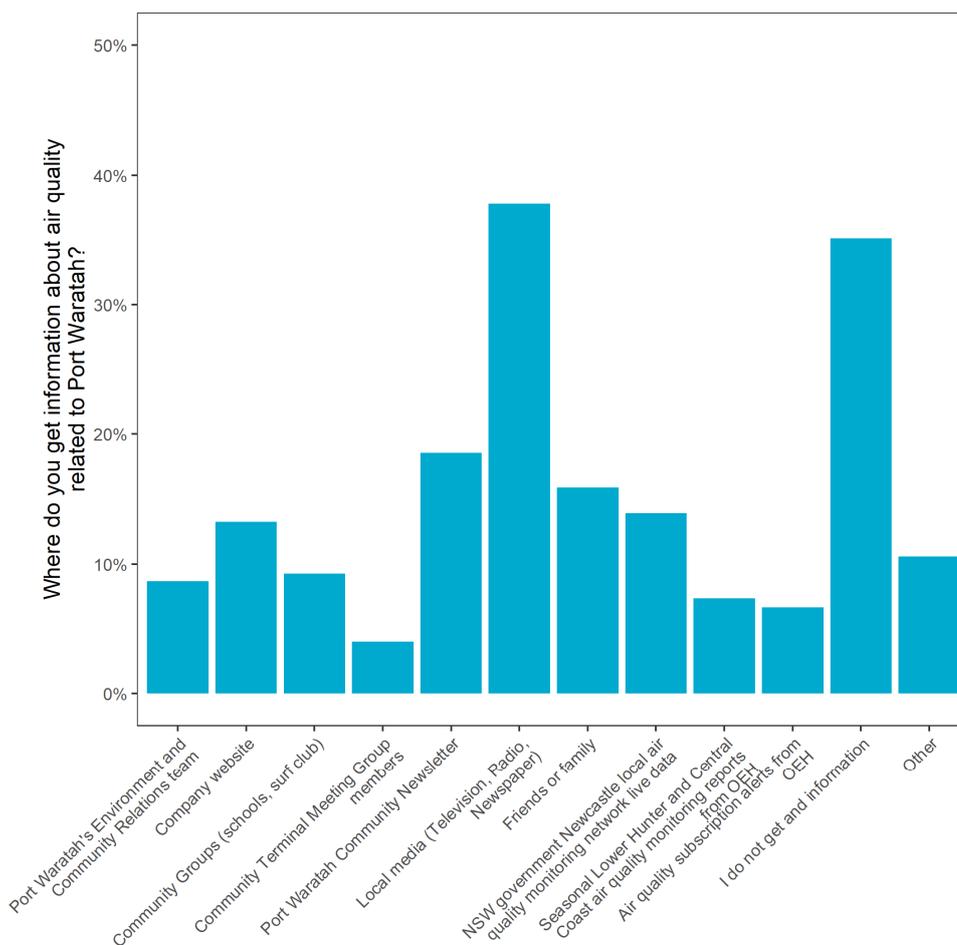
Company has contributed to growth in local economy

Changes worth noting

One of the largest changes we observed between the Anchor and Pulse surveys was confidence that regulation could hold the company to account – this dropped across the board, but especially for those living near the Port itself. There were also some important differences between participants that were employees of Port Waratah and those that were not – 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, in both the Anchor and Pulse surveys. Likewise, those that live Portside were less positive about things like the responsiveness of the company to community concerns, particularly among participants recruited through local networks (although this did not change between the Anchor and the Pulse survey).

A focus on air quality

In the Pulse survey, we included some additional questions about air quality and dust. Ratings of dust impacts were slightly more negative in the Pulse survey than they were in the Anchor, and community members were slightly less satisfied with its management by the company. This was particularly the case for those living Portside and recruited through local networks. When we asked where information about air quality was accessed, almost 40% of respondents indicated local media (television, radio and newspapers). Just more than 35% of respondents said they received no information about dust.



The Port Waratah newsletter (18%), friends and family (16%), and live data from the NSW government air quality monitoring network (15%) were the next most cited sources.

It's not too late to join

Thank you to all community members that have participated so far, and 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 Local Voices Port Waratah. 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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