



Port Waratah Local Voices Community Survey

Summary of Results

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. This Anchor survey marks the beginning of this process, with brief Pulse surveys to come at six month intervals for the next 18 months. Being heard is a powerful thing. 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 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 from Local Voices there is a link on this page as well to sign up.

Who participated?

326 community members completed the Anchor survey between mid-August and the beginning of October, 2018. 120 people lived in Portside suburbs and 206 people lived in the broader Newcastle area. About 10% of participants said they were current or former Port Waratah employees. Survey participants were broadly similar to the community when comparing demographic characteristics such as gender, age and education.

What did we ask?

We asked the people of Newcastle that participated about a range of things related to Port Waratah. This included perceptions of the benefits that flow from the company, the impacts they feel are generated by the company, their relationship with the company, Port Waratah’s community investment program, and community trust in and acceptance of Port Waratah.

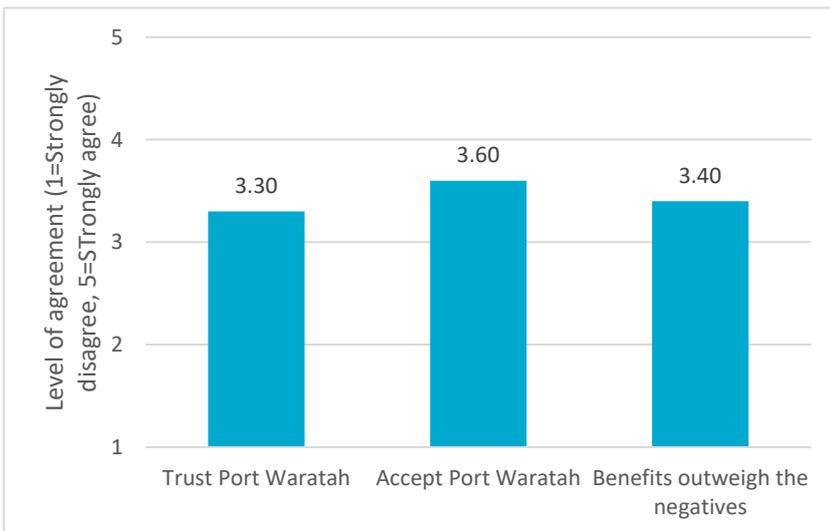
The relationship between Port Waratah and the community is strong

Port Waratah currently has positive levels of acceptance and trust within the community. Port Waratah was trusted more than the mining industry overall, advocacy groups and state government, but less than small businesses and research institutions. The community also indicated that the benefits that Port Waratah brings to the community outweigh the negatives associated with its operation. This is an excellent platform on which to continue developing the relationship

between Port Waratah and the community.

Almost two thirds (~68%) of the sample indicated they have had contact with people from Port Waratah in the last 12 months, which is really high for companies like Port Waratah, and this contact was very positive for most community members.

We also found there was strong levels of commitment among community members to the Newcastle area and high levels of satisfaction and sense of belonging among residents.



The benefits Port Waratah brings

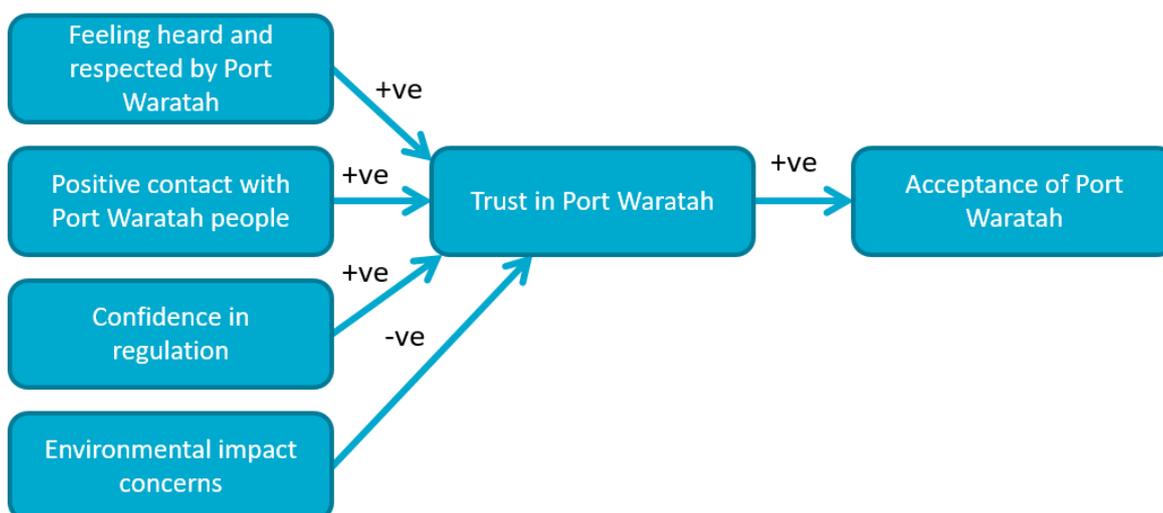
There was moderate agreement that Port Waratah brings employment and economic benefits to the area. What was interesting in this data is that those community members living closer to Port Waratah (Portside suburbs) were less positive than those from the broader Newcastle area on these measures.

The impacts that Port Waratah brings

We asked about a range of potential impacts, like dust, water quality in the harbour, noise and broader impacts of coal mining and use on the climate. Responses to a range of environmental impact questions were around the midpoint of the scale used (neither agree nor disagree), with participants indicating noise in particular was not an issue causing concern for most people. Dust created by Port Waratah was rated more negatively, however, and community members (particularly in Portside suburbs), felt that there was room to improve in managing this impact.

What leads to a deeper relationship with Port Waratah?

We explored what issues in particular were important in contributing to higher levels of trust in Port Waratah, and acceptance of its operations. We found that the most important driver of greater trust was feeling heard and respected by the company, involved in decisions that affect the community made by Port Waratah, and the extent to which the company responded to community concerns. How positive the experiences of contact with Port Waratah people and how much confidence community had in the formal rules around the port's operation (i.e. regulation) were also important in driving trust in and then acceptance of the company. Finally, we found that the more concerned community members were about environmental impacts from the terminal's operations, the lower their levels of trust in the company.



What next?

- The Anchor data will be presented by Dr Kieren Moffat (Local Voices Project Leader) in February at a community event for anyone in the Newcastle area that is interested – stay tuned in the New Year for details;
- CSIRO Local Voices will be launching the first Port Waratah Pulse survey in early March, 2019. This will be a short check in survey to track the key drivers of trust in the relationship between Port Waratah and the community.

Thanks again for your interest and participation and have a wonderful and safe Christmas.

Kieren

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FOR FURTHER INFORMATION

CSIRO MINERAL RESOURCES

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