



# CSIRO Local Voices Conversation Starter: Moranbah

On the 16th of October 2019, CSIRO and BHP hosted a Conversation Starter in Moranbah. Community members came together with Dr Kieren Moffat from CSIRO, BHP General Manager Brendan Lynn, and BHP communities team members to:

- share key findings from the CSIRO Local Voices Anchor survey,
- discuss these findings with other community members and BHP, and
- talk about how the community, BHP and CSIRO can work together to understand and progress challenges and opportunities identified.

BHP LOCAL VOICES



## Moranbah & Dysart Anchor Survey Participants

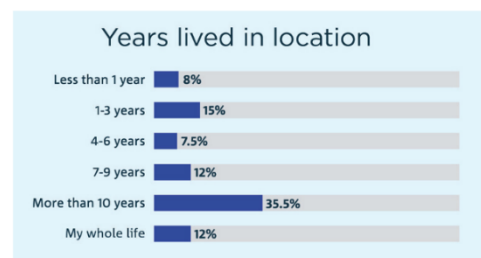
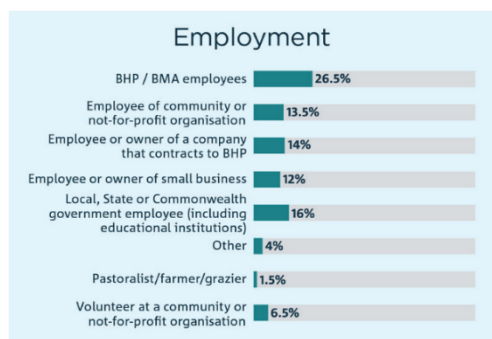
200  
COMPLETED  
SURVEYS

2.50%  
ABORIGINAL/TORRES  
STRAIGHT ISLANDER

69%  
FEMALE



31%  
MALE



## Community Rewards

**\$3,515** EARNED BY LOCAL VOICES PARTICIPANTS FOR **22** COMMUNITY GROUPS

## Trust in BHP

We found trust in BHP was related to three key areas: how the company responds to community concerns, commitment to Moranbah & Dysart through local jobs, and the quality of interactions between BHP people and the communities surrounding its operations in the Isaac Region. Spreading the benefits of BHP's operations broadly and fairly through community was also important in driving trust.

### Discussion: How can we improve trust?

The group explored BHP's responsiveness as a key area where improvement would lead to higher levels of trust. A strong discussion theme was around developing more personal connections with the company through family days, mine tours and involvement in clubs and committees so the company has a better 'feel' for the mood of the town. In short, community members wanted the company to have a more active voice in town life, and support greater connection between the workforce and community through supported volunteering for employees and more access to BHP communities team team.

### Discussion: Spreading the benefits of mining wider

There was great discussion about how the company could pragmatically connect more fully with the town through local economic activity and investment. This included leveraging BHP's 'huge supply (value) chain' for local businesses to access more effectively through the Local Buying Program and working harder to support economic connections between FIFO employees and the community through local businesses and encouraging local spending by employees. Investing in locals for trainee/apprenticeships (with targets) was proposed, as was providing clearer pathways for local people to up-skill for entry into the mine workforce if they chose, especially among groups like parents with young children that may need flexibility to participate (but are an under-utilised resource currently). These areas of discussion were all focused on how to broaden the value proposition for BHP within the community, and ensure that local people feel they are receiving a fair share of benefits that flow from its operations (which is also a key driver of trust in the company from our Local Voices data).

## Community resilience

The Local Voices data shows us that communities are better able to manage change when there is a strong track record of collaboratively solving problems together, trust between groups, and the community is diverse (i.e. it is suitable for different types of groups like older people as well as young families). Leadership (both formal and informal) also plays an important role.

### Discussion: Working on leadership in Moranbah

Community members took a long view around leadership, discussing the need to create and support strong, passionate locals in leadership roles (seen as a the 'change makers'). Growing these leaders was seen as something that should start in school, with BHP perhaps supporting their development in school but also through establishing a student's council alongside community representative bodies. Integrity and community-based motivations were also seen to be an important quality of local leaders. A strong local government was also recognised as being an important enabler of more constructive and collaborative relationships between the Moranbah community and the mining industry. 'Connecting the dots' across all levels and groups within Moranbah was seen as being really important in difficult times or times of change, and a feature of resilient communities.

- Responsiveness
- Local jobs
- Contact quality

**TRUST**

### Next steps

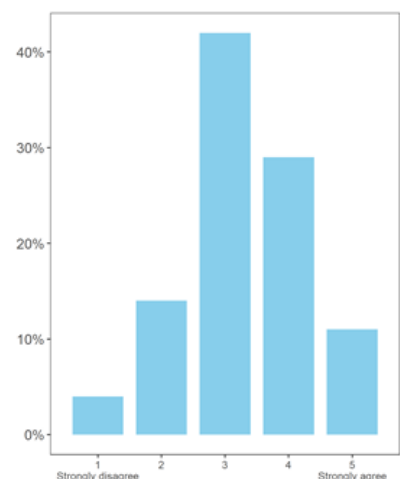
The CSIRO Local Voices program of work is about bringing the voice of community in Moranbah directly in to BHP.

There are two main areas where CSIRO will be focusing in 2020:

1. Increasing the number of community members participating in Local Voices each month - remember, BHP can only respond to concerns if they know about them, and
1. Working with local groups and the BHP team to make the data that Local Voices collects as useful (and used) as possible.

### Get involved

To register for Local Voices just search for **"BHP Local Voices"** online or contact [localvoices@csiro.au](mailto:localvoices@csiro.au)



"Good working relationships exist between different groups in my community"



CSIRO Local Voices  
Feeling heard is a powerful thing

**BHP**