

**BHP**

CSIRO Local Voices Conversation Starter: Roxby Downs

In October 2019, CSIRO and BHP hosted a series of workshops in Roxby Downs. Community members came together with Dr Kieren Moffat of CSIRO and BHP community team members to:

- share key findings from the CSIRO Local Voices Anchor survey,
- discuss these findings with the community 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

Anchor Survey Participants

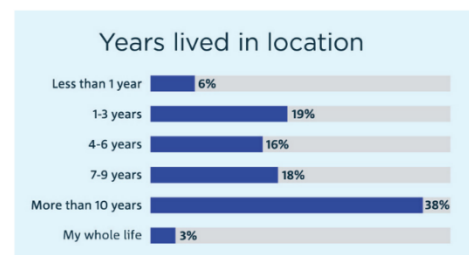
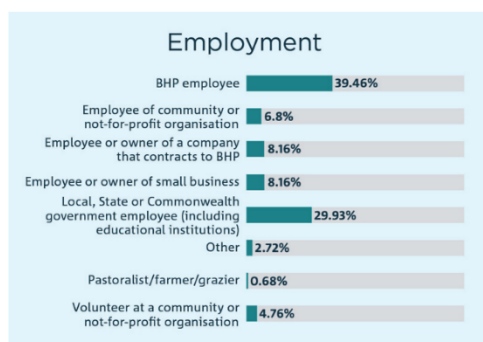
147
COMPLETED
SURVEYS

2.72%
ABORIGINAL/TORRES
STRAIGHT ISLANDER

75%
FEMALE



25%
MALE



Community Rewards

\$2,645 EARNED BY LOCAL VOICES PARTICIPANTS FOR **13** COMMUNITY GROUPS

Trust in BHP

We found trust in BHP was related to three key areas: how the company responds to community concerns, the local economic value BHP brings to the community, and the quality of interactions between community members and BHP representatives. Overall, while acceptance of BHP in Roxby Downs was strong, trust in the company had room to improve.

Discussion: How can we improve trust?

Across several workshop sessions, common themes emerged in discussions about improving trust in BHP. These included increasing the opportunity for community members to have positive interactions with BHP staff through the new Community Hub, presence on committees and in community groups - for BHP people to be part of the community. A clear example used by workshop participants was having local people in community liaison roles and how this had helped community members feel that they understood what they were talking about or were experiencing in Roxby Downs. Challenges to building trust with BHP included delays with BHP responding to community issues because of its complex approvals and decision making processes, and local community team resourcing. Community members made the consistent point that they would be keen to hear from BHP even if an issue had not been resolved, just to understand that it was being considered and that an issue had not been forgotten. In these discussions, the role of the community was also canvassed, and that community members need to work with staff at the Hub, for example, to workshop ideas around solving common challenges like childcare shortages.

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: Change and Roxby Downs

Mining towns experience change in cycles - every 6 years for Roxby Downs was one thought in the workshops - and the Local Voices conversation took place in the context of a potential new BHP accommodation village for its commuting workforce in Roxby Downs. In these discussions, should the new village go ahead it was clear that community members and BHP would need to draw on the strengths in their relationship to ensure that this transition was successful. This would include collaboration between the Council, the company, community groups and community members to explore the likely challenges and opportunities together. This was seen as an opportunity for BHP to demonstrate its responsiveness (as a key driver of community trust) and for a closer relationship between the commuting workforce and community - to help the commuting folk understand more about the town they work in and see what it has to offer, as well as how they may participate in town life more effectively. CSIRO's role in this will be to measure what matters to community to support community members through change that may come in the future.

- Responsiveness
- Local \$ value
- Contact quality

TRUST

Next steps

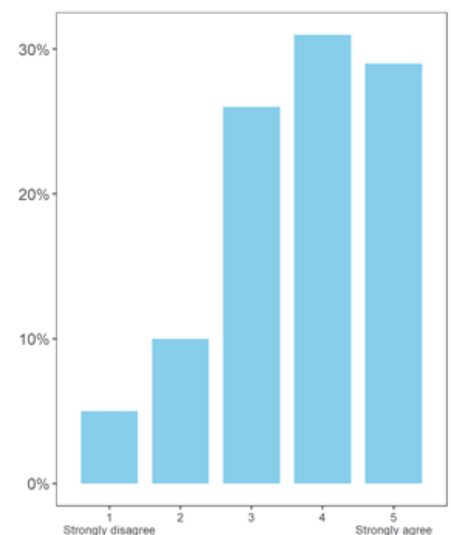
The CSIRO Local Voices program of work is about bringing the voice of community in Roxby Downs directly to BHP.

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
2. Working with community groups and organisations 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



"BHP's activities will support the region's future prosperity"



CSIRO Local Voices
Feeling heard is a powerful thing

BHP