



## CSIRO Local Voices Community Conversation: Singleton

On 27th February 2020, CSIRO and BHP hosted a Community Conversation in Singleton. Community members came together with Dr Kieren Moffat from CSIRO, Mt Arthur Coal General Manager Adam Lancey and BHP community 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 identified.

BHP LOCAL VOICES



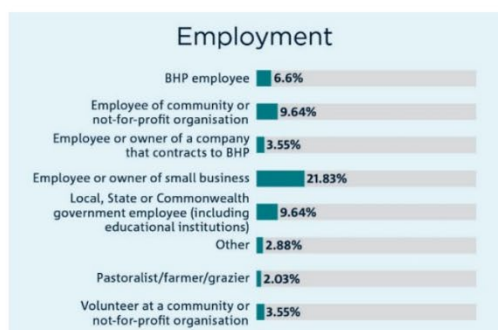
## Upper Hunter Anchor Survey Participants

197

COMPLETED  
SURVEYS

9.64%

ABORIGINAL/TORRES  
STRAIGHT ISLANDER



## Community Rewards

**\$2,750** 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, commitment to Singleton through local jobs, and the quality of interactions between BHP people and the communities surrounding its operations in the Upper Hunter 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 opportunities for personal interactions with the BHP workforce. Some suggestions included employee attendance at community events, school award nights and involvement in local clubs through volunteerism. Participants want to see BHP more actively engaged in what's going on in Singleton and have more open communication around the contributions BHP currently makes to the community. Through discussion with BHP people in the workshop it was clear to community members the company has many more points of connection and contribution than they were aware of.

### 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. The group discussed education as a priority and how BHP could support career development for local young people through open days and school scholarship programs. Community members want to see BHP take a leadership role in the community and lobby state and federal government on local infrastructure projects and be an advocate for the Upper Hunter region. The Local Buying Program was viewed positively but there is a lack of awareness in the broader community so the group discussed ways in which the program could be promoted better, such as signs for engaged suppliers demonstrating their connection. The Mayor and Councillors present emphasised the power of collaboration between the community, BHP and local government in determining how benefits are distributed and communicated.

## 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. 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 Singleton

Community members discussed how to best utilise the skill set of the BHP workforce in the greater community and see more BHP volunteers in leadership roles in local clubs and committees. The idea that Mt Arthur Coal could be a 'Leadership Factory' within community was strong with both BHP and community members present, with BHP supporting its people to contribute in the community as they did so well for the Rural Fire Service during the recent bushfires. The group explored Singleton's future resilience, and the need to diversify its industries. The discussion centred around BHP's role in supporting the community to broaden its economic base. One suggestion to form a 'Community Chamber', adopting the successful local business chamber model, to enable discussion between BHP, local business, council and community representatives around common goals and challenges.

- Responsiveness
- Local jobs
- Contact quality

TRUST

### Next steps

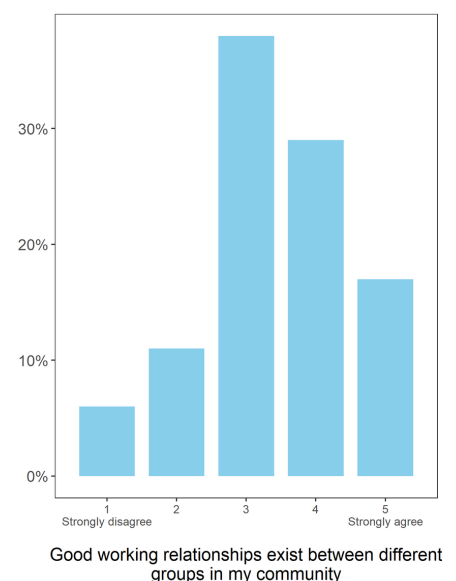
The CSIRO Local Voices program of work is about bringing the voice of community in Singleton directly in to BHP.

CSIRO will focus on two main areas 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 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)



CSIRO Local Voices  
Feeling heard is a powerful thing

