

**BHP**

CSIRO Local Voices Conversation Starter: Dysart

On the 16th of October 2019, CSIRO and BHP hosted a Conversation Starter in Dysart. Community members came together with Dr Kieren Moffat from CSIRO, BHP General Manager Keith Haley, 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

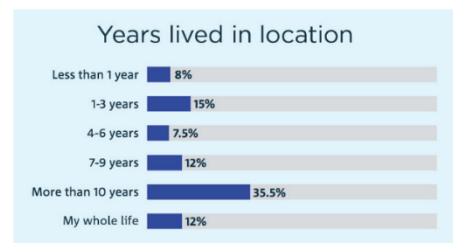
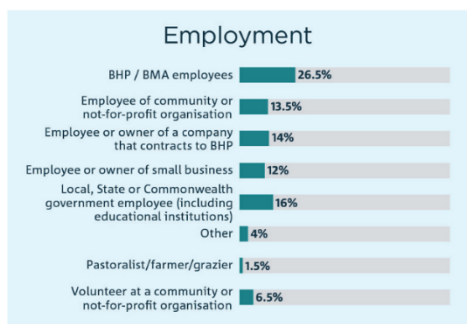
Moranbah & Dysart Anchor Survey Participants

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 Dysart through local jobs, and the quality of interactions between BHP people and the Dysart community. Spreading the benefits of BHP's operations broadly and fairly through community was also important in driving trust.

Discussion: How can we improve trust?

Looking at BHP responsiveness as a key way to improve trust, community members focused on the points of connection with BHP. They felt that having clear points of contact in BHP for community to engage with, communicating these widely and often, and being more present in community events/activities/committee meetings. The group also indicated that streamlining BHP decision processes on community related issues would be appreciated. Attendees also stated clearly that the community must be clear in communicating requests and issues to BHP (it's not all on the company's shoulders) & that community investment (e.g. through grants) should be the product of careful work by community members. The group also made it clear that Dysart is its own community, distinct from Moranbah and diverse in its own ways.

Discussion: Spreading the benefits of mining wider

A discussion about economic benefit was (understandably) strongly influenced by experiences of the downturn in the recent past. Local business was characterised as strong but adapting to a new world with lots of small home businesses starting and the constant challenge about high running costs locally. The economic stability of the town was seen to be strongly connected to permanent local jobs with BHP, investment in trainees/apprenticeships for local young people, strong local schools and access to critical services, and helping local people take the risk to start a business in their community. It was clear that Dysart is a town with a strong identity and sense of pride, but that the downturn had knocked its confidence. Working on building that confidence and resilience would be a great area of focus in the relationship between BHP and the Dysart community.

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 Dysart

Dysart's ability to manage change effectively was clearly connected to leadership within the community. Local leadership was seen to be in good shape but over-reliant on the same people. Spreading the load (and supporting leaders by providing them with practical help to allow them to put in the time) was a key pathway to a more resilient community, as was open communication by BHP about issues affecting community. An additional point was that local leaders are passionate about their community, but are unlikely to seek formal leadership roles. This is an area to explore in the future - it appears that a small group of people do a lot of community leading and volunteering. Building the confidence and capacity of local people to get involved (e.g. through governance training and more creative strategies) would have real benefit for all Dysart community members.

- Responsiveness
- Local jobs
- Contact quality

TRUST

Next steps

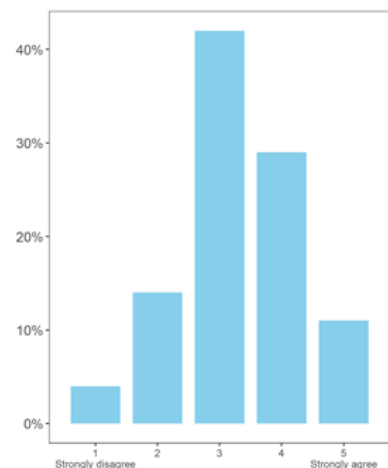
The CSIRO Local Voices program of work is about bringing the voice of community in Dysart directly in to BHP.

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



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



CSIRO Local Voices
Feeling heard is a powerful thing

BHP