

Conversation Café: Paraburadoo

On 19 November 2018, Paraburadoo was invited to come together to explore the CSIRO Local Voices data. This is a brief summary of the rich conversation that followed...

What is CSIRO Local Voices?

Rio Tinto has engaged CSIRO to conduct an ongoing analysis of community attitudes to the company’s iron ore operations in the Pilbara. This gives communities neighbouring the operations a direct voice inside the company, and helping to inform the company’s decision making. Join now at <https://research.csiro.au/localvoices/>

What did we talk about?

James Jarvis from The Nintirri Centre facilitated the day, introducing Dr Kieren Moffat from CSIRO who provided some background about Local Voices and then introduced each discussion topic with a short selection of data collected through the Local Voices project since the 2017 Anchor Survey to October – each topic had three key questions to explore. Kent Franey from Rio Tinto also provided some context about what Local Voices means to the company and how the data is being used.

Topic 1: What makes our town work?

Key question #1: *What other services should we be measuring?*

The area of greatest priority for community was the lack of a resource centre in Paraburadoo to provide access to government services, computers, boardroom hire etc. As with other towns, the issue of underemployment of partners of Rio Tinto personnel was prevalent, and the need to deliver work readiness programmes for Indigenous residents.

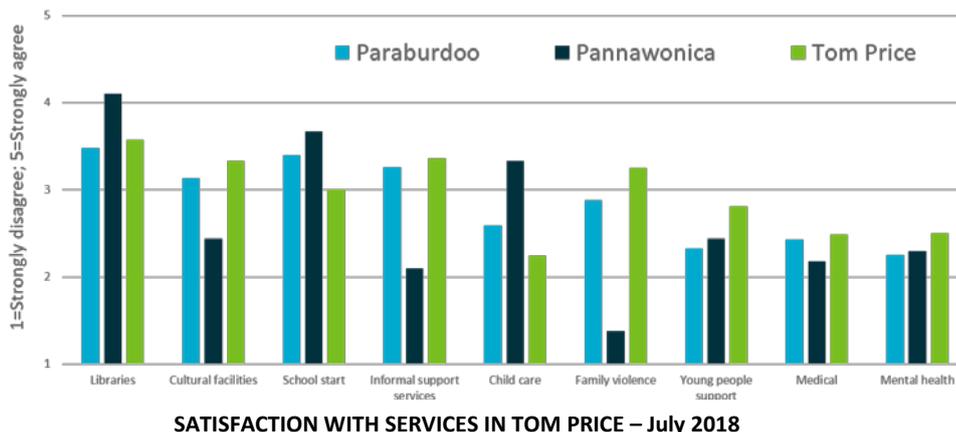
Mental health service provision was also mentioned as an issue that requires attention to assess need and also existing services.

Key question #2: *What makes Paraburadoo strong?*

A feeling of safety and security in town, achieved through common town goals (e.g. focus on young people; looking out for each other; interconnection; and team/community fit considerations when hiring). Community events are effective in connecting new people with common interests, and the town has a ‘welcoming nature’. Use of digital platforms like Facebook is effective in reducing rumours about Rio Tinto but respect toward all parties is required online.

Key question #3: *What does ‘better’ look like?*

Mental health services that are similar in scale to medical services, use of telehealth services, and building confidence in DV reporting/support services around confidentiality and consequence-free engagement. Increasing adult participation in sport a key strategy to tackle mental health, isolation of long shifts, integration of FIFO workers into local community, and there was a strong sentiment that it should be driven from and enabled by Rio Tinto through workforce interactions. ‘Better’ also looks like Rio Tinto partners’ skills more utilised locally.



SATISFACTION WITH SERVICES IN TOM PRICE – July 2018

Topic 2: Building community resilience

Key question #1: What does 'leadership' mean here?

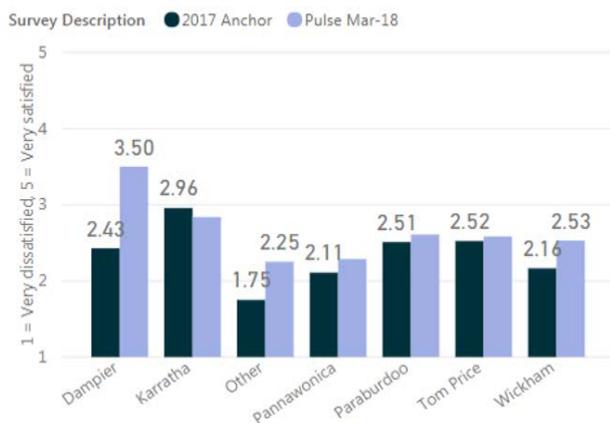
'Leadership' in Paraburdoo looks like:

- A group who show strength, resilience, and innovation through their actions;
- Are capable, inspiring, motivating and bring people together in their community;
- Individuals that leave a legacy and are remembered by community for what they have done;
- Are long term thinkers, and inspire others to step up and participate

Everyone has a role to play, not just the institutions like Rio Tinto, Shire of Ashburton or any other organisation.

Key question #2: Why have leadership ratings improved?

Recent devastating incidents in town have created community connectedness and spirit to assist each other, bond and then rely on each other for support. Rio Tinto managed the incident well, although concern that recent stability may again be undermined by changes. New people in town also refresh the place and good vibes are infectious!



SATISFACTION WITH LOCAL LEADERSHIP – All Towns

Key question #3: How do we manage change together?

Remaining positive is key in creating an atmosphere of 'togetherness' through acknowledging, respecting and including diverse views in community conversation. Active listening and practicing empathy, especially when times are better, is great practice for when times are tough. Transparency in communication, engagement, and uncertainties that exist was prominent in discussion about managing change effectively.

Topic 3: Feeling heard is a powerful thing

Key question #1: What is it like when community communicated effectively together?

The recent incident update session at the hall helped people to come together, listen to what was happening, get regular, accurate information, ask questions, feel like they were heard and involved – this was a good example of the power of working together through difficult periods. The former CAG was mentioned as a vehicle for doing this more regularly. The elements are all here in Paraburdoo.



FEELING HEARD LEADS TO TRUST AND ACCEPTANCE

Key question #2: What does trust with Rio Tinto mean to you? How do you build trust?

Trust comes from open and honest communication – sometimes hard but the world doesn't end when achieved. Acting in line with promises, feeling heard by Rio Tinto and other stakeholders, and actively listening within relationship all key pathways to deeper trust. Accessibility /availability of decision makers is important, and those organisations should do more proactive communication not reactive – community can deal with uncertainty.

Key question #3: How can we feel more heard?

More regular community consultation and forum/workshop based discussions are important – need to be facilitated. Seeing that being listened to, acknowledging community perspectives and follow through on commitments is key. Closing the 'distance' between company decision makers and the context in which they pay out was prominent, and working on maximising engagement between Rio Tinto and the Shire of Ashburton was discussed.

What next? A call to action

- Join Local Voices and enrol others, promote token allocation to local groups
- Revisit a community lead forum for Paraburdoo OR existing mechanism that LV data can be used in to support discussion
- Utilise Community Hub for feedback

Search: Rio Tinto Local Voices

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FOR FURTHER INFORMATION

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