

Conversation Café: Dampier/Karratha

On 23 November 2018, Dampier and Karratha were 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 Pilbara for Purpose 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 to date – each topic had three key questions to explore. Tim McDougall 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?*

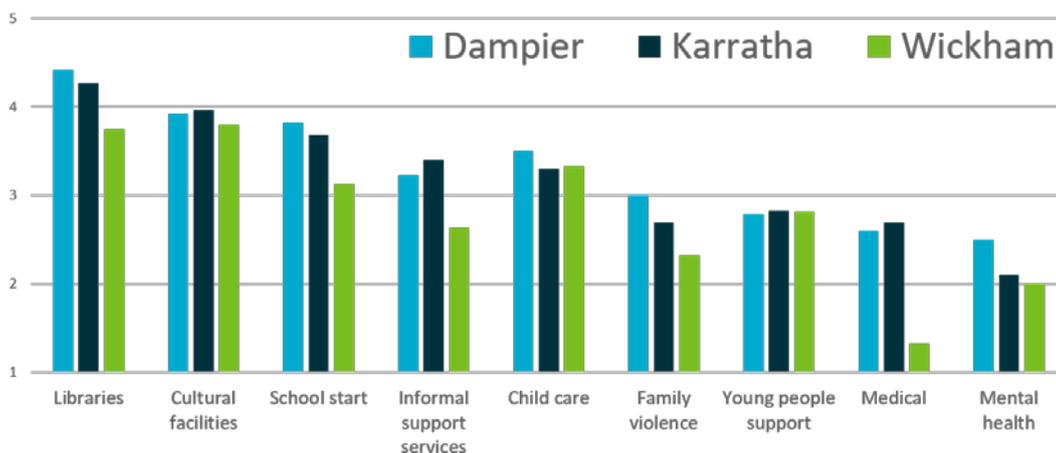
There was strong sentiment to better understand and identify current service delivery and need rather than thinking about new services that may be missing. In addition, community were keen to explore professional

development services, with specific focus on STEM pathways for older and younger people connected to mining. Women’s health and wellbeing was also noted as an area of underservice.

Key question #2: *What makes Karratha/Dampier strong?* Infrastructure was seen as a key to enabling strength and connection within communities. A good example that was highlighted was the new Dampier Community Hub – a space that facilitates much more than just its stated, core roles. Air conditioning is a key ingredient to attracting people and activating spaces, although whether all groups find them inclusive was a concern.

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

Youth engagement (especially for those between 6-11 years) seen as a key pathway to a better, more cohesive community. It was felt when kids feel engaged and part of the community they are more likely to engage in pro-social behaviour and feel ownership of place. Engaging parents a key strategy for achieving this. A permanent Headspace facility in the Pilbara was part of what ‘better’ looks like, with professionals retained, less locum GPs, and alignment with the principles of Act, Belong, Commit. A resident magistrate would also support a sense of continuity, permanence and connection to context that this key institution needs to be most effective/respected.



SATISFACTION WITH SERVICES IN TOM PRICE – July 2018

Topic 2: Building community resilience

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

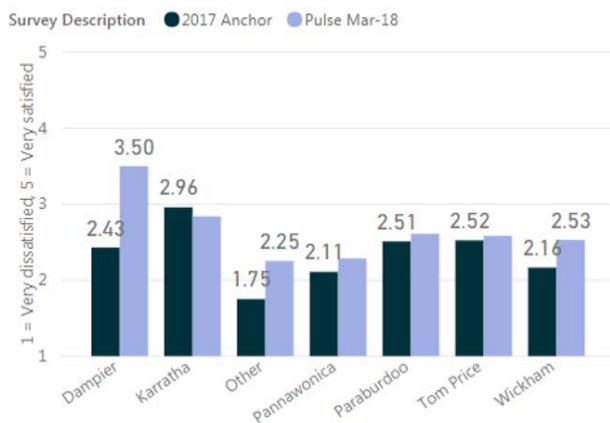
'Leadership' in Karratha/Dampier means:

- Taking action and following through
- Communicating effectively and being able to develop a shared vision is key for a joint outcome
- Being adaptive in the face of change
- Not self-interested/serving
- Conducted within a context of strong and transparent governance (e.g. Council)

Leadership not restricted to formal roles, but to everyone potentially, with local groups key to building consistent, shared vision at grass roots. Communities having a voice was also important to broader leadership success.

Key question #2: Why have leadership ratings improved?

New Councillor in Dampier, new infrastructure (REAP, hospital), and greater transparency in CofK were key reasons cited. Also better service delivery, visibility of leadership, and stability of community leadership were important contextual factors.



SATISFACTION WITH LOCAL LEADERSHIP – All Towns

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

These two communities manage change by: listening to each other, promoting partnerships, demonstrating loyalty and trust in each other, and developing a common

vision and purpose. These all allow the community to tackle change in a coordinated and constructive way.

Topic 3: Feeling heard is a powerful thing

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

Examples provided included Rotary leading improvements at local hospital, the KCA conducting a community survey and amenity projects (litter, bike paths, community garden), and work on the Dampier foreshore with community push. Among these and other examples, the common theme was a strong ability to identify real problems and create a coordinated community approach to help improve or solve the common issues across community amenity, services and infrastructure.



FEELING HEARD LEADS TO TRUST AND ACCEPTANCE

Key question #2: What does trust with a company/council mean to you? How do you build trust?

Key to building trust is consistent messaging and repetition from key local players, and transparency of data and information underpinning this communication.

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

Better feedback loops on LV survey findings were cited – through forums or community discussions. Less surveys but higher quality, more frequent face to face engagement were seen as a way forward. Expansion of the Conversation Cafes to include more groups was also mentioned.

What next? A call to action

- Join Local Voices and enrol others, promote token allocation to local groups
- Fit for purpose approach to support community-led conversations using LV data in the future
- Utilising locals to engage others in workshop processes

Search: Rio Tinto Local Voices

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FOR FURTHER INFORMATION

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