

Social Baseline Assessment: Narrabri project

Phase 1: Planning and preparation

Research Team: Andrea Walton, Rod McCrea, Bruce Taylor, and Talia Jeanneret

October 2016



Cover photograph courtesy of Donthonia Designs <http://www.danthonia.com.au/narrabri-shire-entries.html>

Contents

INTRODUCTION	5
EXPLORING COMMUNITY CONCERNS AND EXPECTATIONS	6
A MODEL FOR UNDERSTANDING TRUST IN THE CSG SECTOR	7
SHIRE-WIDE SURVEY	8
PATHWAY TO IMPACT FOR THE RESEARCH	10
PROJECT SCHEDULE	12

Introduction

Sustainable regional development, multiple land use priorities, and alignment of community values are fundamentally interlinked. The need for community involvement in the unconventional gas sector becomes more important if we are to achieve socially sustainable development of publicly owned resources. Also, to contribute to a sustainable domestic gas supply for NSW, it is important to understand the foundations of a host community's acceptance if the gas industry is to operate with the trust and support from that local community.

This interim report outlines key components of a CSIRO research project currently being undertaken that investigates a range of aspects important for understanding trust in relation to the coal seam gas industry sector in NSW. It uses the context of the Narrabri Gas project, which is a CSG project in the Narrabri region of NSW currently in a pilot and appraisal stage of development.

WHY UNDERSTANDING COMMUNITY PERCEPTIONS AND EXPECTATIONS IS IMPORTANT

Socially sustainable regional development depends on successfully aligning development with community values. Land can be used for multiple purposes including development of publicly owned resources.

However, to achieve development of resources that are acceptable to local communities and viable over the long term, it is necessary to understand community perceptions about the resource and its development.

Understanding community expectations and concerns helps to underpin government and industry decision making regarding policy, programs, and plans to develop extractive resources. Community support and involvement in decision making is important for achieving the most effective and acceptable outcomes.

PROJECT AIMS

1. To understand and document community values, perceptions, concerns, and expectations of the CSG sector in the context of the Narrabri Gas project
2. To identify the drivers affecting trust between community stakeholders and the CSG sector
3. To establish baseline levels of community wellbeing, resilience, and attitudes to CSG development in the Narrabri region prior to further CSG development, if it were to proceed
4. To identify opportunities for collaborative actions that could be undertaken by community, government, and industry stakeholders to improve trust and to mitigate possible negative outcomes of CSG development if development were to proceed

FOUR PROJECT PHASES AND A MIX OF METHODS

Using a mix of research methods ensures the research is more comprehensive and the conclusions more robust than using one method alone.

Qualitative methods

Interviews and small group community discussions will provide breadth and a rich understanding of community concerns and expectations and how these factors influence trust and acceptance of the CSG sector.

Quantitative methods

A survey will allow us to measure Narrabri resident attitudes about the gas sector and to model the factors necessary for trust and acceptance in the industry. We will also establish baseline measures of community wellbeing for future comparison.

The project spans 15 months and is conducted in four phases

Phase 1: Preparation and Planning

Phase 2: Interviews and small group discussions

Phase 3: Shire-wide survey

Phase 4: Opportunities for collaborative actions

Exploring community concerns and expectations

In order to understand people's perceptions about the unconventional gas industry in Narrabri, we are conducting interviews and small group discussions with stakeholders including community, industry and government.

STAKEHOLDERS

Stakeholders are identified as those involved with planning, operating, and regulating the coal seam gas industry in NSW, along with local government and community members, groups or organisations that have an interest in or potentially affected by CSG development within their communities.

Community Stakeholders

We have subdivided community stakeholders into

- **Key informants** – those stakeholders who hold a formal or informal role in the community by way of their position within an organisation or group
- **Community members** – people who do not belong to a group but are included because they are typical of a community segment considered to be impacted in some way by potential further CSG development.

IDENTIFYING OUR COMMUNITY PARTICIPANTS

Because community stakeholders can be affected differently by CSG development, and because a range of views are likely to be present within the community, we considered three main criteria when identifying community members to participate in our research

- Likely extent of future interaction with CSG development (affected a lot and not much)
- Type of future interaction with CSG development (direct and indirect)
- Capacity to be heard (interests represented by groups and non-members of groups)

Our desktop review along with information provided by key informants will help to identify individuals and group identities to be involved.

We also used prior knowledge, previous research findings, and the NSW Department of Industry, Resources & Energy (2016), *Guideline for community consultation requirements for exploration* to inform our selection of research participants.

INTERVIEWS AND SMALL-GROUP DISCUSSION GROUPS

We plan to use a semi-structured values-focused design that aims to elicit what stakeholders' value about their local community, lifestyle and environment; concerns and expectations regarding the activities or practice of the CSG sector; and, the roles and responsibilities of different stakeholders in the development process.

The interviews and discussion groups will also ask participants to identify factors that underlie trust in the CSG sector and seek to understand perceptions of risk and possible benefits.

ETHICS REVIEW

An ethics application for review has been completed and the project procedures have been reviewed by CSIRO's Ethics Committee. Ethics approval was successfully granted (August 04th, 2016) for the research subject to a copy of the final survey items to be submitted for review prior to use.

DESKTOP REVIEW

In planning our research, a desktop review of relevant policies and plans, related documents, guidelines, and other relevant sources of information provides useful context, concerns of communities, and previous research or work done to date.

The review indicated that a recent qualitative survey of attitudes towards CSG development in the Narrabri region was undertaken in 2015 as part of the University of Newcastle's Land Use study. We have contacted the University and discussed our respective studies to ensure that our research complements and does not overlap with the University's research, which was a study funded by the NSW Department of Industry.

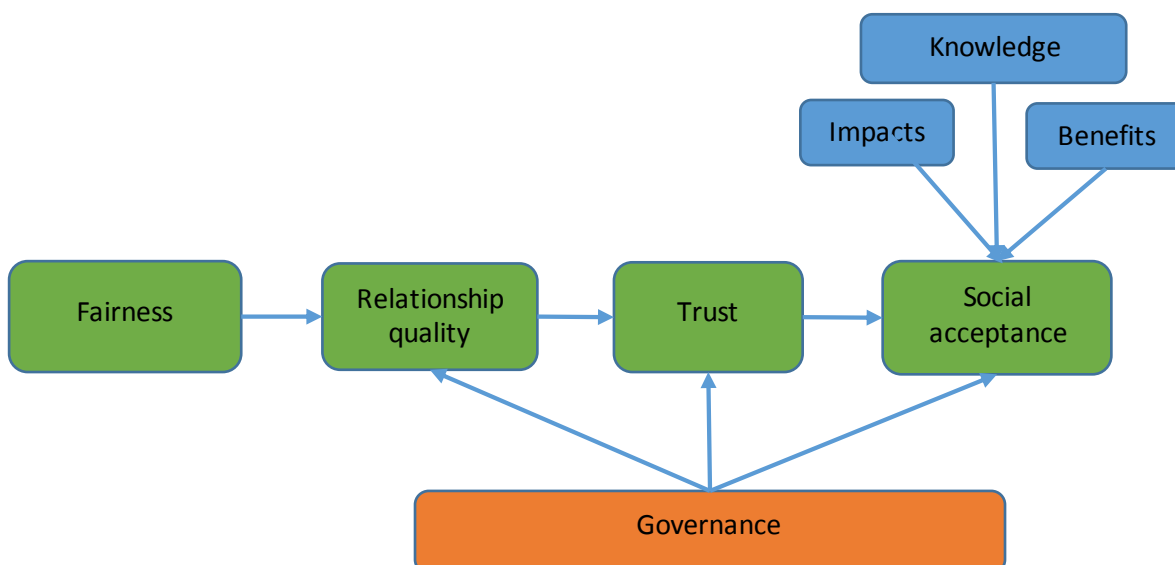
The review also indicated that a recent quantitative survey of regional wellbeing undertaken by the University of Canberra in late 2015 has published data for the Narrabri shire. Unfortunately the sample size of 70 residents in the shire is considered too small for providing baseline estimates of community wellbeing and resilience for monitoring over time.

Examples of information used in our planning and preparation

- NSW Government, *NSW Gas Plan*
- NSW Government, Chief Scientist & Engineer (2014), *Independent Review of Coal Seam Gas Activities in NSW, 2014*
- NSW Department of Industry, Resources & Energy, *Coal Seam Gas in NSW* website and related documents including *Guideline for community consultation requirements for exploration: Mining Act 1992 and Petroleum (Onshore) Act 1991*
- NSW EPA website and related documents
- Narrabri Shire Council's *Community Strategic Plan 2013-2023*, and *End of Term Report*
- Narrabri Shire Council's *Extractive Industries Policy*; and *Community Directory*
- NSW Aboriginal Land Councils website
- Santos Narrabri Gas Project website and related documents
- Narrabri Gas Project Community Consultative Committee meeting summaries and related documents
- *Agreed Principles of Land Access*
- Industry-based websites e.g., Namoi Water and Cotton Australia
- Special interest groups facebook / websites e.g., 'People for the Plains', 'Yes 2 Gas from the Pilliga'

A model for understanding trust in the CSG sector

Based on previous research we identify a range of variables that may influence trust in the CSG sector. These variables represent potential factors to be explored and understood during the interviews and small group discussions and to be included and measured in the survey stage of the research. The model helps identify key areas affecting trust in the CSG sector.



Shire-wide survey

WHAT WE WILL MEASURE

As well as measuring community perceptions, attitudes, and feelings about CSG development the survey will gather a baseline measures of community wellbeing and resilience in the shire.

We will investigate community wellbeing at a given point along 15 different dimensions that can be grouped into six main categories



Community resilience is different and can be thought of as how well communities are responding to change, that is the actions they are taking or processes that are occurring. Our previous research has identified three types of actions important for community resilience in the context of CSG development, which we will explore in the survey.



WHEN

The shire side survey will be conducted in February 2017.

WHO – THE SAMPLING FRAME

The primary aim of the sample design is to achieve a representative sample of Narrabri shire residents. Also of interest are residents who live in and out-of-town, especially in relation to attitudes toward CSG development.

More than half of residents in Narrabri shire live in towns. Approximately 46% live in the town of Narrabri alone. To allow more residents from smaller towns and rural areas to be included in the sample, the number of residents sampled from Narrabri sampled will be limited to approximately 30% percent of the sample. However, the sample will also be weighted to ensure that estimates are representative of residents of the shire as a whole.

Residents will be sampled by postcode. Table 1 shows postcodes in the Narrabri Shire. Those postcodes within or mostly within the Narrabri shire will be targeted; however, some residents in untargeted postcodes may also be interviewed to boost the sample, if needed. In either case, residents will be asked a question to ensure they live in the Narrabri shire.

Table 1. Postcodes in the Narrabri Shire

Postcode	Description	Comment
<i>Targeted</i>		
2356	Gwabegar and surrounds	Within Narrabri shire
2390	Narrabri and surrounds	Within Narrabri shire
2382	Boggabri and surrounds.	Mostly in Narrabri shire.
2388	Wee Waa, Pilliga and surrounds.	Mostly in Narrabri shire
2397	Bellata and surrounds.	Mostly in Narrabri shire
<i>Not targeted</i>		
2386	Nowley and surrounds.	Mostly outside Narrabri shire
2387	Bulyeroi and surrounds.	Mostly outside Narrabri shire

Pathway to impact for the research

Achieving outcomes that benefit community, industry, and government stakeholders is a prime consideration of our research planning and design. Our project aims to deliver four main research outputs that can be used to inform community planning and development plans; government policy, planning, and programs; and industry standards and guidelines.

RESEARCH OUTPUTS

- A report that identifies community values, concerns, expectations, perceptions of risks and possible benefits, matters important to trust and information, and expectations about governance of the sector.
- A report that establishes a baseline of community wellbeing across various dimensions of community wellbeing and resilience.
- A report that measures community attitudes and feelings towards CSG development, and measures factors affecting trust in the CSG sector.
- A report that documents implications of the research findings for community, government, and industry stakeholders and identifies possible opportunities for mitigating impacts and realising benefits if the Narrabri Gas Project is to proceed, and for strengthening information networks, and building trust in the CSG sector.

HOW IS THIS INFORMATION USEFUL OR BENEFICIAL TO STAKEHOLDERS?

To identify possible uses and benefits of the information that we will generate through the qualitative phase of the project, we have mapped our research outputs to community, government, and industry stakeholders in the Narrabri region.

Table 2 Mapping outputs of the qualitative phase and possible uses and benefits of the information to stakeholders

STAKEHOLDERS (COMMUNITY, INDUSTRY, & GOVERNMENT)	COMMUNITY VALUES	PERCEIVED RISKS	PERCEIVED OPPORTUNITIES	MATTERS IMPORTANT FOR TRUST IN CSG SECTOR	EXPECTATIONS OF GOVERNANCE ROLES AND RESPONSIBILITIES	INFORMATION NEEDS / ROLE OF INFORMATION
CITIZENS OF THE SHIRE, (Including citizens with a range of perspectives about CSG)	Gives voice to aspects of community that are important to them This is important if there is to be socially sustainable development of any type within the region	Gives voice to concerns related to CSG development Helps to understand the perspectives of others	Gives voice to benefits that community are expecting would come from CSG development Helps to understand the perspectives of others	Gives voice to factors important for trusting the sector, so that if CSG proceeds development can occur in ways that people trust Helps to understand the perspectives of others	Gives voice to expectations of different institutional actors and their responsibilities in helping to monitor the CSG industry and ensure that possible impacts are mitigated and possible benefits are realised	Gives voice to matters around information needs
LOCAL COUNCIL	Use this information to inform the community development plan	Helps to understand the different perspectives of citizens within the shire Identifies concerns that	Helps to understand citizens' expectations of benefits in relation to CSG development.	Helps to understand citizens' expectations for creating and maintaining trust, and what undermines it.	Helps to understand citizen's expectations of Council and other institutional actors in monitoring, regulating and planning for CSG development so	Use this information to identify council's possible role in supporting information needs about CSG development

STAKEHOLDERS (COMMUNITY , INDUSTRY, & GOVERNMENT)	COMMUNITY VALUES	PERCEIVED RISKS	PERCEIVED OPPORTUNITIES	MATTERS IMPORTANT FOR TRUST IN CSG SECTOR	EXPECTATIONS OF GOVERNANCE ROLES AND RESPONSIBILITIES	INFORMATION NEEDS / ROLE OF INFORMATION
		local council may be able to act upon, collaborate on, advocate for, and help to mitigate	Helps to identify councils role in helping to enable possible benefits if CSG development is to proceed	Helps to identify council's role in fostering trust within the sector if CSG development proceeds	that possible impacts are mitigated and possible benefits are realised, if development proceeds	
GAS COMPANY COMMUNITY ENGAGEMENT PERSON	Fosters increased understanding of what's important to communities and how these values may vary within the community Supports decision making around community investment	Helps to understand the different perspectives of citizens within the shire Identifies concerns that industry can act upon, collaborate on, and mitigate	Helps to understand community's expectations of possible benefits and to manage expectations if necessary. Suggests opportunities for social investment, community building, and collaboration activities	Helps to understand community's expectations for creating and maintaining trust, and what undermines it.	Helps to understand citizen's expectations of Industry and other institutional actors in monitoring, regulating and planning for CSG development so that possible impacts are mitigated and possible benefits are realised	Use this information to identify how industry can best provide information needs about CSG development to different segments of the community
GAS COMPANY STANDARDS AND GUIDELINES	Informs standards and policy for interacting with communities	Identifies concerns that industry can act upon and mitigate	Helps to deliver actual benefits to communities that are in line with community expectations	Helps to ensure relationships with the community can be built on trust and mutual respect	Helps to inform policy so that community's expectations around industry governance is integrated into company activities and behaviour	Use this information to identify how industry can best provide information needs about CSG development
STATE GOVERNMENT PLANNERS	Informs planning	Identifies concerns that industry and government can act upon, collaborate on, and mitigate	Helps to deliver actual benefits to communities that are in line with community expectations, and to support community in achieving such benefits, or to manage expectations if necessary;	Helps to understand citizen's expectations for creating and maintaining trust, and what undermines it. Helps to identify governments role in fostering trust within the sector if CSG development proceeds	Helps to understand citizen's expectations of state government and other institutional actors in monitoring, regulating and planning for CSG development so that possible impacts are mitigated and possible benefits are realised	Use this information to identify how state government can best provide information needs about CSG development to different segments of the community
STATE GOVERNMENT REGULATORS	Provides a level of understanding as to people's expectations of regulators – to protect aspects of community life that people value	Identifies concerns that regulators can act upon and mitigate	Helps to understand community's expectations of possible benefits,	Helps to understand citizen's expectations for creating and maintaining trust, and what undermines it. Helps to identify regulators role in fostering trust within the sector if CSG development proceeds	Helps to understand citizen's expectations of the EPA and other institutional actors in monitoring, regulating and planning for CSG development so that possible impacts are mitigated and possible benefits are realised	Use this information to identify how the EPA can best provide information needs about CSG development to different segments of the community

Project Schedule

MILESTONES

Milestones	
Date	Description
01/07/2016	Project Starts/ Contracts signed
15/08/2016	Planning and Preparation update
31/12/2016	Qualitative Report delivered
30/06/2017	Survey Report delivered
31/09/2017	End of Project Report delivered

TASKS FOR EACH RESEARCH PHASE

1. Planning and preparation

- Desktop review of relevant documents
- Identify research participants—key informants and community segments
- Draft sampling strategy for the survey
- Schedule project activities
- Complete Ethics review and supporting documents

2. Interviews and small group discussions

- Finalise running sheets
- Invite participants – key informants and community stakeholders
- Conduct interviews and small group discussions
- Analyse data and determine findings
- Generate report
- Communicate findings back to stakeholders

3. Survey

- Submit Ethics variation
- Finalise sampling strategy
- Develop survey instrument
- Conduct survey
- Analyse data and determine results
- Generate report
- Communicate findings back to stakeholders

4. Collaborative solutions

- Conduct workshops to identify opportunities for collaborative actions
- Analyse and summarise workshop findings
- Communicate collaborative solutions in final report
- Generate final report



1/7 - 15/8 **1. Planning and preparation**

1/7 - 15/7 Desktop review and identifying key informants and groups

18/7 - 29/7 Drafting sampling strategy and scheduling activities

1/8 - 15/8 Complete Ethics review and supporting documents

16/8 - 31/12 **2. Interviews and small group discussions**

16/8 - 31/10 Organise and conduct interviews and small group discussions

3/10 - 31/10 Analyse data and determine findings

1/11 - 31/12 Generate report and communicate findings

3/10 - 30/6 **3. Survey**

3/10 - 30/11 Develop survey instrument

1/11 - 30/11 Submit Ethics variation and finalise sampling strategy

1/12 - 31/12 Pilot survey and select survey company

3/1 - 28/2 Finalise and conduct telephone survey

1/3 - 31/5 Analyse data and write report

1/6 - 30/6 Communicate findings back to stakeholders

1/7 - 30/9 **4. Collaborative solutions**

3/7 - 31/7 Feeding back findings and workshops to identify opportunities

1/8 - 31/8 Analyse and summarise workshop findings

1/9 - 29/9 Communicate collaborative solutions, generate final report, and write paper

CONTACT US

† 07 3833 5675

andrea.walton@csiro.au

AT CSIRO WE SHAPE THE FUTURE

We do this by using science to solve real issues. Our research makes a difference to industry, people and the planet.

As Australia's national science agency we've been pushing the edge of what's possible for over 85 years. Today we have more than 5,000 talented people working out of 50-plus centres in Australia and internationally. Our people work closely with industry and communities to leave a lasting legacy. Collectively, our innovation and excellence places us in the top ten applied research agencies in the world.

WE ASK, WE SEEK AND WE SOLVE