

Paper Title: A Step Off the Veranda

Topic: Community and External Stakeholders

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Title: Principal Coffey Natural Systems

Abstract

Tim Winton describes Australians as veranda dwellers, seated on the white sandy coast facing out to sea, with our backs to the desert and our toes in the ocean.

The history of the goldfields has painted a different picture for its residents. From the early days of the gold rush, through the Nickel booms to the development of the super pit, the industry and local residents have stepped off the veranda into difficult and challenging remote environments, found new ways of dealing with boom-bust industry cycles and created a community entrenched in history, tourism and spirit far from the coast.

The region has over 100 years of mining history, starting from a time when communities were created next door to mining operations so workers could walk to work, through to large scale open cut residential and fly in fly out operations. As many of these operations now face the end of their mine life, new challenges for these communities are emerging.

Measuring actual and perceived impacts of operations in this context, engaging with the complex range of local stakeholders and working to find solutions on emerging issues require practitioners in this arena to be both that of observer and participant.

This paper will present practical tools for engaging with local stakeholders and measuring performance and attitudes in a quantitative way. Drawing on our local experience from detailed social and human rights assessments for KCGM, BHP Billiton Nickel West and Minara Resources.

Presenter Profile

Dancia is an energetic Project Manager with more than 16 years experience in market and social research, corporate communications and the resource sector. She holds a Commerce Degree from the University of Western Australia and has held positions with a national-based research consultancy, as well as senior advisory positions with Woodside Energy Ltd, BHP Billiton Iron Ore and the City of Westminster in the UK. During her career she has spent time working in communities as diverse as sunny Port Hedland and central London. Dancia founded consultancy firm, Q&A Communications, in 2002 to cater for an identified gap in the market for community consultation and social research consultancies. As Managing Director for Q & A, she worked on a number of community consultation and social performance projects specifically looking at measuring social impacts of resource and infrastructure projects as well as engaging Indigenous, regional communities and young people in a wide variety of issues. Coffey Environments Pty Ltd acquired Q & A in July 2009 to build on their strong capacity in the social performance field.

In 2004, Dancia was recognised by Business News as one of Western Australia's Top 40 Business Leaders under 40. Dancia also tutors and has lectured at UWA's School of Organisational and Labour Studies (in Managing Diversity) and developed the Executive Leadership Program Managing Social Performance at the AIM•UWA Business School Alliance.

SPECIALITY AREAS

- Social Impact Assessments
- Social Research
- Community Consultation
- Strategy Design
- Qualitative and Quantitative Research