

AGENDA

Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group Meeting

UHMD Resource Centre, Upstairs of the Town Square Shopping Centre
Suite 1, 159 John Street, Singleton NSW 2330

Wednesday 27 February 2019, 1:00 pm to 3:00 pm

Teleconference details:
Dial-in Info: (02) 8319 9443
Organiser Code: 458-833-80 / Participant Code: 837-583-20

No.	Item	Attachment
1.	Welcome and apologies	
2.	Minutes and Actions from previous meeting	
3.	Revised Working Group Terms of Reference	Yes
4.	Review of 2018 Forum Outcomes - Project Ideas from Discussion Sessions	Yes
5.	Review of 2018 Forum Outcomes - Feedback from Participant Survey	Yes
6.	Update from other Dialogue Working Groups/Committees	
7.	Update on Communications Activities	
8.	Other Business	
9.	Next Meeting & Close	

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group - 27 February 2019**

Agenda Item 2

MINUTES AND ACTIONS FROM PREVIOUS MEETING

DRAFT MINUTES

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group Meeting**

**Upstairs of the Town Square Shopping Centre
Suite 1, 159 John Street, Singleton NSW 2330**

Thursday 18 October 2018, 10:00 am to 12:00 pm

Attending

Ngairé Baker	Mount Pleasant Operation (Chair)
Scott Fittler	Yancoal
Kirsty Spiteri	The Bloomfield Group
Craig White	Bengalla Mining Company
Deirdra Tindale	BHP
Josh Harris	Glencore
Tony Chadwick	Singleton Shire Council
Mike Kelly	Muswellbrook Business Chamber
Gerry Bobsien	Muswellbrook Shire Council
Bob Mackie	theresource
James Barben	NSW Minerals Council
Craig Milton	NSW Minerals Council

Apologies:

Brett Wild	Branxton Greta Chamber of Commerce
David O'Brien	Glencore
Sue Gilroy	Singleton Business Chamber
Owen Ihlein	Singleton Business Chamber

1. Welcome and apologies

Mr. Barben opened the meeting and thanked all attendees for participating in the Joint Working Group, noting this is the first meeting following the recent realignment of Dialogue's priorities.

2. Presentation on the Dialogue and Realignment of Priorities

Mr. Barben provided a presentation on the Dialogue's establishment, key projects and priorities for 2018, noting that this has been a transition year for the Dialogue, through consolidating existing groups and establishing new communications and economic development working groups.

Mr. Barben noted the feedback from previous Forums, and the two distinctions between what this working group will be looking at, and what will remain within the remit of the JASC. Firstly, the Working Group will focus on how to improve the economic opportunities here and now by working with the SME sector and the mining industry. The JASC will seek to continue focusing on the longer term strategic economic diversification issues and building resilience in the community.

Mr. Barben noted the independence of the Dialogue from the NSWMC and the intent to provide balanced, fact-based information. Governance arrangements have been established to ensure the JASC is the key committee and that public-facing Dialogue activities are not advocacy-focused.

3. Working Group Terms of Reference & Membership

Mr. Barben provided an overview of the Working Group Terms of Reference, noting the high-level purpose and that the Dialogue was keen for input from members on specific objectives. Mr. Barben explained the rationale behind the working group was to strengthen business relations with the mining sector. Mr. Barben advised that the Dialogue is cautious about other work being undertaken in this domain and doesn't want to duplicate existing work.

Feedback from members included that the objectives stated were vague, and that the 'consider matters/impacts' was too general. Members encouraged more detailed advice regarding the purpose of the working group, specifically who the Working Group should be providing advice to, and whether there was an objective to gather information, or develop strategies for the Upper Hunter. Members asked what mechanisms there are to obtain feedback. Mr. Barben advised that the Working Groups and Forums were key opportunities, however the Dialogue could seek to gather these through information sessions, or subsets of the business community engaging directly. Mr. Barben noted the Dialogue is resourced to attend various community events and meetings and undertake relevant projects that the Committees and Working Groups may support.

Arising from this discussion, the objectives listed in the Terms of Reference will be updated to include:

- Facilitate communications between the business community and the mining sector by gathering information and sharing across the Dialogue and member networks;
- Identify economic development-related issues and direct to the appropriate organisations to be addressed, where possible;
- Consider developing projects to improve short-term economic development opportunities in the Upper Hunter, where they are yet to be addressed through existing initiatives; and
- Provide feedback and advice to the JASC on matters discussed and refer long-term strategic economic and social development matters to the JASC for consideration.

With regards to membership, Mr. Barben queried whether the Working Group supported expanding beyond the members currently involved

. Members agreed that the working group need not be bigger than it currently is. The Upper Hunter Shire Council was suggested as an appropriate stakeholder to engage with for this group. Ms. Bobsien advised that she would be able to brief the Council and seek their interest in participating.

Mr. Barben discussed the duties of the Working Group Chair and opened up the meeting to nominations from the Working Group members. Ms. Baker nominated for the position of Chair, which was supported by the Joint Working Group.

ACTIONS:

- **Dialogue secretariat to update the Terms of Reference to provide specific objectives as discussed, noting that Ms. Baker has been elected the Working Group Chair.**
- **Ms. Bobsien to discuss Upper Hunter Shire Council participation in the Joint Working Group and advise Dialogue secretariat of outcomes.**

4. 2018 Annual Forum Discussion

Mr. Barben provided an overview of the upcoming 2018 Forum, noting the intent to change the program for 2018 in response to stakeholder feedback. Mr. Barben noted that we are anticipating approximately 120 persons and have had 60 registrations so far. Mr. Milton noted there was a mix of participants across the various sectors of the community (industry, government, community). Members noted that a lot of information was being covered, and that a significant amount of the day was reliant on networking and information sharing.

Mr. Kelly shared several suggestions related to the Forum agenda:

- A greater linkage between School Mine Tours/VR technology, with the broader technology involved in mining. Question of whether TAFE NSW or the University of Newcastle should be invited to attend and discuss technology and skills.
- Involvement of schools on the day? Mr. Barben advised that students have been previously invited and that we have a school on standby, pending total numbers of registrations.
- Involvement of key mining suppliers, e.g. Thiess? Mr. Harris confirmed that he could seek Thiess' participation through Glencore.
- Involvement of proposed projects that are yet to commence operation. Mr. Barben advised that

Malabar Coal has been invited to attend, although has limited capacity at this stage. The Dialogue would certainly welcome these organisations and highlight what opportunities might exist for businesses, although being cautious that this isn't perceived as an industry expo.

- Suggestion for Duane Dowell from the Muswellbrook Race Club to provide an overview of the club and their involvement across the Upper Hunter.

Members discussed what the radio component would involve, noting that this will involve brief interviews with key Forum participants.

Working Group members were encouraged to consider thinking about what materials they could bring to the Forum to provide information to attendees on their business development activities. The Councils noted that they will likely need to pull some of this information together, and the Business Chambers identifying that they would be able to display content. Mr. Chadwick advised that he would need to seek the Council's permission before committing, and any materials would be pitched at a business development level, which Mr. Barben supported and encouraged.

ACTIONS:

- **Dialogue secretariat to update the Forum program to include proposed local projects, key suppliers to industry, TAFE NSW, and the Muswellbrook Race Club in proceedings.**

5. Update on other Dialogue Working Groups

Mr. Milton provided a brief overview of the activities of the other Dialogue Working Groups, noting the key outcomes of recent meetings.

6. Other business

Mr. Barben noted the Upper Hunter Economic Forecast, included for interest, noting the employment figures and housing affordability, and the residence of employees outside the area were of interest.

7. Next Meeting/Close

Mr. Milton noted that the Dialogue secretariat would seek to reconvene the Working Group in early December to discuss the Forum outcomes.

The meeting closed at 11.10 am

Actions arising from meeting

UHMD Joint Economic and Social Development Working Group Meeting

Action	Responsibility	Status
Terms of Reference and Membership		
Dialogue secretariat to update the Terms of Reference to provide specific objectives as discussed.	Dialogue secretariat	Completed
Ms. Bobsien to discuss Upper Hunter Shire Council participation in the Joint Working Group and advise Dialogue secretariat of outcomes.	Ms. Bobsien	Completed
2018 Annual Forum		
Dialogue secretariat to update the Forum program to include proposed local projects, key suppliers to industry, TAFE NSW, and the Muswellbrook Race Club in proceedings.	Dialogue secretariat	Completed

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group - 27 February 2019**

Agenda Item 3

WORKING GROUP TERMS OF REFERENCE AND MEMBERSHIP

Issue

It is important that the Working Group's Terms of Reference reflect a purpose and objectives to deliver the best outcomes for the Dialogue in relation to the theme of Economic and Social Development.

Background

At the first Joint Working Group meeting in October 2018, a draft Terms of Reference was included for consideration which had some broad and non-specific objectives. Given this was the first meeting of the group, had a lengthy discussion about the general purpose of what they wanted to achieve.

This feedback has been included in a revised Terms of Reference, which is **attached** for review.

The purpose of the Working Group will now be to:

- Facilitate communications between the business community and the mining sector by gathering information and sharing across the Dialogue and member networks;
- Identify economic development-related issues and direct to the appropriate organisations to be addressed, where possible;
- Consider developing projects to improve short-term economic development opportunities in the Upper Hunter, where they are yet to be addressed through existing initiatives; and
- Provide feedback and advice to the JASC on matters discussed and refer long-term strategic economic and social development matters to the JASC for consideration.

The Working Group also supported extending an invitation to the Upper Hunter Shire Council to provide a representative on this Working Group, so the membership section has also been updated.

Recommendation:

- **That Working Group members review the revised Terms of Reference to ensure these reflect the new objectives of the Working Group discussed at the previous meeting.**

FOR DISCUSSION

Attachment 3: Joint Economic and Social Development Working Group Terms of Reference

UHMD Joint Economic and Social Development Working Group DRAFT Terms of Reference (Revised October 2018)

Background

The Upper Hunter Mining Dialogue (the Dialogue) commenced in 2010 as a collaborative effort between industry and the community that addresses the cumulative impacts of mining by understanding the local community's concerns, and working together to prioritise, develop and implement solutions.

As an apolitical body, the Dialogue provides information and support to the Upper Hunter community and plays a key facilitator role in bringing stakeholders together and supporting the building of relationships between stakeholders that serve to strengthen the fabric of the Upper Hunter community.

The Dialogue brings together nine coal producers in the Upper Hunter with stakeholders from state and local government, community and environmental groups, media, education, business and agri-business organisations.

Since the Dialogue's establishment, considerable progress has been made in developing stronger relationships and trust between the industry, community and other stakeholders. In consultation with both the Industry and Joint Advisory Steering Committees, the Dialogue seeks to strengthen the engagement with the community and build on the meaningful progress achieved so far.

It remains a strategic priority to have strong community representation and involvement on the Dialogue's Joint Working Groups that oversee the Dialogue's key projects. The Dialogue hopes that by working together towards a shared objective and outcome, that all parties involved will recognise the benefits and improvements for the region arising from this work.

Purpose of the Joint Economic and Social Development Working Group (JESDWG)

The Joint Working Group for Economic and Social Development is a working group consisting of key Upper Hunter stakeholders. The purpose of the Joint Working Group is to:

- Facilitate communications between the business community and the mining sector by gathering information and sharing across the Dialogue and member networks;
- Identify economic development-related issues and direct to the appropriate organisations to be addressed, where possible;
- Consider developing projects to improve short-term economic development opportunities in the Upper Hunter, where they are yet to be addressed through existing initiatives; and
- Provide feedback and advice to the JASC on matters discussed and refer long-term strategic economic and social development matters to the JASC for consideration.

Composition of the Joint Working Group for Environment

The Working Group should consist of:

- **Business representatives** - Members from the Singleton, Muswellbrook, Scone, Branxton, Denman and Cessnock Chambers of Commerce will provide advice on behalf of the collective business communities operating across the Hunter.
- **Industry representatives** - Industry will be represented by procurement or other relevant personnel from each of the member companies. Industry representatives will be rotated through the companies that are members of the Dialogue.
- **Local government representatives** - A representative from both Singleton Council and Muswellbrook Council, and any other relevant councils if interested.
- **Community representatives** - There is potential for community representatives to be involved provided they have an interest in improving economic and social development opportunities in the Upper Hunter.
- **A representative of NSWMC** - To provide the Secretariat duties.

In the event that a member of the JESDWG cannot attend a meeting, an alternate will be permitted provided advance notice is given.

Appointments

Appointments to the JESDWG will be made by the NSWMC CEO acting on the advice of the Chair of the JESDWG. The NSWMC CEO may also revoke an appointment to the JESDWG.

Appointment Criteria

Members of the JESDWG are to abide by general rules of behaviour. The Dialogue committees and working groups involve a variety of stakeholders coming together to discuss issues in an open and respectful environment. This approach is to be observed by all members of the JESDWG.

Members are to disclose any conflicts of interest. In the event that a member is found to have breached the appointment criteria in a material way, the member's appointment may be revoked by the NSWMC CEO acting on the advice of the Chair of the JESDWG. In the case of more minor matters, the Chair of the JESDWG may issue a warning to the member to comply with the general rules of behaviour or risk being removed from the group.

In addition, the following appointment criteria will apply:

- A demonstrated interest in the Dialogue and its continual improvement.
- A willingness to promote the Dialogue and increase awareness of its work
- A general awareness of contemporary issues and a willingness to provide a balanced view and progressive and collaborative attitude and approach to developing solutions
- The ability to contribute to the strategic framework of the Dialogue

Positions on the JESDWG are voluntary.

Appointment length

Appointments to the JESDWG will be for as long as is necessary. Appointments will be staggered to avoid appointments expiring at the same time. Initial appointments may be for a shorter or longer period to enable the staggered arrangement to take effect over time.

Committee Chair

The Chair of the JESDWG shall be an industry representative appointed by the NSWMC CEO. If the Chair is unavailable, another industry representative shall act as Chair. The Secretariat may step in and act as Chair and lead discussions if no industry Chair is identified or there is a last-minute change required.

Quorum

A quorum exists if over half the members and a representative of the Secretariat are present.

Meeting frequency

The JESDWG will meet three times per year and at such other times as the Chair may determine is necessary. Meetings will generally take three hours.

Meeting location

The JESDWG will meet at the Dialogue Resource Centre in John St, Singleton, or at any other venue as directed by the Secretariat.

Secretariat support for the Working Group

Secretariat support to the JESDWG shall be provided by the NSWMC.

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group - 27 February 2019**

Agenda Item 4

REVIEW OF 2018 FORUM OUTCOMES - PROJECT IDEAS FROM DISCUSSION SESSIONS

Issue

The 2018 UHMD Annual Forum provided an opportunity for Dialogue members to raise issues and discuss potential solutions to address such issues during the targeted discussion sessions. This session has provided the Dialogue with a number of suggested project ideas to consider in 2019.

Background

Participants at the 2018 UHMD Annual Forum engaged in a targeted discussion session and were able to join a theme of their own choosing. One such theme focused on Economic Development with Mining and Business, with the following goal: Strengthen the local economy by facilitating improved business opportunities between the mining industry and local businesses.

All responses received during the sessions were collected, with participants advised these would be considered by the Economic and Social Development Working Groups.

The key questions asked to these tables included:

1. What barriers or issues exist that prevent businesses from accessing procurement opportunities with the mining sector? For example, are payment terms too strict? Are insurance or induction requirements too complex?
2. What projects or activities could address these issues and provide improved opportunities for local businesses?

Attached for the Working Group's review are two documents:

- **Attachment 4A** - Detailed Comments from the Economic Development, Mining and Business Discussions
- **Attachment 4B** - A summary document of all Project ideas and activities from all discussion sessions.

In assessing the suitability of suggested project ideas, Working Group members are encouraged to keep the following Dialogue objectives in mind, agreed to by Working Groups in mid-2018:

- Engage with interested and relevant stakeholders across all community sectors to ensure that issues of importance can be discussed in an open, balanced and respectful environment;
- Facilitate projects that support any key issues raised by members, and which seek to support, maintain or improve the quality of life for current and future residents; and
- Distribute information on relevant internal and external projects and initiatives to help improve the knowledge and awareness of mining-related matters amongst relevant stakeholders.
- Advocate to government and other agencies for action on matters of importance to the Dialogue and the Upper Hunter.

It is important that the Dialogue continues to be a collaborative effort between industry and the community that addresses the cumulative impacts of mining, by understanding the local community's concerns, and working together to prioritise, develop and implement solutions.

Recommendation:

- **That the Working Group review the summary of discussion sessions and project ideas relating to Economic Development and advise the Secretariat which project ideas are supported for further consideration.**

FOR DISCUSSION

Attachment 4A: Detailed Comments from the Economic Development, Mining and Business Discussion Sessions

ECONOMIC DEVELOPMENT, MINING AND BUSINESS (TABLES 9-12)
<p>Goal: Strengthen the local economy by facilitating improved business opportunities between the mining industry and local businesses.</p>
<p>Relevant Projects and Resources:</p> <ul style="list-style-type: none"> ● Upper Hunter Economic Diversification Project ● Industry Local Buying Programs
<p>Key Questions:</p> <ol style="list-style-type: none"> 1. What barriers or issues exist that prevent businesses from accessing procurement opportunities with the mining sector? For example, are payment terms too strict? Are insurance or induction requirements too complex? 2. What projects or activities could address these issues and provide improved opportunities for local businesses?
<p>Actions: Refer all issues and solutions to Industry and Joint Economic and Social Development Working Groups for consideration.</p>

TABLE 9

Barrier: Access to mines (in terms of process, contacts)

Solutions:

- Create and publicise an access point (preferably a specific person to contact) for all mines wishing to advertise procurement opportunities.

Barrier: Different qualifications/requirements needed across different sites.

Solutions:

- Industry to consider pre-qualification for suppliers, standardised across sites.
- Make this information available to businesses through Chambers, Council, NSWMC

Barrier: Global procurement issues

- Issues with large companies often having these decisions made at a far higher level.

Solutions:

- Develop a policy to recognise and demonstrate the value and importance of local suppliers.

TABLE 10

Barrier: Communication issues

- Do we have the right person? Staff changes and position changes
- New suppliers getting their foot in the door - available to the right person
- If a problem arises, small issues may be able to help
- Issues with the style of communications for different size businesses (small/mid)

Solutions:

- Make industry procurement personnel approachable.
- Procurement Networking Event - How suppliers can engage with industry and ensure they have access to the right people, not lost through a gatekeeper,
- Education on engagement - supplier and industry
- Understanding best practices - sharing of knowledge
- Make information publicly available - contacts, process

- Communicate processes and defined channel (e.g. group email)
- Talk at, not just ask questions. Sell at rather than ask/listen - both industry and supplier
- Regular feedback - semi formal and formal

Barrier: Lack of understanding on capabilities on either side

- Industry is unaware what suppliers offer
- Challenge for small businesses with no BD role
- Local suppliers' expectations
- Shortfalls around soft skills

Solutions:

- Industry/supplier working group on capability
- Education on capability sharing and tendering process, e.g. webinars
- Workshops with procurement individuals bringing industry supply staff
- Value understanding
 - Suppliers to better understand business needs
 - Buyers to gain understanding of value
- Local suppliers need to sell competitive advantages, not just rely on buying local - tendency to undersell.
- Information re. How purchase and where to go - enquiries targeted and to the point, not just general enquiries.

Barrier: Cultural realignment needed

- Mining companies looking for culture alignment.
- SME definitions of culture are less defined.
- Compliance state vs. culture state (e.g. safety)

Solutions:

- Value alignment
- Developing business sophistication - Workshop facilitating industry and suppliers together.

Other comments:

- **Austmine / Bengalla**
 - **Start with supplier**
 - **Interface project - 28 companies**
- **Shortfalls around soft skills**
 - **Development improvement plan - including managing relationship and communicating capability**
- **GAP analysis to develop improvement program**
 - **Initiate quarterly/half yearly catch ups**
 - **Structured conversations/questions**
 - **Large businesses - key account managers**
 - **Small business - owner 'multiple hats'**
- **Get Supplier - WPS**
 - **Communication is the greatest issue - ID needs, improve**
 - **Right person**
 - **No feedback channel - fear of jeopardizing relationship**
- **BEM/DEM**
 - **Custody of new plant**
 - **Knowing what's onsite**
 - **Communicating capability**

TABLE 11

Barrier: Different Procedures and Requirements Across Sites for Small Businesses

Solutions:

- Industry agree to standardisation across sites

Barrier: Payment terms/timeframes - too slow for SME's

Solutions:

- Go back to 30 days, will help improve cash flow.

Barrier: Not enough awareness of opportunities, or pathways

Solutions:

- Create pathways and avenues so businesses know who to contact about tenders i.e. portal.
- Will also help industry find out what businesses are out there.
- Better understanding of capabilities so they can target the right people.

TABLE 12

Barrier: Misperceptions about the procurement process

- Access - who is the point of contact? Definition of local? Do I qualify?
- Payment Terms - too long between supply and payment.
- Process - Less time and resources to manage the procurement/tender process, don't understand exactly what is required. Where do I start?
- Intimidating - putting your company out there, perception of capacity of suppliers
- Fear of the unknown and initiating contact - don't want to look stupid dealing with large companies
- Response - what response will I get?
- Mining POV - Knowing which suppliers are out there.

Solutions:

- Local points of contact
- Additional Forums for Suppliers (with Chambers, Councils, Dialogue, Minerals Council), Chamber breakfasts
- Bite-Size Engagement - keep it short and sharp. Don't need to tell everything at once. Whole day events are a big impost.
- Interactive website with Webinars
- Multi-faceted comms - quick response to queries
- Portals - get a 2-way understanding happening. Companies know the capabilities of businesses, businesses know what work is being offered.
- Better understanding of targets
- Flexibility of payment terms - reducing/extending

Barrier: Coal Miners Insurance

- Misunderstanding about requirements, difficulty understanding definition of a coal worker and obligations under the Act. Confusion regarding who needs it/doesn't need it.
- Only one supplier of insurance is the regulator

Solutions:

- Increased provision sources, not monopoly.
- Third party authority

Attachment 4B: 2018 UHMD Annual Forum - Project/Activity Suggestions from Discussion Sessions

ECONOMIC DEVELOPMENT, MINING AND BUSINESS	
Project Idea or Suggested Action	Comment
<p>Develop a portal, or interactive website focused on procurement - this will help achieve a two-way understanding between industry and suppliers so that:</p> <ul style="list-style-type: none"> ● industry will have greater knowledge of the capabilities of, and have access to a variety of local businesses for various procurement opportunities; ● suppliers will know what work is being offered, have a specific single point of contact for each company or operation (name and details), and understand the key criteria that needs to be fulfilled to qualify as a supplier/contractor to seek opportunities; and ● the procurement process can be clearly communicated for all parties, what is to be expected re. responses and time frames etc. 	<p>This is a good idea and could be explored further. It could be as simple or complex depending on what is desired but would need further discussion with Comms Team to determine website capabilities. This will address several comments raised through Forum regarding lack of access points, and lack of knowledge about supplier capabilities. Also provides an opportunity to communicate how the procurement process works to ensure expectations.</p>
<p>Given the different procedures and requirements across Upper Hunter sites with regards to procurement matters, industry might consider a 'pre-qualification mechanism' for suppliers that is standardised across sites and to share this information through business chambers, local councils and NSWMC/Dialogue.</p>	<p>Great idea in theory but may be difficult to implement in practice. May be worth liaising with each industry partner to determine the information required from suppliers and identify any commonalities as a start.</p>
<p>Develop a policy to recognise and demonstrate the value and importance of both local suppliers and business needs.</p>	<p>Several sites have local buying programs which recognise this. Ongoing interactions between industry and suppliers may help improve this.</p>
<p>Host additional networking events, workshops, webinars (or combination of all three) using industry procurement personnel to:</p> <ul style="list-style-type: none"> ● educate suppliers on engagement and advise on how they can access mining industry procurement opportunities; ● encourage suppliers to sell their competitive advantages to targeted opportunities; and ● build on relationships with business chambers, councils and other key community groups. 	<p>These can certainly be held if there is enough demand. The 2018 Forum's success could help point to interest in another procurement-specific function/s for industry and suppliers to continue these conversations and build relationships.</p>

Developing an industry/supplier working group to advise on capability sharing and tendering process, e.g. webinars	The Joint Economic and Social Development Working Group can address this - May be worth securing the ongoing involvement of a key supplier/s to provide information on their side of doing business.
GAP analysis to develop improvement program to address shortfalls around soft skills - including managing relationship and communicating capability, initiating quarterly/half yearly catch ups with structured conversations and questions. Better understanding of each side of business.	Regular communication and discussions can help, although this ultimately up to each site as to how they do it. Could seek company support for regular check-ins with suppliers.
Investigate increasing flexibility of payment terms and timeframes across Upper Hunter sites, as some are too slow for SMEs. Some have returned to 30 days to help improve cash flow, which has been generally well received.	Several Upper Hunter sites already committing to reduced payment terms. Important for industry partners to acknowledge this concern.
Keep bite-size engagement in mind. Keep it short and sharp. Don't need to tell everything at once. Whole day events are a big imposition on small business' time.	Dialogue needs to think outside the box. We could look to host small-scale seminars/workshops etc. if there is enough demand, working in conjunction with chambers and councils.
Coal Miners Insurance - Increased provision sources, to ensure there is not a monopoly. Third party authority.	Unsure of how UHMD can really assist here. More of an issue for NSWMC to take up if this is a significant industry problem.

STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS	
Project Idea or Suggested Action	Comment
Reinforce relationships with schools and providing hands-on experiences. Students come to mines, why not mine personnel attending classroom lessons?	Would need to flag with individual sites if this would be suitable but could well be feasible.
Focus on Year 11/12 Geography students - they need to choose industry cluster to study - it could be an opportunity for better engagement with some well-informed students looking for careers in the near future.	Could be worth exploring.
Attend local career expos. Consider engagement with university students.	Unsure of local expos in the Upper Hunter. May not be worth it in terms of cost/benefit.
Utilise VR materials where possible.	Already being done through classroom learnings, overseen by School Tours Working Group.

Inform new teachers about the mining industry to improve their knowledge. (e.g. New Teacher Program to voluntarily take teachers through School Tours content - could be managed by a teacher).	May be a task for a reconvened School Tours Working Group to consider
Align better with school's subjects and curriculum - if we can tailor work to these subjects and provide content that works for the teachers, this would help.	May be a task for a reconvened School Tours Working Group to consider.
Provide crib room materials (newsletters, general and site-specific Dialogue posters) to mine workers to improve their understanding to champion the Dialogue.	Already being done, managed through the Comms Working Group.
Create a narrative to tell the story of mining's role in this region.	Could integrate into Comms goals for 2018. Messaging would need to remain neutral.
Establish pathways for business to connect with mining, provide info to chambers.	Working through the Joint Economic and Social Development Working Group.
Seek presentations at community and NFP group meetings to boost engagement.	CCC meetings already underway, with final CCC meetings requested and awaiting response. Community group updates to be scheduled shortly.

AIR QUALITY, EMISSIONS AND HEALTH	
Project Idea or Suggested Action	Comment
Provide basic air quality information on what numbers the criteria involved in air quality assessments mean, and what to do when air quality is bad? E.g. stay indoors, close your windows.	Could be an easy comms piece pulled together using existing resources.
Review of dust risk sources at sites and to examine dust impacts on health. Provide clear information on types and sources of dust, including that dust exists in many areas across NSW, even in those that don't have mining operations.	Quite a large time since Upper Hunter particle characterisation study was undertaken. Given poor air quality in 2018, may be worth looking at.
Integrate more air quality information as part of the School Mine Tours process.	More detailed information could be included in the Tour Guide Notes, however, may not provide much additional benefit to the school audience.
Incorporate the Upper Hunter Air Quality Monitoring Network sites and demonstrate how they work and their purpose in regulating air quality.	The monitoring sites are not overly exciting. Not sure what value this would add. The network sites should be referenced of course. Check notes.

Refinement of forecasts for the broader community.	Could be worth looking at refining broadcasts.
Best practice for dust management in the Hunter Valley - dust handbook.	Review the last dust management booklet.
Investigate link between Merriwa Plateau Air Quality and Mining Dust.	Specific comment from the Secretary Merriwa Branch NSW Farmers, provided outside of the Forum. Range of issues raised. May require a further look.

REHABILITATION AND FINAL LAND USE	
Project Idea or Suggested Action	Comment
Greater investigation of sustainable final land use options. E.g. consideration of pumped hydro, energy hub, floating solar, recreational use (FACEBOOK Posts, based on Final Voids Study). Focus on finding best land uses to offset economic impacts of closure - avoid site by site planning.	Beneficial Reuse of Voids has commenced this work. Perhaps there is space for additional work.
Ensure detailed industry rehabilitation information is available to share across industry, and with the regulators and the community to increase transparency.	Already being done via the UHMD Rehab project, annual statements are published on the website - may need to restructure how this appears this so it is more apparent to community.
Communication of quality rehabilitation case studies/stories to media and community, outlining processes involved in rehabilitation, use via VR headsets to tell story.	Rehab case studies have been developed through Mine Rehab Booklet. Will promote case studies relevant to UHMD. Could be worth seeking similar case studies from other Dialogue industry partners if not already captured.
Facilitate use of buffer land/voids to their potential, share information between mines with regulators and community.	Would be worth looking at. This issue is regularly raised.
Develop real life case studies of successful closure pilot sites for mine closure. Better awareness of sites coming up to closure.	Working Groups are looking to build up contemporary case studies.
Detailed assessment of void water quality	One assessment already completed through the Beneficial Reuse of Voids project. May be worth revisiting as first report was not overly definitive.
Develop guiding principles around final land use options to increase flexibility. Need to find a greater balance between native bushland and agriculture.	May be worth JASC reviewing as they cover Synoptic Plan matters

Communicate EA's/Approvals Process to stakeholders with accessible, clear and usable information to increase awareness.	Could be worth exploring. This is a confusing process for the community.
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WATER QUALITY AND STEWARDSHIP	
Project Idea or Suggested Action	Comment
Look at inter-relation of air quality dust, impact on water tanks and climate patterns - could this be used as predictive measure in doing EIS/EA assessment impacts?	Given the focus on air quality and feedback received from community at CCCs regarding quality of tank water, this may be worth exploring further.
Improve access to the water use data and stewardship of local operations. Outline what companies are doing in terms of stewardship.	Water Use data located in all company annual reviews/AEMRs. Could be worth sites completing a brief standardised water report (similar to Rehab Principles) and published on website. Would need to reference site-specific results, rather than the Dialogue's usual approach through region-wide aggregate reporting.
Education on water usage - Outline what water is captured, what is discharged, how water is managed and reused onsite?	May be worth exploring. Dialogue secretariat has some existing information, and this could be an opportunity to repackage in a general format for community. Follows on from previous Working Group recommendation to have a Water Accounting Fact Sheet.

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group - 27 February 2019**

Agenda Item 5

REVIEW OF 2018 FORUM OUTCOMES - FEEDBACK FROM PARTICIPANT SURVEY

Issue

Each year, Forum participants are invited to provide feedback via a survey following the event. This feedback is used to help planning in the year ahead.

Background

Participants were asked 17 questions to assess the satisfaction with this year's Forum and seek feedback on what improvements could be made for future events. For the key results, please see below. For detailed results and comments from respondents, please see **Attachment 5**.

Key Results:

- Respondents gave the Forum an overall rating of 3.9 (up from 3.6 in 2017), with 70% of respondents rating it 4 or above.
- Respondents gave the Registration process a score of 4.4 (up from 4.2 in 2017), with 87% of respondents rating it 4 or above.
- Respondents rated this year's Forum more favourably compared to last year, with 43% of attendees indicating it was better than the previous year. With 53% of respondents being first time attendees, and just 3% rating this on par with previous Forums, this meant that no respondents indicated it was worse than the previous year.
- Respondents rated the venue's quality of food and conference facilities highly, with both receiving an average score of 4.3 (up from 3.5 and 3.3 in 2017 respectively).
- Respondents rated the opportunity to network with colleagues and other stakeholders an average of 4.3 (up from 4.0 in 2017), with 83% of respondents rating a 4 or above.
- 97% of respondents agreed the change in format to a morning networking and information session a positive move for the Forum.
- 87% of respondents felt they had enough opportunities to raise or discuss the issues of most importance to them. Some respondents however felt that not enough was being resolved in terms of environmental issues (air quality and water usage) through the discussion sessions, however understood the 2018 Forum was procurement focused.
- 71% of respondents advised they are planning to attend the Forum in 2019, with 29% possibly attending. No respondents advised they would not attend.
- Respondents suggested future Forums involve students, local vendors, community and environmental not-for-profit groups, rail companies, air quality advisory committee members.
- Respondents suggested greater social media sharing, pre-event emails, radio talkback debates, leveraging stakeholder networks, attending other community meetings and events, personalised invites, and preparing promotional materials to generate greater interest in 2019.
- For future Forum topics, respondents suggested focusing on local buying schemes, economic diversification, indigenous consultation, and environmental impacts, as well as providing a comprehensive review of outcomes achieved during the year.
- Members also expressed they would like to see how mining complaints are addressed from start to end, and an explanation of how rehabilitation planning is undertaken at sites.

Recommendation:

- **That Working Group members review the survey feedback and discuss any comments which should be considered further by the Dialogue in planning the 2019 Forum.**

FOR INFORMATION/ DISCUSSION

Attachment 5: Full 2018 Annual Forum Participant Survey Results and Comments

**Upper Hunter Mining Dialogue
2018 Annual Forum Participant Survey Results**

**30 respondents from 150 Forum participants
(20% response rate, 93% completion rate)**

Question 1: How did you hear about the Forum?		
Response	Count	%
NSW Minerals Council email	12	40.0%
Colleague	11	36.7%
Other (please specify)	7	23.3%
Total	30	100.0%
Comments: <ul style="list-style-type: none"> • I was invited by the Singleton mining dialogue office after I discussed some concerns. • Business chamber • Member of Upper Hunter Mining Dialogue • Muswellbrook Business Chamber • Muswellbrook Chamber of Commerce • NSW EPA forwarded the email to NSW Office of Environment and Heritage • UHMD Working Group 		

Question 2: How would you rate the registration process? (on a scale of 1-5, where 1 is unsatisfactory, 5 is excellent)		
Response	Count	%
1	1	3.3%
2	1	3.3%
3	2	6.7%
4	8	26.7%
5	18	60.0%
Total	30	100.0%
Average Score	4.37	2017: 4.21 (+0.16)
Comments: <ul style="list-style-type: none"> • Apparently, I was registered but that information had not been processed at the registration desk • Starting time could have been put back to enable preview of exhibits • very friendly service and prompt 		

Question 3: How would you rate the Forum overall? (on a scale of 1-5, where 1 is unsatisfactory, 5 is excellent)		
Response	Count	%
1	1	3.3%
2	0	0.0%
3	8	26.7%
4	14	46.7%
5	7	23.3%
Total	30	100.0%
Average Score	3.87	2017: 3.6 (+0.3)
<p>Comments:</p> <ul style="list-style-type: none"> • I personally skipped out on the key process has got talking to stallholders and feel that would have been fantastic to be part of the collaborative dialogue • I was unsure where I fitted into the concept of the day coming from a not for profit organisation not associated with the mining industry but it allowed me to network with the mining industry to hopefully establish a viable relationship with the mining industry to hopefully provide our participants with employment opportunities and assist the mining industry to become culturally appropriate workplaces for Aboriginal and Torres Strait Islander peoples. • Informative, great venue, great food, well organised, friendly atmosphere • Mining still do not understand working with Native title claimants • While I thoroughly enjoyed the round table sessions, I would have also enjoyed presentation/s on the industry and detailed UHMD project updates etc. 		

Question 4: What was the highlight of the 2018 Forum for you? (Open Response)
<ul style="list-style-type: none"> • Witnessing stakeholders in the same space • Having the chance to meet a range of stakeholders and face to face networking. • A few discussions with some participants • As a mining operation, the interaction with members of the public. Also, the venue was excellent. • Great face to face conversations with key mining staff • Great networking opportunities and interesting round table workshops/presentations. • Having an opportunity to speak directly to the Newcastle EPA, expressing my views that could have had tangle results. • Having colleagues from the Procurement / Supply function attend - it brought the UHMD work to a different part of the business. • Having mine site Procurement staff available. • Networking with industry • Opportunity to have both regulators and miners in the one place showcasing what they are currently doing in the Upper Hunter, as well as having mining company procurement

- personnel in attendance.
- Plenty of time for networking
- Presentations and formal sessions including working table groups
- Supplier networking. Productive, F2F conversations with suppliers about issues and opportunities
- Table sessions
- The brainstorming sessions upstairs
- The interaction I had with the various mine site when they had their tables set up
- The meet and greet
- The opportunity to network across the stalls
- The procurement stalls and being able to talk to a variety of people and promote ourselves.
- The round table engagement on the issues faced with supplier engagement
- Time to interact with people and opportunity for one on one discussion
- Workshop session

Question 5: How would you rate this year's Forum compared to last year?		
Response	Count	%
Worse than previous year	0	0.0%
Better than previous year	13	43.3%
First time attending	16	53.3%
On par with previous year	1	3.3%
Total	30	100.0%
Comments:		
<ul style="list-style-type: none"> ● Youth from local schools could enhance the process ● Haven't attended for a number of years but I understand it was better than the previous year ● I didn't attend last year but did attend in years prior. This year's format allowed for a much better flow of conversation as opposed to longer presentations from different people. ● Most speakers did not provide adequate information to rate time taken ● Very valuable and looking forward to attending future events. 		

Question 6: How would you rate the conference facilities and food at the Forum venue, Muswellbrook Race Club? (on a scale of 1-5, where 1 is unsatisfactory, 5 is excellent)		
Response	2018 Avg Score:	2017 Score:
Quality of Food	4.25	3.5 (+0.8)
Conference Facilities	4.3	3.26 (+1.0)
Comments:		
<ul style="list-style-type: none"> ● "Lunch" needed to be better organised ● Couldn't stay for lunch ● It was a long way to travel for non-Muswellbrook people. ● Need to ask if anyone has any food requirements ● Well chosen 		

- You wouldn't want it to be any warmer for an outdoor setup!

Question 7: How would you rate the Forum as an opportunity to network with colleagues and other stakeholders? (on a scale of 1-5, where 1 is unsatisfactory, 5 is excellent)

Response	Count	%
1	1	3.3%
2	0	0.0%
3	4	13.3%
4	10	33.3%
5	15	50.0%
Total	30	100.0%
Average Score	4.27	2017: 4.0 (+0.27)

Comments:

- It would have been good to have everyone from the morning stalls stay for the table discussion.
- Plenty of time given to allow networking. Venue set up for the Forum was excellent.
- There were stakeholders that did not bother to attend.

Question 8: Was the change in format to a morning networking and information session a positive move for the Forum?

Response	Count	%
Yes	29	96.7%
No	1	3.3%
Total	30	100.0%

Comments:

- Good for travellers
- It's the age-old problem - too many industry reps, too few community. Not sure how to fix this though other than by having an outraged community!
- Possibly networking morning and after concluding activity separated by realistic speakers then lunch.
- To consider is how to get more local business and community engagement. A Lot of people were at work or could not commit to the full day
- Unsure, haven't attended before

Question 9: Do you have any suggestions on how we could improve networking opportunities? (Open Responses)

- Agenda/process sent beforehand so aware of when opportunities to connect arise
- Did the message of the agenda reach its full potential to the external community?
- Great engagement with community organisations and not for profits - limited opportunity to meet people outside of the business world
- I believe much more could be achieved in the way of networking by the mines
- Having more interactive websites, letting people know what skills or services that they are having difficulty fulfilling. At the same having a descriptive web link letting people understand key criteria that they have to have in place to be a mine supplier/contractor.
- I think given the time frame you did an awesome job. We can't commit to a full day, so the networking opportunities provided were perfect. The venue for lunch also allowed more networking opportunities.
- I wonder if it would be worth having the various companies host a stall throughout the day so that people would know where to go to discuss something with them.
- Invite more staff from mining companies next year
- Maybe a more suitable venue to allow discussion across the "room" rather than a line of displays-felt like a lot of people didn't make it up to the end of the displays in the time allocated
- Mixture is just right
- More mining companies to be involved
- Not sure - have it in a more public area? I've seen 'speed networking' (like speed dating for businesses) work well in the past but you'd need the right people there.

Question 10: Did you have enough opportunities to raise or discuss the issues of most importance to you?

Response	Count	%
Yes	26	86.7%
No	4	13.3%
Total	30	100.0%

Comments:

- I didn't see much resolved regarding air quality and waste of water. Other alternative mining methods to Open Cut were not received well.
- Probably need an opportunity to raise more environmental issues through the round tables. It is understandable because the focus was on procurement so difficult to get the right mix of issues to be discussed.
- Realistic evaluations of the true ongoing grazing potential of rehabilitation as well as the true water impacts to aquifers and stream being honestly discussed. To hear that there was testing of quality of water in tanks was news to me as I had heard nothing about this during the year.

Question 11: Were there any other stakeholders (individuals or organisations) you think should have been included in the 2018 Forum? (Open Responses)

- Schools and youth
- A bigger attendance from the smaller local vendors would have been good
- Community Organisations and Not for Profits, Schools
- Didn't have the students and need to get more local government and environmental groups to create a greater discussion of the big picture.

- Great to see local businesses at the Forum. Need to engage more community.
- I think the Community could have been better represented. The focus seemed more on mine networking, rather than solving real issues, with potential tangible results.
- People allied or engaged in the impacts on water both locally and cumulatively
- Rail companies that transport coal
- School groups/ teachers. we need to broaden the audience. Thought the facilitator was really good.
- Upper Hunter Air Quality Advisory Committee members

Question 12: How can we improve our engagement with community stakeholders to encourage greater participation in Dialogue activities? (Suggest any community engagement initiatives, channels or methods that might be better utilised by the Dialogue). (Open Responses)

- Social media Facebook events listing and advertising, hunter councils and invite other councils, Newcastle business networking groups, hunter wetlands centre, permaculture, Landcare, sporting clubs, National Parks and Wildlife Service, Tom Farrell Institute, any outdoors organisation, *hunter health, local churches etc.
- Attending community events (NAIDOC), I think the radio coverage was beneficial for community to engage with the dialogue. If other avenues arise, I would inform the Dialogue of this.
- Being more present in the community, office location. Consider a name change for the general community, I am not sure the average person understands what the "Dialogue" would do or how they could be involved.
- By being totally truthful rather than attempting to continually sell the industry and the false claims regarding the outcomes of rehabilitation and the "new" belief of the beneficial uses for voids to validate leaving them behind.
- Encourage mining operations to share the activities through CCC and newsletters. Continue engagement with schools. Seek sponsorship from mining companies to co-brand a promotional item or engagement initiative. Not a water bottle, something that everyone uses, wants and will talk about that relates to the Dialogue.
- Funding community initiatives
- Go to community inter agency forums and present on behalf of the dialogue to get more engagement.
- Keep up the good work. presence at community events, as already happens, is excellent
- Less talk about 'the dialogue' more talk about things that are relevant to people. Seek out the more difficult conversations. Easy to say though isn't it.
- Maybe engage in discussions with Rotary, Lions Club, sporting / charity groups. Similar to this year's procurement drive maybe next year could be about accessing sponsorship etc?
- Maybe individually invite community organisations to send a rep, Men's Shed CWA Rotary etc
- Maybe later in day so small business owners can attend
- more advertising
- OU with registered Native title claimants
- Perhaps some form of regular talk back, debates or discussions on radio, without either party being aggressive or insulting, to get their views aired.

Question 13: Please list any topics you would like to see addressed at future forums. (Open Responses)

- Already listed and respectful dialogue from the transition from a coal economy crucial to good engagement
- Community projects, buy local schemes
- Economic Diversification
- Engagement with the general community.

- How can the industry get away from false prophets, the water consultants and provide a space to work towards overcoming the losses created by the industry?
- I feel this year's forum was focused on too much of how to get a piece of the Money PIE. If the dialogue is truly there for the community then the real issues need to be tackled. For me personally these fall into areas of, 1) The type of mining practice, open cut vs underground mining impacts. Looking at the environment, public health, air quality, loss of substantial water from springs and associated water courses, rivers and streams. The other big factor for me is how twelve-hour rosters affect workers and the community, introduced by the mines, to reduce employment. Any form of occupational health and safety measures are simply band aid approaches, if these unsustainable rosters are continued.
- I liked the focus on local procurement and think this is a theme that the forum should continue to promote in future years - as this is a great driver to bring local community and mining organisations closer together.
- Impact on local agriculture
- Indigenous Employment. Indigenous Community consultation. Community Focused topic
- Industry updates and UHMD project updates.
- More talk about the positive side of mining - job opportunities. Tips from HR on resume writing, interviews. How to position yourself to get into the industry.
- Native title

Question 14: What improvements can we make for the 2019 Forum? Or anything you'd like to see more or less of? (Open Responses)

- Suggest priming via pre-event email regarding stories for change, collaboration success etc so folk willing to dive in deeper to exploring possibilities beyond current roles
- A roving microphone, keep people informed that there are two separate areas and "the Upper Hunter Mining Dialogue stand has "interactive...." Keep the audience engaged. The Passport concept was lost on some people I spoke to.
- Change of venue - while the race club is a great venue. Spreading everyone across the grounds made it a bit disjointed.
- Genuinely working towards repairing the damages created by the industry, land and water, rather than covering these issues behind dodgy trials that are designed to provide a specific outcome.
- Greater promotion of participation by procurement personnel from local mining organisations, as well as local small supplier attendance. I attended representing BHP's local buy program, and whilst we met with a few local suppliers, this would have been a fantastic opportunity for many more local suppliers to meet with me and the team and promote opportunity for upcoming supply to BHP's site. It is generally very hard for local small suppliers to get the right purchasing contacts in mining organisations, and therefore this was a missed opportunity for many local Hunter suppliers and contractors.
- I think the forum could be better served by looking back at the outcomes achieved during the year from more proactive engagement from both sides of the fence, so that real tangible results can be realised. Key speakers in these areas could give a short summary. Perhaps even a debate about some of these key issues.
- Insight for community members on who their complaints are addressed - i.e. the call is made to the hotline, the call then goes to X, and is responded to by X - to give the community transparency of the process. Insight into rehabilitation planning - what companies have to work through so people can see the process.
- Public talks from all aspects of the community not just NSW minerals council.

Question 15: Are you planning to attend the 2019 Annual Forum?

Response	Count	%
Yes	20	71.4%
Possibly	8	28.6%
Total	28	100.0%

Question 16: Who were you representing at this year's Forum?		
Response	Count	%
Mining Industry	12	42.9%
Local Government / Council	1	3.6%
Individual or Community Group	4	14.3%
Government Department	2	7.1%
Business community	7	25.0%
Other	2	7.1%
Total	28	100.0%
Comments: <ul style="list-style-type: none"> Concerned Citizen whose family has been severely impacted by the mines, because of continued irresponsible and in some cases illegal planning practices resulting in mine expansion the Hunter Valley community cannot afford. Registered Native title claimant group 		

Question 17: What is your Primary Location?		
Response	Count	%
Other Upper Hunter	1	3.6%
Sydney	2	7.1%
Muswellbrook	8	28.6%
Newcastle / Lower Hunter	8	28.6%

Singleton	9	32.1%
Total	28	100.0%
Comments: <ul style="list-style-type: none"> • Muswellbrook, Singleton, Maitland, upper hunter LGA's • Newcastle office - cover all of Hunter localities • Brisbane (2) 		

**Upper Hunter Mining Dialogue
Joint Economic and Social Development Working Group - 27 February 2019**

Agenda Item 6

UPDATE FROM OTHER DIALOGUE WORKING GROUPS AND COMMITTEES

The Dialogue has several Committees and Working Groups with differing objectives. It is important that information and knowledge is shared amongst these groups to help inform discussions within this Working Group regarding the Dialogue's communication activities. Please see below for updates on the other Dialogue Working Groups and Committees:

Joint Advisory Steering Committee

The Dialogue Chair and Secretariat have recently met and agreed to reschedule meetings to enable more useful analysis of projects and issues by the Working Group meetings, prior to the JASC meeting.

Gill Eason recently resigned from the JASC at the end of 2018. The Dialogue is now looking for a new community/business member and is currently advertising. The Dialogue is open to suggestions from Working Group members. The JASC is scheduled to meet on Tuesday 5 March 2019 to review the feedback provided by the other Dialogue Joint Working Groups.

Communications Working Group

The Communications Working Group held its inaugural meeting on Tuesday 18 September 2018, with representatives from six of the nine industry partners and one community member. Allyn Hamonet was nominated as the Chair, which was supported by the Working Group. Topics discussed, included:

- The prevalence of air quality concern within the community with a suggestion to consider holding information sessions with the community, as the Dialogue has previously done.
- Members reviewed the draft terms of reference and found these to reflect the intent of the working group's objectives well, providing no further comments or amendments.
- Members noted the vast amount of past and current projects that the CWG can draw on to create material and improve communication with wider stakeholders
- Members encouraged the Dialogue to continue promoting project updates via the newsletters and encouraged to look at creative opportunities to showcase Dialogue projects.
- Members noted the progress of the school mine tours program and were keen to understand more about the communications component of the tours, namely the information provided to sites and schools. Members agreed that the personalised tour posters for each site/school was a good idea, and were pleased that this had resonated well onsite, as we are seeking to raise awareness of the Dialogue within industry as well.
- Members discussed the upcoming Forum and how to secure attendance. The local Chambers have previously focus on local procurement to good attendance,

The Communications Working Group held its second meeting on 14 February 2019 to review the feedback from the 2018 Forum discussion sessions and determine its approach to projects and activities in 2019. In particular:

- Members noted the Dialogue's recent discussions with RDA Hunter on a STEM project proposal which is seeking to leverage off the Dialogue's technical expertise and work done through the School Mine Tour Program. Several project ideas from the 2018 Forum would be supported through the program should this be implemented.
- Members also provided advice for the Dialogue to consider to help improve our engagement with stakeholders and encouraged utilising technology where possible via apps and short videos to keep students and other stakeholders interested in our activities.

Joint Environment Working Group

The consolidated Joint Environment Working Group, consisting of the existing Joint Emissions & Health, and Joint Water and Land Management Working Groups, met for the first time on Wednesday 26 September 2018, with Julie Thomas (Muswellbrook Coal Company) retaining chairing duties.

Key items discussed included:

- The Dialogue's Rehabilitation Principles and Commitments annual infographic was discussed, with members welcoming the release of an infographic analysing trends since 2012 to present as helping to improve understanding of the project and progress over time.
- Mr. Griffiths provided an update on the new ACARP study examining past and present mine rehabilitation across Upper Hunter grazing land, noting the projects delays, and sought the Dialogue's assistance in hosting a stakeholder meeting.
- Members discussed recent negative media regarding industry water use and harvestable rights. Members discussed the 2017 Water Accounting Framework results, which matched community expectations given the drier year.
- Members reviewed the revised Working Group Terms of Reference, noting that the objectives have been transferred from existing objectives and may require minor edits.
- Members discussed the Synoptic Plan review, recommending better coordination by DPC in future government workshops, as the community is unsure of any outcomes being achieved.
- Members discussed increasingly aggressive feedback from the community on environmental issues - in particular air quality and dust. Members encouraged seeking a response from regulators, so this can be communicated to the community impartially.
- Members encouraged the participation of NSW Health in the Working Group given that health is a major concern relating to air quality. The Dialogue has since confirmed a representative on the Working Group with Carolyn Herlihy joining the Working Group.
- Members discussed a proposal on Mine Rehabilitation by Symbiosis, with members not supporting this proposal for further consideration, given that it appeared to provide a low economic benefit for the community and industry. The Dialogue provided Ms. Fisher with constructive feedback and recommended other potential avenues for the proposal.

This was the final Working Group meeting for long-term Dialogue contributor Ron Fenwick who sadly passed away in December. The Dialogue is grateful for his involvement over many years.

The JEWG is due to meet on Wednesday 27th February, prior to the Joint Economic and Social Development Working Group meeting.

FOR INFORMATION/DISCUSSION

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Agenda Item 7

UPDATE ON COMMUNICATIONS ACTIVITIES

The Dialogue continues to engage in various communications activities in line with the revised Communications Plan. Please see below for an update on the key activities:

Community and stakeholder engagement

- The School Mine Tours Program continued to roll out well into the final quarter of 2018, with continued great feedback from students, teachers and mines. However, several tours had to be postponed due to adverse weather, issues at mines, or cancellations due to high schools lacking sufficient student participation. The final three months of the program saw nine tours from seven schools across seven mines. With the 2018 program now concluded, about 650 students from 18 schools took part in 17 tours across 12 mine sites, less than the originally estimated 1000 potential students over 28 tours. The program's working group – comprising teachers, community members and industry representatives – will be reconvened to examine the lessons learned in 2018 and implement them for the 2019 program, as well as discuss the development of in-class teaching material with retired Muswellbrook High School science teacher Elizabeth Moore.
- The Communications Working Group Chair and Dialogue secretariat recently met with Trevor John from the Regional Development Australia (RDA) Hunter branch in January to discuss the School Mine Tours Program and its potential inclusion in a new education strategy. The RDA is working with the NSW Department of Education (Department) to introduce STEM courses into Hunter public schools and is interested in the School Mine Tours Program potentially playing a role by facilitating tours as part of the STEM courses. The Department plans to introduce a STEM program across years 5 to 8 into all public schools with Muswellbrook, Lake Macquarie and Cessnock schools taking up the program in 2019. There are potential benefits of the Dialogue assisting the STEM program with its School Mine Tours Program both through the scheduling of tours and development of in class school teaching materials.
- The Dialogue was on display at the Singleton Show and Broke Village Fair in September and at the annual forum in November. In December, an update on Dialogue activities was presented to the Muswellbrook Chamber of Commerce and the Dialogue was again on display at the Muswellbrook Christmas Spectacular – in terms of interactions, the Spectacular was very slow with only six conversations and one survey filled out. This event is aimed at family entertainment and offers little value to the Dialogue as attendees are not interested in visiting displays; recommend it is removed from our community engagement calendar.
- The Dialogue has attended meetings for 10 out of the 16 CCC Meetings across 7 of the 9 Dialogue industry partners in the Upper Hunter throughout 2018 to provide an update on the Dialogue and its projects. The Dialogue will seek presentations at six remaining sites in Q1/2 2019: Liddell, Mangoola, United, MTW, Wambo, and Bengalla. Face to face meetings with additional community interest groups will be sought shortly.

Communication Resources

- Dialogue posters have been updated and infographics for the water accounting, rehabilitation reports and air quality have been produced. Upcoming community events include the Upper Hunter Show in Muswellbrook (March) and Tocal Field Days in (May).
- The Dialogue's second newsletter was published in time for the November 20 annual forum and was distributed electronically across the Dialogue's database as well as printed copies being distributed at community engagement events.
- Since the Dialogue's Facebook page went live in September; it has steadily growing "likes" and engagement and had reached more than 2000 people at the beginning of January 2019.
- The long-awaited Virtual Reality video was filmed at Mangoola Coal in November. A draft version of the video was on display at the annual forum and drew good reviews from users. Work has now started on polishing the video to make it more informative and educational including using the Dialogue's messaging as a script. The current VR video features individual "visits" to different mining processes which can be quite time consuming – a second, briefer and

easier to use “summary” video is also being developed which will allow more people to virtually visit a mine at our community engagement events and in classrooms.

- The Dialogue website has recently been updated with papers and minutes from 2018, as well as the 2018 Forum Report. A website upgrade will likely commence in the latter half of 2019.

Media

- In recent media, the School Mine Tours Program continued to generate good publicity with Fairfax running stories and multiple photos of all tours.
- Fairfax also featured positive articles in the lead up to and post-coverage of the Annual Forum. The forum also drew good coverage from ABC Radio and Radio 2NM. Radio 2NM also broadcast live from the forum, providing live interviews with Dialogue representatives and supporters and promoting the Dialogue’s activities.
- @thecoalface provided its usual positive support with coverage of the School Mine Tours Program and previews of the Annual Forum in its October and November editions followed by a forum summary and an article on the farewell of Dialogue stalwart Gill Eason in December.
- Vacancies for community members in the Dialogue's Working Groups and JASC have been publicised through advertisements and an article submitted to the Singleton Argus, Muswellbrook Chronicle, @thecoalface and on Facebook

FOR INFORMATION

**UHMD Joint Economic and Social Development Working Group
27 February 2019**

Agenda Item 8

OTHER BUSINESS

**Upper Hunter Mining Dialogue
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Agenda Item 9

NEXT MEETING / CLOSE

The next meeting for the Joint Economic and Social Development Working Group is due to be rescheduled shortly to follow the new Working Group/Committee structure. Members will receive an invite shortly, likely around late April/early May.

The 2018 Annual Forum will be held at the Civic Centre, Singleton on **Tuesday 19 November 2019**. Save the dates will be sent out to all stakeholders in the coming months.