

FAQs

What is Voconiq Local Voices?

KCGM has engaged Voconiq, to conduct a three-year analysis of community attitudes to the company's Kalgoorlie-Boulder operations. This is giving the communities neighbouring the operations a voice that is being heard by KCGM and is helping to inform the company's decision making.

What is Voconiq?

Voconiq is a CSIRO spin-out company that bridges the gap between communities and the companies that work alongside them by activating understanding of different viewpoints. Underpinned by a platform of science, Voconiq translates data-driven community insights into tangible salutation which improve the way communities and companies interact and relate.

What is CSIRO?

CSIRO is Australia's leading science agency. CSIRO has invested in research examining the relationship between companies and the communities they work alongside for more than 10 years. This research on how companies can build deeper trust with communities was spun out of CSIRO in 2019 to increase the positive impact of this research and expertise for communities and companies in Australia and around the world.

What is the approach?

CSIRO has developed a community survey approach which helps companies understand what the communities they work alongside think about them and why – this is now delivered by Voconiq, a CSIRO spin-out company. Voconiq provides sophisticated data analysis that translates community survey data into a language that companies can engage with and respond to. Community attitude data are collected over time, analysed, and provided back to the company and community in a format that is accessible and useful. The process provides an avenue for the company to actively address issues that are important to the community.

Why is KCGM seeking information from the community?

KCGM wants to better understand the communities it works with, to improve relationships and build trust, based on a mutual understanding of the impacts and benefits of mining gold.

Which communities are being surveyed?

Community members from Kalgoorlie-Boulder are invited and encouraged to participate. We are aiming to reach as many community members as possible within these areas. The aim is to ensure that a diverse sample of community members participate.

How often do the surveys take place?

The anchor survey takes place once every three years. Pulse surveys then take place monthly for at least the following three years.

What will the surveys ask?

The surveys aim to find out about community attitudes towards issues such as but not limited to the effectiveness of KCGM community investment programs, dust, noise, blast vibrations, employment, skills training and development initiatives. The survey also focuses on the nature of the relationship between community members and the company.

How long will the surveys take to complete?

Following a brief registration process, the monthly pulse surveys should take just 5 minutes to complete. The anchor survey is a more detailed survey, taking approximately 20 minutes to complete. The results of the anchor survey determine the items included in the 'Pulse' surveys.

Can the surveys be completed via tablet or mobile device?

Yes, the surveys can be completed on any device able to access the online survey platform. The survey is rendered according to the screen size of mobile device. Most modern mobile browsers will be compatible with our mobile surveys, which includes: iPhones, iPads, Androids phones and tablets, Windows Phone, BlackBerry and more.

Can the surveys be completed in other ways?

Yes, the surveys may be provided to community members in paper format with a self-addressed return envelope to ensure that everyone that would like to participate is able to. If a community member would prefer to answer the survey on the telephone, a Voconiq team member will be happy to arrange a time to do this over the phone.

Are the surveys confidential?

Voconiq has a strict ethics framework that protects the rights of research participants. All data are maintained securely, and no personal information or information that would enable identification of individuals is made available to KCGM or any other party. Participant confidentiality and anonymity are assured. All Voconiq processes comply with or exceed the requirements of the Privacy Act 1988.

Within Voconiq, participant personal information and their survey response data are kept physically separate and only accessible by a small number of senior project members. All other parties, including KCGM, receive an aggregated summary of responses by community, not the raw data.

What happens to the survey data?

Voconiq will analyse the survey data collected and provide the information back to the communities and to KCGM in a format that is accessible and useful.

KCGM receive the summary of data collected in Kalgoorlie-Boulder so they can track how well the operation engages with communities neighbouring their operations.

The aggregated data may be used for the following:

- to identify and understand drivers of trust and acceptance of KCGM
- in community engagement activities, and in various company communication materials and reports
- to inform future decisions and activities of industry and policy makers
- to produce reports and scientific papers
- in a broader program of Voconiq research that aims to understand the relationships between mining and communities at different levels across time.

How will KCGM respond to the information from the surveys?

KCGM has committed to use this data to achieve outcomes that matter to your community. The survey data will also inform KCGM community engagement approach, and development within the Kalgoorlie-Boulder region.

What are the incentives to register with Local Voices?

When participants complete the Anchor survey, they receive 20 e-tokens which they can allocate to one or more eligible not-for-profit community groups that have registered with Voconiq via the project webpage (worth \$10 per Anchor survey). For each pulse survey completed, participants earn four e-tokens which they can similarly allocate.

Each month, Voconiq will send an update to all community groups telling them how many tokens they have accrued and their dollar value. Community groups can cash these tokens in at any time through a template invoice that Voconiq will provide to them with simple instructions for use. For example, after the Anchor survey, many groups decide to cash in their tokens for a donation.

Which community groups are eligible for rewards through the incentive scheme?

Community groups that are eligible include schools, charities, and not-for-profit clubs and organisations operating within the Kalgoorlie-Boulder region. Groups must be nominated for the rewards program by a community

member who has been authorised by the group, before they can receive tokens. Full eligibility criteria will be available shortly on a dedicated project website, where groups can nominate to register for the project.

What happens if someone wants to stop participating in the Local Voices surveys?

Participation is completely voluntary, and participants can stop at any time without any consequence. While retracting data is not possible once results are published, you are free to withdraw your participation at any time, without prejudice, penalty or having to provide a reason for your withdrawal.

What happens if someone decides they would like to participate in Local Voices, but they didn't participate in the Anchor survey?

This is ok, you can join Local Voices at any time. Voconiq will send a link to the pulse survey that is underway at that time and will continue to send invitations each month until you tell them otherwise.

What if my group doesn't reach 1000 tokens?

The community group can cash in tokens pro rata. For example, 500 tokens would be equal to \$250.

Are there limits to how many tokens we can accrue?

No. There is no limit to the number of credits any one community group can accrue. The challenge is to get your networks motivated to complete surveys to trigger rewards.

How do I know how many tokens my group has accrued?

As an authorised representative for your community group, we will send you updates on your token accrual and balance at the end of each survey collection period. Your community group might have a target that you are aiming for, so this will help keep on track and encourage more members of your network to participate if needed – or helping to reach this target sooner! This information might also be a nice way to keep your members and network up to date with how their tokens are helping.

How does my group make a payment claim?

When your community group are ready to request payment for the tokens, they simply submit an invoice to Voconiq for the amount owed. Electronic invoices (i.e. PDF) will be submitted via an online form that will be accessible via the Community Rewards page on the Local Voices website. Payment will be made within 30 days of submission. Further information will be sent through to registered community groups.