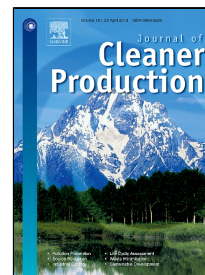


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Company-Community Dialogue Builds Relationships, Fairness, and Trust Leading to Social Acceptance of Australian Mining Developments



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Company-Community Dialogue Builds Relationships, Fairness, and Trust Leading to Social Acceptance of Australian Mining Developments

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Highlights

- Examine key drivers of social acceptance of mining in Australian regional areas
- Community members' experiences of dialogue are integral in predicting relationship quality and procedural fairness
- Relationship quality and procedural fairness predicted trust which drove acceptance
- Indirect effect of dialogue on acceptance indicates the importance of engagement strategies in mining

Abstract

Social licence to operate has become an integral part of the discourse around social accountability for mining globally. Meaningful engagement between companies and communities has been proposed as a foundation for relationships that support a social licence. The links among these elements are investigated in the present research, which developed and tested a model exploring correlations between one such engagement mechanism, dialogue, and company-community relationships. It also considered other critical elements of social licence, including procedural fairness, trust, and social acceptance of mining. Survey participants (N=560) were Australians living close to mining or natural gas development across 11 non-metropolitan regions in Australia. Path analyses showed that the more positive community members' experiences of dialogue were, the stronger their relationships with company personnel and the more they perceived that the procedures used by the mining industry were fair. These factors, fairness and relationships, mediated the significant indirect effects that dialogue had in building trust in the mining industry, which, in turn, predicted increased acceptance of mining.

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