

## **Taking the public seriously: Factors affecting trust in coal seam gas development**

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This thesis identifies the factors affecting community trust through a case study of the AGL's Camden Gas Project and its proposed Northern Expansion Project in New South Wales (NSW). The perspectives of 20 government, community and CSG industry stakeholders are captured through semi-structured interviews. Findings reveal a broad range of stakeholder perceptions of CSG development. There are five key factors affecting community trust in the CSG industry and government agencies: risk and risk management; information; independence; regulation and justice. The findings of this research highlight many of the factors affecting trust are interrelated and interdependent. Therefore, in order to increase levels of trust, industry and government will have to address a range of community concerns concurrently.