



Supporting the **Yinhawangka**, **Banyjima** and **Nyiyaparli** people

A Message from the CEO

Dear Members,

At the AGM last November, you asked IBN to conduct a paid member survey, for a more effective way of consulting with the community, instead of the in-person roadshow that IBN has undertaken in past years, and the reasoning for this request was to source more feedback from more members.

IBN belongs to the members, and due to this request coming from so many members, we conducted the paid member survey.

The survey you asked for has considerably increased the level of feedback from members. So, thank you very much to all of you who completed the member survey.

Some of you told us that the survey itself could be better and easier, which is exactly the type of feedback we need, as this was the first time, we had conducted an online survey. The survey will be repeated in the future with all improvements suggestions and feedback being taken into consideration.

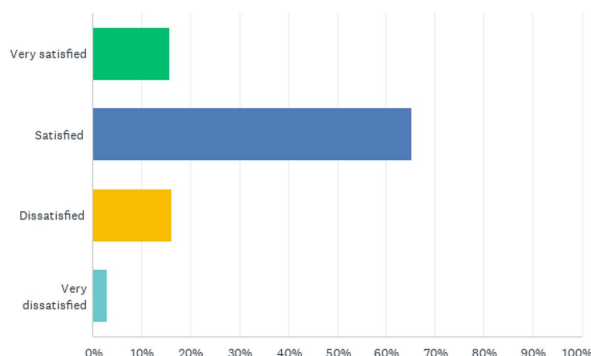
In the Survey, based on the responses from members, we learnt that:

1. 80% of respondents are satisfied, with IBN, your programs, your staff, and that you think that IBN is a good organisation for the future.

The themes of your comments are representative in the below, few examples,

- a. *Thank you for everything you have done for my family.*
- b. *Keep up the wonderful work.*
- c. *All is good.*
- d. *Thank you IBN*

Member Satisfaction Percentages:



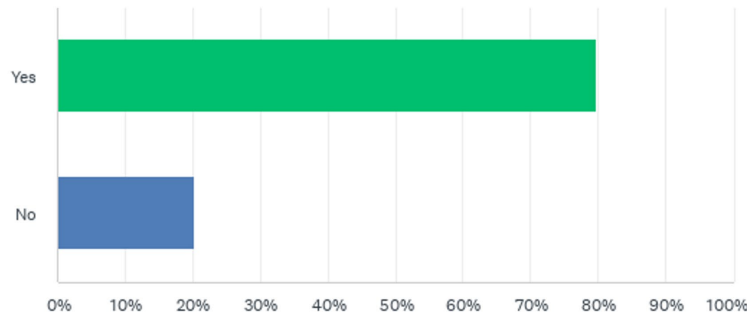
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Do you think that IBN is an effective and efficient organization



2. 20% of you have experienced issues and gave us welcomed feedback and suggestions.

Some of the most consistent themes are mentioned below. Others will be worked through.

YOU SAID / WE LISTENED	WHAT WE ARE DOING
Increase benefits	The upcoming Community Programs release, which will be available from 1 st July 2022, has increases ranging from 10% - 25%
Give us more flexibility and choice Make claiming far quicker	<p>The largest funded Community Program is for Household Essential. (over 80% of claims), and two significant changes are underway</p> <ol style="list-style-type: none"> 1. We have removed the “what you can use the funding for” and replaced that with a small number of restrictions that the Charities Act state we cannot provide funding for. This has considerably increased your flexibility 2. We are introducing a Debit (Purchasing) Card that: <ol style="list-style-type: none"> a. Will have your funds loaded onto upon your request. b. You spend whenever you want. c. You purchase instantly with no claim forms. d. If our income grows above expectations, we simply top your card up. No claims. Instant access



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	<p>It is our hope that alleviating the need to provide so many application forms each time you need Household Essentials support, will allow us to focus on all other claims, giving us a new maximum processing days target of 3-4 days, as opposed to the current 7-10 days</p>
<p>More Support for Elders Increase the access to Health Assistance</p>	<p>We have lowered the previous age restrictions from 60 – 55 on at least one Community Program</p> <p>We have added additional funding to the Medical Programs to assist members with Chronic Disease, to access more where the standard Community Programs do not fund enough</p> <p>We are reviewing the “assisted living” facility in Hedland (Mirli Maya) to increase the numbers of Elders we are assisting</p>
<p>Administrative improvements, a. including clearer information about claims that are denied b. more training for staff c. quicker claim processing d. too slow with funeral applications</p>	<p>A review of the process is underway with two goals</p> <ol style="list-style-type: none"> 1. improve information of why a claim is declined 2. assist members throughout a new appeals process <p>Two new customer service training programs have been organised for July to Sept 22</p> <p>With the introduction of the Debit ‘Purchasing’ Card for Household Essentials, our targeted claim process period will be 3-4 days</p> <p>Funeral and any hardship applications will be a priority one and processed immediately</p>
<p>Support for home ownership and wealth creation</p>	<p>The MAC Agreement has two components</p> <ol style="list-style-type: none"> 1. A direct benefits payment paid to your PBC’s which is for items such as wealth creation 2. A payment to IBN as a charitable trust. Under the Charities Act rules, IBN is not able to further contribute to home ownership or asset growth.
<p>Easier access to your money - Online portal</p>	<p>Following your approval at the last AGM, IBN is 50% complete on a project to introduce an online portal to significantly improve access to the services you have asked for</p> <p>Updates are communicated via our newsletters</p>

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We are also in the final stages of deploying a brand-new website, which will be much more user friendly, and will improve the communications process, provide more information about IBN, and make the Community Programs Applications process much easier

Your IBN Board are committed to listen to your feedback about your organisation and to take steps wherever possible to make changes that will improve the service we provide.

Yours Sincerely,

Dale Brown
CEO

3rd June 2022

V1.0

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