



# IBN WANGKA

Newsletter for the IBN Community  
OCTOBER 2023

## OUR PURPOSE

Supporting the Yinhawangka,  
Banyjima and Nyiyaparli people.

## OUR VISION

Building resilience and capacity  
for the present, and strong  
foundations for the future.

*Inside this edition...*



IBN wins at this year's  
Business Excellence Awards



IBN Strategic Plan for  
Agreement Years 22-24



New Funding Announced  
for Language Project



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## PHOTOS ON THIS PAGE

**TOP:** IBN member Marianne Tucker at Mirli Maya

**MIDDLE:** CEO Dale Brown speaking at last year's AGM

**BOTTOM:** IBN member George Derschow with staff member Stephen Horne

*IBN acknowledges that this publication may contain images of people who have since passed away.*





## EXECUTIVE UPDATE

# From the Co-Chairpersons



*2023 has been a busy year so far for IBN. 1,137 IBN members are now using the Purchasing Card. The implementation of the new phone system allows for larger numbers of your calls to be answered and gives our team an opportunity for customer service coaching. Since 1 July, IBN has received 2,485 applications.*

It was wonderful to spend a day with IBN leaders at the Joint Boards meeting in Karratha on 20 September. We are working with each of the Representative Corporations to work out what practical support they require to run efficiently and sustainably.

After the meeting, we hosted a networking event with the City of Karratha and Karratha Council candidates. We were joined by the Ashburton Karratha team and NorthWest Waste Alliance. It was a great opportunity to hear from Emma Landers, Director of the City's Community Experience team.

Emma shared her team's plans for partnerships within the City to enhance participation and engagement of Aboriginal people and an interagency, multi-industry project to tackle the lack of housing in the region.

We are pleased to launch the IBN Strategic Plan. The plan is based on the three Pillars of Members, Balance and Tomorrow. This edition of Wangka shares IBN's vision of meeting the needs and aspirations of Members, creating a strong organisation of leaders who are building on the strengths of IBN Elders while ensuring a strong financial future beyond mining.

We have refreshed the IBN Code of Conduct that is relevant to IBN staff, IBN and Rep Corp Board members and members. The Code is designed to ensure that IBN members and staff feel safe and respected while working together. The Code of Conduct is on the IBN website in the "What's New" section.

We are preparing for the AGM and we welcome your questions. Please head to the IBN website to submit your questions or speak to our team.



*We are looking forward to meeting with you to celebrate another year, working together to support the Yinhawangka, Banyjima and Nyiyaparli people.*

**CHRISTINA STONE  
& GEOFF PARNELL**



## PROGRESS REPORT

# IBN's Strategic Plan for Agreement Years 22-24

*The Board is pleased to announce that the IBN Strategic Plan has been completed and we are looking forward to presenting it to our members and stakeholders. It will be available online on our website, and we will also have copies available at the AGM and at our offices.*

The plan has been developed as a road map to guide the organisation towards our vision, and tells us what we need to do to achieve success. The board worked closely with the management team and sought input from staff and community members to develop the plan. We also gathered and analysed feedback from members through:

- Feedback at AGM gatherings
- Our annual member surveys
- Direct communication with members

The feedback gave us valuable insights about our organisation, how we can improve, and members' need and aspirations.

The plan will be used across the organisation - from developing new strategies and reviewing our existing programs, to setting our budget each year and reporting to our Board and members.

It is built on three core pillars of Members, Balance and Tomorrow.



*Every year we will assess our performance, consider any changes, and report how we are going. The plan includes:*

<b>PILLARS</b>	Three key areas that the success of IBN is built on.
<b>OBJECTIVES</b>	The goals we want to achieve over the next three years.
<b>OUTCOMES</b>	How IBN will operate when we have achieved our objectives.
<b>MEASURES</b>	What we will use to measure that we are on track and heading to success.

## STRATEGIES IN FOCUS

# Pillar 1: Members

*Each newsletter we will introduce some of the strategies we are implementing to meet the objectives of the Strategic Plan.*

*Strategies are the projects that form our yearly Operational Plan, setting out specific goals and what we need to do to achieve them.*



### MEMBERS

To meet the needs and aspirations of the people, so that every interaction with us leaves our members feeling valued.

- 1.1 Increase knowledge about member needs, hopes and aspirations.
- 1.2 Tailor services and interactions that will maximise member outcomes.
- 1.3 Reduce barriers for members to access programs.
- 1.4 Keep our members informed and up to date.
- 1.5 Programs have lore, culture and language embedded.

#### STATUS: DELIVERED

##### Members Purchasing Card

Finalised the introduction of a Members Purchasing Card for the Household Essentials Program.

##### New telephony and call centre training

We commissioned new technology for the telephone system and conducted call quality assessment and training with our staff.

#### STATUS: ONGOING

##### Member Surveys

Improved methods to gather feedback from Members on both the overall performance of IBN and responses to specific events.

##### Annual Program Review workgroups

Workgroups to engage with members about the effectiveness and appropriateness of existing programs, and seek suggestions for new and evolved programs.

##### Staff realignment and restructure

Conduct a full review of all positions to ensure the benefits are maximised for members, and provide focused skills training for our staff to ensure we deliver best practice customer service.

#### STATUS: PLANNING

##### IBN Trust Review

To inform the modernisation of the trust, we are seeking an independent review of the history of the Trust, appropriate corporate structures and membership, and quality-of-life impact.

##### Member Portal development

Development of an improved technology to provide easier access to programs and services.

##### Technology upgrade

Complete modernisation of all IBN technology to enable us to service member's more efficiently.

#### STATUS: RESEARCHING

##### Nurse-Led GP Clinics

Bringing better preventative medical services to members.

##### New office location

We are exploring optimum locations for additional service sites in Perth and other regional locations to better service members.



In focus next issue  Pillar 2: Balance



**LET'S CELEBRATE!**

# IBN Wins at the 2023 Business Excellence Awards

*On Saturday 16 September, IBN finalists and representatives attended a night of 'Glitz and Glamour' at the Port Hedland Chamber of Commerce Inc (PHCCI) Business Excellence Awards.*

IBN was nominated for 4 awards in total. PHCCI noted that there were a record number of submissions this year. They went on to add that for IBN to have four nominations accepted was a significant achievement.

IBN was nominated for:

- Best Aboriginal Business of the Year
- Best Business with 21+ Employees
- Best Business Leader of the Year: Leonard Ashburton
- Best Employee of the Year Award: Barbie McKenzie

We were thrilled to have been awarded Best Aboriginal Business of the Year! This award recognises all the hard work and contributions of IBN members and staff.

We were given wonderful feedback on the evening from BHP and team members from the Pilbara Development Commission that IBN was working very differently, and they were very keen to get more involved.

*Congratulations*

to all IBN staff and members!

*It was wonderful to have four generations of the Derschow family present at the awards. Ted Derschow, Rose Derschow and Melinda McKenzie were on hand to celebrate Barbie's nomination.*

**PICTURED RIGHT:** Barbie McKenzie and Rose Derschow







## IN OUR COMMUNITY

# Elders Gifts



*Last month, we kept the NAIDOC theme 'For Our Elders' alive by distributing gifts to our Elders.*

Acknowledging the long distances our people travel to keep Culture strong and to be with family, IBN has gifted our Elders with good quality drink bottles and car battery chargers. To our Hedland Elders, we will have your gift waiting for you at the Elders Luncheon on Thursday 19 October.

We also got together with residents at Mirli Maya to enjoy a BBQ sundowner and yarning. We were lucky enough to be entertained by IBN Elder and staff member Jon Aitchison, who pulled out his guitar and treated everyone to an impromptu performance! Check out the photos on the next page, and have a look at the Elders Events Calendar for more chances to share Culture and enjoy each other's company.



### PHOTOS ON THIS PAGE

**TOP:** IBN Elder Charmaine Dhu and granddaughter Violet with team member Steve Horne

**MIDDLE:** IBN Elder Janice Crowe with IBN Elder and team member Rose Derschow

**BOTTOM:** IBN Elder Edward (Ted) Derschow, with Elain and Steve





**PHOTOS ON THIS PAGE**

IBN Elders Jon Aitchison (on guitar), George Derschow and Marianne Tucker with team members Steve Horne and Barbie McKenzie at Mirli Maya Elders Village for a BBQ sundowner

# Elders Events Calendar

Please check our website regularly for any updates to the calendar, or call the office on: 1800 014 401 if you need more information or transport.

## OCTOBER 2023

<b>Monday 16 Oct</b>	9am - 1pm	Elders Stories and Yarning	<b>IBN OFFICE TOM PRICE</b>
<b>Monday 16 Oct</b>	4pm - 7pm	Sundowner Gathering	<b>WAKATHUNI COMMUNITY</b>
<b>Wednesday 18 Oct</b>	9am - 12pm	Elders Stories and Yarning	<b>IBN OFFICE KARRATHA</b>
<b>Thursday 19 Oct</b>	11.30am start	For Our Elders luncheon	<b>IBN SOUTH HEDLAND</b>

## NOVEMBER 2023

<b>Thursday 2 Nov</b>	11.30am start	Melbourne Cup Crafts	<b>IBN SOUTH HEDLAND</b>
<b>Tuesday 7 Nov</b>	11.30am start	Melbourne Cup Lunch	<b>IBN SOUTH HEDLAND</b>
<b>Thursday 16 Nov</b>	4pm - 7pm	Sundowner Yarning & Music	<b>MIRLI MAYA SOUTH HEDLAND</b>

## DECEMBER 2023

<b>Friday 1 Dec</b>	11am start	Elders Christmas Party	<b>IBN SOUTH HEDLAND</b>
<b>Wednesday 13 Dec</b>	4pm - 7pm	Sundowner Yarning & Music	<b>MIRLI MAYA SOUTH HEDLAND</b>



## PROJECT ANNOUNCEMENT

# New Funding for Language Project

*At the September meeting the IBN Board allocated \$1 million to a Language Maintenance and Revitalisation Project over the next three years.*

We are currently engaging a linguistic project manager to develop an implementation plan that builds on the previous work of IBN, other corporations, Wangka Maya and community members.

We are developing a community program that allows members to access funds to support them undertaking language revitalisation activities such as teacher training and self-directed learning.

We will keep you updated as we identify priority actions, timeframes, resources and targets for language revitalisation activities. Most importantly, we can't wait to share with you how you can take part!

Please keep a lookout in the next newsletter for the Language Project Plan update, and keep an eye on our website for opportunities to get involved.





THANARRU!

# Welcome to the IBN Team



**Stephen Horne**  
PROJECT OFFICER



**June Tittums**  
CUSTOMER SERVICE OFFICER



**Rebecca Gordon**  
HUMAN RESOURCE OFFICER



**Mariah Prunster**  
FIELD OFFICER



**Fortune Chirowodza**  
ASSET & IT SUPPORT OFFICER



**Alexandra Manasseh**  
ASSISTANT FINANCE MANAGER



## TEAM MEMBER'S PROFILE

*Robyn Halls, IBN Project Officer*



### What brought you to IBN?

I was born in South Australia and lived in the Northern Territory for many years, where I met the children's father. My WA ties come from the children and their father's family. I came to Hedland to spend time with my son. I saw the job advertised and wanted a change from my previous role, so I applied to IBN for the position of Project Officer.

### What's the best part about working here so far?

The best part about working at IBN is the new skills I am learning, and the lovely staff and great working environment.

### What would you like to achieve at IBN?

I would like to learn a great range of skills to be able to support this organisation for many years to come, as my children are IBN members.



## EDUCATION & TRAINING

# Upcoming Courses

North Regional TAFE has the following Skill Sets running in October and November.



Do you know someone who would benefit from upskilling in one of the courses below? Click on the course title links to visit the TAFE website and find out more. Skill Sets provide **hands-on training** in a new skill that can assist with development in a personal or professional context. Skill Sets can be accredited or non-accredited, and some count towards a higher qualification should you wish to go into further study.

### Pundulmurra Campus

<a href="#"><u>K2003P Mental Health First Aid</u></a>	19 - 20 October
<a href="#"><u>IAE41 White Card Skill Set</u></a>	30 October
<a href="#"><u>IAA20 Work Safely at Heights</u></a>	6 November
<a href="#"><u>K2055P MS Office Introduction</u></a>	7 November
<a href="#"><u>IAC81 Confined Spaces Gas Testing</u></a>	7 - 8 November
<a href="#"><u>K2053P MS Excel Introduction</u></a>	8 November
<a href="#"><u>K2049P MS Excel Intermediate</u></a>	9 November
<a href="#"><u>IAA20 Work Safely at Heights</u></a>	24 November



[Click here to access the Skill Set enrolment form](#) 





WHAT'S ON?

# IBN Events & Reminders



## OCTOBER 2023

**20 IBN BOARD MEETING – PORT HEDLAND**

OCT

## NOVEMBER 2023

**08 TAFE SKILLSET COURSE – MICROSOFT EXCEL INTRODUCTION**

NOV

**09 TAFE SKILLSET COURSE – MICROSOFT EXCEL INTERMEDIATE**

NOV

**25 ANNUAL GENERAL MEETING**

NOV

REGISTRATIONS OPEN AT 830 AM WITH THE MEETING SET TO KICK OFF AT 9 AM.

## DECEMBER 2023

**07 IBN BOARD MEETING – PERTH**

DEC

Head to: [www.ibngroup.com.au/ibn-events/](http://www.ibngroup.com.au/ibn-events/) for all the event details



*We are currently recruiting for a General Manager of Indigenous Mining and Marine Services (IMMS).*

We are keen to grow IMMS and take advantage of new opportunities to diversify IBN income beyond mining, so we can support our Members today, tomorrow and beyond.

If you are looking for a job or a career change, please contact IMMS on [1300 368 865](tel:1300368865) or email: [imms@imms.net.au](mailto:imms@imms.net.au)