



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

2021-22 IBN AGM Questions

- 1. When you get your card does the funds just stay on the card over the financial year or will the money be taken back, how will it be managed?**

We do not currently have an answer for this question. We have sought advice about what is permitted for a charitable trust like IBN. We will provide a further response to members once we have the advice.

- 2. Members are seeking clarification on the membership approval process; some members are being approved by Rep Corps but being returned to Rep Corp after going to IBN. Issue re ages as well, IBN as 16 but some Rep Corps are 18.**

The process for becoming a community member under the IBN trust deed has been raised by members and representative corporations.

New members have to fill in a form and it goes to the relevant representative corporation. The representative corporation then makes a recommendation to approve, reject or seek further information. The recommendation is provided to the IBN Board who then makes a decision based on the recommendation.

One of the challenges is that the IBN Trust Deed allows people to become members from 16 years of age. Generally, for ORIC organisations like the representative corporations' members must be 18.

The IBN Board has asked the IBN CEO to work with representative corporations to clarify and improve the member approval process. Once feedback has been received from the representative corporations, IBN will notify all members about any changes to the approval process.

- 3. My question about funding for the cards, is it \$5000 for a year? Can you review that policy and provide more support? Would the card be for all programs?**

In response to member feedback and suggestions IBN has decided to provide members with a card. This will remove the need for some forms and provide faster and easier access for members.

The card is new technology, so IBN is doing the checking and testing to make sure it works, and that members' information and benefits are protected from fraud and hackers.

The new IBN card will allow members to access the Household Benefits program amounts. If members are satisfied with the way the card works, IBN will then review whether other benefits can be provided through the card.



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The amount of member benefit under each program is decided based on how much money IBN has received each year and member feedback each year.

4. What are the costs to IBN for the purchase card?

IBN is negotiating with a card provider about the costs to IBN for the new card.

Once agreement is reached the IBN Board will then compare the costs with the costs of processing application the way applications are processed now.

IBN is providing members with a card to reduce waiting times and give members more control over their member benefits.

Using a card should also help reduce IBN's administrative costs. Any staff working in these areas will be able to do different jobs and work to support members.

5. Where does IBN get the main income from?

The IBN 2021-22 annual report is available on the website or at this link (https://ibngroup.com.au/wp-content/uploads/2022/11/IB220734-Annual-Report-2022_WEB-V2.0.pdf)

The report contains the annual financial statements which have been audited by an independent auditor. This year mining production payments from the MAC Agreement are the main source of income. However, IBN also earned income from property, investments and our labour hire operations.

The IBN Board is aware that the production payments will not last forever and has made creating other income sources a priority over the next 3 years.

6. The questions the Board just answered from last year didn't include my question, which I have raised in previous years. With food vouchers can they be prioritised quicker than 7 days, because 7 days wait is too long?

IBN receives more than 1000-member program support applications every month. Staff try to deal with every application as quickly as possible. Whilst staff try to give priority to emergency applications when they can, sometimes this is not possible, as other member applications would not get the attention they need.

IBN is committed to improving response times to all members support applications, especially for members seeking support in a crisis. The roll out of the IBN member card will help reduce the wait for some members and give staff more time to respond to crisis support.



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7. With the money that is put on the IBN member cards and that a member doesn't use - does it roll over back into IBN or could it go into a super fund?

The IBN member card is a new approach, so IBN has sought advice about whether a member can keep the member benefit that has been put on the card but not spent before the end of the year.

Once IBN has the advice, we will let members know.

Thank you for your suggestion about members allocating unspent member benefits to their superannuation accounts. We will get advice about this and let members know whether it is permitted.

8. Can we have some clarification on the new MAC agreement, is Innawangka part of the new MAC agreement?

In 2016 the MAC agreement was renegotiated with BHP and all the parties to the agreement, and this is recorded in the Restated MAC Agreement. There were no changes to the IBN structure or trust deed. The IBN board is made up of 2 representatives from Yinhawangka, Banyjima and Nyiyaparli – nominated by the representative corporations. Membership under the trust deed is open to any person who is a member of the Yinhawangka, Banyjima or Nyiyaparli native title communities.

As part of this restated agreement changes were made to the benefits under the agreement.

- The FAT (Financial Assistance Trust) was effectively abolished and 40 % of the mining production payments are now provided directly to each of the three PBCs for Yinhawangka, Banyjima and Nyiyaparli communities.
- The remaining mining production payments are provided to IBN as trustee for the Yinhawangka, Banyjima and Nyiyaparli beneficiaries

9. Further to the education question asked last year

This year IBN commenced our youth engagement program. We have been meeting with local organisations that work with young people to understand the needs and opportunities. We will provide members with an update in our next wangka (newsletter).

IBN has also highlighted the need to work with young people during the period of transition from high school to post school employment or further study. IBN is exploring ways to provide mentoring, guidance counselling and support in the post school environment.

How many houses are there in the elderly and sick accommodation?

Currently there are 4 residents out of 7 units.



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We have done an internal review about the barriers for people moving in and will advertise the availability again.

Based on the responses to the advertisement and how many people we get moving in, we will conduct another review and seek member feedback to get as many residents as possible.

10. How many times in last 10 years has software changed?

The last major change happened more than 10 years ago.

Since that time there have been many changes to both software and hardware.

The risks of hacking and fraud have increased significantly.

The adoption of the IBN members card and the members portal requires some significant changes to the way IBN manages and stores the members data.

The stage-by-stage upgrades will secure members' information as well as provide easy access to members applications and program balances.

11. I am a doctor here at the hospital, the only housing available is the refuge which is often not appropriate. We should be building our own capacity and encourage our mob into self-determination, it's never too late – I am happy to mentor and support members.

Thank you for your question and it is fantastic and inspiring to hear from another member who is working to improve the lives of our community members.

IBN community programs do provide support to members who need assistance accessing medical care. However, we are mindful that meeting the health care needs of all Western Australians is the responsibility of the State and Federal governments. IBN must ensure that the support we provide does not let governments off the hook.

Thank-you for your offer to provide mentoring and support to members. IBN will investigate opportunities for connecting members who are willing to share their time and expertise with others through mentoring support.

12. What is the reason for not paying universities outside of Australia?

This is a policy decision that was made before the term of the current IBN board. We will consider this requirement as part of the annual review of community programs.



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13. Can you please consider in the language program, the teaching of languages?

IBN previously employed a linguist to work with elders to record language and produce materials in language. These activities were suspended during the COVID pandemic.

As part of the new youth engagement program IBN is creating recording facilities. Part of the program will be to support young IBN members to engage with elders and language speakers to record their stories.

More broadly as part of the new strategic plan the IBN Board has discussed how to increase the profile of lore, language and culture and put things like language learning into practice.

14. Why aren't we communicating with other organisations like Gumala to make things work better and run smoother?

As Chairperson of IBN, we recognise the need to collaborate with organisations like Gumala. Working together will save costs and make more money available for members.

Since commencing in February 2022, the IBN CEO has met with the Gumala Executive Officer multiple times. We have had productive discussions, and I would like to thank Justin Dhu for his support and advice.

The Chief Financial Officers of IBN and Gumala have also met and are working on ways to get better purchasing arrangements for our members.

IBN has also provided financial support to the innovative Gumala Justice Fund idea and will continue to work with Gumala on other joint proposals.

15. Why haven't financial reports been on the screen? What is IBN doing to save members money, whilst members are struggling with rising costs?

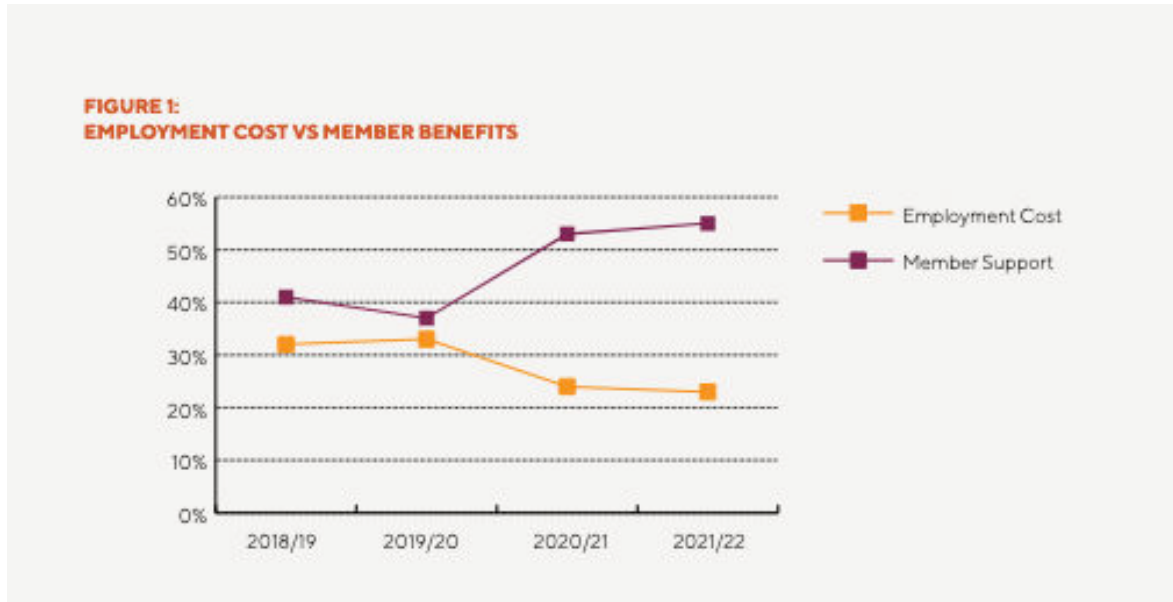
A summary of the financial reports was provided during the AGM video. A copy of the IBN Annual Report can be found on the website, and it contains the independently audited financial report in full.

If any member has a question about the financial report or finances of IBN, please let us know.

As set out on page 21 of the annual report IBN has been focused on continuing to improve the cost v member benefit ratio. That is, reducing the amount it costs to provide benefits to members. Since 2019-20 IBN has reduced the costs ratio from 35:35 to 20:55.



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The project of modernising IBN – providing an IBN members card, computer update and the members’ portal - is also about reducing the costs to provide benefits to members. IBN will continue to focus on ways of reducing costs, improving services and providing more benefits to members.

16. Were the Elders’ Council engaged in the trustee review process?

The trustee review was carried out by an independent consultant – Indigenous Management Group WA. IBN provided the consultant with contact details for the Representative Corporations as well as the Elders’ Council.

The consultant informed us that some of the Representative corporations and the Elders’ Council chose not to participate in the review.

This is the first time in 21 years that an independent trustee review has been done and we have learnt some lessons that will improve the review process next time. IBN will continue to provide support for the Elders Council and the Representative Corporations to meet.