

Member Survey FAQs

Why does IBN send out Members Surveys?

It is important that we reach out to you to find out how you feel about IBN Programs and Services. The information that you give IBN helps us to know what your needs are and how we can better design programs and services to suit your needs. We use your responses to learn how we can make it easier for Members improve the quality of IBN programs and service delivery.

When will the survey start?

The survey will start on Friday, 1 March and close on Sunday, 24 March 2024.

How will the Member's survey be delivered?

We use a survey company called Survey Monkey. You will get an email and an SMS from IBN containing the link to the survey and this FAQ. You can also find the link to the survey on our website. <https://ibngroup.com.au/member-survey/>

You can reach out to your local office / field officer for assistance. We can help you fill out the survey electronically. Don't forget to let us now if there is anything else that you need when you come and see us.

Can I do it on my phone?

The IBN members survey can be completed on your phone, tablet, or other device. Survey Monkey is adaptable for any device.

What happens if I don't have a computer or a phone?

Call us and we will get a paper survey out to you. We can also help you complete the survey for you over the phone. Or you can come into any of the IBN offices, and we will help you complete the survey.

Will I be paid for my time?

IBN all Members who submit a completed survey will be given \$100.

How do I know if I have filled out the survey and if I will get paid?

To complete the survey, you must answer every question and press submit

Please Submit My Survey

To confirm that you have submitted correctly, this page will pop up.

IBN Members Survey 2024

Thank you for submitting your responses! You will receive a SMS when your payment has been processed.

Please Submit My Survey

Do I have to give my name on the Members Survey?

We need to know who you are so that we can pay you. We also ask if we can contact you if we would like more information about your answers. The results that will be shared will not identify any individual Members.

What happens to the results of the survey?

IBN will take the results of the survey and create an action list of things that we can do based on your feedback. We will do some work around finding out how much these suggestions will cost and who will benefit from these suggestions.

Any concerns that Members raise in the Survey will be addressed in the action list.

When will we get some feedback from the Survey

We will aim to have the initial results of the Members Survey ready in time for the AGM in April.

The Action list and costing of suggestions will be ready for the budgeting period in May. We will keep you posted throughout this period including what has been signed off by the Board in the July Board Meeting.

