



Strategic Plan Alignment	Actions	Update
Support	Board / Ops Action: work with the individual rep corps to define what that looks like reflected in updated service agreement	Completed.
Support	Time Frame on decision on Rep Corp Liaison	Completed.
Balance	Operational Action: find out the FTE on the tasks required of liaison officer.	Completed.
Balance	Regular meetings with rep corps and TO Director	Rep Corps to arrange with the TO IBN Directors.
Governance	John Ralph Lawyer: request for presentation on Rep Corp role and IBN and instruments	Tracy Dhu to send presentation to Board- this did not occur. Unable to locate John Ralph. Retired? Slides located and being incorporated into the 11 April 2024 Session
Governance	Interview original people involved in the MAC Agreement for greater understanding origin of agreement	This will be undertaken as part of IBN's review #2.
Members	The quality-of-life index	Part of the Review #2
Governance	Modernisation: Mentioned by BHP. An FYI that this may be on the horizon.	BHP have indicated they will, begin review of agreements in the second half of 2024. IBN's Review #2 will also look at this aspect.
Members	25-year celebration: documentaries, publications to celebrate and elevate IBN presence at the National level and beyond.	IBN Board subcommittee being formed. Any ideas, documents or artifacts please contact the board.



Tomorrow	\$14 million 60% attributed to IBN.	IBN has told BHP that IBN is not paying. No formal reaction from BHP, still working out the exact amount and what it refers to. Potential that BHP might write it off. IBN board will continue to update as information from BHP becomes available. No update as at 18/3/24.
Balance	Appointing Committee Meetings	IBN providing financial and logistical assistance to facilitate Appointee committee meetings
Balance	Appointing Committee role: Powers include removed or appoint directors and trustee	legal advice re tenure of independent directors provided to Rep Corp chairs.
Balance	Appointing Committee role	Included in the sessions at Joint Board meeting on 11 April 2024.
Members	Breakdown of funds by age group / language group	extract data from CRM and have that ready by April Joint Board meeting (ongoing standard report): Program, Age Group, Rep Corp, and language group Reporting to Rep Corps via: IBN Annual Report
Members	Focus on Elders reporting what are they accessing, what are they missing out on. If they don't use education, can they increase on health?	extract data from CRM and have that ready by March Board meeting (ongoing standard report): Age Group Not under current program guidelines. Attempting to be more flexible under current guidelines. Input for 24/25 programs to be obtained on 12 April 24 Joint Board meeting
Members	Breakdown of card usage numbers and percentage by language group	Preparing report for April Joint Boards meeting on card usage and issues.
Members	Card considerations: Registered mail send outs	Registered Mail unless Port Hedland, Karratha, Tom Price members opt for picking up from office



Members	Birthing example can we transfer funds from household essentials to health after the fact if a medical emergency happens over the weekend. (With documentation and evidence.)	Reimbursements effective since late January
Members	pregnancy support for grandparents to support expecting parents	Support can be provided as a carer. Apply with appropriate supporting documentation
Members	Onslow shops releasing card funds for cigarettes and alcohol	Merchant restrictions in place to safeguard as much as is practicable.
Members	Can we make the health program more flexible?	Greater levels of flexibility with Health programs within current program guidelines. Input for 24/25 programs to be obtained on 12 April 24 Joint Board meeting
Members	Increasing the funds and flexibility of Lore and Culture	Review due for Board Review at budget approval period and based on Members Survey and Joint Boards feedback on April 12
Members	What follow up has been done on cards that haven't been activated.	If Members have not activated the cards, they will receive new cards in July. Any requests for new cards are being actioned a residual funds are loaded on the new card
Members	Clarification of waiting times and cards and other applications	Cards: 2 weeks Applications wait times: 3 - 5 Days
Members	Can we get reports on processing times so that we are processing within guidelines: reporting on reasons for the delay.	Applications wait times: 3 - 5 Days Member Portal will enable individuals to monitor wait times in real time.
Members	Emails not being addressed. Why can't we use email as a form communication. I don't want to have to call. What is our email process?	4 staff monitoring emails since January. Member Portal will increase efficiency in response times



Members	Staff answering the phones giving wrong information eg dental understanding the process and the policy	Call quality recording and coaching has allowed us to monitor the quality of the advice being given across out staff
Members	Complaints and appeals reporting.	As per Executive reporting
Members	Levels of membership in regard to stepchildren, adopted children. Proposal of a multilayered approach: Charitable level eg stepchildren / adopted how do we look after them? (cannot accept non-Aboriginal or non-islander children) Native titles eg direct lineage full financial and voting rights	It is considered that a working party of IBN and representative from each rep corp be established to review these matters and make recommendation to the IBN Board. Concept and membership to be discussed at the Joint Board meeting on 12 April 2024