February event summary

Our first BCA Inform for 2023 focussed on member engagement.

Policy and Advocacy Manager, Jackson Reynolds-Ryan, began the session with an overview of peer groups currently offered by BCA. Jackson also provided an overview of the current communications platforms BCA uses to engage with members including the member update, social media, phone information and text messages, BCA News and the announcements email list.

Erica Chiandotto, Project Officer Member Consultation, then led a lively discussion encouraging members to think about what communications were working well and where improvements might be made.

Members shared a range of responses about what communications they personally thought were working well. These included the structured nature of the member update, New Horizons and the variety of topics offered at BCA Conversations. A number of improvements were also discussed including consistency across all communications channels and the need to engage with members who may not have the same access to or skill with technology. During this highly interactive session, everyone who attended had a chance to put forward their views.

The session concluded with members making suggestions of topics they would like covered at future BCA Informs or BCA Conversations. These included clarification of the Disability Support Pension (Blind), information on the NDIS and discussion of intimate health needs as someone who is blind or vision impaired.

A recording of the session is available if you were unable to attend or would like to listen again.