

# IMPORTANT NOTICE FOR ALL MEMBERS



## END OF PROGRAM YEAR

The end of financial year is approaching (30 June 2019), which means that the current Member Programs will close and any unspent money will no longer be available. *(This excludes Education Assistance for minors).*

If you have funds remaining and would like to access assistance before the end of financial year, it is important that you submit your application, and all necessary paperwork (eg. quotes, invoices etc.) by **21 June 2019**. Application forms and all relevant paperwork should be submitted to [applications@gumala.com.au](mailto:applications@gumala.com.au)

**21 June 2019 is the last day that we will accept application forms** for end-of-year processing, as these all need to be paid before the end of June.

Please be advised that if we do not receive **all the documents needed by 21 June 2019** that you run the risk of your application being processed out of next year's funding. Staff will contact you to seek direction if this occurs.



## 2019-20 MEMBER PROGRAMS

The 2019-20 Member Program Guidelines booklet will be released in late June 2019, ahead of the launch of these programs in July.

Here is a snapshot of what can be expected:

- More programs under the Flexible Model *(a total of \$4,000 per Member)*
- Funerals will be a separately funded program for all Members *(\$1,000 per Member)*
- Education Assistance (more funds for Primary and High School students)
- Tertiary Assistance
- Christmas Gift Card *(\$500 per Member)*
- Community Sponsorships, Emergency Assistance and Job Seeker Services.

Other important changes that will make things easier for people are:

- Food vouchers will be available under the Healthy Living Flexible Program
- No more attendance records for Education Assistance for minors (more information provided in the guidelines booklet)
- No more proof of ownership documents will be required for Vehicle Repairs & Maintenance.



## SYSTEM CHANGEOVER

So that we can better serve our Members, at the start of July 2019 we will switch to a new system which will automate business processes that are currently manual, and provide efficiencies to service delivery.

Our current system is very old and slow, and does not allow us to provide the best service we can to you.

The changeover is scheduled to happen the week starting **8 July 2019**. The new programs will be handled by the new system, and therefore 2019-20 programs will not be available until after the system changeover is complete.

Communications will be sent via SMS over this period to keep Members informed of when services will return.

By 2020 we will have other technology available to Members including the option to:

- View live progress of your application being processed
- See your program balances
- See when payments have been paid to suppliers on your behalf
- Update and manage your personal and contact information yourself
- Set a preference for communication methods for newsletters and meeting notices (eg. email or post)
- Online application forms.

These exciting changes are scheduled to be rolled out over the next 6-9 months, but all current methods of applying for assistance or getting your funds information will remain in place for anyone who just wants to do it the old way!