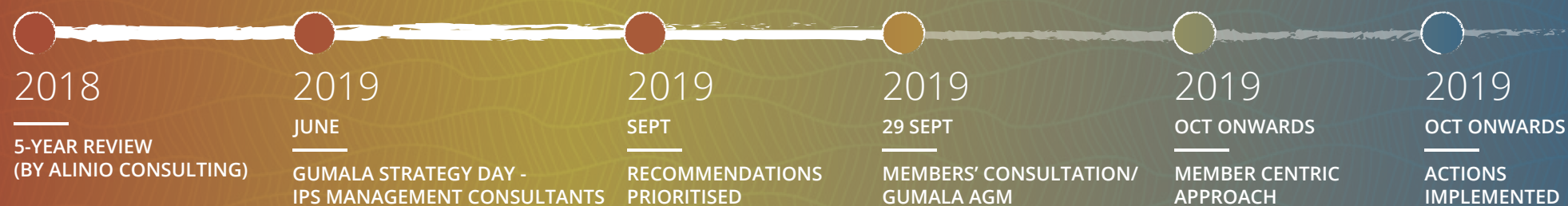


THE PROCESS SO FAR



The 5-Year Review



A review to shape our future

The Gumala 5-Year Review is a critical initiative to building confidence, alignment and trust. The review has identified how we can refine and improve our service delivery. As part of the review, we spoke extensively with Members and heard their concerns and expectations



Brendon Grylls
Gumala Trust Chair

"The key message from Members is they want improved engagement and communications. Our Members want to see visible change and tangible outcomes. We've heard this loud and clear. And we are committed to being more member centric."

GIPL - Annual General Meeting 2018



Recommendations to drive change

The Gumala Family (GAC, GIPL and GEPL) has identified 14 recommendations to drive change, which have been chosen from the 32 recommendations of the original 5-year review report. These recommendations were prioritised by a joint meeting of the Gumala Boards, and aim to ensure:

- ✦ Members are placed at the centre of service delivery
- ✦ Improved engagement and communications
- ✦ More "on-the-ground" presence in the community
- ✦ Simplifying the way the Foundation delivers benefits to Members
- ✦ A more accountable and transparent way of doing business, with clear performance targets reported to Members
- ✦ A Plan for the future with a focus upon preserving and celebrating culture, and creating associated positive social, community and economic outcomes



Our member-centric approach

Building upon progress made across 2017-2019 with the introduction, and subsequent improvement, of the flexible program by GAC, Gumala Members will be put at the centre of all our thoughts and actions:

- ✦ Culturally appropriate communications
- ✦ Use consistent language and messages
- ✦ Meet Members' requirements and expectations
- ✦ Provide choice and control for Members
- ✦ Support Members' journey and experience
- ✦ Provide satisfaction and success



Working with our members

Gumala Members and beneficiaries are encouraged to read the review, summary report, and engage further. The full report, video from our Chairman, and other documents, can be found at

www.gumalatrust.com

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