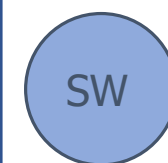


Simple. Local. Effective.

The Main Job



Cell of 5-10 support workers- all direct customer support, from entry level domestic assistance through to complex mental health and high needs customers.



Cell of 5-10 gardeners / home maintenance – mix of gardening teams and single workers. May not have enough scale to exist in every local.



Cell of volunteers including meal delivery, gardening support, social support and transportation. Led by a leader from either the GHM or SW cell.

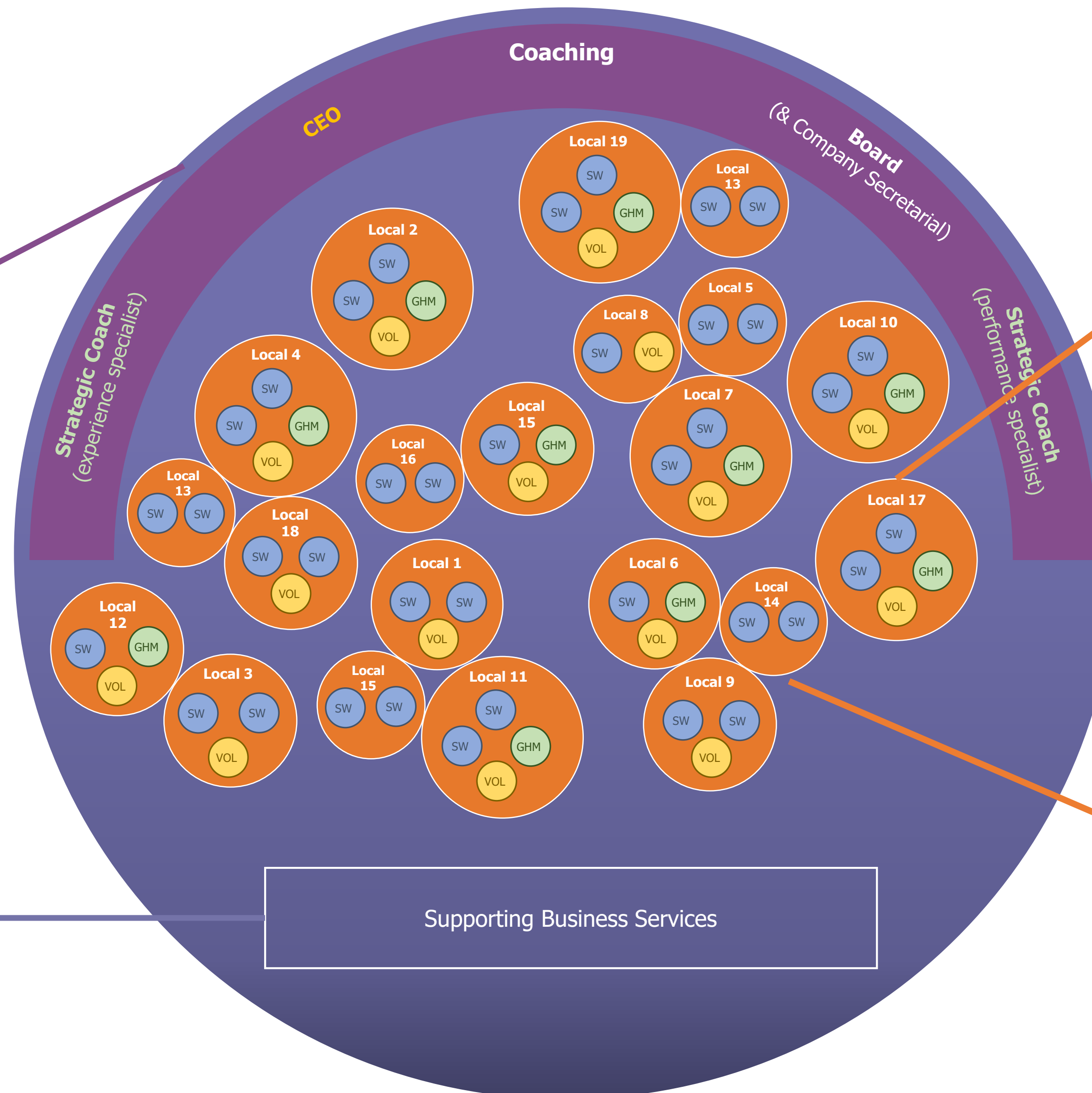
Coaching & Strategic Guidance

Supports the Locals and Supporting Business Services to make their own decisions.

- Accountable for key strategic functions of Chorus.
- One Strategic Coach will have accountability for Experience (people & customer); and
- One Strategic Coach will be accountable for Performance (performance metrics, systems & technology and business development).
- Each Strategic Coach is anticipated to have several supporting coaches, with specific areas of expertise or capability.

Supporting Business Services

Teams providing specialist support, helping the Locals behind the scenes so they're able to focus on the 'Main Job'.



The Local

Each Local is close to their community and comprised of 2 to 4 cells (SW, GHM, VOL), with leaders working together

NB: Cells = the "Main Job"

Work to be done in a Local:

- Leading – lead and advocate for team
- Translating – keep information flowing
- Housekeeping – admin support
- Planning – contact & scheduling
- Mentoring – learning & coaching
- Customer Advocate – includes onboarding and management of existing

Not all Locals will have the same mix of services.

What does the data tell us for an ideal Local?

- Around 15-20 Locals
- 20-30 FTE per Local
- Each leader of a Local will be supported by approx. 3-5 mid level (L)eaders
- \$2-\$3m in revenue
- 200-300 customers

Complexity mix of:

- 80% Low complexity
- 15% Moderate complexity
- 5% High complexity