

Simple.

Chorus will be **Simple**. More time and energy for relationships – processes that enable us to do our work better – clarity on how each person contributes to the purpose – clear paths for people to develop and grow – values consistently understood and evident – less layers of management

Local.

Chorus will be **Local**. Based in and part of local communities – close to where people live and work – richer relationships and better knowledge – able to make a bigger difference to people's lives – deliver more personal services – increase the number of customers – contribute to healthier communities

Effective.

Chorus will be **Effective**. Easier for customers – easier for employees – easier for volunteers – less mistakes and problems – reduced time driving – lower employee turnover – lower overhead costs

External (COMMUNITY) By keeping our focus local, Chorus enables better outcomes for customers and communities.	Local, tight-knit teams are more effective and easier to deal with	Better knowledge of potential employees and volunteers	Reduced travel distances	Teams empowered to make timely decisions	Closer relationships and deeper engagement
			Improved responsiveness		
	Increased local knowledge and relationships will help us create better outcomes with customers	"Life is local" – people live their best lives in local, connected communities	Can draw on local resources and assets	Able to anticipate and respond to customer demand	
	Chorus will contribute to the creation of healthy communities	Impacting the community's health can lead to partnerships and investment	Chorus will attract support (financial and other) from local partners	There is an abundance of resources communities, but relationships are often lacking	
Internal (CHORUS COMMUNITY) Chorus is a great place for Staff, Volunteers and Customers	Everyone at Chorus is working to make life better for customers and communities	People are clear and confident in their contribution to our purpose	People have the permission and knowledge to do what is needed	Those working closest to customers have the power, know the limits and feel supported to solve problems and take opportunities	The interactions between customers, volunteers and staff are rich and fulfilling, underpinned by simple and easy systems & processes
	Chorus is simple and predictable	Processes make things easier	Administrative work is fast, painless and automatic where possible	Working with people and relationships is the priority and where we spend most energy	
	People feel valued and relevant	Flourishing people deliver exceptional experiences to customers	Chorus rewards and recognises people	There is a clear and transparent framework for how all people are paid and set up for success (inducted, trained etc)	
	We live the values in everything we do	We have a shared understanding of what the values look like in practice	Hierarchy and bureaucracy has been replaced by clear expectations of how we behave	In Chorus, people in all roles have the skills and style to drive values alignment	
	We are confident that Chorus is a solid business now and into the future	We are effective, so more customers and funders choose us	We are effective, so we achieve great outcomes at lower cost	Chorus makes a financial surplus over the long term	