

Customer Call Script – confirmation of changes

v1. If they will be receiving a temporary support worker...

- Good Morning/Afternoon, its ***** calling from Chorus, how are you today?
- This is a courtesy call to speak with you regarding some upcoming changes to your services. We wanted to let you know as soon as possible so we can work through it with you.
- You might have received a letter from Chorus to let you know of our aims to improve the way we deliver services. Chorus is moving to smaller local teams, starting in the Mandurah area.
- With this in mind the changes to your services will be [***day, time***], your new SW will be [***name of support worker***], I'm sure you will be very satisfied with the service provided as all our staff receive the same training & security checks to enable them to provide the best service for our customers.
- Our aim is to allocate you a consistent support worker, however in our commitment to continue your services you will have one of our amazing support workers looking after you during a transition period from 13th March to 10th April.
- We will also ensure your new SW will be given all the relevant information on your individual needs.
- Your new changes will commence from the 13th March 2021, which means your first service will be [***day/date of first service***] we will happily receive any feedback you can give us once your new service is in place. You will receive a phone call before the 10th April to let you know who your new support worker will be and if there are any changes to the day or time of your service.
- Thank you so much for your understanding, please do not hesitate to contact me/us should you have feedback regarding your service and please let us know if there is anything else we can do for you.
- Goodbye.

Additional info (if needed):

- We are aware that your services may have been a bit inconsistent in the past so to ensure you receive a quality service and a regular Support Worker we have been working to address these previous inconsistencies.
- As part of this change, your current support worker will be working in a smaller area and will be handing your services over.
- Please don't be afraid, because the support worker who will take over will be brilliant.



v2. If they will be receiving their new support worker...

- Good Morning/Afternoon, its ***** calling from Chorus, how are you today?
- This is a courtesy call to speak with you regarding some upcoming changes to your services. We wanted to let you know as soon as possible so we can work through it with you.
- You might have received a letter from Chorus to let you know of our aims to improve the way we deliver services. We are aware that your services may have been a bit inconsistent in the past so to ensure you receive a quality service and a regular Support Worker we have been working to address these previous inconsistencies.
- With this in mind the changes to your services will be [****day, time****], your new SW will be [****name of support worker****], I'm sure you will be very satisfied with the service provided as all our staff receive the same training & security checks to enable them to provide the best service for our customers.
- We will also ensure your new SW will be given all the relevant information on your individual needs.
- Your new changes will commence from the 10th April 2021, which means your first service will be [****day/date of first service****] we will happily receive any feedback you can give us once your new service is in place.
- Thank you so much for your understanding, please do not hesitate to contact me/us should you have feedback regarding your service and please let us know if there is anything else we can do for you.
- Goodbye.

Additional info (if needed):

- Chorus is moving to smaller local teams, starting in the Mandurah area.
- As part of this change, your current support worker will be working in a smaller area and will be handing your services over to **one of our other amazing support workers who has chosen your area as their preferred work location.**
- Please don't be afraid, because the support worker who will take over will be brilliant.



v3. Talking to New Customers...

- Good Morning/Afternoon, its ***** from Chorus, calling to set up your new service. How are you today?
- On behalf of Chorus I want to apologise for the wait. We want to start your services as soon as possible, so I'm calling to organise an interim service for you, while we work to give you a consistent service (including a regular support worker and day/time).
- Chorus is in the process of moving towards a more localised way of looking after our customers in the Mandurah area, starting early April.
- Our aim is to allocate you a consistent support worker as part of this change, however in our commitment to start your services as soon as possible you may have one or more of our amazing support workers looking after you in the meantime. We will aim to keep you updated if any changes occur.
- I believe you prefer 'x' day and time? *[info passed on by the coordinator]* I have the following options for a service day/time *[try to call with at least 2 options for them]*.
- If this doesn't work... is there any other times you can't do? I'll try and find something that works with your availability.
- You will receive a phone call before the 10th April to let you know who your new support worker will be and if there are any changes to the day or time of your service. We will happily receive any feedback you can give us once your new service is in place.
- Thank you so much for your understanding, please do not hesitate to contact me/us should you have feedback regarding your service and please let us know if there is anything else we can do for you.
- Goodbye.