



## FAQs for Customers

### **What does this mean for me as a Customer in the Mandurah area?**

You might have received a letter from Chorus to let you know of our aims to improve the way we deliver services.

We are moving to smaller local teams in the Mandurah area. We hope this will bring more consistency to customers, with fewer mistakes and frustrations – making life easier. We believe this will bring our teams closer and enable us to be more focused on customers and communities.

### **When will this change happen?**

Your new changes will come into effect on the week commencing 12<sup>th</sup> April 2021.

Your current support worker will continue to support you until the changes come into effect on 12<sup>th</sup> April. They can help you to put together any important information to pass on to your new support worker.

Please don't be afraid, because we are confident the support worker who will take over will be absolutely brilliant!

### **What happens next?**

You will receive a phone call before the 12<sup>th</sup> 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 are aiming to keep this consistent, however there may be some changes. There is also an opportunity for you to change your servicing day/time to make sure it works for you. We are committed to making this as easy as possible.

Chorus really appreciates your understanding at this time and will work together to ensure a smooth transition to your new changes.

If you have any questions relating to this change, please call our dedicated Customer Enquiry Line which will be operating from 10am – 2pm, Monday to Friday: 1800 950 455.