



Support Worker Conversation Guide

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.

As part of this change, I will be working in a smaller area and will be handing your services over to one of our other amazing support workers who have chosen your area as their preferred work location. Please don't be afraid, because the support worker who will take over will be brilliant.

[If you feel comfortable, you can let the customer know of your reasons for choosing the local you're in eg. most of your customers are in that area, it's closer to home, Family etc.]

I don't know who will be taking over yet and I will continue to support you until the changes come into effect on 12th April.

You will receive a phone call before the 12th 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.

Let's talk through the things you might need to make this change as smooth as possible. This can include options for how we change over to your new support worker.

I've brought an information sheet for us to fill out, so we can write down all the important details you'd like your new support worker to know about you. They can always contact me if they have questions in regards to caring for you.

I have a FAQ sheet to leave with you, which includes a number you can call if you have any immediate concerns.

It's been a pleasure working with you and I'm confident that whoever comes in to support you will be brilliant too.

****If you don't feel like this message is best delivered by you, please let your Local Lead know and we can work through an alternative. We can also have someone accompany you if you feel like you would like a bit of extra support ****