



TOP: Leigh, Jacque, Kelly, Pauline, Nantana
BOTTOM: Beth, Vicky, Angela **ABSENT:** John, Fiona

A new way of working

We are writing to introduce you to your new Chorus Local team. You may have received a letter recently to let you know we are improving the way we deliver services. We've started to form small teams in the Mandurah area so we can become more connected to you and your community.

What to expect:

- Smaller local teams who focus more on relationships and know more about your community.
- Most things will now be managed by your Local who can act on conversations about your support. If there are any changes we will let you know.
- We're hoping this new way of working will make it easier for you to get in touch with us and to have your concerns addressed.
- More consistency with how we work with you.



Introducing Vicky Bunting from Peel South

What is your role at Chorus?

I'm a Multi-Skilled Support Worker and have just recently acquired the 'mentor' hat.

How long have you worked at Chorus?

I have worked at Chorus for 6½ years.

What's the best thing about being a Multi-Skilled Support Worker?

Gosh, there are so many things I love. Definitely meeting such different people, building a rapport with them and helping them to maintain their independence to live their lives in the best way possible. It's incredibly rewarding making that difference.

And what inspired you to become one?

Ageing family members and friends inspired me to become a Multi-Skilled Support Worker. I've always felt great satisfaction when helping them and loved to listen to their stories.

What has been a silver lining that has come from COVID-19?

I think, surprisingly, there has actually been quite a few of them! Habit changes - work and home, connection, appreciation, restructuring, to name a few... oh and so many people still washing their hands, woohoo!

If you could go on holiday tomorrow, where would it be? The UK.

What's your favourite thing to do in Mandurah?

So many amazing things in Mandurah, but watching the fantastic sunsets over the ocean is a sure favourite.

How to get in touch:

Please don't hesitate to give us a call on **1800 264 268** – if you're calling from the number you have registered with us, it will automatically come through to the Peel South team.

We value your feedback during this time and would love for you to let us know how we're going. You can also send us an email to: **hello@chorus.org.au**

We're also running a regular Customer Feedback Group in the Mandurah area every two months, with the next meeting and morning tea expected early May. If you're interested in helping us improve our service and would like to join the group, please let your Peel South team know.

We're excited to work with you so we can continue to support you.



Working Locally

At the Chorus Peel South Local we're all about connection and teamwork. After ringing one customer recently about an upcoming service, we decided to drop in to make sure he was ok. The customer was quite concerned about his wife in hospital who he wasn't able to get in to visit. Realising that he might need some extra support, the Peel South team were able to work together to organise for transport to be added as an additional service. This meant that the customer was able to get to hospital for some much-needed visits with his wife. By being local in your community, we can get a better understanding of your needs and work together to find practical solutions.

If we all **work together**
the possibilities are endless

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