

5/18/2021

What is the best part of the day for the Local team

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Would it possible to spend a day with a local lead , as I am interested in a local lead position? Thanks ??

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What do you think are some of the key behavioural changes or shifts for locals have been to move from 1.0 to 2.0?

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What is happening with the North pilot which commenced even before Peel locals?

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Have you felt that this local team has been happier, and more connection with customers and one another?

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Has there been an improvement in productivity yet?

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What is the most challenging situation /s you have faced so far?

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How has this change impacted Customers? Are they able to see the positive in this? Is there better collaboration?

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I am looking closely at the progress. Living in the North, my area will be the last - which is a positive for us as I'm sure all the "issues" will be ironed out! I was wondering what the hats equate to in the "new" terminology. Obviously I joined Chorus as an HCP Coordinator as this is where my primary passion lies. I am assuming I will have the opportunity to continue with the HCP role in the hubs. Customer F2F contact is imperative.

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What has been the biggest hurdle you had to personally overcome in your new role as Local lead

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How long until you foresee opening up for all services to accept new clients for in home services?

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Are all three locals considered to be individual business units and are they 'financial'? ie are there costs covered by their revenue or are some losing money?

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Have you had to cancel jobs due to staff shortage and if so how have you over come that

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Isn't one of the fundamental outcomes of Chorus 2 about improving productivity?

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Is the feeling and pleasure you get from helping the elderly heaps better