



Pictured are some of your Peel Central team: Chloe, Allana, Sanette, Antoinette, Mel, Karen, Cindy, Craig, Jacqui and Jess

## A new way of working

Earlier this year you may have received a letter to let you know we are improving the way we deliver services. We've been forming small teams in the Mandurah area so we can become more connected to you and your community. In this newsletter we'd love to introduce you to your Chorus Local team – Peel Central!

### 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 Trina from Peel Central

### What is your role at Chorus?

I started in Customer Contact Administration and am now a Planner/Scheduler in Peel Central Local.

### What do you enjoy most about working for Chorus?

Working with staff members that are happy to help each other, no questions asked and have the knowledge and personality to be able to engage and help customers on a personal level.

### How has the change to a Local made life different?

It has been quite a big adjustment for us all but advantageous for everyone. It means working close to home with regular customers to establish an even better rapport with, plus the opportunity of learning other skills. As a Planner, it is giving me the opportunity to increase my skills even more and have a closer one-on-one relationship with customers and Support Workers with more time to spend with them and be more personal and reliable for them.

### What's the most heart-warming thing that's happened to you while working here?

Just having customers say thank you for our service and that they couldn't do without us makes it worthwhile plus being told by customers when I pick up the phone to answer their call, that they are glad it is me who answered. I wish that I had a dollar for every time someone said that to me. It makes my day and makes me feel appreciated.

### What's your favourite thing to do in Mandurah?

Enjoying our beautiful environment whether it be kayaking, walking, bike riding, spending time with friends or renovating my house.

## 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 Central team.

We value your feedback during this time and would love for you to let us know how we're going. You can contact us on the number above, or send an email to **hello@chorus.org.au**

We're also running a regular Customer Feedback Group in the Mandurah area every two months. If you're interested in helping us improve our service and would like to join the group, please let your Peel Central team know.

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



Pictured: Support Worker Michelle with Cameron

## Positive changes improving lives

With the introduction of smaller local teams, customers will see less changes to Support Workers, which is having a positive impact for everyone.

Chorus Peel Central Local customer, Cameron, has already seen a real difference with the change. Before, there was the stress of not knowing who the Support Worker was going to be, and he often cancelled the service on the day if it was a new Support Worker who knocked on the door. Now he and his mum have the peace of mind that they know who will be with him that day.

They are looking into more activities for Cameron and are discovering the many other services Chorus offers, like the social groups.

"I have more independence and freedom. Chorus gives you confidence you know who is going to come and you're in good hands."