



## Summary of Chorus Connect remuneration update, 13 July 2021.

[View the video here](#)

### Development, recognition and reward

The “Chorus Life” framework was initially developed in our COG sessions. For Chorus to be a great place to work, it needs to bring out the best in people. This includes supporting personal development, recognising value in everyone, and remunerating in line with that goal.

#### Development

We have been running face-to-face workshops on team communication and effectiveness in the Peel Locals. These workshops will in time be rolled out to everyone, including people in the enabling and coaching areas. We have also been developing an online platform called [Docebo](#), which will build up content about anything that needs to be learnt about in Chorus. This could include medication management to manual handling to specific Chorus-related training like completing a customer review under a particular program.

#### Recognition

Work is also being done to structure the way we recognise everyone’s great work. More to come!

### Remuneration – the long and the short-term of it

Remuneration needs to value people for what is important in Chorus. How we are paid will be aligned to the culture we are trying to create.

#### Transparency

Our long-term vision is of full transparency around remuneration, that is, everyone knows what people are paid (all levels) and what it takes to get there. The Corporate Rebels have found remuneration transparency is a feature of many progressive organisations.

#### Fairness and equity in the way we are all paid

The vision is that remuneration will not be linked to someone’s position in the hierarchy but to the value they bring. We want to pay people for the *outcomes* we achieve and the *relationships* we form – with a strong focus on customers and communities. If we have a good level of performance across all four commitments, and there is a surplus amount of money, we aim to share some of that surplus – equally amongst everyone in Chorus. This could be achieved in the next couple of years.

In the short term, there remains a lot of variation in pay levels – people are paid different rates for the same / similar work – which is something we inherited from before the merger. We need to continue the effort to make pay consistent.

### **Chorus 2.0 pay framework and the Local model**

We have piloted changes to hourly rates in the Peel Locals. This pay change for most – not all – people reflects that we are expecting more of people at a Local level – including sharing responsibility and participating in Local team work. The increased pay rate has also allowed for greater flexibility in people's roles.

The pilot period has come to an end, and the Locals have performed well. We are showing improvement on the four commitments and great feedback from Chorus people and customers. Well done all! This means we can roll out these pay changes across Chorus as below.

### **Changes to pay rate for frontline staff**

The Board has approved an increased pool of total pay across Chorus of \$1.4 million per annum, in recognition of the Chorus 2.0 changes. This will be implemented for people as they move into the Locals.

At present our pay levels are variable, so in order to be equitable, not everybody will see the same pay increase. If you have been paid at a relatively higher rate, you will not see much of an increase; if you are at the bottom level of a pay rate you will see a pay (hourly rate) increase of up to 25%. Nobody will receive less money.

### **Non-customer facing roles**

If you are in a non-customer facing role, like the Enabling Team, you are not expected to have a change in pay, but this may be reviewed in the future. If you have a concern about your remuneration, please speak to your leader or to Dan.

### **Minimum wage decision of 2.5%**

People who are at or close to the minimum wage will receive up to a 2.5% rise from 1 July 2021, in line with Federal Government's wage case. This is being processed in the current pay period of 3-17 July. Backpay for 1-2 July will occur in a future pay period.

### **Recognition payment for everyone**

2020-21 has been a tough year. With COVID, Chorus 2.0 changes – and also sound financial performance thanks to the 3MT and increased focus on financial KPIs – we have all adapted our ways of working. In recognition of the great work we have done in the last financial year (just ended 30 June 2021), Chorus people will receive a one-off \$1000 (gross) recognition payment. Note:

- This applies to people who were working at Chorus on 1 April and still here on 30 June
- The payment will be pro rata per FTE – so if you work half (50%) time, the payment is \$500
- If your work is variable or casual, the payment will be based on your 13-week average.

It is anticipated that the recognition will be paid by approximately the middle of August 2021.