



A new way of working

Chorus is improving the way we deliver services.

We are becoming more local and connected to your community. Following a successful trial in the Mandurah area, we will be making some changes in Rockingham and Kwinana. This includes bringing service scheduling and telephone contact to a localised team.

These improvements are intended to make life easier for you and all Chorus customers. By being closer to your community we can be more effective in the way we work and it will be easier for you to connect with us and speak to someone right here in the Rockingham and Kwinana area.

Through this we aim to have a more consistent service with fewer mistakes.

We will ensure your service is continued and if something is likely to change for you we will be in touch over the next few weeks to discuss it.

We'd love to know what you think

We are bringing together a group of customers during August to meet for morning tea and a chat to share thoughts and feedback on Chorus. If you're interested in helping us improve our service, please let us know by Friday 6 August through one of the following contact methods:

- Send an email to 2.0@chorus.org.au, or
- Call our dedicated customer enquiry line on 1800 950 455 which will be open from 10am – 2pm to receive your registration.



How to get in touch

If something is likely to change for you we will be in touch within the next few weeks to discuss them with you. A dedicated phone line will also be open from 10am to 2pm Monday to Friday until 6 September. You can phone 1800 950 455 if you wish to speak to someone in the Rockingham and Kwinana area about these changes.

You can still call our existing phone number on 1800 264 268 for general enquiries not related to this change. Our contact details are listed on bottom of this newsletter for your reference.

Being local and connected to your community

There's some great community work going on in Rockingham and Kwinana. Here are some recent highlights.

Getting our art on

We love art at Chorus!

The Kwinana art group have been adding colour to the world, one hand-painted pot at a time.

While over at Ray St Rockingham, the art group have been creating hand-painted library bags. They are not only beautiful, but environmentally friendly, too.



Kwinana playdates

Kwinana customers have been enjoying intergenerational playdates with local childcare centre Bright Futures. The children are excited to share their favourite games, books and activities with us.

The visits have been such a success that we hope to start another group in Rockingham soon. Thank you to everyone who comes to the playdates – it's been such fun and just goes to show that you're never too old to play!