



## FAQs for Customer Enquiries

Customers in the Kwinana/Rockingham area have recently received a letter (attached). You may receive questions about the letter, so below are some suggested responses to ensure we all deliver a consistent message.

**\*\*It's important to remain positive when speaking with customers about Chorus 2.0, as this will help reduce their worry about the changes.**

### Customer FAQs:

#### 1. Why is Chorus making these changes?

We want to make some improvements to the way we do things at Chorus, which will be better for customers.

We are moving to smaller local teams in the Rockingham and Kwinana area. We hope this will bring more consistency to customers, with fewer frustrations – making life easier.

#### 2. When will these changes happen?

The new changes will come into effect mid-September 2021.

#### 3. Am I going to lose my support worker?

If any changes arise that are likely to impact customers, we will let them know in advance so we can work through the changes with the customers.

Current support workers will continue to support current customers until the changes come into effect mid-September 2021. If their support worker is likely to change, we will be starting communication with them now. You can help customers by compiling any important information to pass on to their new support worker.

You can assure the customer that we have great support workers who will continue to provide a great service.

#### 4. What happens next?

Customers will receive a phone call before mid-September to let them know who their new support worker will be and if there are any changes to the day or time of their service. We are aiming to keep this consistent, however there may be some changes. We are committed to making this as easy as possible.



## **5. Where can customers direct queries?**

Customers can direct any questions relating to this change by calling our dedicated Customer Enquiry Line which will be operating from 10am – 2pm, Monday to Friday until 6<sup>th</sup> September: 1800 950 455.

### **OTHER QUESTIONS:**

## **6. What is a customer feedback group?**

The aim of the customer feedback group is to better understand the experience of Chorus customers and find out how we might improve on this experience.

We'd love to meet with a group of interested Chorus customers to find out what's important to them and hear their ideas on how we can do better.

Please encourage people to be involved in the customer feedback group if they are concerned or would like to share their thoughts. You can send an email to [2.0@chorus.org.au](mailto:2.0@chorus.org.au) on their behalf if they indicate they'd like to be involved.

### **Staff FAQs:**

## **1. What if I need support or have further questions?**

- Speak to your Local Lead if you are unsure and require an immediate response (you will be finding out who this is today).
- Send an email to [2.0@chorus.org.au](mailto:2.0@chorus.org.au)

If you don't know how to respond to customer questions, it's okay to let them know you're not sure and that you will get back to them with more information.