

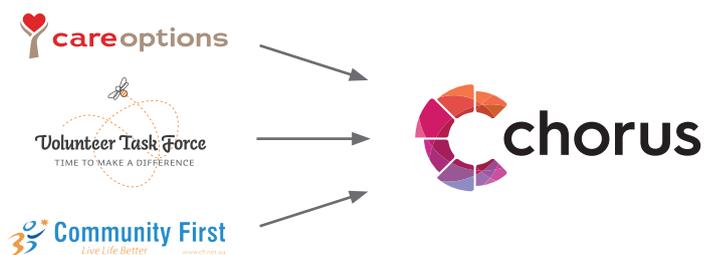


Changes which may impact you

Chorus has been working on merging three companies – Care Options, Volunteer Task Force and Community First – under one banner. We have been operating as Chorus for more than a year and we continue the process of merging all our internal systems, processes and procedures. It’s a big job and we’re nearly at the end. Ultimately these changes are designed to make life easier for you and all Chorus customers.

That’s why we’re writing to you. You may experience a few minor changes in the coming months, and we want you to know what to expect. Here are the things we’re going to cover in this letter:

- Billing and invoicing, including NEW payment methods
- Pricing
- Scheduling
- Service cancellation
- Customer rights and responsibilities



Your billing is going to change

If you currently receive invoices from our old business names (Community First, Volunteer Task Force or Care Options) these invoices will be replaced by Chorus invoices over the coming months. As we transition to a single system, you may receive your monthly bill spread over a couple of smaller invoices. Some may come from Chorus and some may come from the old name. Don’t be alarmed – you will only be billed for the services you received.

Email invoices temporarily suspended

If you currently receive your invoice by email, you’ll be getting a paper invoice posted to you during the changeover period.

We appreciate this might be inconvenient, but it’s a necessary step to putting all our customers on one system. By the end of this year, you’ll be receiving one invoice in your preferred way.

▶ WHAT YOU NEED TO DO:

- **You don’t have to do anything.** Please bear with us while we go through this exercise and pay special attention to the payment method on each invoice.

Pricing may change – but only slightly

We reviewed all our pricing to ensure everyone enjoying Chorus services is treated with fairness. Any changes to our service pricing will be minor.

▶ WHAT YOU NEED TO DO:

- Visit the *For Customers* section on our website for a list of current prices for Chorus services.
- If you have any specific needs or pre existing arrangements contact your coordinator to discuss.



ENQUIRIES: If you have any enquires regarding this information, please call **1800 431 270**.

Payment methods

Chorus is now using National Australia Bank (NAB) for all our banking. Please check the payment details on your invoice because they may have changed.

▶ WHAT YOU NEED TO DO:

- If you pay by direct debit, you'll need to fill out a new form. We have enclosed one for you with a return pre-paid envelope.
- If you go into Westpac or BankWest to pay your invoice at the counter, please go to your local NAB branch to pay your Chorus invoice.

Westpac



nab

bankwest

- Review payment details on your invoice to make sure you're paying into the new NAB account.
- Continue paying all invoices you receive – paying special attention to the payment method on each invoice.

Scheduling Services

While our scheduling team moves to a new system, there may be some impact to your schedule. Our schedulers will work with you to find the ideal arrangement for you.

▶ WHAT YOU NEED TO DO:

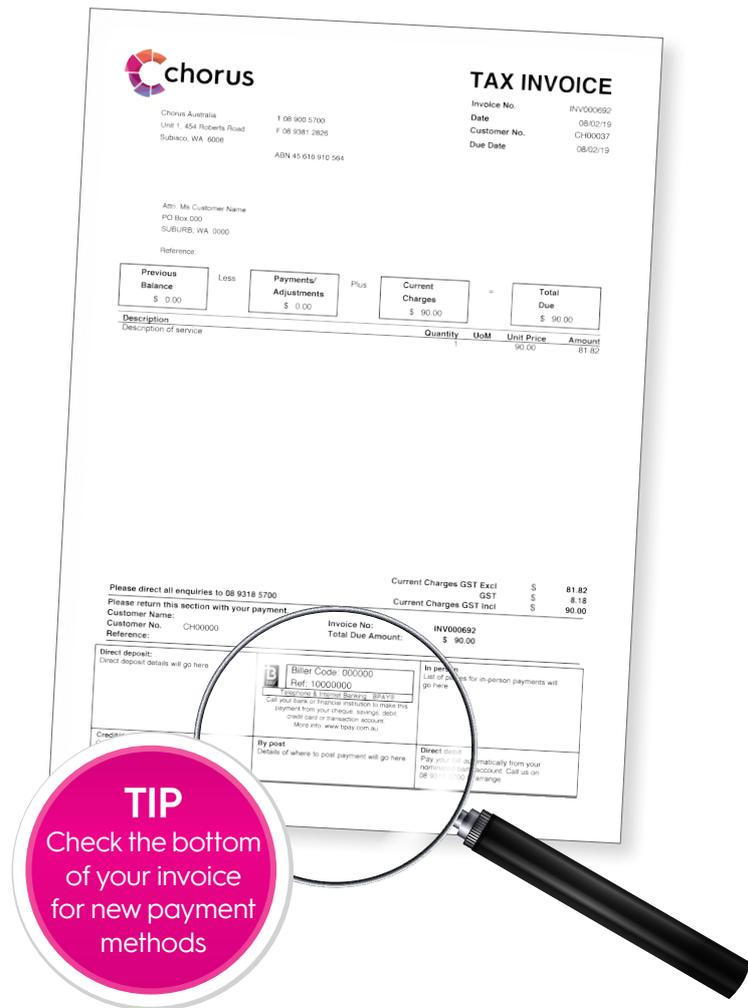
You don't have to do anything. Please bear with us while we go through this exercise.

Our cancellation policy is changing

We have made a few small changes to our cancellation policy to ensure every Chorus customer is being treated in the same way. This might affect you, especially if you cancel a service with less than 24-hours notice.

▶ WHAT YOU NEED TO DO:

- Please visit our website to see all our terms and conditions. Our cancellation policy is under the *For Customers* section.



Coming soon: New charter of rights and responsibilities

A new Charter of Aged Care Rights covering 14 fundamental protections that range across safe, quality care to independence, information, personal privacy, control, fairness and choice has recently been announced. It's good news!

▶ WHAT YOU NEED TO DO:

- **You don't need to do anything.** We'll be updating this on our website.

Thank you for your patience as we complete our merger. We're delighted we can give all Chorus customers the opportunity to live the life they choose. We know there will be a few bumps in the next few months and we appreciate your support and understanding while we finish this important work. Although response times may be slower during this process, we aim to have minimal impact to your usual services.



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