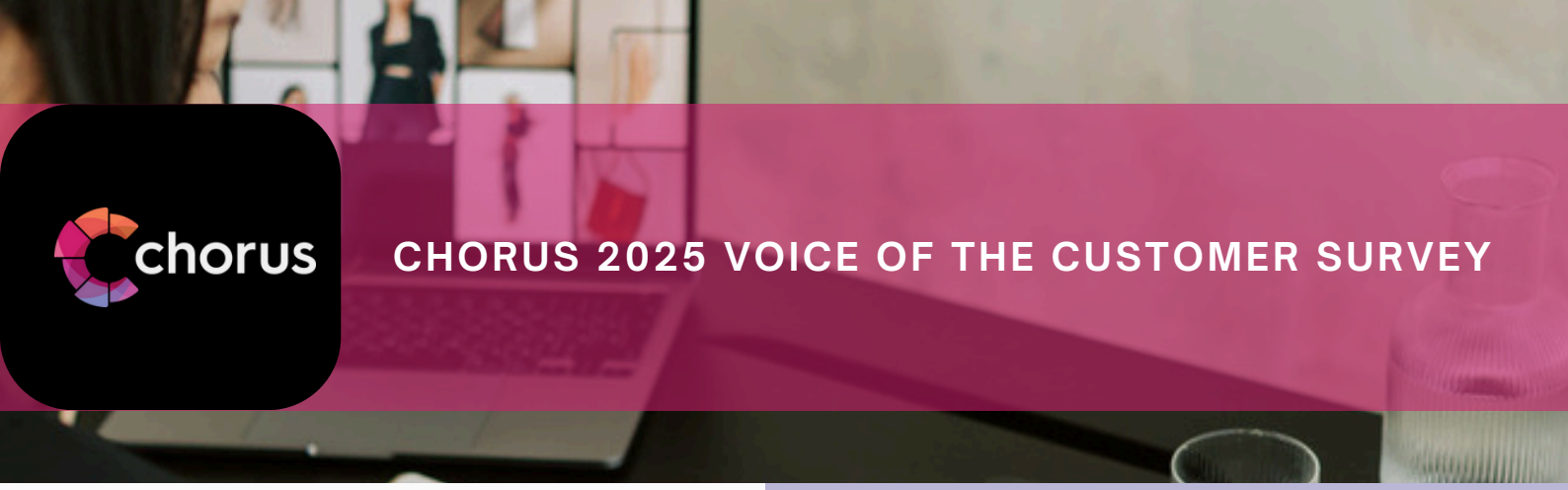


CHORUS 2025 VOICE OF THE CUSTOMER SURVEY

A message from CEO

To our valued customers,

I would like to extend my sincerest gratitude to the 1,886 customers who participated in our Voice of the Customer survey. Your honest feedback is invaluable to us in helping us continue to shape Chorus into a provider of choice for West Australians.

We are pleased to see that results show we are performing well when compared to other Australian community service providers. It is positive to see that our strengths are reflected in our core values, particularly relating to empowerment, understanding and respecting our customers and offering practical, skill-based solutions to issues you may be facing.

While we acknowledge and celebrate where we are performing well, we also welcomed feedback on where we need to improve. We will work closely with each location to unpack the results further, prioritise action planning and commit to addressing some of the improvement opportunities which have been highlighted.

We will continue to update you on how things are progressing, our partnership with you remains at the forefront of our organisation. Your feedback will be a crucial part of our ongoing efforts.

Sincerely,
Dan Minchin, CEO Chorus

Summary

Chorus is dedicated to helping people live independently in their homes and communities. Services in aged care, disability and mental health are delivered across 20 self-sufficient teams, reaching over 7,000 people at present. As such, it is crucial we gain feedback from our customers and reinforce what we, as an organisation, are doing well, while also hearing and learning about which areas may need to improve.

Who participated in the survey?
1,886 of our valued customers responded to the survey this year, allowing us to draw insights with confidence. We delivered the survey in a number of different ways, including SMS, email, open link and paper, to ensure we could hear from as many people as possible.

What are we doing well?

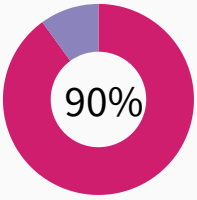
- Number of customers who would recommend us to family and friends - above industry average
- Customers feel respected and understood at Chorus
- Staff maintain positive relationships with customers, and have the right skills and knowledge for their roles
- Customers feel involved in decision making, empowered and supported

What do we need to improve on?

- Supporting the achievement of goal making and goal achievement
- Communication, information sharing and responsiveness to requests
- Ease of access to support and services
- Greater visibility of safety practices

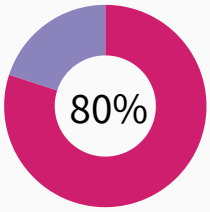
What we're doing well...

CUSTOMERS FEEL RESPECTED AND UNDERSTOOD BY CHORUS

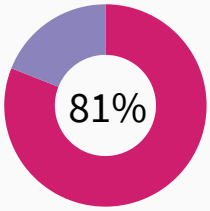


I am treated with dignity and respect

Chorus understand my needs and what is important to me

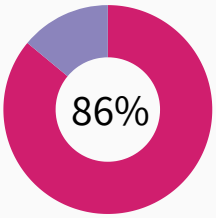


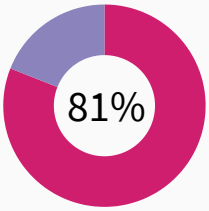
STAFF MAINTAIN STRONG RELATIONSHIPS



I feel positive about my relationship with Chorus

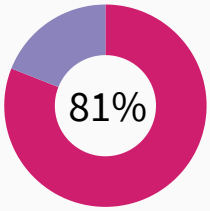
Staff listen to me and genuinely hear what I have to say





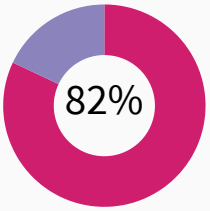
Staff have the right skills and knowledge to support me well

CLIENTS FEEL EMPOWERED AND SUPPORTED TO LIVE INDEPENDENTLY



I am supported to live as independently as possible

I am involved in decision-making the about support I receive



The percentage shown above represents the % favourable, indicating the proportion of respondents who rated 4 (agree) or 5 (strongly agree) on a 5-point scale.

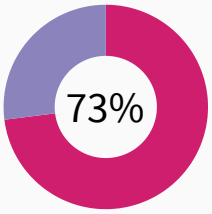
"Pleasant support, service with a smile, treating each other with mutual respect and understanding."

"The friendly, helpful and caring interactions I have had with everyone connected with Chorus. Admin staff always respond promptly and support workers, without exception are delightful, efficient and show genuine interest."

"The services helps me maintain my independence."

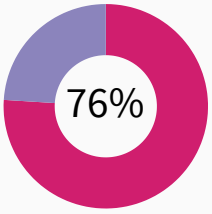
What we could improve...

GOAL MAKING AND GOAL ACHIEVEMENT



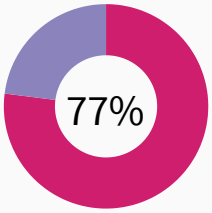
Chorus supports me to achieve my goals

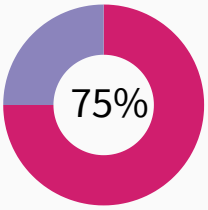
RESPONSIVE COMMUNICATION



Chorus responds in a timely manner when I ask for assistance

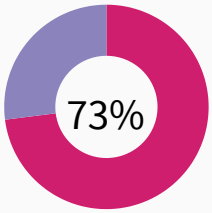
I receive the information I need about my support and services





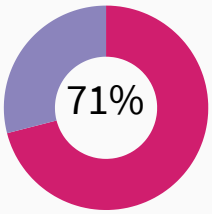
I know how to raise a concern and trust it will be addressed

EASE OF ACCESS TO SERVICES AND SUPPORT

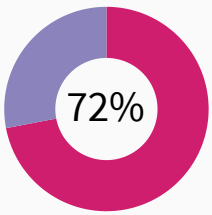


Chorus makes it easy for me to access the support when it is needed

I know what support services are available to me



VISIBILITY OF SAFETY PRACTICES



The support I receive from Chorus helps me feel safe

The percentage shown above represents the % favourable, indicating the proportion of respondents who rated 6 (agree) or 7 (strongly agree) on a 7-point scale.

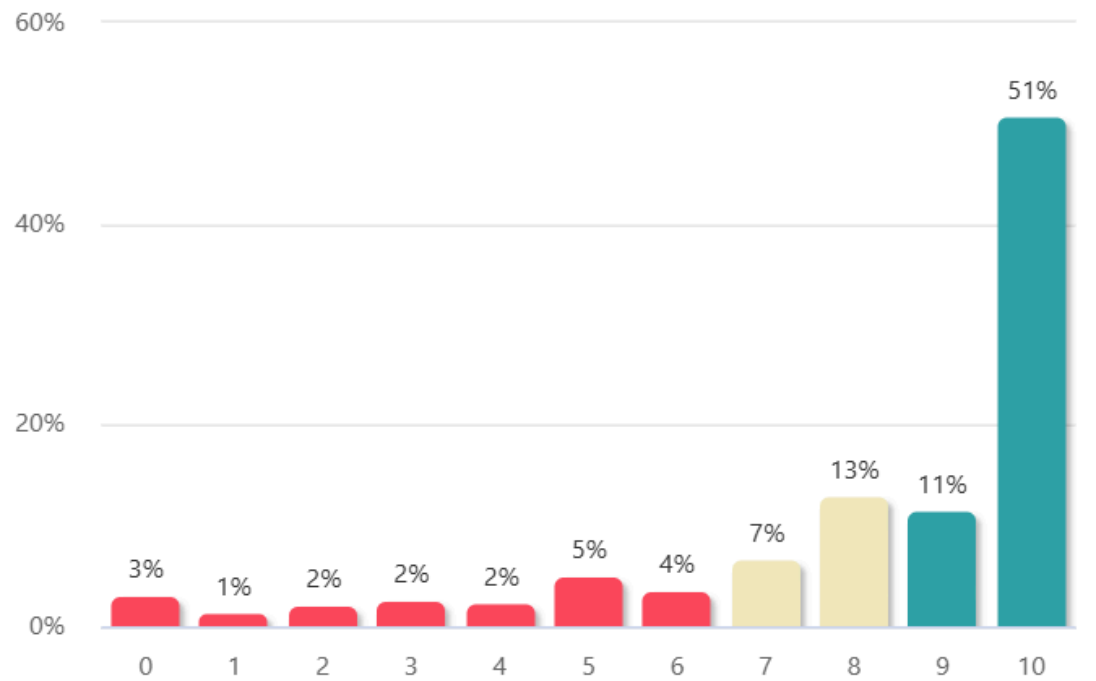
"Follow up on my overdue annual care plan goals."

"Improve their communication, by returning messages promptly."

"If this information/service is already accessible/available ensure customers are informed."

Overall results...

How likely would you be to recommend Chorus to family and friends?



62% of Chorus' customers are considered advocates to the service (those who responded a 9 or 10).

There are an additional 20% in the 'passive' region (those who responded a 7 or 8).

Please note there is rounding at the decimal level, as such, the figures may not equal 100.

Next steps...

Based on your feedback, we will be exploring with you what actions we can take to improve the following areas:

- Improving awareness around **access** to our services and support
- Collaboration with customers around creating and maintaining **goals**
- A review of our **communication** and information sharing
- Improvements to visibility and knowledge sharing around **safety practices**

We remain dedicated to continuous improvement and to delivering the highest level of service. Your feedback plays a crucial role in this process, and we look forward to making meaningful changes that will benefit all who seek our services.

Thank you for participating!