

UPCOMING SOCIAL OUTINGS BLACKTOWN



January - March 2026

**To secure your spot on an outing and book transport if needed,
please call 1300 646 444.**

Welcome to our January–March 2026 Social Outings Calendar, featuring a vibrant mix of activities to bring our community together. From Morning Melodies and scenic drives to various lunch spots, there's something for everyone. In this issue, we've also included information about how to prepare your home for the upcoming summer season and things you may want to consider, as well as our bus shuttle details for your convenience to make attending easier.

Finally, you'll find a helpful FAQ on the CHSP Service Agreement roll-out, explaining recent updates and what they mean for you. Transport fees remain at \$1 per kilometre as outlined in your Service Agreement; simply call 1300 646 444 when booking. Stay safe, stay connected, and enjoy the season with us!

Have Your Say – Annual Client Satisfaction Survey

Your feedback matters! 🌟 Help us improve and ensure we meet the Aged Care Standards and our CHSP funding obligations.

How to participate:

- Scan the QR code below or enter the link on your device.
- Select one response for each question and add comments if you'd like.
- Need help? Call 1300 646 444.

Your privacy matters: We won't collect your name or email unless you choose to provide them.

👉 Take a few minutes to share your voice and help shape our services!

Client Satisfaction Survey – Aged
Care Quality Standards



<https://bit.ly/CCAgedCare>

PETITION TO KEEP COMMUNITY TRANSPORT AFFORDABLE AND SUSTAINABLE



A message for our clients, families and community.

Community Transport has always existed for one purpose, to help older people stay connected, independent and supported. For years, we have done everything possible to keep our services affordable, even as costs have risen across the sector.

Over time, several changes to the Commonwealth Home Support Programme (CHSP) have created new challenges for organisations like ours. One of the most significant changes came in 2020, when CHSP funding rules were updated and providers were no longer permitted to use CHSP funds to purchase vehicles.

This change has had a major impact on Community Transport services across Australia. Vehicles are the heart of what we do, without a safe, reliable fleet, people cannot get to medical appointments, community centres, shops or social activities.

While CHSP allows leasing, leasing is tied to long-term contracts with high finance costs. Because CHSP funding is issued in short periods, long-term leases are often not viable for community organisations. This has left providers to cover large fleet costs on their own.

In addition, the new CHSP Fees Framework now places more responsibility on providers to recover the true cost of services. This means that without proper fleet funding, clients may face increasing fees simply to keep services running, something none of us want.

For many years, we absorbed these pressures. We kept fees as low as we could, and we put clients first in every decision. But today, the gap between funding and the real cost of running transport has grown too large for any provider to carry alone.

We want to be clear about one thing: We do not want clients to shoulder these costs.

No older person should miss appointments or stay home because transport becomes too expensive.

That's why we are asking for your help.

By signing this petition, you are supporting a simple, fair message:

Community Transport needs proper funding for its vehicle fleet so older Australians can continue to access safe, affordable, reliable transport.

PETITION TO KEEP COMMUNITY TRANSPORT AFFORDABLE AND SUSTAINABLE



This includes:

- A sustainable way to fund vehicle replacement
- Fair support for the rising cost of maintaining a transport fleet
- Pricing settings that keep client contributions reasonable
- A system that ensures no one is disadvantaged because of where they live

Your support can help us advocate for a fairer system that protects transport for the long term.

Community Transport keeps people connected. It helps people stay well, stay active, and stay part of the community.

Together, we can ensure it stays affordable for everyone who needs it.

Please sign the petition and add your voice to our community's call for fair, sustainable transport funding.

How to sign:

 **Hop on any of our buses and sign the petition while you ride**

 **Drop into one of our offices and add your name in person**

Together, we can keep community transport safe, reliable, and affordable. Add your voice today!

CHSP SERVICE AGREEMENT



In September, we sent out the Service Agreements for the Commonwealth Home Support Program (CHSP) program as mandated by the new Aged Care Act. Thank you for your patience and understanding during the rollout of our Service Agreement. We know this led to an influx of calls and emails, and that many of you faced challenges reaching our teams. Your patience as we worked through the backlog has meant a lot to us.

We're now reviewing the Service Agreements received and will reach out if we need any additional information. We truly value your support, and we remain committed to providing you with the best possible service moving forward. To assist you further, we've clarified some of the most common questions we've received as a result of the rollout.

1. Why am I being charged \$1 per kilometre for transport?

All CHSP transport is charged at \$1 per kilometre. Charges apply per trip, each way. For example, if your one-way trip is 16 km, the cost will be \$16 one way.

2. Why have these changes been introduced?

We understand that any change to pricing can be challenging. These adjustments have been made due to:

- Support at Home reforms and the new Aged Care Act, which is now being legislated.
- Increased service delivery costs, including fuel, staffing, vehicles, and administration.
- CHSP funding does not fully cover the increasing costs of providing transport and home support services. To remain viable and compliant into the future, we must align our fees and processes with the new national requirements.

3. Are the recent changes because of the merger between Peppercorn and Active Care?

No. These changes are not related to the merger. They are the result of updates to the Aged Care Act, which introduced new compliance requirements.

4. Why is the Service Agreement so long?

The length of the document is to ensure we meet government requirements.

All CHSP funded organisations must have a signed service agreement for every client.

We have worked hard to make the document as clear and easy to read as possible while still meeting Commonwealth obligations.

5. Why did the outings calendar and transport arrangements change?

We have updated our outings programs to make them more affordable and accessible.

Key changes include:

- Introducing central meeting points
- Bundling the transport component into the outing cost
- Allowing clients who do not require transport to attend without additional fees

You will now need to book your own transport to the central meeting point or make your own way there.

CHSP SERVICE AGREEMENT

6. Why have I received two service agreements?

Peppercorn and Active Care Network are currently two separate entities, The agreement you receive depends on which program and organisation your service is funded under. If you have received two service agreements, this means your services fall under both organisations. You will need to sign and return both documents.

7. Do I need to return the entire document?

Yes. We require all pages of the service agreement to be returned—either scanned and emailed or mailed back. We must save the complete signed document to your client file for compliance.

8. What if I don't have a credit card or EFTPOS card to pre-pay?

We understand that not all clients use electronic payment methods. We do accept cash payments, however:

- Cash payments must be made in person,
- And must be completed at one of our offices (Mt Druitt, South Windsor, Windsor) before your service.

Key Terms for Understanding the Calendar



We will no longer be advertising the transport fees in our social calendar as the applicable fee varies from person to person and will be charged by \$1 per kilometre by the direct distance as per your Service Agreement.



Departure Time: Shows when the event starts or when the bus leaves from the central location, as outlined in the event description.



Return Time: Shows when the event finishes or when the bus returns to the central location, as outlined in the event description.



Easy: Flat, step-free paths under 50m, wide doors, movable seating, quiet space, fully accessible bathrooms.

Medium: Some slopes or up to 3 steps, standard doors, 50–100m walk, moderate noise, accessible bathrooms.

Hard: Uneven paths, more than 3 stairs (may lack rails), fixed seating, low lighting, over 100m walk, noisy and busy.



Supported Outings: Include Support Workers to assist participants. These are designed for CHSP Social Support Group clients and are CHSP-funded, with fees charged per hour. Support is subsidised through CHSP funding.

Unsupported Outings: No Support Workers are present, though a Volunteer may accompany. These outings are not CHSP-funded and are intended for clients who can access the community independently. The fee covers the Coordination of activities.



Indicates if meals are included, available to be purchased or you Bring Your Own (BYO) meals and snacks. If no eating options are available, this is indicated with N/A.



This fee is the cost of the ticket.

STAY COOL & STAY SAFE HEATWAVE & BUSHFIRE TIPS



HEATWAVES

When temperatures climb into the 30's and 40's, it's often hard to make your home cooler and more comfortable. Here are some cheap ways to keep cool this summer.

- Stay inside during the hottest part of the day
- Close blinds or cover windows
- Turn on a fan or air conditioning
- Turn off unused lights or appliances
- Wear loose clothing
- Put a moist towel on ankles and wrists
- Go to a cool public space – library, shopping centres, local café
- Close off rooms that are not being used, like spare bedrooms or the bathroom.

For more information and tips visit:

wsroc.com.au/projects/project-turn-down-the-heat/greater-sydney-heat-smart-city-plan

BUSHFIRE PREPARATION

Bush fire is a part of life in our community. Know your risk and have a plan for what to do during a fire. 4 simple steps to start preparing your bushfire survival plan:

- Discuss what to do if a bushfire threatens your home
- Prepare your home and get it ready for bushfire season
- Know the bushfire alert levels
- Keep up to date with all bush fire information numbers, websites and apps.

For more information and tips to prepare visit:

www.rfs.nsw.gov.au/resources/bush-fire-survival-plan

HOW CAN COMMUNITY CULTURE ASSIST?

Our Lawn and Home Maintenance program can provide:

- Regular lawn and garden maintenance
- Check your smoke detectors are working and in good order
- Clean your air conditioning filters
- Pressure clean your pathways
- Clean your gutters (single story only)
- Provide yard clean ups and remove debris and rubbish (quotes required)
- Test and tag your electrical equipment.

To make enquiries and for further information please call **1300 646 444**

SHOPPING SHUTTLE BLACKTOWN



\$1 per kilometer

2 environmental bag limit

No Trolleys Transported

7 days notice required. Transport depends on availability and may require flexible timing.

Unsupported

Medium

N/A

CENTRE	DAY	ARRIVAL TIMES	DEPARTURE TIMES
Seven Hills Plaza	Thursday and Friday	9:15am or 10:45am	12:15pm or 1:45pm
Blacktown Westpoint	Thursday	10:00am	11:15am or 2:00pm
Rainbow IGA Doonside	Thursday	9:45am	11:00am
Mt Druitt Westfield	Friday	10:00am	11:30am or 2:00pm
Plumpton Market Place	Friday	9:30am	11:00am

JANUARY

Thursday, 1 January Public Holiday

Club Bingo - Seven Hills RSL

Thursday, 8 January



Easy



Unsupported
\$11.25



N/A



Own Cost



10:15am



2:00pm

It's Bingo time at Seven Hills RSL Club! Books go on sale at 10:30am. Eyes down at 11:00am. Come along and play a game of Bingo with everyone and stay for lunch. Lunch at own expense.

Social Hub - Mt. Drutt

Friday, 9 January



Easy



Unsupported
\$12.00



N/A



BYO Lunch
and Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Drutt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Drive to St. Mary's Leagues Club

Wednesday, 14 January



Easy



Unsupported
\$11.25



N/A



Own Cost



10:45am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park 10:45am. Come along for a drive to St. Mary's Leagues Club and grab a bite to eat with us. The bus will return McDonalds, Blacktown Sports Club by approximately 2:30pm.

Drive to St. Mary's Leagues Club

Thursday, 15 January



Easy



Unsupported
\$11.25



N/A



Own Cost



10:45am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park 10:45am. Come along for a drive to St. Mary's Leagues Club and grab a bite to eat with us. The bus will return McDonalds, Blacktown Sports Club by approximately 2:30pm.

Social Hub - Mt. Druitt

Friday, 23 January



Easy



Unsupported
\$12.00



N/A



BYO Lunch
and Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Druitt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Monday, 26 January - Public Holiday

Morning Melodies at The Joan - Penrith

Wednesday, 28 January



Hard



Unsupported
\$15.75



\$23.00



Own Cost



09:45am



3:00pm

Leaving by bus from McDonalds, Blacktown Sports Park at 9:45am. Come and enjoy the music show, morning tea included in ticket price. Please note you may need to climb 5-6 steps to your seat. Lunch at Club Paceway at your own expense. The bus will return to McDonalds, Blacktown Sports Park by approximately 3:00pm.

Lindt Chocolate Factory & Marsden Brewery - Marsden Park

Thursday, 29 January



Easy



Unsupported
\$12.75



N/A



Own Cost



10:15am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park at 10:15am. Browse the Lindt outlet and stock up on all your favourites. Afterwards, enjoy lunch at The Marsden Brewery at your own expense. The bus will return to McDonalds, Blacktown Sports Park by approximately 2:30pm.

February

Lindt Chocolate Factory & Marsden Brewery - Marsden Park

Tuesday, 3 February



Easy



Unsupported
\$12.75



N/A



Own Cost



10:15am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park at 10:15am. Browse the Lindt outlet and stock up on all your favourites. Afterwards, enjoy lunch at The Marsden Brewery at your own expense. The bus will return to McDonalds, Blacktown Sports Park by approximately 2:30pm.

Social Hub - Mt. Druiitt

Friday, 6 February



Easy



Unsupported
\$12.00



N/A



BYO Lunch and
Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Druiitt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Starte Archives Reading Room - Kingswood

Thursday, 12 February



Hard



Unsupported
\$13.26



N/A



Own Cost



09:50am



2:15pm

Leaving by bus from McDonalds, Blacktown Sports Park at 09:50am. Come and visit the State Archives Reading Room, containing the largest collection of records relating to the history of NSW and the lives of its people. Please note there is some walking/standing and some steps involved in the tour. Followed by lunch at Rashays. Bus will return to McDonalds, Blacktown Sports Park at 2:15pm.

Vegas Day - Riverstone Schofields Memorial Club

Tuesday, 17 February



Easy



Unsupported
\$12.00



\$20.00



Included



10:30am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park at 10:30am. Come and enjoy live entertainment from 11:00am, buffet lunch, games, trivia. Great prizes to be won. The bus will return to McDonalds, Blacktown Sports Park by approximately 2:30pm.

Social Hub - Mt. Drutt

Friday, 20 February



Easy



Unsupported
\$12.00



N/A



BYO Lunch and
Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Drutt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Morning Melodies at Panthers - North Richmond

Monday, 23 February



Easy



Supported
\$13.50



\$32.00



Included



10:00am



2:30pm

Leaving by bus from McDonalds, Marsden Park at 10:00am. Come and enjoy the music show, lunch is included in ticket price. The bus will return to McDonalds, Marsden Park by approximately 2:30pm.

Morning Melodies at The Joan - Penrith

Wednesday, 25 February



Hard



Unsupported
\$15.75



\$23.00



Own Cost



09:45am



3:00pm

Leaving by bus from McDonalds, Blacktown Sports Park at 9:45am. Come and enjoy the music show, morning tea included in ticket price. Please note you may need to climb 5-6 steps to your seat. Lunch at Club Paceway at your own expense. The bus will return to McDonalds, Blacktown Sports Park by approximately 3:00pm.

MARCH

Social Hub - Mt. Drutt

Friday, 6 March



 Easy

 Unsupported
\$12.00

 N/A

 BYO Lunch and Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Drutt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Featherdale Park - Doonside

Wednesday, 11 March



 Hard

 Unsupported
\$14.25

 \$40.00

 Own Cost



09:45am



2:30pm

Leave by bus from McDonalds Kings Park at 9:45am, as we make our way to Featherdale Wildlife Park. Please wear comfortable shoes as there is some walking involved. Lunch at the Treehouse Cafe onsite. The bus will arrive back at McDonalds Kings Park by approximately 2.30pm.

Vegas Day - Riverstone Schofields Memorial Club

Tuesday, 17 March



 Easy

 Unsupported
\$12.00

 \$20.00

 Included



10:30am



2:30pm

Leaving by bus from McDonalds, Blacktown Sports Park at 10:30am. Come and enjoy live entertainment from 11:00am, buffet lunch, games, trivia. Great prizes to be won. The bus will return to McDonalds, Blacktown Sports Park by approximately 2:30pm.

Client Advisory Meeting at Blacktown Workers

Wednesday, 18 March



 Medium

 Unsupported
FREE

 FREE

 Own Cost



10:00am



2:00pm

Have your say at our Client Advisory Group Meeting at Blacktown Workers, Campbell Street. Enjoy morning tea and share ideas to help shape our services, your voice matters. Meeting starts from 10am - 12pm, and if you like, stay on for lunch at the bistro (own expense). Be part of the change!

Social Hub - Mt. Druitt

Friday, 20 March



Easy



Unsupported
\$12.00



N/A



BYO Lunch
and Snacks



10:00am



2:00pm

Come along to our Social Hub at the Mount Druitt Office! Enjoy a mix of fun activities like games, arts and crafts, workshops and more. Every week is different, a great way to meet new people and connect with your local community.

Morning Melodies at The Joan - Penrith

Wednesday, 25 March



Hard



Unsupported
\$15.75



\$23.00



Own Cost



09:45am



3:00pm

Leaving by bus from McDonalds, Blacktown Sports Park at 9:45am. Come and enjoy the music show, morning tea included in ticket price. Please note you may need to climb 5-6 steps to your seat. Lunch at Club Paceway at your own expense. The bus will return to McDonalds, Blacktown Sports Park by approximately 3:00pm.

Morning Melodies at Panthers - North Richmond

Monday, 30 March



Easy



Unsupported
\$13.50



\$32.00



Included



10:00am



2:30pm

Leaving by bus from McDonalds, Marsden Park at 10:00am. Come and enjoy the music show, lunch is included in ticket price. The bus will return to McDonalds, Marsden Park by approximately 2:30pm.

COMMUNITY *culture*

