

UPCOMING SOCIAL OUTINGS BLUE MOUNTAINS



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**

MEAL DELIVERY PROGRAM

We're excited to introduce our new and easier way to get delicious meals delivered right to you.

What You Need to Do First

Before you can start ordering, there are just two quick steps:

- **Step 1:** Get registered for the Meals at Home program through My Aged Care.
- **Step 2:** Sign a CHSP service agreement with Peppercorn Services.

How to Get Your Meal

Once you're set up, you have two simple ways to order. Choose the one that suits you best:

Option 1: Order and Pay Yourself (We pay you back)

1. You pick your meal provider and order your meals.
2. You pay the provider's invoice yourself.
3. Send us the paid invoice, and we will pay you back \$3 for every main meal or soup you ordered.

Option 2: We Set Up and Pay (We will then invoice you the subsidised amount)

1. Call our bookings team. We'll help you set up an account with the meal provider you like best and order your meals.
2. When you place an order, we take care of paying the meal provider directly. You do not have to pay them anything upfront.
3. We will cover a subsidy of \$3 for every main meal or soup you order. After we've applied this discount, we will send you an invoice for the remaining amount.

Local Meal Providers

Here are some of the popular companies that deliver meals in the Hawkesbury, Penrith, and Blue Mountains areas:

- You Foodz
- Lite and Easy
- My Muscle Chef
- Chef Good
- Macros

Important Things to Remember

- Ordering deadlines are set by the meal provider, so make sure you check their cut-off days so your meal arrives on time.
- A few providers might have a minimum order amount or charge a small delivery fee. It's always good to check that before you place an order.



SHOPPING SHUTTLE BLUE MOUNTAINS

 \$1 per kilometer
  4 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
WEEK A			
Leura Mall	Monday	10:45am	12:45pm
Penrith Plaza	Wednesday	10:30am	12:30pm
Lithgow Coles (Upper Blue Mountains Clients)	Thursday	10:45am	12:45pm
Katoomba Coles (Upper Blue Mountains Clients)	Friday	10:45am	12:45pm
WEEK B			
Springwood IGA	Thursday	10:45am	12:45pm
Winmalee Coles	Thursday	10:30am	12:30pm
FIRST WORKING MONDAY OF THE MONTH			
Homemaker Centre Penrith (Bunnings, Spotlight, Chemist Warehouse)	Monday	9:15am or 10:45am	12:15pm or 1:45pm

JANUARY

Mt. Pritchard Mounties Club

Thursday, 8 January



10:45am



2:45pm



Easy



Unsupported
\$12.00



N/A



Own Cost

Meet at Springwood Sports Club at 10:45am. Come along for a drive to Mt. Pritchard and grab a bite to eat with us at the Mounties club. Bus will return to Springwood Sports Club at 2:45pm.

Lindt Chocolate Factory & Marsden Park Brewery

Wednesday, 14 January



10:30am



2:30pm



Easy



Unsupported
\$12.00



N/A



Own Cost

Meet at Springwood Sports Club at 10:30am. Indulge in sweet treats at the Lindt Chocolate Factory in Marsden Park! Afterwards, enjoy lunch at The Marsden Brewery at own expense. Bus will return Springwood Sports Club at 2:30pm.

Shopping Trip to Bunnings - Penrith

Thursday, 22 January



10:30am



2:30pm



Medium



Unsupported
\$12.00



N/A



Own Cost

Meet at Springwood Sports Club at 10:30am We will be visiting the Bunnings, Penrith. Lunch will be at the Peachtree Hotel at your own expense. Bus will return to Springwood Sports Club at 2:30pm.

Morning Melodies at The Joan - Penrith

Wednesday, 28 January



09:45am



3:15pm



Hard



Unsupported
\$16.50



\$23.00



Own Cost

Meet the bus at Springwood Sports Club 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. Bus will return to Springwood Sports Club at 3:15pm.

FEBRUARY

State Archives Reading Room - Kingswood

Tuesday, 10 February



	Hard	Meet the bus at Springwood Sports Club at 09:15am. 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 Springwood Sports Club at 2:45pm.
	Unsupported	
	N/A	
	Own Cost	
	09:15am	 2:45pm

Secret Garden & Nursery - Richmond

Wednesday, 18 February



	Easy	Meet the bus at Springwood Sports Club at 10:30am. Come and join us as we visit the Secret Garden and Nursery situated at the Hawkesbury University Campus, followed by lunch. Bus will return to Springwood Sports Club at 2:45pm.
	Unsupported	
	N/A	
	Own Cost	
	10:30am	 2:45pm

Morning Melodies at Panthers - North Richmond

Monday, 23 February



	Easy	Meet the bus at Springwood Sports Club at 09:30am. Sing along to the Songs of the Decades 50's - 80's hits at North Richmond Panthers with Nat and Paul! Lunch is included with the entertainment. Please advise us of any dietary requirements. Bus will return to Springwood Sports Club at 2:45pm.
	Unsupported	
	\$15.75	
	\$32.00	
	09:30am	 2:45pm
	Included	

Morning Melodies at The Joan - Penrith

Wednesday, 25 February



	Hard	Meet the bus at Springwood Sports Club at 09:45am. 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. Bus will return to Springwood Sports Club at 3:15pm.
	Unsupported	
	\$16.50	
	\$23.00	
	09:45am	 3:15pm
	Own Cost	

MARCH

Nepean River Precinct - Penrith

Thursday, 5 March



Medium



\$12.75



Unsupported



N/A



Own Cost



10:30am



2:45pm

Meet the bus at Springwood Sports Club at 10:30am. Enjoy a lovely walk along the Nepean river. Please wear comfortable shoes as there is some walking involved. Lunch will be at the East Bank. Bus will return to Springwood Sports Club at 2:45pm.

Client Advisory Meeting at Richmond Club

Wednesday, 17 March



Easy



FREE



Unsupported



FREE



Own Cost



10:00am



2:00pm

Have your say at our Client Advisory Group Meeting at North Richmond Panthers, Beaumont Avenue. 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 (own expense). Be part of the change!

Morning Melodies at The Joan - Penrith

Wednesday, 25 March



Hard



\$16.50



Unsupported



\$23.00



Own Cost



09:45 am



2:45pm

Meet the bus at Springwood Sports Club at 09:45am. 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. Bus will return to Springwood Sports Club at 2:45pm.

Scheyville National Park, Camp Precinct

Thursday, 26 March



Hard



Unsupported

\$16.50



N/A



Own Cost



09:30am



3:00pm

Meet the bus at Springwood Sports Club at 09:15am. Come for a drive to Scheyville National Park and take an easy walk around Scheyville Camp precinct and explore the area's fascinating heritage. Lunch will be at Lynwood Country Club. Bus will return to Springwood Sports Club at 3:00pm.

Morning Melodies at Panthers - North Richmond

Monday, 30 March



Easy



**Supported
\$15.00**



\$32.00



Included



09:30am



2:45pm

Meet the bus at Springwood Sports Club at 09:30am. Sing along to the Songs of the Decades 50's - 80's hits at North Richmond Panthers with Nat and Paul! Lunch is included with the entertainment. Please advise us of any dietary requirements. Bus will return to Springwood Sports Club at 2:45pm.

COMMUNITY *culture*