



# Peppercorn



## 2019 Annual Report

BRINGING THE HAWKESBURY TOGETHER

# Acknowledgement of Country

Peppercorn Services Inc. acknowledges the Darug nation as the traditional owners and custodians of the land on which our organisation operates. We pay our respect to Elders past, present and emerging.

We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the Land and Seas. We acknowledge that the dispossession of Country and the disruption to family relationships have resulted in a breakdown of social networks.

Peppercorn is committed to working in ways that support and empower Aboriginal people and their families and communities.



*This is Aboriginal land – always was, always will be*

# Contents

Acknowledgement of Country .....	2
Introduction.....	4
Our Vision, Mission & Values.....	5
Our Strategy .....	5
Chairperson's Report.....	7
Treasurer's Report.....	10
Statement of Comprehensive Income .....	13
Statement of Financial Position.....	14
Statement of Changes in Equity .....	15
Statement of Cash Flows .....	16
Executive Officer's Report .....	17
Our new brand.....	21
Children and Families @ South Windsor .....	22
Forgotten Valley Preschools .....	24
LINCS Family Support.....	25
Peppercorn Community Transport .....	26
Lawn and Garden Maintenance Services.....	27
Seniors Community Meals & Social Support.....	28
Hawkesbury Leisure and Learning Centre .....	29
Our People.....	30



# Introduction

**Founded in 2001, Peppercorn Services Inc. (hereafter called *Peppercorn*) is a dynamic, multi-service organisation serving the Hawkesbury local government area and beyond.**

Peppercorn is registered as a Deductible Gift Recipient and Public Benevolent Institution with the Australian Charities and Not-for-profits Commission (ACNC).

Almost 50 staff and volunteers deliver and provide community transport, early childhood education services, early intervention family support and parenting programs, community capacity building, and centre-based meals, social support and yard maintenance for seniors.

Peppercorn has a strong community reputation and by partnering with other organisations to reach out to isolated communities, we contribute to the development of healthy, inclusive, sustainable and connected communities across the Hawkesbury.

Our organisation is unique as we deliver community services on behalf of Hawkesbury City Council under a Memorandum of Terms of Delegation.

Directly funded services extend our reach to communities across the Nepean and Blue Mountains local government areas.

Governance is provided through a volunteer Board representing key stakeholders and all operational matters rest with the Executive Officer.

Grants are received from all three tiers of government, local, state and federal, with additional support received through corporate sponsorships, grants and donations.



# Our Vision, Mission & Values

**Our Vision:** A connected, healthy and inclusive Hawkesbury

**Our Mission:** Reducing social isolation, maximising participation

**Our Values:** **Community** We value and promote local people, local communities, local resources and local partnerships

**Opportunity** We value and promote opportunities for everyone to participate in a healthy community

**Service** We value flexible and responsive services that meet the changing needs and expectations of our community

**Learning** We value learning and trying different approaches to strengthen vulnerable communities

**Leadership** We value the respect and trust of our community and seek to lead for the benefit of others

## Our Strategy

We will build stronger, inclusive, cohesive communities

We will provide flexible services that adapt to changing community need

We will encourage participation in community, cultural and civic life

We will support access and equity to services that strengthen wellbeing

Peppercorn's Strategy aligns with Hawkesbury City Council's *Community Strategic Plan* and the following specific initiatives: 2.4.1 and 2.4.2, 2.5.1 and 2.5.2



**Volunteers are a key part of the success of Peppercorn Services.**

In 2018-2019 Peppercorn volunteers provided 590 volunteer sessions contributing 3,556 hours of service valued at \$114,131 (2017-18 \$63,969)

# Chairperson's Report

**It's been another busy year for us, delivering our core community services – Community Transport, Child and Family Services, Meals & Social Support and Lawn / Garden Services.**

On behalf of our Board, I thank our Executive Officer Andrew Tuck, his leadership team and all our dedicated staff and volunteers for their professionalism and hard work over the past 12 months. You can all be truly proud of the great work you do.

In addition to delivering our core services, we have also seen other successes in Peppercorn over the past 12 months:

- The Gap Consultancy assisted us rebrand Peppercorn Services Inc. and implement a new Marketing and Communication Plan;
- The LINCS Family Support Service is now embedded within our Child & Family Services Department;
- The Hawkesbury Leisure & Learning Centre (HLLC) usage and hires and resultant income continue to steadily grow;
- We are auspicing The StreetConnect Program – a study initiated by The Foundation for Rural & Regional Resilience (FRRR), aimed at helping communities be better prepared & co-ordinated in the event of an emergency such as a Bushfire or Flood;

- We are providing a Secretarial Service (through HLLC) for Connections @The Park – a Mental Health Week Event taking place in October in Richmond, aimed at growing awareness and communication within the Hawkesbury LGA about Mental Health and local Mental Health Services

At the time of writing this report, our Board is about to review our strategic plan and agree the priority actions that need to be taken to reduce social isolation, maximize participation and bring the Hawkesbury together.

If we are to be a trusted, respected and sought-after community service provider, then we must ensure that we are meeting current, emerging and future needs of our clients in a timely and innovative way.

Thank You to our Board Members for your time, your contributions and your commitment to ensuring



## Chairperson's Report *continued*

Peppercorn remains relevant and responsive to community needs.

We said farewell to Kaylene Kelland from Hawkesbury City Council, who has given over 20 years of service on our Board. Thank You Kaylene. for your great commitment.

We also farewelled Ian Moore from Anglicare, who had to step down due to expanded work responsibilities with Anglicare.

A warm welcome to our new Board Members – Amy Bond (Hawkesbury

City Council), Angela McGuire (Community Representative), Karen Scherer (LINCS & Community Member), Helen Colagiuri (LINCS & Community Member) and John Baker (Community Member).

It's been a privilege to chair the Board of Peppercorn and I look forward to continuing my involvement with Peppercorn in the year ahead.

Rob Ewin, Chairperson







## Peppercorn Services Inc. Board at 30 June 2019

Rob Ewin (Chairperson)	Meagan Ang (Secretary & Public Officer)
Cheryl Feeney	Councillor Emma-Jane Garrow
	Amy Bond
<i>vacant</i> (Vice Chairperson)	<i>vacant</i> (Treasurer)

<b>Board Members</b> (during the year)	<b>Meetings Held</b>	<b>Meetings Attended</b>	<b>Permitted Absences</b>
Rob Ewin (Chairperson)	6	4	2
Kerry Spindler (Vice Chair)	2	0	2
Joseph Litwin (Treasurer)	2	2	0
Meagan Ang (Secretary & Public Officer)	6	5	1
Clr. Emma-Jane Garrow	6	3	3
Kaylene Kelland	2	2	0
Cheryl Feeney	6	4	0
Katherine Hawes	2	2	0
Kevin Hedge	2	0	0
Ian Moore	6	3	3
Amy Bond	4	4	0

# Treasurer's Report

**The Audited Financial Accounts of Peppercorn Services Incorporated for the financial year 2018-2019 are reported in the following pages.**

Peppercorn's financial management systems operate in accordance with Australian Accounting Standards and meet the reporting requirements of the relevant funding bodies. The chart of accounts is based on the Australian Government approved National Standard Chart of Accounts for reporting by not-for-profit organisations and is compliant with the guidelines set down by the Australian Charities and Not-for-profits Commission (ACNC).

Peppercorn undertakes a strict financial auditing process utilising the expertise of HG Khouri & Associates, Certified Practising Accountants. The audit is conducted in accordance with Australian Auditing Standards, which require that the auditors comply with ethical requirements and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement. The audit involves procedures to obtain audit evidence about the amounts and disclosures in the financial report.

Procedures selected depend on the auditor's judgement and include the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. The audit also evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

The Audited Financial Report is supplied to our funders and is lodged with the ACNC. An extract from the Audited Financial Statements is provide in this report. A copy of the complete Audited Financial Report including Notes to the Accounts for the year ended 30 June 2019 is available on request.

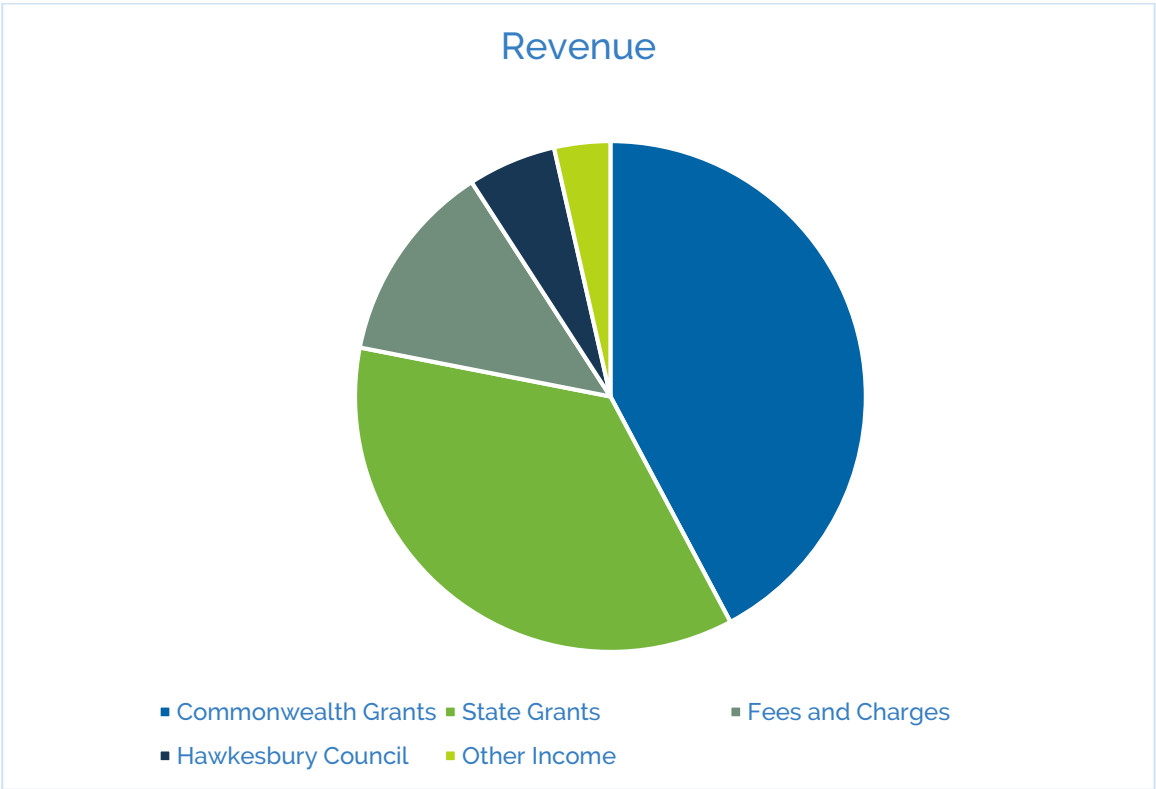
## Peppercorn's funding sources

Funder	Services and Activities
NSW Department of Family and Community Services (FACS) – now called Department of Communities and Justice (DCJ)	<ul style="list-style-type: none"> <li>▪ Peppercorn Services: Children and Families               <ul style="list-style-type: none"> <li>○ Intensive family support</li> <li>○ Supported playgroups</li> <li>○ Community events</li> <li>○ Community capacity building</li> <li>○ School readiness and transitions</li> </ul> </li> </ul>
NSW Department of Education	<ul style="list-style-type: none"> <li>▪ Forgotten Valley Mobile Preschools</li> <li>▪ Early Learning Framework Transitional Grant</li> <li>▪ Drought Relief Grant</li> </ul>
Commonwealth Department of Social Services: (CHSP services for people over 65)	<ul style="list-style-type: none"> <li>▪ Peppercorn Community Transport</li> <li>▪ Home Maintenance Lawns and Gardens</li> <li>▪ Meals and Social Support</li> </ul>
Commonwealth Department of Social Services	<ul style="list-style-type: none"> <li>▪ Community Visitors Scheme (residential care)</li> <li>▪ LINCS Volunteer Family Support</li> <li>▪ Small Volunteer Grants</li> </ul>
Transport for NSW	<ul style="list-style-type: none"> <li>▪ Peppercorn Community Transport – for people who are "transport disadvantaged"</li> </ul>
NSW Health	<ul style="list-style-type: none"> <li>▪ Peppercorn Community Transport – health related transport</li> </ul>
Hawkesbury City Council	<ul style="list-style-type: none"> <li>▪ Peppercorn Place reception services</li> <li>▪ Hawkesbury Leisure and Learning Centre community development &amp; assistance</li> </ul>
Foundation for Rural and Regional Renewal	<ul style="list-style-type: none"> <li>▪ Street Connect project</li> </ul>

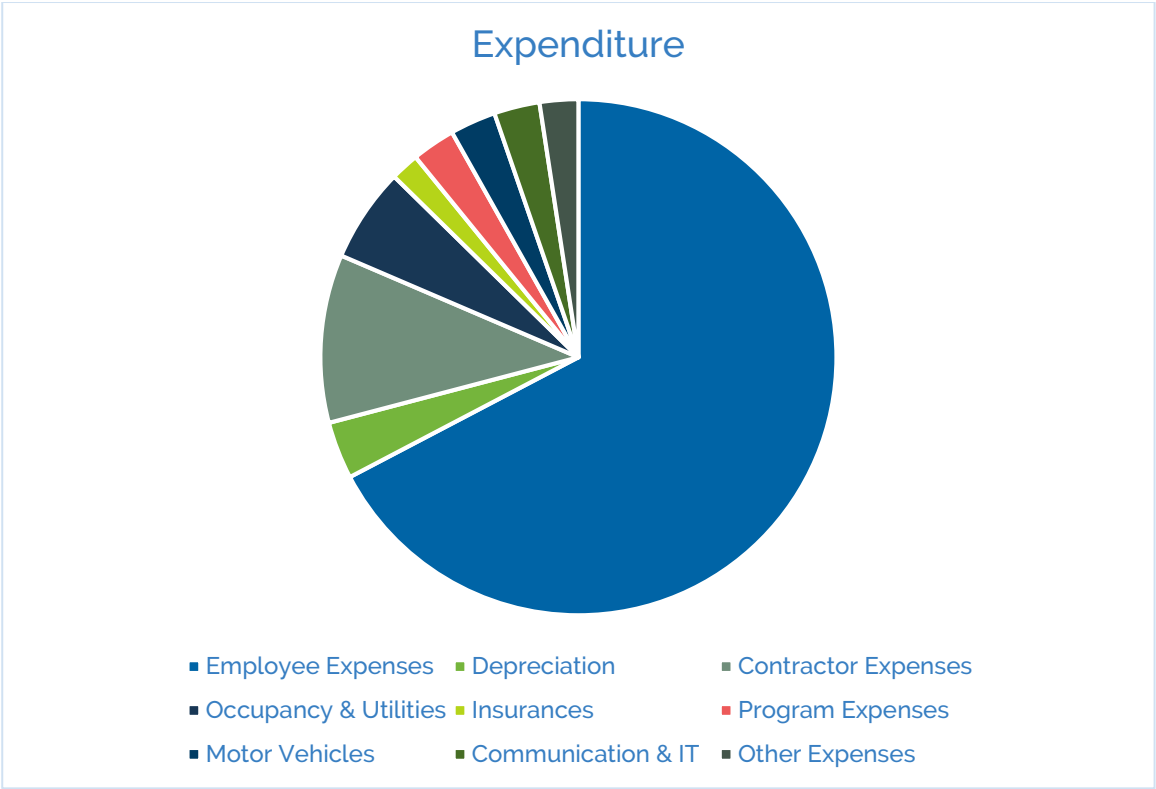
Funding for Peppercorn Services Inc. has been provided by the Australian Government, the NSW Government and Hawkesbury City Council. The material contained in this report does not necessarily represent the views or policies of the Australian or NSW Governments, or of Hawkesbury City Council.



# Where the money comes from



# How the money is used



**Peppercorn Services Inc.**  
**ABN 34 611 224 255**  
**Statement of Comprehensive Income**  
**for the Year Ended 30 June 2019**

	<b>Note</b>	<b>2019</b> <b>\$</b>	<b>2018</b> <b>\$</b>
Revenue	2	2,507,213	2,392,864
Employee expenses		(1,673,551)	(1,496,257)
Depreciation & impairment losses		(89,337)	(94,909)
Contractor expenses		(261,959)	(310,994)
Operating lease expense		(1,294)	(5,340)
Occupancy & Utilities		(146,663)	(106,016)
Insurance		(44,431)	(43,815)
Program expenses		(67,582)	(86,154)
Motor Vehicle		(71,439)	(63,224)
Communication & IT expenses		(71,100)	(82,136)
Other expenses		(58,808)	(63,747)
<b>Surplus / (Deficit) for the year</b>	3	21,049	40,272
<b>Other comprehensive Income after Income tax:</b>			
<b>Other comprehensive Income for the year, net of tax</b>		0	0
<b>Total comprehensive Income for the year</b>		21,049	40,272
Total comprehensive Income attributable to members of the entity		21,049	40,272

A copy of the complete Audited Financial Statements for the year ended 30 June 2019 is available on request.

**Peppercorn Services Inc.**  
**ABN 34 611 224 255**  
**Statement of Financial Position**  
**for the Year Ended 30 June 2019**

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	5	1,472,989	1,329,009
Trade and other receivables	6	63,260	67,335
Deposits		177	177
TOTAL CURRENT ASSETS		<u>1,536,426</u>	<u>1,396,521</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	239,277	307,364
TOTAL NON-CURRENT ASSETS		<u>239,277</u>	<u>307,364</u>
TOTAL ASSETS		<u>1,775,703</u>	<u>1,703,885</u>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	8	99,896	110,143
Employee benefits	9	63,607	62,597
Current tax liabilities	10	19,446	27,804
Unspent grant funds	11	70,466	23,063
TOTAL CURRENT LIABILITIES		<u>253,415</u>	<u>223,607</u>
NON-CURRENT LIABILITIES			
Employee Benefits	9	146,034	125,073
TOTAL NON-CURRENT LIABILITIES		<u>146,034</u>	<u>125,073</u>
TOTAL LIABILITIES		<u>399,449</u>	<u>348,680</u>
NET ASSETS		<u>1,376,254</u>	<u>1,355,205</u>
<b>EQUITY</b>			
General reserves	12	583,377	583,377
Retained earnings		792,877	771,828
<b>TOTAL EQUITY</b>		<u><b>1,376,254</b></u>	<u><b>1,355,205</b></u>

A copy of the complete Audited Financial Statements for the year ended 30 June 2019 is available on request.



**Peppercorn Services Inc.**  
**ABN 34 611 224 255**  
**Statement of Changes In Equity**  
**for the Year Ended 30 June 2019**

	Retained Earnings \$	Financial Assets Reserve \$	General Reserves \$	Total \$
<b>Balance at 30 June 2017</b>	<b>731,556</b>		<b>583,377</b>	<b>1,314,933</b>
<b>Comprehensive Income</b>				
Surplus / (Deficit) for the year	40,272			40,272
Other comprehensive Income for the year				
<b>Total comprehensive Income</b>	40,272			40,272
Transfers to Reserves				
<b>Balance at 30 June 2018</b>	771,828		583,377	1,355,205
<b>Comprehensive Income</b>				
Surplus / (Deficit) for the year	21,049			21,049
Other comprehensive Income for the year				
<b>Total comprehensive Income</b>	21,049			21,049
Transfers to Reserves				
<b>Balance at 30 June 2019</b>	792,877		583,377	1,376,254

A copy of the complete Audited Financial Statements for the year ended 30 June 2019 is available on request.

**Peppercorn Services Inc.**  
**ABN 34 611 224 255**  
**Statement of Cash Flows**  
**for the Year Ended 30 June 2019**

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Cash receipts in course of operations		2,500,349	2,291,585
Cash payments in course of operations		(2,363,399)	(2,298,476)
		<hr/> 136,950	<hr/> (6,891)
Interest received		28,279	28,057
<b>Net Cash generated from operating activities</b>	13	<hr/> 165,229	<hr/> 21,166
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of property, plant & equipment		(21,249)	(7,453)
Proceeds from sale of property, plant & equipment		0	0
		<hr/> (21,249)	<hr/> (7,453)
Net increase (decrease) in cash held		143,980	13,713
Cash at the beginning of the period		1,329,009	1,315,296
<b>Cash at the end of the period</b>	5	<hr/> 1,472,989	<hr/> 1,329,009
<b>RECONCILIATION OF CASH</b>			
Cash		1,407	1,198
Short term deposits		1,209,000	1,201,055
Cash at Bank		262,582	126,756
		<hr/> 1,472,989	<hr/> 1,329,009

A copy of the complete Audited Financial Statements for the year ended 30 June 2019 is available on request.

# Executive Officer's Report

**It is my pleasure to present the Executive Officer's Report for Peppercorn Services in this 2019 Annual Report. Peppercorn has continued to strengthen its position as a forward-thinking innovative service provider in the Hawkesbury.**

This year we have focussed on delivering against our Strategic Plan and reshaping our contracted services so that day-to-day activities have an impact on reducing social isolation for Hawkesbury residents.

Peppercorn has delivered a sound financial performance for 2018-2019 with revenues of \$2,507,213 (2017-18: \$2,392,864) and an end-of-year surplus of \$21,049 (2017-18: \$40,272).

Peppercorn is more than just money: it is the sum of countless conversations and a myriad of

services successfully provided to more than 10,000 people in communities across the Hawkesbury.

This Annual Report gives just a glimpse into the breadth of what Peppercorn's staff have achieved this year and our performance against the Strategic Plan.

I am pleased to report that we have delivered on 9 strategic initiatives, and 6 are in progress.

Peppercorn has been able to







## Executive Officer's Report *continued*

implement new activities to encourage active ageing and social gatherings for older men and women, developed new programs for young mums and bubs, and expanded the reach of community transport.

More than just being busy, our workers – both paid and volunteer – have made a tremendous impact in bringing the Hawkesbury together. Thank you for making a difference every day.

This year Peppercorn has welcomed the LINCS Volunteer Family Support program into Peppercorn's suite of services for children and families.

Peppercorn has taken on the auspice of StreetConnect, a community-led project to prepare communities around North

Richmond and Kurrajong to prepare for bushfire and flood.

Peppercorn is also a key participant in several other disaster-preparedness initiatives focussing on flood risk.

Peppercorn received several small grants including

- Volunteer Grant Program to support volunteer training and buy tools and materials for a garden at South Windsor
- Drought Relief to support works at South Maroota and Wisemans Ferry preschools
- Transitional Grant to support the preschools in moving to the National Quality Framework for Early Childhood Centres.

## Executive Officer's Report *continued*

- Community Visitors Scheme grant for volunteers who will provide social support to lonely and isolated people in residential aged care.

Peppercorn worked with three students – Tameka, Jaime and Allissa – from Western Sydney University to produce our first research report into *Loneliness and social Isolation in Young People Across the Hawkesbury*. This report identified that

- 1 in 2 young people have experienced or are currently experiencing difficulties with

mental health, especially anxiety and depression

- 1 in 3 young people feel that there is nobody they can go to when they need help
- 2 in 5 young people regularly experience loneliness and social isolation

The challenge for Peppercorn and for other agencies across the Hawkesbury is significant: How do we reach out to young people where they are, talk the language they understand, and build the trust that enable meaningful relationships to occur?

More and more agencies are recognising that the acute loneliness that can arise from social isolation is a critical issue in the Hawkesbury and beyond. So, we ask the question: what does a mentally healthy community look like?

Peppercorn believes that a mentally healthy community is based on three key things:

- Shared Places,
- Shared Interests, and
- Shared Experiences

Working with key community stakeholders, the first Connections @ The Park community wellbeing event will be held on October 8 as part of Mental Health Month.

2019-2020 is shaping up as an exciting time as we see more



## Executive Officer's Report *continued*

initiatives that can reduce social isolation and loneliness:

- Peppercorn will bring the Tomorrow's Man workshops to rural areas of the Hawkesbury to support men to connect through community-led gatherings.
- Peppercorn is supporting the Social Connections for Older People consultations driven by the Primary Health Network.
- Peppercorn will introduce an innovative fresh food initiative for over-65s who have been identified as needing nutritional supplements and support.

Many Peppercorn staff participated in the September Challenge to raise \$230 for towards Cerebral Palsy research. Collectively, Peppercorn staff recorded 4,019,570 steps or more than 3,216 kilometres! A fantastic effort and lots of fun for all involved.



Thank you to the Board for their leadership and governance, especially to Chairperson Rob Ewin. Thank you to Hawkesbury City Council staff, officers and Councillors for their continued support and encouragement.

Together we can make a positive difference every day to this beautiful community.

Andrew Tuck, Executive Officer





Peppercorn Strategic Plan 2018-2020							
Building stronger, inclusive, cohesive communities CSP 2.4.1		Providing flexible services that adapt to changing community need CSP 2.4.2		Encouraging participation in community, cultural and civic life CSP 2.5.1		Supporting access and equity to services that strengthen wellbeing CSP 2.5.2	
Initiative		Initiative		Initiative		Initiative	
A1: Develop and implement innovative, evidence-based programs that address social isolation in older people		B1: Analyse research and listen to customers to understand changing community needs		C1: Connect vulnerable and isolated people with community, cultural and civic life through Peppercorn services		D1: Engage Aboriginal advisory group to develop and co-design culturally-safe and accessible services and materials	
A2: Develop and implement innovative, evidence-based programs that address social isolation in young families		B2: Enhance opportunities for customers to provide feedback and complaints		C2: Engage with and support HCC's cultural and civic initiatives		D2: Hold and/or support community gatherings for vulnerable and socially isolated groups	
A3: Develop and implement innovative, evidence-based programs that address social isolation in men		B3: Redesign and integrate Peppercorn service delivery to provide holistic support to vulnerable and isolated people		C3: Implement and support applicable activities from Hawkesbury City Council Action Plans		D3: Create local and regional linkages through subsidised transport services	
A4: Develop marketing campaign to raise awareness of social isolation and loneliness		B4: Develop and formalise partnerships with complementary service providers		C4: Support collaborative volunteering within the community by vulnerable and isolated groups		D4: Expand community transport for socially isolated groups and vulnerable people	

## Our new brand

### The elements





# Children and Families @ South Windsor

**Peppercorn Services: Children and Families operates from South Windsor Family Centre providing soft-entry universal services for the wider community as well as targeted, intensive family support for vulnerable families and children.**

Vulnerable families may be experiencing:

- Lack of social or extended family supports;
- Parental difficulty in understanding and supporting their children at key child development stages;
- Parental difficulty in managing their child's behaviour or emotional issues;
- Financial difficulties or poverty that affects their ability to manage household budgets or apply for jobs;
- Illness including mental health issues such as mild depression, or sudden illness requiring social support;
- Cultural barriers such as new migrant families unable to access culturally appropriate supports and services;
- Homelessness including families needing referral for immediate housing or longer-term housing needs;
- Escape from violent relationships as women (and their children) seek assistance to access legal services, housing and other supports

## **This year the Children and Families program**

- supported playgroups in South Windsor, South Maroota and Wisemans Ferry;
- delivered community capacity building in South Windsor, Wisemans Ferry, St Albans and other rural and remote communities;
- provided targeted, parenting skills development courses such as Triple P, 1-2-3 Magic, Circle of Security, Early Literacy and Numeracy, and Transition to School;
- delivered intensive child and family support providing comprehensive information and advice;



## Children and Families Report continued



- opened the Peppers Pantry fresh food and pantry store for vulnerable families;
- offered First Touch Infant Massage sessions and training;
- fitted over 20 baby/child restraints as a free service to young families; and
- held community events such as Craft in the Park and Family Fun Days

### Children and Families Services... at a glance

- 4 supported playgroups offered weekly
- 152 playgroup sessions provided in 2018–19, with on average 83 families attending each term
- 78 Aboriginal families accessed the service
- 54 fathers engaged in programs
- 183 single parent families engaged with the service
- 41 families received intensive family support
- 1035 families received information and advice
- 5,587 information resources distributed
- 1,471 families attended 55 workshops and built their skills
- 232 people were engaged in 13 social inclusion programs



# Forgotten Valley Preschools

**The Forgotten Valley Mobile Preschool Resource Unit** provides quality early childhood education and care for children 3-6 years of age and operates from South Maroota and Wisemans Ferry. As the only dedicated preschool in the area it is highly valued by the parents and grandparents of the children who attend.

Children at South Maroota love outdoor play where they can be super creative and explore. The cicadas were in an abundance this year, so they spent many weeks collecting their shells and the occasional live one. They made 'homes' from boxes, they lined them up after a hunt, and counted them. Our record in one day was 63!

We did more research on iPads and learnt all about cicadas' cycles and why they can be super noisy. Our South Maroota children's imaginations are amazing and pretend play has been a focus this year: setting up car washes, doctor's surgeries, shops, schools and offices just to name a few.

Wisemans Ferry has been growing and we are now full on a Friday with 19 children attending. The children are very independent learners and seek out structured activities such as cutting, collage and drawing and colouring! They are so engaged in their learning that on occasions we have extended activity time as they have not been ready to pack away.



Sensory activities have been a priority this year, so we have had activities such as playing with shaving cream, cloud dough, goop, slime, finger painting and ice play and the children have just loved it.

Healthy Harold visited both preschools and discussed Healthy Eating with the children and we focused our program around this for several weeks. Since the visit, the children are actively taking control of the foods in their lunchboxes and making very healthy choices. They have amazed us with their maturity and knowledge around food choices.

# LINCS Family Support

**The LINCS Program has been a welcome addition to Peppercorn's Children & Family Services.** LINCS provides volunteers who offer in-home support and respite to vulnerable and at-risk mums and families. LINCS is an entry point for young parents to access all the other services offered by Peppercorn Children & Families.

**Peppercorn has focused on building the stability of the LINCS program and laying the ground work for growth and development:**

- Policies and procedures have been updated or developed;
- Meet & Greet sessions have been held to introduce LINCS volunteers to the team;
- Advertising for LINCS volunteers has been placed in The Courier and Hawkesbury Gazette, in shopping centres and at regional volunteer expos;
- A buddy system has been introduced so that families have an allocated backup volunteer for the times when their current volunteer is

- unavailable due to holidays and/or illness; and
- Introduced Parents-as-Teachers as the preferred model of support.

Parents as Teachers (PAT) is an internationally-recognised, evidence-based model for early childhood home visitation. PAT empowers and equips parents with knowledge and resources to prepare their children for a stronger start in life and greater success in school.

Hawkesbury Hospital has identified 129 young women under the age of 25 who had given birth at the hospital in the past year, and an additional 127 who had delivered their baby outside the Hawkesbury area.

Many of these young women would benefit from the supports offered by the LINCS program and Peppercorn Children & Families.

Peppercorn has 14 LINCS volunteers with opportunities for many more.





# Peppercorn Community Transport

**Peppercorn Community Transport** provides transport to people across the Hawkesbury LGA who have no or limited access to private or public transport due to their location, when they need to travel, their financial resources, or their physical and cognitive capacities.

We assist these "transport disadvantaged" people to take part in activities that promote social inclusion and to obtain goods and services required for daily living such as groceries and clothing, medical appointments and other essential services.

Throughout 2017-2018 community transport was provided under three key funding programs: Commonwealth Home Support Program (CHSP) for people aged over 65; NSW Community Transport Program for other transport disadvantaged people not covered by CHSP; and NSW Health supported transport to cancer care, renal and

dialysis, and pulmonary care treatments.

Peppercorn Community Transport has received generous donations from the Hawkesbury Living Cancer Trust, Windsor Toyota and Specsavers Richmond.

These generous donations have enabled us to completely offset the passenger fare so that anyone receiving oncology treatment (and their spouse) travel at no cost, and renal/dialysis and pulmonary care patients can travel for no more than \$5 a day across the Nepean Blue Mountains Local Health District.

Thank you to each donor and sponsor for being so generous.

## Community Transport Services at a glance

In 2018-2019 Peppercorn Community Transport

- Delivered 14,616 trips for 631 unique passengers
- Travelled 226,444 kilometres in our fleet of 10 vehicles
- Supported 49 people with over 681 trips to hospital for cancer treatments.
- Our passengers come from 42 countries and speak 13 languages



# Lawn and Garden Maintenance Services

**The Peppercorn Lawn and Garden Maintenance Service** is funded by the Commonwealth Home Support Program (CHSP) to provide entry-level support services to assist frail, older people to live independently at home and in the community.

Peppercorn's Lawn Maintenance Service focuses on maintenance of the yard or garden to improve safety, accessibility and independence within the home environment for the client, by minimising environmental health and safety hazards.

This year more than 50 properties have received special purpose clean-ups to improve safety and access, pressure cleans removing mould from house exteriors or

pathways, and weed spraying around the edge of properties.

Over 200 properties received an extra service to help prepare them for fire season.

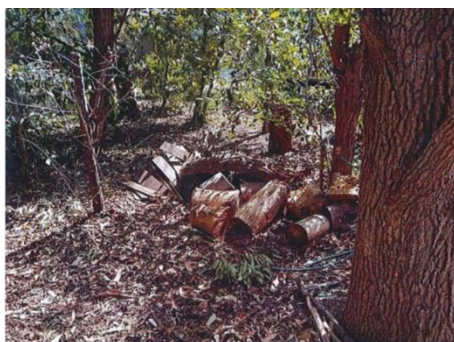
We also worked closely with Hawkesbury City Council to address squalor & hoarding issues at another 10 properties. The photos below show before our contractors started, and the now-usable yard after they completed the job.

## Lawn & Garden Yard Maintenance Services at a glance

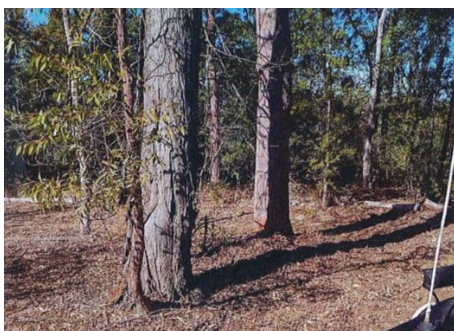
- 702 properties

- 33,359 hours of service

Before



After



# Seniors Community Meals & Social Support

**The Peppercorn Services Multi-Service Outlet** is funded by the Commonwealth Home Support Program (CHSP) to provide entry-level support services to assist frail, older people to live independently at home and in the community.

Providing meals to frail, older people at our centres and elsewhere assists in informal health monitoring of clients and supports social participation.

Structured group-based activities are designed to develop, maintain and support social interaction and independent living.

The social support groups can participate in tailored activities promoting physical activity, cognitive stimulation and emotional wellbeing, or excursions and day trips that encourage clients to interact and engage with their peers.

## Seniors Community Meals & Social Support Services at a glance

- 83 clients receiving support
- 1,488 meals provided
- 2,411 trips
- 5,412 hours of social support





# The Hawkesbury Leisure and Learning Centre

**The Hawkesbury Leisure and Learning Centre (HLLC)** in Richmond facilitates service delivery for Peppercorn Services and connects individuals and groups to community activities and resources. HLLC is directly supported and funded by Hawkesbury City Council. Macquarie Community College and the Australian Research Centre for PTSD are our cornerstone hirers.



## Hawkesbury Leisure and Learning Centre has hosted:

- **Events** such as Hawkesbury Dementia Awareness Forum Breakfast Seminar, Meet Your Neighbour, Clothes Swap
- Offer 3 different **counselling support services**
- **NDIS and other consultations** with Susan Templeman MP
- **Supporting other Not-For-Profit businesses** such as Boomerang Bags; Hawkesbury Remakery, Diverse Hawkesbury; and Hawkesbury Environment Network.
- **Working collaboratively with local small businesses in the Hawkesbury** – Mums In Business Association, Little Blue Books, Sharline Cupcake Kitchen, Mini Mess Makers;
- **Provided information and training sessions** with Lifestart, LEAD PDA, Leep Digital skills, G & J Courses in Association with VetPD, Set2Learn, Uniting NDIS local area coordinators, and Wesley Mission
- **Hawkesbury City Council community consultations** on Mental Health, Dementia Awareness, Autism Step etc
- **Health and Leisure To You** – social group for younger onset dementia
- **School Holiday Activities** – Cupcake decorating workshop, Mystery Movie Day, Family Time & Old School Board Games
- **Exercise activities for all ages and abilities** - Funshine Yoga, Yoga from the Inside, Past Tense Yoga & Seniors Exercise Group, Accent On Dance – Mums/Dads & Bubs Session, Dance Over the Spectrum (DOTS) and Build-A-Mind Lego workshops
- Royal Institute for Deaf & Blind Children (RIDBC) – Cochlear Implant Program
- **Provided opportunities for informal social groups** such as Women's Knitting & Social Group, Men's Social Group, Walk & Talk for Men and Walk & Talk for Women



# Our People

**It is with deep appreciation that we say Thank You and acknowledge every worker who has contributed to the success and growth of Peppercorn Services in 2018-2019.**

## Our Board

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>▪ Rob Ewin (Chair)</li><li>▪ Kerry Spindler (Vice Chair)</li><li>▪ Joseph Litwin</li><li>▪ Meagan Ang (Secretary)</li><li>▪ Cheryl Feeney</li></ul> | <ul style="list-style-type: none"><li>▪ Emma-Jane Garrow</li><li>▪ Katherine Hawes</li><li>▪ Kevin Hedge</li><li>▪ Kaylene Kelland</li><li>▪ Ian Moore</li></ul> |
|---|--|

## Our Paid Staff (through the year)

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>▪ Jodie Barber</li><li>▪ Michael Berryman</li><li>▪ Anne Birchall</li><li>▪ Lauren Boaz</li><li>▪ Therese Bogart</li><li>▪ Jillian Carter</li><li>▪ Ossie Cividin</li><li>▪ Jenni Mae Clissold</li><li>▪ Kristine Cooper</li><li>▪ Khrise Craig</li><li>▪ Marilyn Downey</li><li>▪ Eddie Dries</li><li>▪ Kevin Ewer</li><li>▪ Debbie Facchin</li><li>▪ Gina Ferguson</li><li>▪ Sharon Fisher</li><li>▪ Rebecca Gilbert</li><li>▪ Tony Griffiths</li><li>▪ Louise Hampshire</li><li>▪ Maree Hanna</li><li>▪ Ashlei Hay</li><li>▪ Deborah Humphreys</li></ul> | <ul style="list-style-type: none"><li>▪ John Irving</li><li>▪ George Maunder</li><li>▪ Cheryl Millard</li><li>▪ Dianne Pausey</li><li>▪ Veronique Pierre</li><li>▪ Tammy Porter</li><li>▪ Annette Price</li><li>▪ Katrina Rapson</li><li>▪ Kim Roche</li><li>▪ Nicole Scott</li><li>▪ Janell Skinner</li><li>▪ Greg Staniland</li><li>▪ Deanna Stapleton</li><li>▪ Melanie Stephens</li><li>▪ Michael Taylor</li><li>▪ Andrew Tuck (EO)</li><li>▪ Darren Vos</li><li>▪ Wendy Weibye</li><li>▪ Hailee Williams</li><li>▪ Meigan Williams</li><li>▪ Cassandra Windybank</li></ul> |
|---|---|

## Our Volunteers

- Amy Barry
  - Barbara Bolsover
  - Joan Bruce
  - Melissa Camilleri
  - Helen Colagiuri
  - Kerrie Creer
  - Erna De Candido
  - Robyn Douglas
  - James Fenech
  - David Fleetwood
  - Beverley Gilmore
  - Debra Grainger
  - John Godsell
  - Kelly-Marie Gomes
  - Mary Johns
  - Maggie Kable
- Julie Kim
  - Gloria McCabe
  - Leah Muscat
  - Elaine O'Connell
  - Liz Parker
  - Gail Pausey
  - Julie Payne
  - Lynne Pfister
  - Adam Pemberton
  - Jennifer Platt
  - Karen Scherer
  - Leah Shipard
  - Gus Vans-Colina
  - Jackie Varley
  - Kaye Weller
  - Crystal Xerri





# Peppercorn

BRINGING THE HAWKESBURY TOGETHER

**Peppercorn Services Inc.**

ABN: 34 611 224 255

Peppercorn Place

320 George Street, WINDSOR NSW 2756

Tel: 02 4587 0222

Email: [frontdesk@peppercorn.org.au](mailto:frontdesk@peppercorn.org.au)

[www.peppercorn.org.au](http://www.peppercorn.org.au)