

# Peppercorn Community Transport Activities & Meals



## Welcome to 2021 !

As we welcome in this new year, the team at Peppercorn Community Transport is working hard to grow our services and support as many people in the Hawkesbury that we can.

This is the first year we don't have a close down period between Christmas and New Year. We will have drivers on the road and team members in the office to support you each day in the Christmas period except for weekends and public holidays.

If you need to get somewhere be it for a medical consultation, a quick trip to the chemist to pick up your scripts or to pop into the shops call us and we can get you there. Our usual driving hours are 7am to 4.30pm however if you have a need for transport outside of these hours please call and we will see if there is any availability.

As mentioned late last year we are moving into the technology world by looking at an automated confirmation system. When implemented, the day before your booking you will receive an automated telephone message telling you your estimated pick up time. Remember, if you need to cancel or change your booking, please call us as soon as possible.

The new confirmation process may take a little time to get used to but the benefits for Peppercorn and our clients are very promising and we have been assured by other community transport providers that it is working extremely well.

## Requests for transport

We understand that sometimes you need transport immediately or the next day and this could be because someone has let you down or your doctor has changed your appointment.

We ask that you appreciate our attempt to support you and ask you to please not yell or hang up on us if we are unable to assist. The office team do their very best with the resources we have to offer transport to the entire Hawkesbury community.

TRANSPORT BOOKING LINE:  
4504 7022

SOCIAL OUTINGS  
& SENIORS MEALS  
4504 7055

LINES OPEN:  
Monday to Friday 9 til 3

Seniors Meals & Outings call 4504 7055.  
Transport information & bookings call 4504 7022.

Public Holiday – Monday 28 December 2020 – call for replacement service being offered  
Public Holiday – Thursday 26 January 2021 – call for replacement service being offered  
Driver Training & Team Meeting – Wednesday March 17 & June 16 – limited transport available

## Weekly Shopping services

Monday - Destination Richmond Marketplace & Coles

Vineyard, Windsor, South Windsor, Bligh Park, Windsor Downs & Bilpin, Kurrajong, Bowen Mountain, Grose Vale, Grose Wold, North Richmond

Wednesday – **NEW SERVICE** - Destination Richmond Marketplace & Coles

Blaxland Ridge, East Kurrajong, The Slopes, Tennyson, Glossodia, Freemans Reach,

Thursday – Destination Richmond & Windsor Riverview Shopping Centre

Cumberland Reach, Lower Portland, Sackville, Ebenezer, Wilberforce, St Albans, Central MacDonald, Lower MacDonald

Friday – **NEW SERVICE** - Destination – Rouse Hill Town Centre

Cattai, Pitt Town, Maraylya, Oakville, McGraths Hill

## Bus Attendant

Some of our regular shoppers may have already met the newest addition to our team. Tony is travelling with you on the Monday & Thursday buses, and can assist you on the bus, at the shopping centre and when it's time to leave he will help the driver load the bags in the bus.

## Annual Survey

Thank you to everyone who completed and returned the annual survey, your feedback is valuable. Your responses have identified some areas for improvement as well as lots of praise for our drivers and our office team. Remember, you can comment on any trip. Each vehicle has a supply of feedback forms on board (just ask your driver) or contact the office.

## Covid 19 update

Face Masks – our drivers continue to wear face masks, to keep us all safe. We are still asking you to wear a mask whilst travelling in our vehicles.

Seating in vehicles – Due to suggested social distancing by NSW health there is still no access to the front seat in our cars. In our buses you may be directed by the driver to a seat.

## Social outings

Our mystery trip was the most popular outing in November, for this reason we will continue them on a regular basis.

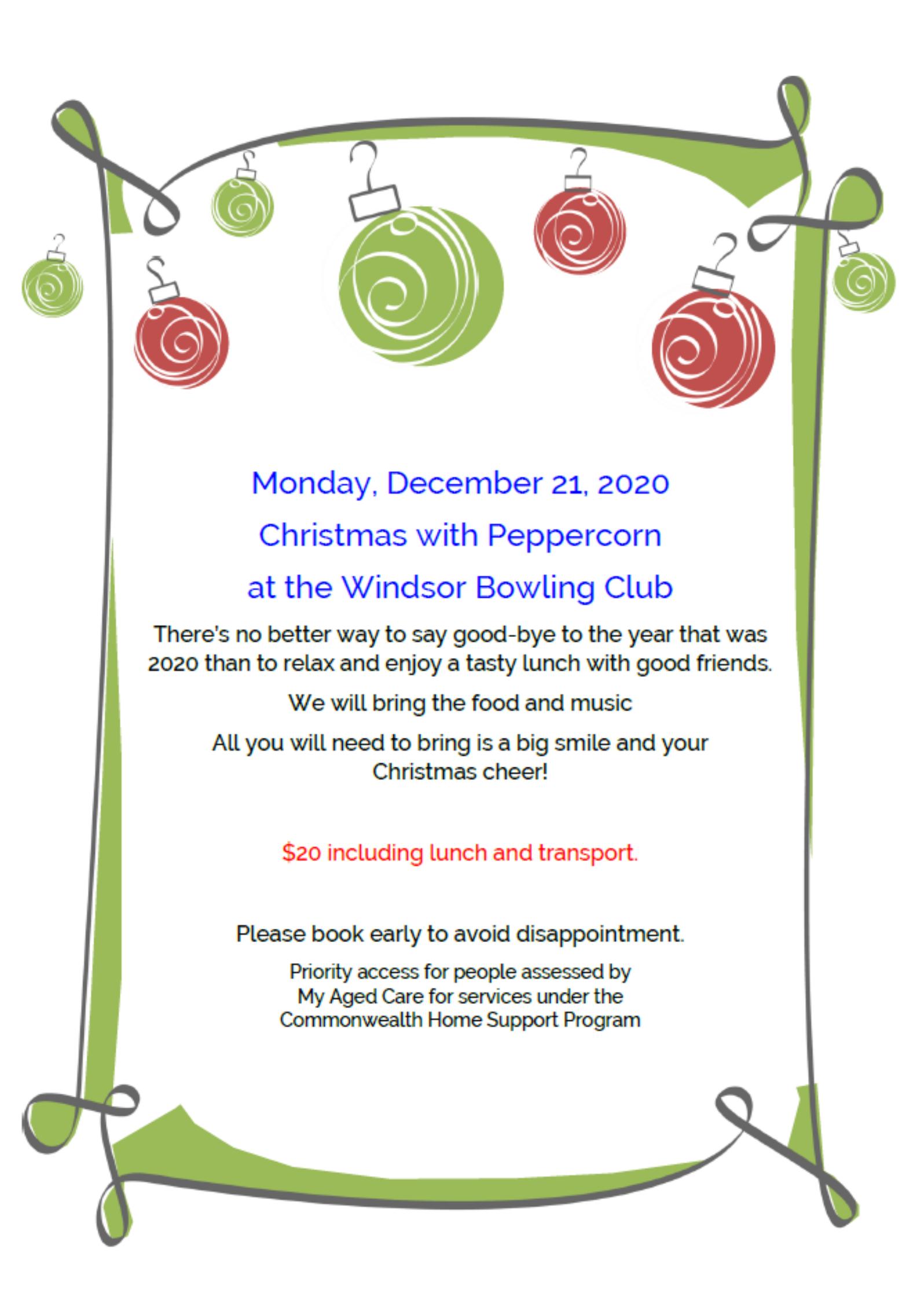
You may know the perfect place for us to go – let us know, but shhh – it's a mystery!

Our social outings are popular, and many of them have a wait list. If you have registered for one and you can no longer go, please call us to cancel as soon as you can, so that others don't miss out.

Please ensure you telephone the office between midday and 2pm the day prior to your outing for your estimated pick up time.

Unfortunately, COVID19 restrictions mean there are still limitations on the places we can visit as a group. Please select just two outings so that others can get out as well. Of course, you can add yourself to as many waitlists as you like if you'd like to do more than 2 outings.

Seniors Meals & Outings call 4504 7055.  
Transport information & bookings call 4504 7022.



Monday, December 21, 2020  
Christmas with Peppercorn  
at the Windsor Bowling Club

There's no better way to say good-bye to the year that was 2020 than to relax and enjoy a tasty lunch with good friends.

We will bring the food and music

All you will need to bring is a big smile and your  
Christmas cheer!

**\$20 including lunch and transport.**

Please book early to avoid disappointment.

Priority access for people assessed by  
My Aged Care for services under the  
Commonwealth Home Support Program

# January 2021 - Community Transport Outings

## Date

## Destination and Details

**Wednesday**  
**6 January**

Harbord Diggers - Freshwater

We are starting our social outings for 2021 bound for the coast. Sit back and take in the gorgeous views with a selection of pub favourites to choose from such as schnitzel, beer battered fish and nachos with lighter options of Caesar salad or grilled salmon.

Transport \$20  
Lunch at own cost  
from \$20

**Friday**  
**15 January**

The Hive - Berambing

Located just 45 minutes from Windsor is The Hive. The café boasts specialty coffee and quality food including artisan sourdough, savoury pies, toasties and their house made apple pies and scones. The store has a range of local produce for sale.

Transport \$20  
Lunch at own cost  
from \$10

**Wednesday**  
**20 January**

Mystery Drive and Lunch

Our last Mystery Trip was so popular we have decided to make them a regular event! If you'd like to get out and about, enjoy a drive and catch up with your Peppercorn friends then this is the outing for you!

Transport \$15  
Lunch at own cost

**Friday**  
**29 January**

Vanilla Cream Café - Annangrove

November's Mystery Drive destination got such rave reviews we're going again. If time allows, we'll make a stop at one of the local nurseries the way home.

Transport \$10  
Lunch at own cost  
From \$15

### About our services

- Booking lines are open 9:00 to 3:00 Monday to Friday. If we can't get to your call, please leave a message.
- Appointments within the Hawkesbury area require at least 3 days' notice, outside area 5 days.
- When booking, ensure you have your destination address and appointment time at hand.
- If you need to cancel your booked trip, please call us as soon as you can.
- You must be able to get on and off the bus, or in and out of the vehicle, on your own or with the assistance of your carer (who is travelling with you). Drivers are not permitted to sign you out of hospital or day surgery.
- Tap & Go is our preferred method of payment.
- Please speak clearly and politely to our team members. Abuse will not be tolerated. We will not serve you if you swear at us, and if you are rude or mumble, your booking will take longer to process.
- People visibly affected by drugs or alcohol may be refused transport.

**IMPORTANT:** We are asking all clients to check that their house number to ensure it is clearly displayed for our drivers to be able to locate you.

Seniors Meals & Outings call 4504 7055.  
Transport information & bookings call 4504 7022.

## February 2021 - Community Transport Outings

Date	Destination and Details	
<p><b>Wednesday</b> <b>3 February</b></p>	<p>Flower Power – Taren Point</p> <p>Here's your chance to enjoy a drive to the Shire. Flower Power has a vast range of quality plants and giftware. The café menu has an excellent variety, with something sure to please every palate.</p>	<p>Transport \$15 Lunch at own cost</p>
<p><b>Monday</b> <b>8 February</b></p>	<p>Eastern Creek Quarter</p> <p>One of the newest shopping centres in Western Sydney today's destination is a foodie's dream. There's a wide range of cuisines to tempt you. Stores include a Bonds clearance outlet and a Red dollar store.</p>	<p>Transport \$15 Lunch at own cost</p>
<p><b>Friday</b> <b>12 February</b></p>	<p>Celebrate the Lunar New Year</p> <p>Trying something new this year in supporting a local Chinese restaurant and having some fun at the same time. Join your social friends to celebrate the new year. Keep an eye out for a red envelope.</p>	<p>Transport \$10 Lunch at own cost from \$17</p>
<p><b>Monday</b> <b>15 February</b></p>	<p>Heritage Village Café – Wisemans Ferry</p> <p>Celebrate a delayed Valentine's day with your Peppercorn friends at this beautiful spot looking over the valley and up to the colourful rock formations.</p>	<p>Transport \$15 Lunch at own cost</p>
<p><b>Wednesday</b> <b>17 February</b></p>	<p>The Factory – Nougat &amp; Chocolate - West Gosford</p> <p>For those with a sweet tooth...ing for you. Featuring a range of... exclusive products to suit...ges.</p> <p><b>CANCELLED</b></p> <p>** This is a long day *****</p>	<p>Transport \$43 Includes lunch and tour</p> <p>Pre Pay by 8 January</p>

For all social outings with Peppercorn, we suggest that you:

- bring a small bottle of water
- dress to the days weather conditions
- and wear suitable footwear

## February 2021 - Community Transport Outings continued

Date	Destination and Details	
<b>Monday</b> <b>22 February</b>	Mystery Morning Tea Trying out a difference morning tea destination. Be it a tea or coffee why not team it up with a sweet treat.	Transport \$5 Morning tea at own cost.
<b>Wednesday</b> <b>24 February</b>	Flame Café – Country Club Gledswood Hills Just off the Camden Valley way the Flame Café offers visitors café style eating of freshly made sandwiches, snacks and beverages. You might even like to indulge in sweet or savoury snack before making the trip back to the Hawkesbury.	Transport \$15 Lunch at own cost.
<b>Friday</b> <b>26 February</b>	Mystery Drive and Lunch Our driver has planned a pleasant drive with a lunch stop supporting a local business. Come along and enjoy the surprise!	Transport \$10 Lunch at own cost.

## What else can we do, where else can we go?

In 2021 we plan to expand our social outings to include offerings such as:

- A walking group to visit local bushlands in the Hawkesbury and afar for the nature lovers and bird watchers amongst us.
- A foodie's group that takes in a different cultural tasting experience – Turkish, Greek, Thai, Chinese, Lebanese, Vietnamese, Italian, Modern Australian, Tapas or Mexican just to name a few.
- A bargain shoppers group visiting discount shops and factories. Who doesn't love a bargain?
- A Green thumbs group dropping in on the best places to pick up pots and plants to help get your garden looking and staying in ship shape.
- A plan your own day where a driver will drop you at Richmond Railway station in the morning and pick you up from the station in the afternoon - leaving you to travel on the train to the destination of your choice!

What do you think? Do you have any ideas to contribute? If so, please call us and let us know.

Remember, the outings are to get you out and about – what would you like to do?

Seniors Meals & Outings call 4504 7055.  
Transport information & bookings call 4504 7022.

# Seniors Meals & Social Support Program

With the easing of restrictions on venues and booking numbers, we are now able to return to our usual lunch program numbers.

If you are interested in attending both lunch days, please contact Louise on 4504 7055 to register.

## Destination Details

**NORTH RICHMOND PANTHERS** - Flavours Bistro is a regular destination and offers club favourites such as fish & chips, chicken schnitzel, roast of the day, pasta and pizza.

**THE RICHMOND INN** - Back by popular demand. Grilled fish, Bangers & Mash, Roast Vegetable Pasta and a Classic Beef Cheeseburger are among the delicious meals on offer.

**THE HERITAGE HOTEL, WILBERFORCE.** Your lunch options at the Heritage include pasta, steak, chicken or fish. Followed by ice cream or tea/coffee.

Tuesday		Thursday	
January 5	North Richmond Panthers	January 7	The Richmond Inn
January 12	The Heritage Hotel	January 14	North Richmond Panthers
January 19	The Richmond Inn	January 21	The Heritage Hotel
January 26	No service – Public Holiday	January 28	The Richmond Inn
February 2	The Heritage Hotel	February 4	North Richmond Panthers
February 9	The Richmond Inn	February 11	The Heritage Hotel
February 16	North Richmond Panthers	February 18	The Richmond Inn
February 23	The Heritage Hotel	February 25	North Richmond Panthers

### Remember:

This information is for clients assessed and referred to us by My Aged Care under the Commonwealth Home Support Program (CHSP).

Total cost for your meal and transport is \$20 for CHSP eligible clients only. If you are driving yourself and don't need transport, meal cost is \$10.

Guests and clients on other packages are welcome, however full cost recovery and conditions apply. Please contact us for details 02 4504 7055.

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Transport information & bookings call 4504 7022.

Merry Christmas  
and a very Happy New Year  
from all of us at  
Peppercorn Community Transport

We're looking forward to travelling with you in 2021!

In the office:

Dianne, Debbie and Louise

Our drivers:

Mike, Ossie, Eddie, Kevin, Tony,  
John, Vickie, George, Greg, Michael  
and Darren

And our wonderful volunteers:

Barbara, Robert, Joan, Gail, Elaine, Tony, Adam, Gloria and Elaine

