



Peppercorn

BRINGING THE HAWKESBURY TOGETHER

2022 Annual Report



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.

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OUR VISION

To enrich lives
through connections,
partnerships and opportunities

OUR MISSION

To coordinate solutions for people in need, at
a time they want, to live the life they choose

OUR TEAM

Peppercorn is committed to creating a diverse, equitable
and inclusive workplace.

Peppercorn considers people to be our most important
asset. As we continue to grow our operations, we remain
committed to investing in our people.

10

21

62

Board Members

Volunteers

Employees

OUR BOARD



Rob Ewin
Chair
Community Representative



Clr. Emma-Jane Garrow
Hawkesbury City Council
Councilor Representative
Resigned March 2022



Angela Maguire
Vice Chair
Chair Audit and Risk
Subcommittee
Community Representative



Cheryl Feeney
Hawkesbury District Health
Service Representative



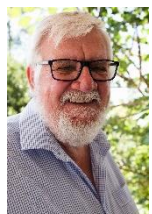
Mary Kinnon
Treasurer
Community Representative



Kate Tye
Wentworth Primary Health
Network Representative



Meagan Ang
Secretary
Public Officer
Hawkesbury City Council
Representative



John Baker
Community Representative



Amy Bond
Hawkesbury City Council
Representative



Helen Colagiuri
Community Representative

CHAIRPERSON'S REPORT

2022 has been a challenging and milestone year for us all at Peppercorn Services Inc.

I sincerely thank the members of our Staff, our Management Team, our Executive Officer, Jessica Innes and our Board for their support, dedication and resilience throughout the past 12 months. We all thought 2021 was a year full of challenges, however 2022 proved to be another tough year, yet our amazing organisation rose once again to meet the challenges before us and acquitted itself admirably. Well Done and Thank You everyone.

In late 2021, we made the tough call to exit our Pre School activities. Recent changes to statutory accreditation standards along with difficulty in recruiting suitably qualified staff, increasing imposed costs and falling enrolments of children domiciled on our Hawkesbury LGA meant we had to make the difficult decision to discontinue our Pre-school Service at South Maroota and Wisemans Ferry at the conclusion of 2021.

Our Strategic Plan commits us to maintain & grow our Family Services activities, ramp up our Aged Care Community Support Services and to become an accredited local provider of disability services under the National Disability Insurance Scheme (NDIS). We are committed to continue operating our Peppercorn Transport Services. The State Government continues to review and hold discussions on how community transport will be supported and operated into the future. We are constantly ensuring the community transport needs of people in regional and remote area communities (like we have here in the Hawkesbury) are heard and understood. The transport models being currently proposed by our State Government appear to be suburbia orientated which is of concern to our Board. We will continue to seek a fair balance between providing a viable transport service that meets the needs of our Hawkesbury community, while capitalising on emerging transport initiatives and the constant push by Government to reduce costs.

Peppercorn has received widespread accolades from emergency service organisations for our work & efforts in providing assistance to people impacted by floods. The genesis of this was during the 2021 floods, when our Executive Officer, Jessica Innes, came across significant gaps in responses to vulnerable people living in our local community who were being adversely impacted by the floods. Resilience NSW were quick to respond to our requests for assistance and our Recovery Support Team was established and was in place and ready to respond when the 2022 floods struck. They have done an amazing job, supporting over 750 local residents in need of assistance. We now have a team 16 staff, skilled to provide support to build capacity for people to prepare, respond and recover from emergency situations, led very capably by Trish Glover.

As a result of our renewed focus on Family Services, Aged Care Community Support, NDIS Support, Recovery Support and Emergency Planning, our Board approved a restructure of our business too better align and support our four key focus areas. Implementing change is always a challenge, and on top of dealing with COVID19 and local flooding, I would like to thank our Executive Officer, Jessica Innes for the thorough and professional manner in which our restructure was implemented. I sincerely thank those staff who have left us for their dedicated and valued efforts over recent years. To the staff who have recently joined us, "welcome to Peppercorn"; I and our Board look forward to working with you and sharing in the skills and experiences that you bring to us. To the many staff continuing with us, Thank You for your understanding, dedicated efforts, and support during the transition period. We greatly value the contribution each of you make every day and we are very proud to work with you in Peppercorn.

Under our Board succession plan, I was to stand down as Board Chair at the 2022 Annual General Meeting (AGM). Unfortunately, due to unexpected events and work commitments, my planned successor and Vice Chairperson Angela McGuire has had to step down from our Board. Angela was also Chair of our Audit & Risk Sub Committee. I thank Angela for her service, contributions and dedicated efforts to our Board over the past 3 years. Thank You to John Baker, who has accepted the role of Audit & Risk Sub Committee Chair. Should there be no nomination for Board Chair at our AGM, I am willing to stand again for another 12 months.

We warmly welcome Councillor Danielle Wheeler as the Councillor Representative on our Board. Danielle replaces Councillor Emma-Jane Garrow, who we thank for her contributions to our Board over the past 5 years.

We also say farewell to Amy Bond, who has been a council staff representative on our Board for the past 3 years. We thank Amy for her time and contributions during her term. Charles McElroy replaces Amy as a council staff representative. Welcome Charles.

I'm delighted that all other Board Members have agreed to remain on our Board for 2023.

It is a pleasure & privilege to be involved with a professional and wide serving organisation that Peppercorn is. Our community can be very proud of the staff and services that Peppercorn provides to those in need, in our wonderful Hawkesbury community.



Rob Ewin
Chairperson

JOHN'S STORY: HANDING OVER THE TOOLS

As a carer for his wife, Mr John Cody joined Peppercorn's Social Connections Program to have some respite from his caring role and to socialise within the community. In getting to know John, talking about families, careers and reminiscing about life, we learnt that John was full of amazing tales, bad jokes and could talk the leg off an iron pot.

During one of the many conversations about family, the support worker shared that her son was a shipwright. John stopped dead in his tracks, stared at the support worker and could not believe what he had heard. She went on to explain that a shipwright was also called a boat builder and John became quite emotional. John explained that he was also a shipwright (now retired) in his younger days and worked at Bobbin Head. Knowing that a shipwright is a very uncommon career, this topic made for lots of conversation and a bond was made from that moment on.

John talked about the tradition of a retiring shipwright handing down his tools to an up-and-coming shipwright. The support worker asked if he would like to meet her son to which John agreed with excitement about the prospect of sharing stories and meeting the young man.



A few months went on and there was an opportunity for Peppercorn to arrange an excursion to Bobbin Head. Bobbin Head has an amazing marina called Empire Marina where John had spent many years working on boats. As such a meaningful opportunity, family support was on hand for John's wife to enable John to attend.

On 30 September Peppercorn's social group headed off on a community transport bus, destined for Bobbin Head and the opportunity to meet the young shipwright. Upon John's arrival at the marina the stories started, rattling off names of people who were previously employed there, owners of boats, different types of boats and how they were made. It was magical to see John enjoying reminiscing about his past career.

John met up with the manager of the marina (pictured left) and spoke about the changes and what it was like when he was there.

The group sat down for lunch and Karen the Support Worker explained to everyone that John had previously worked at this marina, and it was important to him to pass his tools down to a shipwright who is practicing today. John proudly came to the front of the group, retrieved his tools from inside his walker and proceeded to hand them over to the young man, shaking his hand.

The whole restaurant clapped, and it was very emotional moment. The young shipwright took John on a tour, showed him the boats he was working on and a wooden boat that was up on stilts. John was so intrigued with the wooden boat, telling stories of when he worked on them.



Handing over of the tools from one shipwright to another was important to John and will be remembered as a story to be told to future generations of shipwrights.

We thank John and his family for allowing us to share this story.

EXECUTIVE OFFICER'S REPORT

2021-22 has been a time to tackle adversity head on. It has become a key strength of our community, our volunteers, our staff and our board, apparent with all that we have faced. Our relations within the community have proven to be our backbone to bouncing back, time and time again.

I'm proud that Peppercorn was there for members of the community who were facing precarious circumstances prior to the floods. Our focus at Peppercorn has been to build the capacity of the community to plan, prepare and act in adverse situations. While there is still a long way to go, I'm proud of our hard-working professional workforce who undertake vital roles and bring expertise and ingenuity to tackle complex issues.

Over the course of a year, Peppercorn has gone through significant and necessary changes for a variety of reasons, primarily in addressing the financial viability of programs and to prepare for the reforms underway across the various sectors in which Peppercorn provides community services. We wish the team members who have moved on every success and thank you for your service over the many years with us.

The expansion of our emergency preparedness and recovery support programs saw us expand our service coverage beyond Hawkesbury, into Blacktown, Hills, Hornsby, Penrith, Blue Mountains and the Central Coast Local Government Areas.

We are grateful for the close working relationship we have developed with the State Emergency Service, Infrastructure NSW, Resilience NSW, Hawkesbury City Council, and the University of Sydney, who have all been instrumental in developing our knowledge and practice in emergency preparedness. Our role in increasing community awareness has only just begun and we look forward to supporting the autonomy of seniors, people with disability and people with chronic health issues, to lead their own disaster preparedness planning going forward.

Central to our success has been our workforce who dedicate themselves to the task of making a difference. They are an amazing bunch of people. We welcome our new team members who have joined us – there's quite a few of you, making up a workforce of 62 employees, 21 volunteers and 9 board members; a 27% increase on last year.

I would like to thank the Peppercorn board for their support, insight, and dedication throughout the year, with a special thanks to Mary Kinnon for stepping in to assist as necessary.

As we embark on our newly formed strategic plan with a robust community-focused leadership team, I'm excited to see the next 12 months unfold. A critical milestone for us will be to implement our community outcomes framework to assist in evaluating our impact in the community. This will work alongside the implementation of our organisation-wide client record management system to better capture and understand the needs of our clients and address gaps as they arise.

Reflecting on the year that was, it makes me proud to be the Executive Officer of such a dynamic and community focused team – thank you for making every day brilliant and making a difference to the many people you support.



Jessica Innes

Executive Officer

DONORS AND SPONSORS

It is with gratitude that we acknowledge the valuable contribution made by our donors and sponsors. Your generosity has served the community to provide fee free cancer and renal care transport assistance and provide financial and material aid to the community impacted by floods.

Amart	Hawkesbury Screen Printing and Embroidery
Ampol	Kmart
Amy Barry	Linc&Coh Hair and Makeup Artist
Angela Attard	Lindt Factory Marsden Park
Annie Dees Hair and Makeup	Made at the Ranch
B. McDonough Family Trust	Maree Fayne
Baptist Church Essentials gift	NAB Windsor and Surrounding Branches
Beauty on Westbury	Opal Card
BigW Richmond	Paint the Town Read
Blooms Chemist Windsor	Pink Finns
Bunnings	Richmond Lions Club
Chemist Warehouse	Share the Dignity
Coles	SpecSavers Richmond
Donna Ken and Margret	StreetSmart
Emmanuel Church	Strong Nation Church
GJ Grant PL	The Body Shop
Gloria Jeans Windsor Riverview	The Cancer Council
Harmony at Home	The Good Guys
Harmony Radio	Toyota
Hawkesbury City Council	Tracey Greenaway
Hawkesbury Flood Relief Dance Groups	Windsor Home Store
Hawkesbury Independent	Woolworths

FAMILY SERVICES



(Old Hawkesbury Hospital lit up orange for the 16 Days of Activism against Gender Based Violence - November 2021)

LIVING IN COMMUNITIES-LINCS

We are proud of our LINCS volunteers for continuing to provide support flexibly during the COVID lockdowns and floods and adapting their contact from face to face to over the phone, to ensure a continuity of engagement was provided to the families and support given.

LINCS volunteers were matched to 10 families over the past twelve months with a significant increase in referrals for multiple birth support needs. To support this unique need, we changed how we deliver practical assistance to families with twins and triplets to ensure that needs were more adequately supported.

FORGOTTEN VALLEY MOBILE PRESCHOOLS

Regrettably in July 2021, the Forgotten Valley Mobile Preschool was required to temporarily close as we were not able to secure an Early Learning Educator as required by the NSW Department of Education. Our request for a waiver was declined and we were left with no other option other than to surrender the preschool management and control back to Hawkesbury City Council in December 2021.

EARLY INTERVENTION FAMILY SUPPORT

Family services have worked to overcome various aspects of adversity this year. With the Family Centre becoming the central flood recovery centre, services were adapted to harmoniously co-locate with local, state and federal agencies to provide much needed support to the community in a central location. We thank our families for your understanding during this time of adjustment.

St John of God Community Health Dept have continued to partner with our service to deliver the first-time mums Connect & Chat program. Many parents and children that were referred have continued to attend our other programs as their children grow.

Case management support was provided to 94 families, of which 13% identified as Aboriginal or Torres Strait Islander. Of the 94 families supported, 25% of clients supported residing further than 15klm from the Family Centre.

Due to COVID and the impact of floods, our parenting programs were offered in alternative modes to ensure continuity for families during what was a challenging time. Feedback from families was positive and we will now consider offering online delivery periodically for families that find this more convenient.

This year we offered two new programs, Mini Explorers (9m-18m) and Big Explorers (18m-2.5yrs), allowing us to double the number of families attending and support the specific developmental capabilities of each age group, with parents providing feedback that they found it easier to engage with their child.

During Covid lockdowns our families reported an unmet need of connection for both parent and child. To encourage families to get outside and explore, we created activity packs that included items such as books, puzzles or games, crafts and toys together with our service information to be hidden across the community in over 12 different parks. The activity pack drops were paired with staff wearing outrageous costumes to bring some cheer to the wider community during the difficult months of lockdown. Specific packs were created for RUOK? Day, Father's Day and Sun Safety with extra support information being distributed in the community.



As always, our infant massage groups are always in high demand with the benefits of soothing techniques that promote bonding and attachment between parent and child being realized by those that have attended. In addition to infant massage, workshops were facilitated and highly attended in sleep and settling; child restraint and first aid.

The favourite activity by far though has to be the Spoonville Social Activity. Playgroup families were given a take home craft pack to compete during the start of November and then bring their crafts back to the centre to display in our Christmas set up. Children were excited to bring in something they had worked on at home and proudly posed for photos with their crafts. Many families commented that their child engaged with this activity with another family member who does not have the opportunity to attend playgroup. Children were proud coming back each week to check if their craft is still on display, pointing out to their peers which ornament they decorated.



RESILIENCE SERVICES EMERGENCY PLANNING

Peppercorn were successful in applying for a grant through Preparing Australia to continue on with the Person Centred Emergency Preparedness (PCEP) Program, that was originally funded as a small project through Hawkesbury City Council for the Hawkesbury. This grant has given us the opportunity to expand our services to the Blue Mountains Area.

Two dedicated PCEP Facilitators were hired for the next 2.5 years. Both come with a background in working in their communities – Hawkesbury and Blue Mountains.

PCEP aims to enable people living in the community with a disability, seniors or have chronic health conditions assess their risks across various emergency scenarios, to develop a plan to respond when necessary. The program works to support the persons autonomy, engage their support network and minimise their risks.

We appreciate the support provided by the University of Sydney's Centre for Disability Research and Policy for sharing their time, learnings and vision for utilizing evidence-based practice to engage people with disability to be actively involved and autonomous in emergency planning.



Emergency personnel explain how they use P-CEP

Sally W

" P-CEP enables individuals who may not have necessarily had a **voice** prior to engaging with the program, the ability to **express** what their individual requirements and concerns are. People, specifically with disability but also everyone else, are able to be **actively involved** in their plan. This results in a return of **autonomy** as well as things happening for them rather than to them."

LEARN MORE ABOUT P-CEP TODAY: <https://collaborating4inclusion.org/home/pcep/>

Our facilitators have completed their training in PCEP through the University of Sydney, have been attending community forums and holding information sessions for community groups to promote the program and provide practical assistance and follow up as required.

We look forward to seeing how the PCEP program evolves over the next two years.

VOLUNTEERING

In March 2022 we put out a call for volunteers to help at the Flood Recovery Centre, South Windsor. Our volunteer Joan put her hand up and commenced quickly, in addition to her current role with the Social Connections team.

Joan provided much needed support to the staff and visitors to the centre. It was a time of high stress for those visiting the centre and Joan fitted in quickly, taking on whatever task was asked of her, until the Recovery Centre closed. She assisted again with the second Recovery Centre, providing the same excellent help as before.

At a recent afternoon tea at the centre for Peppercorn volunteers, the staff of our Recovery Support Services all greeted Joan warmly and said again, how much help she was in the Centre in the past. The result of that meeting is that Joan is now volunteering again, with Recovery Support Service providing administration support three days per week.

FLOOD RECOVERY SUPPORT SERVICE

Hawkesbury Valley flood plain has been hit with 3 floods in the past 18 months, this has taken a toll on the community, not only physically but mentally.

Peppercorn was successful in securing ongoing funding through Resilience NSW for the next 2 years, to provide case management to people living in the community that have been impacted by the floods. We have held this funding since March 2021, however given the wider spread of the most recent flood, the program has expanded to cover the Hawkesbury, Blacktown, Hills, Hornsby, Penrith, and the Central Coast Local Government Areas.

To date we have supported 751 families and are currently working with 377 active families that need ongoing recovery case management.



Peppercorn has accommodated the Recovery Centre in South Windsor with representatives attending the Wisemans Ferry Recovery Centre also. Once these sites close, our goal is to process the registrations and contact the residents that have come through these centers. We aim to ensure that residents are accessing services and support they are eligible for, due to the flood impacts..



We have a team of 10 Recovery Support Workers currently employed to provide direct assistance to the community.

Our team have frequented the local Community HUBS run by the local councils, work closely with other local providers and attend community events across the region to engage with the community and promote the assistance available.

Recovery Support Worker's assess each family's individual needs, researching options and resources available to assist and work with them to ensure a safe and healthy return to their properties, and/ or alternative housing. This is done through referral to services and agencies; developing community connections and supports; applying for and following up on grant applications and; providing advocacy where needed.



We believe it takes a village to support the community and we couldn't have supported the residents if it wasn't for the generosity of the community giving their time, manual assistance, financial and material donations. We have had some great outcomes from people connecting with each other and wanting to help other in their community.

STREETCONNECT

The StreetConnect grant funded by Resilience NSW and auspiced by Peppercorn, concluded in January 2022.



The StreetConnect working group assisted in strengthening awareness around local environment and knowledge of disasters over the duration of the project. As they saw the community face challenging times, they observed community members and groups move into phases of resilience building through the need to adapt to what they were experiencing.

Over the course of the project they witnessed the community experience firsthand a major bushfire, two floods and the COVID pandemic. This enabled them to hear people's experiences and stories especially around localised events, and subsequently to see local recovery efforts. It highlighted several areas of misunderstanding about natural disasters, particularly around the impacts on those who are not directly impacted and yet suffer a secondary impact. As there were many specific programs being rolled out after these emergencies. StreetConnect was mindful of stepping back to allow access at that point of time so people could benefit from immediate programs being delivered in their locality. As StreetConnect is designed for long term planning and resilience building, they felt that recovery phase initiatives such as those enabling physical assistance such as clean up, insurance, replacement of goods etc. were the priority. The project's objectives mainly focused on preparedness and their goal was to capitalise on identifying the gaps raised round this to feed it into the long-term community led ways of building resilience.

StreetConnect hope the connections made during the project will contribute to further resilience building initiatives being undertaken at a local level. Resilience will be built through these communities having connections in place to develop locality-specific ways to prepare and respond to challenges they face. Emerging from the various challenges faced during the recent series of disasters has enabled people to better understand the need to have networks, plans and knowledge around where to go and what to do – ranging from basic preparedness strategies to more complex plans around where to move animals to, or how to secure their house, who to contact etc.



SODA: HAWKESBURY SOCIAL DANCE

We are excited that SODA events have been gathering momentum and achieving a natural growth rate across the Hawkesbury. To date, we have held 56 events in total, 12 of which were online during COVID lockdown.

Following community requests, the SoDa working group introduced a matinee session for children and trialed these for three months. The St Albans community was quick to engage and has a group of regular children who love the sessions, however the working group continue to speak with the community to come up with new options.

SoDa has successfully partnered with Kurrajong North Richmond Rotary to bring a BBQ flavour to some events.



In addition to weekly newsletter, social media activity and word of mouth promotion, The Hawkesbury Gazette ran a SoDa news story in August.



Feedback from participants has been consistently high, with evidence that connection, psychosocial wellbeing and support is being facilitated, a key objective of the project. An online participant survey was conducted as part of the mid-project review with lots of positive feedback from the community, with one resident saying “I was really unsure whether to come tonight as I wasn’t in a good headspace. I feel so incredible right now and I’m very glad I came.”

DISABILITY SERVICES NDIS SUPPORT COORDINATION

Over the past 12 months, our NDIS Support Coordination services has established itself, based at South Windsor Centre. With two Support Coordinators working across Hawkesbury, Penrith and Blue Mountains LGAs our services primarily support people living with younger onset dementia (58%), living with a degenerative neurological condition (8%) or have a form of intellectual disability (34%).

Our Support Coordinators are active members of the Nepean Dementia Alliance, attending these monthly meetings to raise awareness for the people living with younger onset dementia. We maintain our advocacy for a dementia-friendly community.

We have experience working closely with a range of services that support our participant through their NDIS funding, including group homes, capacity building professionals, behavior therapists and social and community access supports to optimize the outcomes goals set by the people we support.

COMMUNITY AGED CARE SERVICES AND TRANSPORT



Our Community Aged Services are funded under the Commonwealth Home Support Program and include Meals, Individual Social Support, Group Social Support, other support services (dietitian and nutrition) and Lawn and garden. These services are to support the people in our community to live a holistic and fulfilling life.

Over the past year we have supported 73 individuals within our meals program who enjoy meals out in our local community. We have danced our way through restaurants doing Congo lines and having over people then questioning who we are and asking how they can join in our fun.

We have supported 60 individual people socially by taking them shopping, having coffee, supporting them to get to the hairdresser and doing home visits to just sit and chat. We have supported people over the phone by calling

them daily to see how they are going, this in turn give them something to look forward to and knowing there are people that care and support them. We have had amazing feedback from a social support client how our service has made her life less lonely and therefore not feeling as depressed. Peppercorn supported multiple people during Covid lockdown by providing welfare checks and assisting them to feel socially included.

Our social support group focus on taking people as a group out this could be to a local concert, music event or out to differing townships to visit the beach or other tourist attractions. We take them shopping to places they would not normally be able to get to, our social support group have grown, and we now have 108 people accessing these fun outings. This service also encourages new friendships and networks within the community. Let me just say we feel the staff have as much fun as the people that attend.



Our dietetic services started in May 2021 this was a new service that Peppercorn was funded to provide. The service started slowly although now has found traction and people have been accessing this service to support the dietary / nutrition needs. Our dietician portfolio of services includes group cooking classes, face to face home assessments, telehealth assessments and she is able to prescribe nutritional supplements to people in the community to support their

individual need. Our dietitian also works across programs to provide supports to NDIS clients.

Our dietitian has supported over 37 individual clients to maintain their nutritional needs. They have had some amazing times cooking, introducing people to new taste sensations, and sharing recipes and stories with people that attend her cooking groups.

Peppercorn community transport support people over the age of 65 and Aboriginal and Torres Strait Islander people over the age of 50, we also support transport disadvantaged people that are unable to access other types of transport to access the community. Our drivers are passionate, professional, and caring supporting all people to get to and from appointments, access community and enable people to get to cancer care treatment inside the Hawkesbury and out of area.



Our transport team supports the Hawkesbury community to get to their all types of medical appointments including specialists, GP, dentist, allied health service, they also coordinate with people to get to their cancer and dialysis treatments at times needing to book in 6-week schedules in at a time. In hospital trips alone this financial year Peppercorn Community Transport has supported a total of 587 trips to access Nepean Hospital and Nepean Hospital Cancer Care. Peppercorn also helps people access the community, by getting them to the hairdresser on time, we run shopping buses regularly to enable our community to get to local shops to do their groceries, banking and exercise groups.



Our lawn and home maintenance service to say the least is a very popular service and is supporting 604 people in the Hawkesbury to maintain and safe home environment. Peppercorn uses professional contractors to support the needs of the community to maintain their home, lawn and gardens. We have feedback from client's stating without this service their family would have to do it leaving them feeling like they are putting more pressure on them and therefore would not ask, this service keeps them independent by enables them to pay and organise the service they need for themselves.



Volunteering has always been the heart and soul of supporting our Hawkesbury Community and Peppercorn. We have amazing volunteers across the whole of Peppercorn freely giving their time and are committed to the Vision and Mission of Peppercorn.

TREASURER'S REPORT

It is my pleasure to write this year's Treasurers report. 2022 has been a difficult year for Peppercorn, with COVID safe measures still predominant, Peppercorn staff rose to the challenge in assisting the community when the Hawkesbury River flooded twice in a period of months.

Along with the normal operational issues Peppercorn has gone through a major restructure of the operational, financial and administration departments, and taken on a new grant with Resilience NSW is assisting people affected by the floods. This grant has increased our staff with 14 new employees at our South Windsor centre. I feel the organisation has now settled down, new staff are in their rolls and Peppercorn can go forward with a positive attitude to progress our strategic plan for 2022-23.

This years' results show an underspend in funds of \$177k, this will be acquitted in accordance with the requirement of the funding body. Peppercorns funding bodies are State, Federal and local government who specify the area of spend.

The Financial Accounts were prepared by KellyPartners + Berger Pieper's, replacing Khouri and Associates who declined to tender when requested. The Financial Statement includes comprehensive notes; however, some specifics are listed below to assist the user of this financial report.

The increase in operating revenue is mainly due to the Resilience project funding at the South Windsor centre, \$4.6M over a two-year period.

We had three long term employees take redundancy in 21-22 resulting in payments for redundancy, long service and accrued annual leave, coupling with the new staff resulted in an increased to our employee expenses by \$393k, while at the same time reducing our balance sheet liabilities.

In conclusion the year has been challenging but I feel strongly that the new Peppercorn team are positive and focused in assisting our clients' as we continue to grow and provide genuine care to our community.



Mary Kinnon
Treasurer

AUDITED FINANCIAL REPORT

The Audited Financial Accounts of Peppercorn Services Incorporated for the financial year 2021-2022 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-Profit Commission (ACNC).

Peppercorn undertakes a strict financial auditing process utilising the expertise of KellyPartners + BergerPiepers, Certified Practicing 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 provided in this report. A copy of the complete Audited Financial Report including Notes to the Accounts for the year ended 30 June 2021 is available on request.

OUR FUNDERS

Family Services **NSW Department of Communities and Justice**
Targeted Early Intervention

NSW Department of Education
Forgotten Valley Mobile Preschools – Wisemans Ferry and South Maroota

Commonwealth Department of Social Services
LINCS Volunteer Family Support

Community Aged
Care Services **Department of Health: Commonwealth Home Support Program**
Community Transport
Lawns and Home Maintenance
Meals
Group Social Support
Individual Social Support
Dietetics (Other Food Services)

Transport Services **Transport for NSW**
Access for people who are transport disadvantaged

NSW Health
Health Related Transport

Preparedness and
Recovery Services **Wentworth Healthcare Limited**
St Albans Volunteer-led Coffee Group

Resilience NSW
Flood Recovery Support Service
Street Connect
SoDa Hawkesbury Social Dance Events

Hawkesbury City Council
Person Centred Emergency Planning
Learner Driver Program

Department of Industry, Science, Energy and Resources
Person Centre Emergency Planning

Community and
Sector
Development **NSW Department of Communities and Justice**
Sector Support Transformation Fund

Hawkesbury City Council
Hawkesbury Leisure and Learning Centre

Peppercorn Services Inc.

ABN 34 611 224 255

STATEMENT OF FINANCIAL POSITION

for the Year Ended 30 June 2022

		2022 \$	2021 \$
ASSETS	Note		
CURRENT ASSETS			
Cash and cash equivalents	6	2,225,771	2,519,710
Trade and other receivables	7	362,512	113,925
Other assets	9	75,760	54,806
TOTAL CURRENT ASSETS		<u>2,664,043</u>	<u>2,688,441</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	118,621	151,928
TOTAL NON-CURRENT ASSETS		<u>118,621</u>	<u>151,928</u>
TOTAL ASSETS		<u>2,782,664</u>	<u>2,840,369</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	1,022,277	816,410
Employee benefits	11	105,602	95,261
TOTAL CURRENT LIABILITIES		<u>1,127,879</u>	<u>911,671</u>
NON-CURRENT LIABILITIES			
Employee benefits	11	37,011	160,500
TOTAL NON-CURRENT LIABILITIES		<u>37,011</u>	<u>160,500</u>
TOTAL LIABILITIES		<u>1,164,890</u>	<u>1,072,171</u>
NET ASSETS		<u>1,617,774</u>	<u>1,768,198</u>
EQUITY			
Reserves	12	583,377	583,377
Accumulated funds		1,034,397	1,184,821
TOTAL EQUITY		<u>1,617,774</u>	<u>1,768,198</u>

Peppercorn Services Inc.

ABN 34 611 224 255

STATEMENT OF PROFIT AND LOSS AND OTHER COPREHENSIVE INCOME

for the Year Ended 30 June 2022

		2022	2021
		\$	\$
	Note		
Operating revenue	4	3,398,055	2,670,109
Other income	4	31,254	695,110
Employee benefit expenses	5	(2,462,520)	(2,069,104)
Audit and legal fees		(25,010)	(13,507)
Cleaning expenses		(71,177)	(78,526)
Computer expenses		(62,551)	(58,021)
Depreciation and amortisation		(80,908)	(68,923)
Insurance expense		(81,057)	(66,746)
Motor vehicle expenses		(80,733)	(71,807)
Other expenses		(229,122)	(206,016)
Program costs		(373,943)	(322,245)
Rental expense		(94,933)	(64,334)
Utilities expense		(17,779)	(17,359)
		<hr/>	<hr/>
Surplus/(deficit) before income tax		(150,424)	328,631
Income tax expense		-	-
		<hr/>	<hr/>
Surplus/(deficit) for the year		(150,424)	328,631
		<hr/>	<hr/>
Other comprehensive income for the year, net of tax		-	-
		<hr/>	<hr/>
Total comprehensive income/(loss) for the year		(150,424)	328,631
		<hr/>	<hr/>

Peppercorn Services Inc.

ABN 34 611 224 255

STATEMENT OF CASH FLOWS

for the Year Ended 30 June 2022

		2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:	Note		
Receipts from customers		3,669,082	3,621,276
Payments to suppliers and employees		(3,919,209)	(2,968,693)
Interest received		3,789	9,109
		<u> </u>	<u> </u>
Net cash provided by/(used in) operating activities		<u>(246,338)</u>	<u>661,692</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Sale of property plant and equipment			
Purchase of property, plant and equipment		(47,601)	(32,877)
		<u> </u>	<u> </u>
Net cash used in investing activities		<u>(47,601)</u>	<u>(32,877)</u>
Net increase/(decrease) in cash and cash equivalents held		(293,939)	628,815
Cash and cash equivalents at beginning of year		<u>2,519,710</u>	<u>1,890,895</u>
Cash and cash equivalents at end of financial year	6	<u><u>2,225,771</u></u>	<u><u>2,519,710</u></u>
Reconciliation of result for the year to cashflows from operating activities			
Surplus/(deficit) for the year		(150,424)	328,631
Cash flows excluded from profit attributable to operating activities			
Non-cash flows in profit:			
- depreciation		80,908	68,923
Changes in assets and liabilities:			
- (increase)/decrease in trade and other receivables		(248,694)	(87,773)
- (increase)/decrease in other assets		(20,954)	(11,759)
- increase/(decrease) in income in advance		(165,603)	331,073
- increase/(decrease) in trade and other payables		371,577	16,111
- increase/(decrease) in provisions		(113,148)	16,486
		<u> </u>	<u> </u>
Cashflows from/(used in) operations		<u>(246,071)</u>	<u>661,692</u>

Peppercorn Services Inc.

ABN 34 611 224 255

STATEMENT OF CHANGES IN FUNDS

for the Year Ended 30 June 2022

	Retained Surplus \$	Reserves (Note 12) \$	Total Funds \$
As at 1 July 2020	856,190	583,377	1,439,567
Surplus for the year	328,631	-	328,631
Other comprehensive income	-	-	-
As at 30 June 2021	1,184,821	583,377	1,768,198
Deficit for the year	(150,424)	-	(150,424)
Other comprehensive income	-	-	-
As at 30 June 2022	<u>1,034,397</u>	<u>583,377</u>	<u>1,617,774</u>



Peppercorn

BRINGING THE HAWKESBURY TOGETHER

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