

# Peppercorn

NEWSLETTER



May – July 2024



# PEPPERCORN NEWS

## Introduction



Welcome to the new edition of Peppercorn News – your quarterly update on what we have planned for the next few months.

We would like to welcome Trish Glover as our Manager of Aged Care Services & Disability Services.

I am excited to be given the opportunity to step into the huge shoes of Nicole Lindsay as the Aged and Disability Services Manager. I am sure you will all wish her well in whatever direction this crazy life takes her. I have been working at Peppercorn for the past 3 years and have seen so much growth across the organisation, so we can meet the needs of the community. I come into this role with nearly 25 years' experience working across the Hawkesbury, Nepean, and Blue Mountains areas in various roles across aged care and disability services, specialising primarily in dementia care, something I am passionate about, especially for people under the age of 65.

I have lived in the Hawkesbury my whole life raising my daughters here and now my beautiful Grandchildren. I am looking forward to getting to know the people we serve and continuing to strengthen and develop programs that are going to benefit the needs of the community as Peppercorn partner with Active Care Network.

We are sad to say goodbye to Nicole Lindsay, we thank her for her commitment and service to Peppercorn Services and wish her all the best for the future.

Thank you for being an invaluable member of the Peppercorn community. We're eager for you to dive into this edition and look forward to your thoughts.

Enjoy your read!



**Trish Glover**  
Manager Aged Care &  
Disability Services

## Important Numbers

Transport

Phone: 02 4504 7022

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

Social Connections:

Phone: 02 4504 7055

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

Lawn and Home Maintenance:

Phone: 02 4577 9975

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

Dietetics:

Phone: 02 4587 0229

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

### Peppercorn Place

320 George Street  
WINDSOR, NSW, 2756  
Ph: 02 4587 0222

### Hawkesbury Learning & Leisure (HLLC)

114 March Street  
RICHMOND, NSW, 2756  
Ph: 02 4587 2072

# PEPPERCORN NEWS

## NEW PARTNERSHIP



March 13, 2024

Dear Valued Client,

We are excited to announce recent developments within our organisation.

After careful consideration and strategic planning, we are delighted to announce the successful partnership of Peppercorn Services with Active Care Network.

Active Care Network are a non-for-profit charity based in Western Sydney. As a provider of community transport services in Blacktown, Penrith and the Blue Mountains, this partnership creates a dynamic synergy, allowing us to broaden our spectrum of services and provide an even more comprehensive range of support to meet the diverse needs of our valued clients.

While we celebrate this exciting development, we want to assure you that the high standards of service you've come to expect from Peppercorn will remain unchanged. Our dedicated team of professionals, including Drivers, Support Workers, Coordinators, administrative staff and volunteers, will continue to provide the same level of compassionate and personalised care you have always received.

Moreover, our newly formed Board of Directors comprises a mix of existing Peppercorn Services and Active Care Network board members. The Board of Directors is committed to steering our organisation towards greater heights and are confident that these enhancements will positively contribute to the services you rely on. In February 2024, the new executive leadership team was announced, and I am delighted to continue to lead the joint organisation for the foreseeable future as the Chief Executive Officer.

Your satisfaction and wellbeing remain our top priorities. Should you have any questions or concerns, please feel free to reach out to our dedicated customer service team at [frontdesk@peppercorn.org.au](mailto:frontdesk@peppercorn.org.au) or call us on 02 4587 0222.

Thank you for being an integral part of the Peppercorn family. We look forward to continuing to serve you with the same dedication and care, now with an even broader spectrum of support.

Warm regards,

Jessica Innes  
Chief Executive Officer  
Peppercorn Services & Active Care Network



activecarenetwork



Peppercorn

# PEPPERCORN NEWS

## SOCIAL CONNECTIONS

I would like to thank Social Connection attendees for their patience and understanding during the transition to booking events through our bookings team. Your participation has made for a smooth transition which we appreciate.

We have listened to your feedback regarding our new events calendar. We understand that you would like to have the “At A Glance” back and we are pleased to announce that we will be using the “At A Glance” calendar again which is included in this newsletter. We value your feedback.

We have another 3 months of social events and meals programs for you to enjoy! Please ensure that you contact the bookings team on 4504 7022 to book your preferred outings/meals.

We are taking expressions of interest for an overnight cruise! We are very excited to be able to organise a cruise for our clients, please let us know if this is something you would like to experience.

We would like to ask you to please book only one month in advance. I can understand that as you see all the wonderful places, we have booked for you that you want to book them all but as we know, life happens, and we are getting a lot of late cancellations. To help prevent this from happening again, we ask you to stick to booking one month in advance only. Thank you for your understanding.

Please note we require a minimum of 2 days’ notice for meals bookings. Please do not leave it until the last minute to avoid disappointment.

We would like to remind our clients that bookings for ticketed events such as Morning Melodies, North Richmond Panthers Show, Overnight Trips etc must be pre-paid in advance. When you make your booking, you can pay over the phone, or drop into Peppercorn Place in Windsor or you can pay at one of our meals program days. Payments are not accepted on the day of the outing. As per our cancellation policy, we require 48hrs notice for any cancellations. Cancellations made in less than 48hrs incur a cancellation fee as per your service agreement.

If you are interested in joining our Social Connections Program or our Individual Social Support Program, please contact Marisa on 4504 7055. You will need to be registered with My Aged Care on 1800 200 422 and have a referral code for Social Groups & Outings and Transport. For Individual Social Support we require a referral code for Individual Social Support.



# PEPPERCORN NEWS

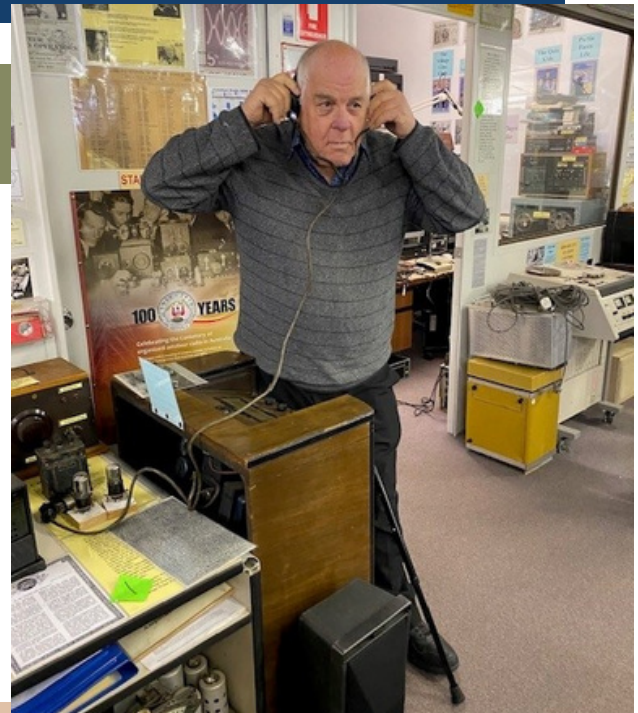
## SOCIAL OUTINGS



Take a look at our calendar of events at the back of this newsletter for exciting excursions and venues we will be visiting. We look forward to seeing you on our bus.

Peppercorn transport can pick you up from your home and safely return you home again after the event.

Remember, booking early is key to securing your spot at our events, and we're always here to assist with any queries or feedback you might have.



## INDIVIDUAL SOCIAL SUPPORT

### How can we assist you to maintain your independence?

Our services help you stay connected and assist with your independence while living in your home. Our Social Connections team can accompany you on social activities like taking you to see a movie, visit a nursery, do grocery shopping and support you when attending any appointments. We can provide personal support tailored to your individual needs. We believe social support is integral to maintaining independence and living your life to the fullest.

**Cost:** \$12 per hour contribution

To find out how we can support you, contact Marisa our Social Connections Coordinator on **4504 7055**.



# TRANSPORT UPDATE

## Staff Update:



Since our last newsletter we are sorry to say that Nicole Lindsay has resigned from Peppercorn Services. We wish her the very best and want to thank her for pouring her heart and soul into everything that she did here over the last two years. She will be very missed by staff and clients.

When making your booking we require the date, time of appointment and exact address. Standard appointments are assumed to be for 1hr unless you let us know otherwise.

If you are unsure how long you require you will need to call the Dr Receptionist, explain you are using community transport and how long will you need. It is fine if you need 2-3hrs as long as we know when you are making a booking.

We can not return to pick you up unless we have an approximate time, we can not leave the booking open for you to call when you are ready to come home as we are a booked service and drivers have their allocated run for the day prior to the day commencing.

## Training Days

Please note the below dates we have our quarterly drivers' meetings. There will be no transport available on these dates until 12pm.

Wednesday 8th May 2024

Tuesday 13th August 2024

Tuesday 12th November 2024

NOTE: You will receive an automated phone call the day before 1pm with your pick up time for the next day.

You do not need to call the office to confirm you have received the call, only call the office if you need to cancel the appointment.



Reminder: If you'd love to travel with us - bookings need 3 days notice for local areas and 5 days notice for out of area!

Did you know: You can call us and leave a message for a callback at anytime. But please dont leave multiple messages.





# DIETITIAN UPDATE

Phone: 02 4587 0229

Rayna our Dietitian for the past 2 ½ years will be going on Maternity leave, returning January 2025. During this time, our new Dietitian **Hannah** will be supporting Rayna's dietetics services and the monthly cooking classes.

Hannah has a background working in the aged care sector and has a passion for food and healthy cooking. Hannah is excited to bring her knowledge and enthusiasm to the role to provide you with the best care possible.



## What can our Dietitian help with?

- Assess your nutritional needs and provide a nutritional diagnosis.
- To develop meal plans tailored to your needs and preferences.
- Access nutrition counselling and support individuals and groups.
- Access education and support with cooking skills to help with confidence in the kitchen.



Ph: 1800 200 422  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)



National Disability Insurance Scheme  
Self-managed & Plan Managed Participants

Our Dietitian is currently seeing clients through referrals on My Aged Care or clients who have NDIS plans.

Contact our dietitian if you are interested in appointments via phone 4587 0229 or via email [dietitian@peppercorn.org.au](mailto:dietitian@peppercorn.org.au)



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

# DIETITIAN UPDATE

## Monthly Cooking Classes (limited spaces available)

Join us for a monthly cooking class run by our new Dietitian Hannah! Cooking classes provide healthy, quick recipe ideas alongside nutritional advice and expertise provided by our dietitian.

Feel free to come along to enjoy and watch or participate as you like. Classes are held at the Hawkesbury Leisure and Learning Centre currently Mondays and Wednesdays once a month.

All classes cost \$20, which includes your attendance to the class and lunch for the day. The only thing you need to bring on the day is your adventure and excitement for food!

### Monday Class

13th of May, 11am - 2pm  
10th of June, 11am - 2pm  
15th of July, 11am - 2pm

### Wednesday Class

15th of May, 11am - 2pm  
12th of June, 11am - 2pm  
17th of July, 11am - 2pm





# LAWN & HOME MAINTENANCE



02 4577 9975

Our program ensures that your home has safer access, and environmental health and safety hazards are minimised.

Our service supports residents in the Hawkesbury local government area, as well as Penrith and Blue Mountains local government areas. You will first need to be registered and assessed by My Aged Care.

Our contractors are out and about making the most of the glorious sunshine and getting our clients lawns and gardens in tip-top shape. If you need some assistance with Lawn and home maintenance around your home, please do not hesitate to call and have a chat with our coordinator Candice on 02 4577 9975.

## How much does it cost?

The contractor will let you know how much your garden maintenance will cost. The cost will depend on the size of your garden, and whether you want other services like lawn edging, pruning, rubbish, and weed removal. Peppercorn will provide you with vouchers valued at \$30 each. You can use one voucher for each visit, reducing the overall cost of your lawn and garden maintenance.



# EMERGENCY PLANNING

## WINTER FIRE SAFETY

Are you ready for winter? Our Winter Fire Safety Checklist will help prepare you, your family, and your home to be ready and stay safe.

### WINTER FIRE SAFETY TIPS INCLUDE.

- Inspect and clean fireplaces and chimneys before use.
- Keep anything that can burn at least 3 feet from any heat source.
- Install and test smoke detectors and carbon monoxide alarms monthly.
- Use space heaters with caution and never leave them unattended.
- Never use a range or an oven as a heating device.
- Dispose of hot ashes in a metal container outside and away from the house.
- Have a fire extinguisher on hand and know how to use it.
- Ventilate rooms and use generators outside, away from windows.

## EVACUATION PLANS

Having a home escape plan in conjunction with a working smoke alarm will greatly increase your chances of getting out safely. Every second counts.

If there is a fire in your home, do not wait, EVERY SECOND COUNTS, GET OUT and STAY OUT and then call Triple Zero (000). Never go back inside a burning building.

- Remember to consider the special needs of children, the elderly or the disabled when developing your escape plan.
- Draw your escape plan and discuss it with your whole family.
- Know and record two safe ways out of every room. Make sure that your windows and doors are not obstructed and can be unlocked and opened quickly if necessary.
- Practise your escape plan regularly with the whole household including pets. Your letter box is a great place to wait for firefighters' arrival.
- As you escape make sure you close internal doors behind you. This can reduce fire spread and minimise damage.



**SAFETY  
FIRST**



# PREPARE FOR WINTER

## SERVICES TO ASSIST WITH WINTER COSTS

AIDER (Assist Infirm, Disabled and Elderly Residents) - service through NSW Rural Fire Service

### WHO IS ELIGIBLE?

Aged residents and residents with disabling conditions who have limited domestic support from family, relatives, friends and other services.

AIDER services may include:

- Thinning of vegetation.
- Removing leaves, sticks and fallen branches.
- Trimming branches from around and overhanging the home.
- Mowing or slashing long grass.
- Cleaning gutters.



**TO FIND OUT MORE ABOUT AIDER: (02) 8741 4955 OR VISIT THE AIDER PAGE ON THE RFS WEBSITE.**



## Energy Accounts Payment Assistance Vouchers

Emergency vouchers for gas or electricity bills are available for vulnerable energy customers who need help paying their bills. Energy Accounts Payment Assistance scheme or EAPA can be accessed in the Hawkesbury and surrounding areas via. For more information on a service near to you, please contact our Emergency Planning Support Team on 0490 033 921.

Until next time, keep safe- Peppercorn PCEP Team

