

Peppercorn Services Inc.

Strategic Plan 2018-2020

Our Vision: A connected, healthy and inclusive Hawkesbury
Our Mission: Reducing social isolation, maximising participation

Strapline: Bringing the Hawkesbury together

Our Values

Community

We value and promote local people, communities, resources and 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

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's 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 Hawkesbury City Council'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's 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