

# Peppercorn Services Inc.

## Strategic Plan 2018-2021

**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	Status	Initiative	Status	Initiative	Status	Initiative	Status
A1: Develop & 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 activities		D1: Engage Aboriginal advisory group to co-design culturally-safe and accessible services and materials	
A2: Develop & 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 & 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: 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 communities for vulnerable & isolated groups		D4: Expand community transport for socially isolated groups and vulnerable people	