



Bedford



# Annual Report

A YEAR IN REVIEW  
2021 / 2022

# Our people



# Credits

## BEDFORD GROUP

T (08) 8275 0211  
E bedford@bedfordgroup.com.au

## WRITER / EDITOR

Vassil Malandris

## GRAPHIC DESIGN

Tamara Jakovlev

## WRITERS / CONTRIBUTORS

Kat Nitschke, Myron Mann,  
Richard Hockney, Sam Hunter,  
Rahul Sharda, Stephen Cristofol,  
Damien Marzocca, Sarah  
Hutchinson, Jason O'Donohue,  
Bryn Morgan & Taryn Alderdice

## FRONT COVER

Ashley Paterson

## FOLLOW US

bedfordgroup

Bedford Group

thisisbedfordgroup

bedfordgroup



© Copyright 2022 Bedford  
Phoenix Inc bedfordgroup

# Contents



Talking about transformation

4



Connor & Jordan going for gold

18



Farewell to Faye

33

4: Our Board and Executive report

8: Our Snapshots and Statistics

## Our Operations

10: Packaging

12: Manufacturing

13: Hospitality

14: APG

## Our Services and Supports

16: Day Options and Community  
Access and Lifestyle

18: Our Special Olympics stars  
and our sponsorships

20: Our Homes (Balyana)

22: Our Regional Enterprises

## Our Corporate Services

24: Our financial summary

30: Our Workplace

31: Our Safe place

32: Our Supporters

33: Our Ambassadors

34: Our Year in Pictures

# Chairman & CEO Report



Richard Hockney & Myron Mann

Hello everyone,  
On behalf of Bedford’s Board and Executive team,  
we are pleased to provide you with the 2021 / 2022  
Year in Review.

This year provided Bedford an opportunity to revisit our purpose, mission, values and beliefs. Disability has been very much in the news this year and the world of disability employment is changing. In this context, this process embedded for all of us at Bedford that we exist to support people with disability to live the life they choose.

Despite the easing of COVID restrictions and return to a more harmonious work and life balance in South Australia, it was a tough year for many industries and disability providers.

Our commercial operations like APG, Manufacturing and Packaging and our Regional Enterprises still delivered fantastic outcomes, but were often affected by soaring freight costs, delays and supply chain issues.

Our social programs and services continued to grow in FY22, resulting in the recently announced expansion of new Day Options sites in Torrensville and Mt Gambier.

This year saw the establishment of our Service Governance Committee and our new Safeguarding team. Our aim is to make sure everyone at Bedford feels safe and comfortable when on-site.

The total income for the financial year was just under \$82 million, which is a net loss of \$6.6 million for FY22.

A significant part of this loss was due to external expenses already mentioned, as well as Bedford’s investment in the transformation of our operations – including our new commercial kitchen at Brooklyn Park, and other investments upgrading plant and equipment, and expanding Day Options at Panorama. Despite the loss, Bedford was cash positive for the year due to careful cash flow management. However this is not a sustainable position. This led to the Bedford Board and Executive team agreeing to a new five year strategic plan.

This plan places our 2,100 employees, clients and staff at the centre of who we are and why we exist as an organisation. Over the next five years we will invest \$50 million in new purpose-built facilities, upgrading existing properties and creating new job opportunities for people with intellectual disability. To do this we will open new social enterprises that offer open employment, and we will improve our supported employment offering.

“  
**OVER THE NEXT FIVE YEARS WE  
WILL INVEST \$50 MILLION IN  
NEW PURPOSE-BUILT FACILITIES,  
UPGRADING EXISTING PROPERTIES  
AND CREATING NEW JOB  
OPPORTUNITIES**  
”

We are already underway building several new sites in Adelaide and Mt Barker and there's more to come. The new sites will partner with food, beverage and advanced manufacturing sectors in South Australia and offer people with all abilities the chance to work on exciting new products and earn full award wages.

Three of the commercial businesses will form part of a new entity we are creating called Bedford Social Enterprises. We know open employment is not for everyone. Both new and existing clients will still have choice and control to work in a supported employment model under the NDIS and have access to trained supervision and flexibility in their work and social life.

Only when an organisation's purpose is clearly defined can it be successful in creating an exciting future. Our recent return to conversations and direct communications with all our stakeholders through Bedford Community Connect have provided invaluable input into where Bedford needed to focus going forward.

Our next challenge is to work with the new federal and state governments to help them understand what we are trying to achieve and support us on our journey. Bedford welcomes the NDIS review recently announced by the federal government. Bedford works closely with the NDIS, DSS, Minister Shorten's and Minister Rishworth's offices. In SA, Bedford works with Minister Cook's office to collaborate on the future of employment. Bedford participates in key advocacy groups such as the NDS and Alliance20.

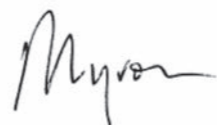
We also participated in Public Hearing 22 of the Disability Royal Commission and continued to work with the Fair Work Commission on their review of the Supported Employment Services Award.

With the announcement of the imminent closure of Australia's third-largest disability employer in Western Australia, we have to invest in our future to make sure people with intellectual disability have a voice in the larger debate and have a choice of a job in the future.

FY22 saw a change of CEOs and we thank Maggie Dowling for her tireless work and dedication over the past four years. Retiring in November is our long-serving director Greg Connor. Greg has been on the Bedford board for 15 years, including serving as Deputy Chair and Chair of Audit and Risk Committee. We thank Greg for his commitment, valued advice, and unwavering desire to position Bedford for the future.

We would also like to thank our employees, clients, staff, Ambassadors, parents, supporters, senior managers, Executive team and current Board members.

**We're off to a great start in FY23, let's keep the momentum going.**



**Myron Mann**  
CEO



**Richard Hockney**  
Chairman

“  
**WE ARE ALREADY UNDERWAY  
BUILDING SEVERAL NEW SITES IN  
ADELAIDE AND MT BARKER AND  
THERE'S MORE TO COME.**

“  
**OUR NEXT CHALLENGE IS TO WORK  
WITH THE NEW FEDERAL AND STATE  
GOVERNMENTS TO HELP THEM  
UNDERSTAND WHAT WE ARE TRYING  
TO ACHIEVE AND SUPPORT US ON  
OUR JOURNEY.**



Maggie Dowling & Greg Connor

# Snapshots & Statistics

## Day Options & CAL



Total support hours

**238,269**

**427**  
clients



## Packaging



**12.5 million**

Toro irrigation fittings & components bagged

## Panorama



**200,000**

Royal Adelaide Show bags packed



plus **45,000** bags for Melbourne Royal Show for the first time

## APG



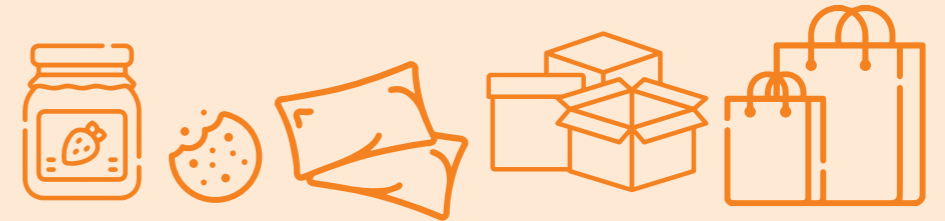
**Biggest** landscaping employer in SA

## Hospitality Team



**100,000+** customers served

## Torrensville



**Packed:**

**2,780,186** Obela cracker tubs  
(58 tonnes of crackers)

**54,000** Promat Fire Pillows

**15,482** Beerenberg products

**12,600** cartons of Coopers Beer

**18,000** Drakes charity showbags

## Elizabeth



**4.5 million** dog treats packed

**296,386** bottles of wine delabelled

**500,000** machine labelled bottles of gin and wine

**3 million+** Schneider Electric components

**2 million+** Ziptrak components for zip screens and cafe blinds packed



## **Across our regions**

**30,750** garments embroidered in Whyalla

**43,500+** wooden toys and activity kits sold through Bunnings

**44,250** fishing ropes knotted for Eyre Peninsula Seafoods in Port Lincoln

**44,700** respirators for Nyrstar professionally cleaned in Port Pirie

## Lotteries Team



**160,000** conversations

**863,000** emails sent

# Packaging

Our Packaging department employs more than **600 supported employees** – by far the largest number of Bedford’s main commercial operations.

While COVID restrictions presented us with some challenges to the business in the first half of the Financial Year, our operations picked up over the remaining months, which enabled our teams to maintain strong ties to existing customers and create new ones.

Packaging ended the year Bedford’s best-performing business unit, generating an operating profit of nearly \$3.4 million dollars across our main metro sites – Panorama, Torrensville and Elizabeth.

## Partnering with us

Most of our contracts are in food and beverage – from dips to wine labelling, Haigh’s chocolates, Coopers and Chicane – who give our employees the joyous task of packing more than 200,000 Royal Adelaide showbags with precision each year. In fact, for the first time we packed tens of thousands of showbags for the Melbourne Royal Show too.

Toro irrigation systems also keep our teams busy and last year we bagged and packaged 12.5 million fittings and components!



### FACT

#### This year we packed:

- 15,000 Beerenberg products
- 33 tonnes of Haighs’ Chocolates
- 18,000 Drakes Charity Showbags
- Two million pasta packets for San Remo
- More than 2.5 million pet treats
- Over three million Schneider electrical components



## Nothing to wine about

Our wine labelling and delabelling capabilities remained a serious contributor to South Australia’s wine industry and Bedford’s bottom line. As more and more wine producers open new markets – both domestically and internationally – this presented Bedford with opportunities to develop new customers and re-engage customers that haven’t worked with us for some time.

## Never say never

Bedford is now the proud owner of a gin bottling machine in one of our clean-rooms at Panorama. First cab off the rank is Never Never Distilling Co. gin. It’s an exciting time to take on new partnerships and support the growth of South Australia’s burgeoning spirits industry.

*Amanda loves the variety of work and the chance to increase her skills at our Panorama packaging department. She recently supported the Marketing and Events team too as one of our enthusiastic coordinators.*

# Manufacturing

## Life after COVID

It was back to business and more sustainable sales levels for Bedford's Ready to Assemble (RTA) furniture, shelves and garden beds after last year's significant COVID lockdown purchases. This gave our factories the chance to catch up on production after two years trying to keep up with demand.

## What's trending?

This year we successfully submitted a new range of products for a new division of **Burnings: BIER** bedroom furniture. For Bedford it means our new and existing ranges will be locked-in for at least 3-5 years and the expected growth is predicted to be between \$3.5-4 million per annum. More importantly it safeguards jobs and justifies our need to build a new RTA factory in the coming years.

## Contract cutting

Contract cutting also had a strong year as increased demand in the building sector led to kitchen and wardrobes manufacturers requiring our services. While supply of raw materials was an issue for us at

times, it was even more so for many of our customers, forcing them to turn to anyone who had stock at certain times which, in many cases, was Bedford.

## X Frame has the X Factor

A new challenge emerged this year for manufacturing in the form of X-Frame, an innovative, structural timber product which can be used for a range of architectural outcomes. A project team was established, and they delivered some fantastic offerings on short lead times. This included supply of walls, planters and panelling for ANZ banks which will soon be rolled out nationally to all branches.

## Rising to the challenge

What was unexpected this year was the rising cost of raw materials, freight (both international and locally), fuel and the fall of the Australian dollar - impacting our ability to trade. Still, we managed to deliver a \$2.35m operating profit and our timber mill in Mt Gambier was in such high demand, we added a second shift.



## The circle of life

The Mt Gambier Mill is the perfect example of how a traditional factory can evolve and cater to a number of industries in an environmentally-friendly way. While the bulk of the timber is cut into pieces for furniture assembly, the offcuts are re-cut and sold to OTR stores as kindling. Finally, the wood shavings are extracted and sent to the Luv A Duck group in Victoria for nesting and fertiliser. The extractor or 'bag house' is nearing its expiry date, however after positive talks with our customers we developed a plan for its replacement and there's some exciting news to come for our staff and clients in the Mount. Watch this space



# Hospitality

**COVID restrictions may have impacted our ability to consistently deliver our hospitality services in FY22, however we used the time wisely to review what we currently offer and who we should cater for in the future.**

To date, this department has traditionally been 'mission-based' in the sense that the majority of the meals and snacks we prepare at our Adelaide metro sites are for staff, clients and Bedford events – such as SALA, Quiz Night and the Phoenix Cup.

Based on the quality of our goods and the feedback of our satisfied customers, there's clearly an appetite to grow our Hospitality services.

We baked tonnes of premium biscuits for our external customer Centennial Park each year. We also recently partnered with Enzo's at Home to make their gluten-free muffins in our specialised kitchen at Panorama, where we ensure there is no gluten co-mingling. Initially we trialled some of their chocolate chip muffins and they were such a hit it led to an ongoing contract with the iconic Adelaide producer. Now we produce hundreds of muffins each week for Enzo's and are looking to expand our offerings.

Work is well underway to build our first contract kitchen and food storage facility in Adelaide's western suburbs. It will offer existing supported employees a pathway into Open Employment and to earn full award wages.

There will also be chef jobs and apprenticeships for new clients and people of all ability.

Last but not least, our Panorama team produced their very first Cookbook, *Tastes of the World*. The first edition was a sell out and more copies are on their way!



# APG

Our landscaping and garden services, Adelaide Property and Gardens (APG), experienced another solid year with an operating **profit of \$1.6m.**

Regarded as a leader in the industry, we worked hard to win new jobs and nurture existing partnerships with some of the biggest and most experienced developers in the state. We currently have more than 60 landscaping projects on the go throughout Adelaide and the hills and Mt Barker region.

## The hills are alive

Speaking of the bustling city of Mt Barker, work is underway to build a brand new APG site to house our equipment and expanding operations. We have several large contracts underway in the area- including Bluestone Group, Mt Barker Council for the Nairne Village Green, and Lancer for the 'Aston Hills' project.



## Ninja warriors in the north

We love developers who think outside the box, so when SA group Fairland asked us to install a ninja warrior course as part of one of their landscaped parks at Almond Grove in Virginia, we jumped at the chance. It also gives our employees the opportunity to learn new skills and train and operate different machinery to get the job done.



## Greening pastures

Our garden teams are always busy whether it's maintaining verges, or the gardens at 20 Defence SA sites, beautifying cemeteries and planting thousands of trees for local councils - 10,000 trees and counting in fact, for the City of Onkaparinga alone in recent years. This effort helps to combat climate change and biodiversity loss with the Council, and helped them earn a prestigious award at the recent SA Landscape Architecture Awards.



## APPRENTICE OF THE YEAR

# Mitchell Barnes

Earlier this year, **APG young gun** Mitchell Barnes took out the prestigious Renewal SA Local Heroes award for Apprentice of the Year in City of Playford.



“  
**SHOWING PERSEVERANCE AND AN EAGERNESS TO SUCCEED**  
”



Mitchell receives his award from Glenn Docherty, Mayor of Playford.

Mitchell Barnes recently joined our APG team thanks to a partnership program with Renewal SA and the City of Playford.

Mitchell took home the 2021 'Best Trainee or Apprentice Working with an Employer'.

One of the teams' key responsibilities is servicing the Playford Alive community spaces with ground maintenance and landscaping.

We are proud to have him on our APG team, where supported employees and staff members work side by side on outdoors projects.

Clearly Mitchell's positive attitude left a lasting impression with the Renewal SA judges;

**“Showing perseverance and an eagerness to succeed, Mitchell learns tasks quickly and when opportunities are presented, helps to train others who have just started.”**





# Day Options and Community Access and Lifestyle

## Bigger site, better opportunities

Day Options clients have been enjoying exciting new program initiatives this year, both at Bedford and in the community.

For those who aren't aware, our main site at Panorama got a whole lot bigger to accommodate the growing list of clients. This expansion brought with it a new dedicated space for pottery experiences thanks to the donations raised during Bedford's 2021 Christmas Appeal.

We were also able to bring on-board expert facilitators such as potter Kate Crabb who runs classes and teaches skills. In just a few months, groups have learnt how to use clay and the complexities of running a pottery room - and soon clients will have access to our very own kiln. Our potters have already created some wonderful pieces - from pinch pots to hanging installations which were displayed and sold at our annual SALA event. Clients also benefit from the sensory experience. The pottery space is calming and supports the development of fine motor skills. We can't wait to see the work continue as they progress to using pottery wheels and firing their own pieces.



## Come join the CirKidz

Earlier this year CirKidz and Bedford Day Options teamed up for the first time and started planning a 12-week program for our clients. Heading offsite to CirKidz in Bowden means our clients get to join in on the full experience that circus workshops and accessible gymnastics have to offer.

The weekly activities include trampolining, balancing, swinging, working on coordination and gross motor skills - and all the while having so much fun! CirKidz also created a tailor-made program for Bedford focusing on skills to support the growth of each individual participant - teamwork, confidence, problem-solving, fitness, health and wellbeing. We look forward to seeing what's next for this program and anticipate some future circus performances to be included in our events.



## Refreshing the Orange Grove

This year we worked with internal and external partners to create a welcoming space for all to share at the Orange Grove at Panorama. Thanks to the support of Faye Packham's Quilters Guild and Bunnings, the space has been opened up creating an enjoyable spot for morning tea, lunch or even for those who can soak up the sun and work or engage in outdoor activities. The new veggie gardens also offer a sustainable patch for our cooking programs to harvest their own ingredients.

## Making the most of the coast

Our Port Lincoln and Wallaroo participants enjoyed the introduction of a 12-week fishing program through Day Options and Community Access and Lifestyle programs. There has been considerable effort put in to trying to snare the catch of the day or laughing about the one that got away at the local jetties. The best part for Wallaroo clients Dimi and Steven is stopping to chat to locals and exchanging tips and tricks.

“  
**FOCUSING ON SKILLS TO SUPPORT THE GROWTH OF EACH INDIVIDUAL PARTICIPANT - TEAMWORK, CONFIDENCE, PROBLEM-SOLVING, FITNESS, HEALTH AND WELLBEING.**  
”

# The gift of giving back

**Supporting our athletes and ensuring they have access to uniforms and resources is important for Bedford and our community.**

Three years ago, we joined forces with Football SA to create South Australia's first inclusive soccer league aptly called the Bedford Community League. Since its inception, the competition has grown. We're happy to report that we recently signed an additional two-year contract to help inclusive football.

In the other football code AFL, Bedford sponsors the inclusive team in the Goodwood Saints Football Club. This year we also increased our sponsorship footprint in the arts, music, events and EXPOs to support people with disability and increase our brand recognition as a 'whole of life' provider.

We teamed up with Access2Arts for the sensory experiences at the Illuminate Festival, exhibited our own artists at SALA, and sponsored the inclusive music festival Amplifii held in Adelaide's north.



*Illuminate Adelaide*



*Football SA*



*Goodwood Saints Football Club*



## Our Special Olympics stars

On a crisp, clear morning in Launceston, more than 30 Bedford clients touched down for the National Championships of the Special Olympics. They swapped their day jobs – gardeners, cooks, packagers and furniture makers – for the arena and the chance to win medals, earn PBs and maybe even a place on the national team for the 2023 World Games in Berlin. Our competitors had trained hard to get to this point. They gave up weekends and their social lives to improve their game and represent our state in the wide-ranging disciplines of swimming, soccer, track and field, basketball and tenpin bowling.

When I joined the action in picturesque northern Tassie, I was overwhelmed by the level of ability and the tough competition. Clients greeted me with fist pumps, hugs and proudly displayed their medals and spoke of their adventures and achievements. However our courageous soccer team left a singular impression on me, and gave a performance I'll never forget. They were clearly not the favourites. The Victorians trained fortnightly – even Teams WA and Queensland had many previous championships under their belt. Our SA competitors didn't even have the chance to train together. Bedford participant Toby lived in Adelaide while Courtney and Shaun hailed from our timber mill in Mt Gambier. But what they lacked in match readiness they made up for with sheer determination and camaraderie.

In the round robin games, they triumphed again and again, beating their favoured interstate opponents and stunning all to reach the gold medal match against the highly-fancied Victorians.

I watched nervously from the sidelines. The Vics had a loud and intimidating cheer squad and scored first... and then again. Surely it was all but over. Then, just before half time, something magical happened. Our SA squad passed the ball beautifully and out manoeuvred their opponents to score just on the siren. In the second half, it was a game of class. SA again, finding the back of the net. Suddenly it was two-all. The Vics were nervous and their supporters' cries were almost deafening.

In response, they mounted a blistering offensive and with just four minutes before full time, they scored. 3-2. Despite a last-ditch effort by SA, they were unable to equalise. Team Victoria cheered, and our humble South Aussies wasted no time shaking hands and conceding defeat. Of course, they were disappointed, but I and everyone else in the stadium was so proud with their surprise silver. Overall, 14 Bedford participants won gold medals and many others took home minor and multiple medals. Many earned the chance to represent Australia in the World Games, but it's not an easy ride. While Special Olympics SA works extremely hard to ease the burden, families often have to set up GoFundMe pages and pay their own way to get to the Games. Some just can't afford it and relinquish their right.

Bedford wants that to change. Our management team is currently looking at ways and fundraising opportunities to send our clients to Berlin. After all, doesn't everyone deserve the chance to pursue their dreams?

*Words by Vassil Malandris*

# A place to call home

Balyana continues to **provide care and homes for more than 50 residents**, thanks partly to the \$3.3 million in Supported Independent Living (SIL) funding we received in the past financial year.



Each resident has a special place at Bedford. Some choose to work at one of our sites, others simply enjoy the tranquil life with their friends and support staff in the Adelaide foothills.

Despite the easing of COVID restrictions, Balyana is deemed a Tier 1 high-risk setting, so we have had to take many precautions to prevent the spread of infection – including masks, sanitation and maintaining isolation periods for both infected residents and close contacts.

Sometimes it was a difficult discussion to have with our community – particularly when other South Australians started to enjoy their pre-COVID freedoms. But on the whole, our community was thankful for the strict measures, and they paid off.

There were no reported outbreaks during this time in our Residential Community Centre or the independent and share homes.



## Hi's & Goodbye's

During the year we also welcomed a few new faces who asked to live at Balyana in a happy, safe environment with person-centred care. However, leaving the residential facility, were Kierran and Jaqui – two of our popular residents who fell in love and then decided, with support, to move into a private dwelling in the community. Before they left, they threw a fantastic wedding party which was attended by a small army of well-wishers from Bedford!

### Empowering our residents

Sharing facilities or even a home requires careful planning and consensus ... and that's where the Balyana Action Committee comes into play. Meeting each month, the residents discuss everything from getting access to services advocacy in the community to planning parties, social outings and of course keeping everyone safe during the pandemic. We thank them for their fine contribution this year!



## Kingsley

On a more sombre note, late last year we said goodbye to one of our dear long-term residents, Kingsley, who sadly passed away. He lived at Balyana for many years and participated in several Bedford services and programs. Our thoughts go out to his family and friends.

# Across the State



Port Lincoln

**Port Lincoln** is home to the largest commercial fishing fleet in the southern hemisphere, so it's critical that our Coronation Place site is equipped to service the industry. We already produce a range of oyster baskets and tie ropes for customers such as Angel and EP Seafoods, and now we have an 18 x 30m purpose-built 'Fishing Industry' shed. The soon to be launched 'Sime's Shed' (Sam's) is named after one of our most generous donors, the Sam Sarin Group.

There are many other community groups to thank for helping us raise the \$160,000 and we plan to hold an official opening in the coming months. Fishing aside, Bedford Port Lincoln also offers a wide-range of services and support including commercial cleaning, grounds maintenance and hard waste removal.

Our other Eyre Peninsula site at **Whyalla** also expanded in recent times. We introduced Day Options to the regional centre a couple of years ago and now, thanks to the doubling of our sales in embroidery, our commercial site is getting a fit-out with more specialised equipment and training opportunities for clients. We currently have four embroidery machines - from single head machines to equipment capable of stitching six garments at a time, with 15 different colours.

**Our Local Partners**



Whyalla

In **Kadina**, 90% of our revenue is in manufacturing and the team certainly keeps busy with their flat-pack shelves and Bunnings activity kits. In fact the crew are so good at making things, they recently took on an ambitious project to build a pergola, veggie garden and break-out room (or 'escape' room, as they jokingly call it). The project was funded in part by a grant from the Foundation for Rural and Regional Renewal, along with donations of roofing materials from Inspire Outdoor Improvement, and timber from our good friends at Bunnings.



Kadina



Mt Gambier

**Mt Gambier's** timber mill is also a hive of activity. We produce nearly one million picket fences each year, deliver tonnes of kindling to On The Run stores, wood shaving to Luv A Duck and maintain strong ties with our contract cutting customers. Every mill needs to be cleaned and free of dust and Bedford recently committed to purchasing a new bag house or dust extractor in the coming months.

**Our Local Partners**



Millicent

Nearby **Millicent** also provided its commercial laundry services and coin-operated laundromat service on the main street and a number of gardening contracts with the local council and in the community. In October this year Bedford made the difficult decision to exit this ageing site. Unfortunately the business lost a number of important contracts which meant it was no longer sustainable.



Port Pirie

Finally, to **Port Pirie** where the city's biggest employer, Nystar recently shut down its main operations to change over machinery, its smelter and components. For our Bedford team that meant cleaning and providing A LOT of industrial face masks - nearly 50,000 in fact. The site also has a car washing division, makes garden beds and has a confidential paper-shredding business.

**Our Local Partners**



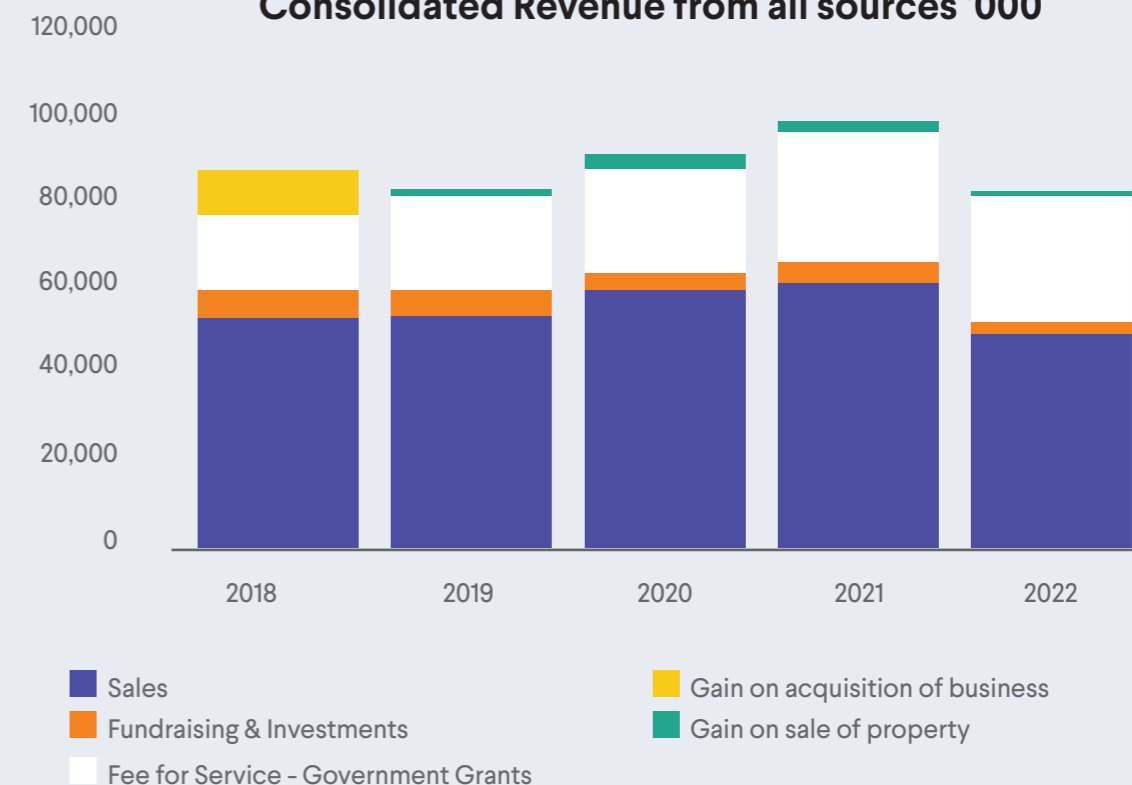
# Consolidated statement of profit and loss and other comprehensive income

FOR THE YEAR ENDING 30 JUNE 2022

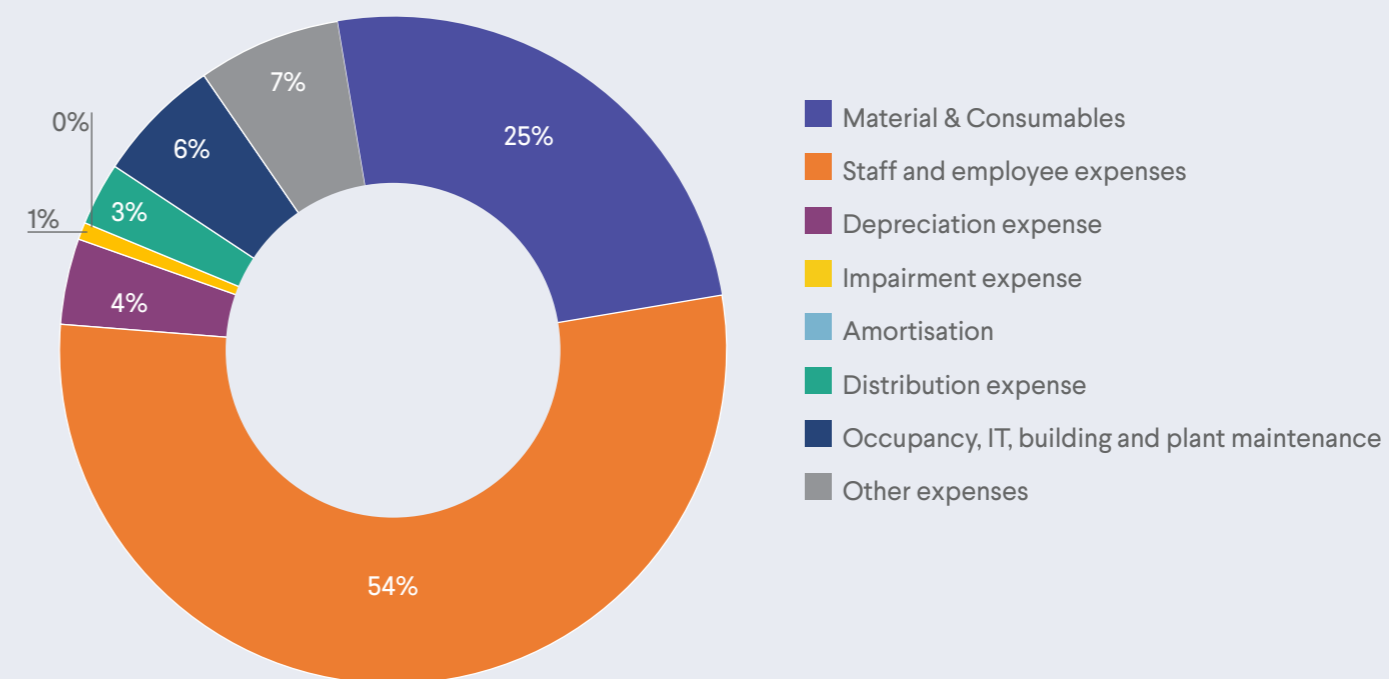
# Our financial summary

2021 / 2022

Consolidated Revenue from all sources '000



Operating Expenses \$87 million



# Consolidated statement of profit and loss and other comprehensive income

FOR THE YEAR ENDING 30 JUNE 2022

Consolidated revenue - all sources (\$'000s)	2018	2019	2020	2021	2022
Sales	49,878	51,038	57,911	60,792	46,944
Fundraising & Investments	6,137	5,841	2,962	5,271	2,282
Fee for Service - Government Grants	18,797	23,125	26,065	26,917	32,326
Gain on acquisition of business	8,819	-	-	-	-
Gain on sale of property		477	2,378	1,122	455
<b>Total</b>	<b>83,631</b>	<b>80,481</b>	<b>89,316</b>	<b>94,102</b>	<b>82,007</b>

Operations - Expenses	2022	2021
	\$	\$
Materials and consumables used	(21,949,959)	(23,563,710)
Staff and employee expenses	(48,102,255)	(52,310,934)
Depreciation expense	(3,520,520)	(3,414,638)
Impairment expense	(616,786)	-
Amortisation	(196,970)	(63,987)
Distribution expense	(2,738,586)	(3,329,113)
Occupancy, IT, building and plant maintenance	(5,113,587)	(4,585,868)
Donation to Charitable Institutions	-	(2,715,053)
Other expenses	(6,433,903)	(5,785,851)
<b>Total expenses</b>	<b>(88,672,566)</b>	<b>(95,769,154)</b>
<b>Profit/(Loss) for the year</b>	<b>(6,665,628)</b>	<b>(1,666,802)</b>

## Other Comprehensive Income

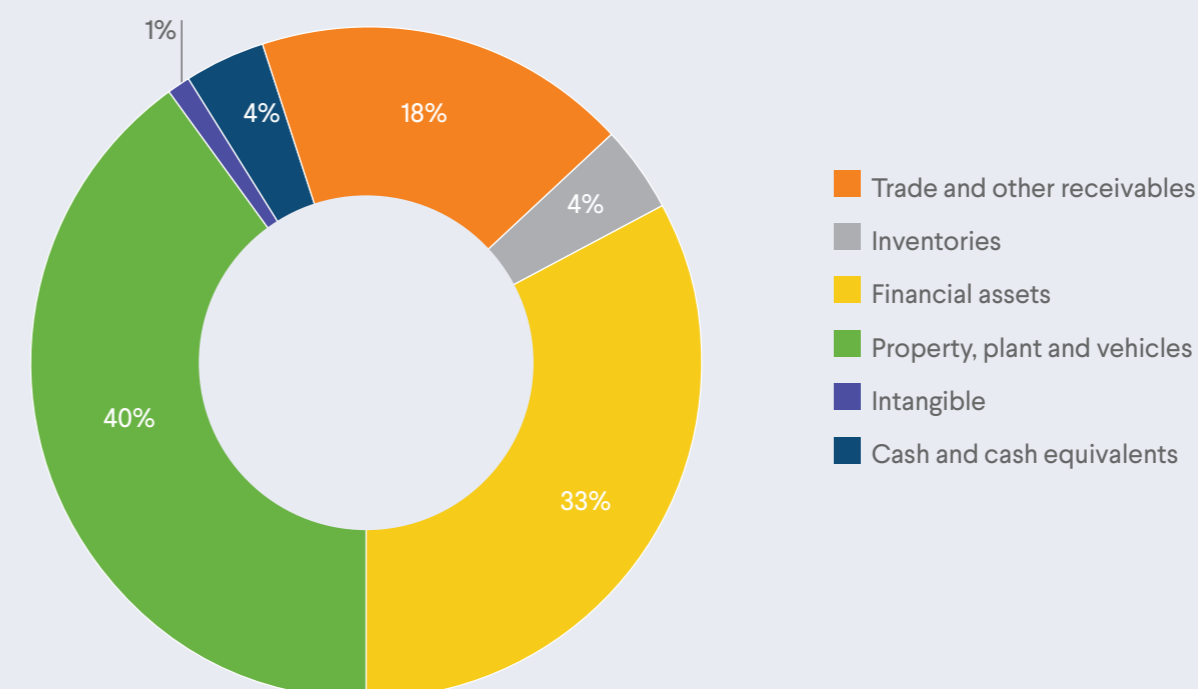
### Items that will not be reclassified to profit or loss:

Net change in fair value of financial assets classified as fair value through other comprehensive income	<b>(1,136,655)</b>	1,803,845
<b>Other comprehensive income/(loss) for the period</b>	<b>(1,136,655)</b>	1,803,845
<b>Total comprehensive income/(loss) for the year</b>	<b>(7,802,283)</b>	137,043

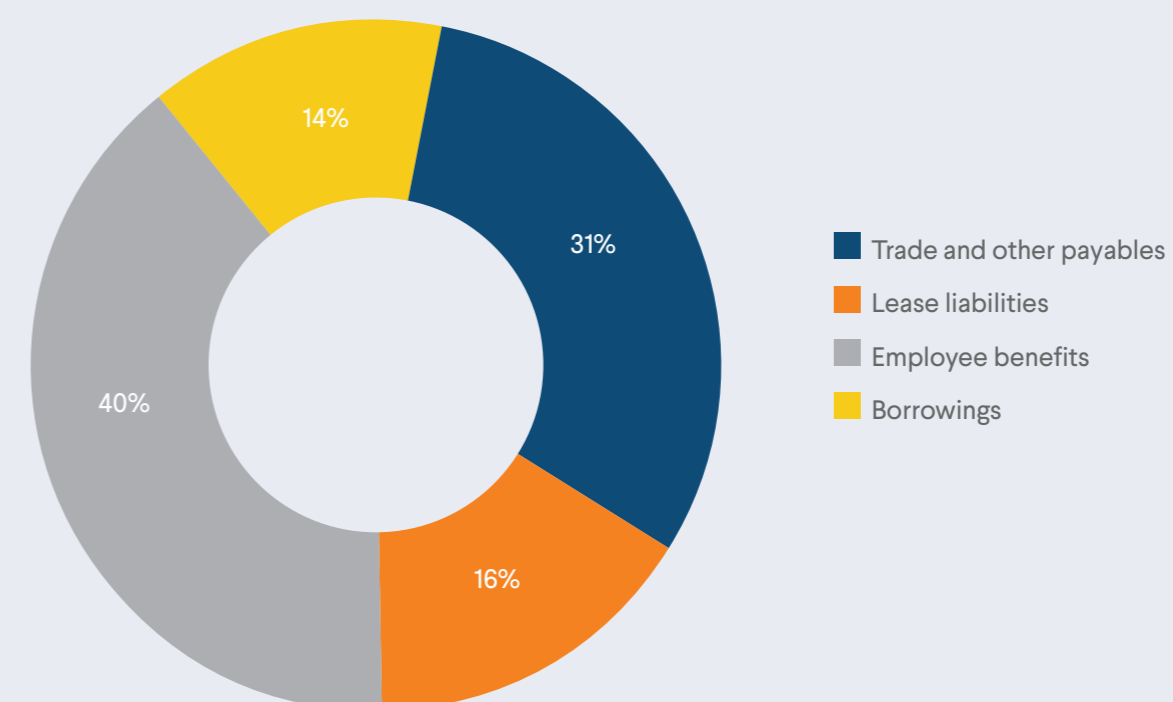
# Consolidated statement of financial position

AS AT 30 JUNE 2022

## FY22 Assets \$71 Million



## FY22 Liabilities \$18 Million



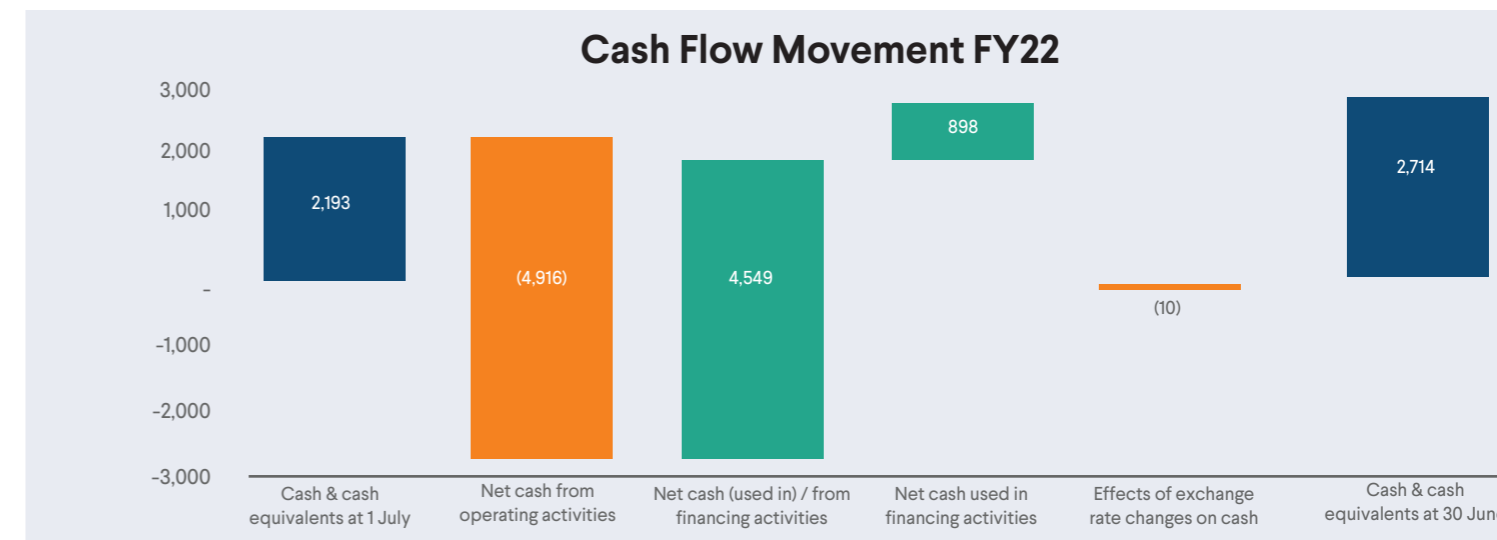
# Consolidated Statement of Financial Position

FOR THE YEAR ENDING 30 JUNE 2022

Current assets	2022	2021
	\$	\$
Cash and cash equivalents	2,714,241	2,193,058
Trade and other receivables	12,981,319	8,167,586
Inventories	2,966,970	3,536,639
Financial assets	5,787,468	3,981,968
Assets held for sale	-	4,643,744
<b>Total current assets</b>	<b>24,449,998</b>	<b>22,522,995</b>
<b>Non-current assets</b>		
Financial assets	17,408,426	22,654,100
Property, plant and vehicles	28,604,232	28,059,660
Intangible	391,562	1,149,128
<b>Total non-current assets</b>	<b>46,404,220</b>	<b>51,862,888</b>
<b>Total assets</b>	<b>70,854,218</b>	<b>74,385,883</b>
<b>Current liabilities</b>		
Trade and other payables	11,963,301	10,213,437
Borrowings	1,311,447	-
Lease Liabilities	1,109,741	1,225,352
<b>Total current liabilities</b>	<b>14,384,489</b>	<b>11,438,789</b>
<b>Non-current liabilities</b>		
Employee benefits	816,756	990,362
Borrowings	1,161,427	-
Lease Liabilities	1,802,007	1,464,910
<b>Total non-current liabilities</b>	<b>3,780,190</b>	<b>2,455,272</b>
<b>Total liabilities</b>	<b>18,164,679</b>	<b>13,894,061</b>
<b>Net assets</b>	<b>52,689,539</b>	<b>60,491,822</b>
<b>Equity</b>		
<b>Association funds</b>		
Reserves	13,777,247	15,705,262
Accumulated funds	38,912,292	44,786,560
<b>Total equity</b>	<b>52,689,539</b>	<b>60,491,822</b>

# Consolidated statement of cash flow

FOR THE YEAR ENDING 30 JUNE 2022



Cash flows from operating activities	2022	2021
	\$	\$
Cash receipts in the course of trading operations	47,575,446	66,266,220
Cash payments in the course of trading operations	(83,919,987)	(93,966,145)
<b>Net cash used in the course of trading operations</b>	<b>(36,344,541)</b>	<b>(27,699,925)</b>
Fee for Service - Federal and State grants	1,036,914	1,300,813
Fee for Service - NDIS	30,391,472	25,518,657
<b>Net cash from operating activities</b>	<b>(4,916,155)</b>	<b>(880,455)</b>
<b>Cash flows from investing activities</b>		
Dividends received	940,492	632,841
Interest received	84,392	26,028
Imputation credits received	80,000	62,032
Proceeds from sale of shares	(1,805,500)	1,102,688
Proceeds from the disposal of assets held for sale	4,643,744	-
Proceeds from sale of property, plant and vehicles	213,555	4,034,001
Payments for property, plant and vehicles and intangible	(2,925,420)	(5,005,587)
Payments for shares and investments	3,317,660	(3,695,389)
<b>Net cash (used in)/from investing activities</b>	<b>4,548,923</b>	<b>(2,843,386)</b>
<b>Cash flows from financing activities</b>		
Capital repayment of leases	(1,349,376)	(449,500)
Proceeds from/(Repayment of) external loan	2,472,874	-
Interest paid	(225,282)	(111,275)
<b>Net cash (used in)/from financing activities</b>	<b>898,216</b>	<b>(560,775)</b>
<b>Net (decrease)/ increase in cash and cash equivalents</b>	<b>530,984</b>	<b>(4,284,616)</b>
<b>Cash and cash equivalents at 1 July</b>	<b>2,193,058</b>	<b>6,477,674</b>
Effects of exchange rate changes on cash and cash equivalents	(9,801)	-
<b>Cash and cash equivalents at 30 June</b>	<b>2,714,241</b>	<b>2,193,058</b>



# Changing the way we connect

How many medals did Bedford athletes win at the National Championships in Tasmania recently? What was the outcome for the recent Enterprise Agreement vote? Are there any new jobs going at Bedford? What is the latest COVID update? Where did the Day Options crew from Port Pirie go yesterday? What is Tamasine's new puppy's name?

When any of our staff, clients or employees want to answer these burning questions, or find out what's happening at Bedford, they now have access to a new user-friendly Bedford-wide internal communications tool called Workplace. After all, we know how vital a role communications play in organisations – especially complex ones like Bedford across 18 sites – with some teams often working from home.

Workplace was introduced to Bedford in March 2022 by our

People and Culture team. It looks and operates like other social media platforms, so those who are familiar with social media will find it easy to use. It can be accessed on desktop computers, laptops and mobile phones by anyone who works at Bedford – no matter where you are or what department you work in.

Workplace is a great place to connect with others, share news, insights and ideas, find out what's new, ask questions and give feedback. It's not compulsory to join, but so far about a third of our people have jumped on board, and we expect that number to increase over the coming months. Members have participated in over 1,395 posts, made almost 3,000 comments, and given over 16,000 thumbs up 'reactions'!

There is a mix of important work-related information, such as safety updates, organisational changes,

and new appointments, along with important stomach-related information such as the updated lunch menu at the Panorama Cafe.

In line with our positive and uplifting culture at Bedford, the most popular groups on Workplace are 'Good Vibes' – the group where we post all the feel-good things like personal and team wins, happy news, and fun outings, and Pets@ Bedford – where we introduce our beloved furry, scaly or finned family members to our workmates.

Workplace has helped us to connect faces to names, medals to athletes, and dogs to owners. We look forward to growing our Bedford Workplace member base and staying connected with our team-mates well into the future.

### FACT

- 1,640 invitations sent
- 75 groups now talking to each other
- 2,798 comments



# Our Safe Place

All Australian disability providers and enterprises are subject to intense scrutiny and regular audits to ensure everyone is **safe, happy and heard.**

In January this year, Bedford's Client Incident and Complaints team was restructured and renamed the Safeguarding Team. The team wasted no time reviewing our Client Feedback, Incident Management and Quality frameworks to satisfy the obligations of the NDIS and promote a really engaging approach to the way we interact and handle client incidents, concerns and complaints.

As part of the restructure we also recruited new experienced investigators, a compliance officer and a General Manager who have enjoyed getting to know our clients and letting them know they can always talk to our caring staff.



**ENSURE EVERYONE IS SAFE, HAPPY AND HEARD**



# Many Thanks!

to all our wonderful supporters and sponsors, patrons and ambassadors.

## Honorary Life Members

- |                            |                                  |                            |
|----------------------------|----------------------------------|----------------------------|
| Mrs ER Atwell              | Mr KF Kelly AM                   | Mrs TM Pye                 |
| Dr G Bethune               | Dr NH Kirby                      | Mr T Robins OAM            |
| Dr AB Black OAM            | Mr D and Mrs J Knight            | Mr KC Rogers OAM           |
| Ms A Bolkus and Mr M Dwyer | Mr S and Mrs ED Kosmala OAM      | Mrs D Shaw                 |
| Mrs CM Brown               | Mrs S Kuchta                     | Mr A Somerville            |
| Ms VK Bryant               | Mr S Liebhardt                   | Mr RJ Styling AFSM OAM     |
| Mr EM Byrt                 | Mrs J MacFarlane                 | Mr I Terry and Mrs M Terry |
| Mr M Chappel               | Mr M Makrid                      | Mrs A Tiddy                |
| Mrs R Davison              | Mr BP Martin AO and Mrs M Martin | Mr JA Uhrig AC             |
| Miss G Dickson             | The Hon RG Matheson AM QC        | Mrs J Von Stanke           |
| Mr R Domaschenz            | Mrs BD Morish                    | Mr PG White                |
| Mr C Dunsford AM           | Sister M O'Connell               | Mrs F Whyte                |
| Mrs L Fuss                 | Mrs R and Mr HD O'Connor AM      | Mrs BC Mudge †             |
| Mr JC Goodall              | Mrs F Packham                    | Mrs M Shannon AM OAM †     |
| Mrs S Hateley              | Mrs H Pitt                       |                            |
| Mrs A Heyworth             | Mrs N Pullen                     |                            |



Angela Brennan

A special mention to **Angela Brennan**, who recently retired from her role as Bedford Corporate Receptionist. As the 'first impression' to visitors at Panorama, she always put Bedford's best foot forward – and has left behind some big shoes to fill!

**We would also like to thank the significant donors for leaving a lasting gift in their Will to Bedford in 2021/22**

- Mrs Joan Correll
- Mrs Audrey Ward
- Adrian Mattschoss
- Mrs Gwendda Dick
- Mr Erich Reuschle



Lastly thanks to the thousands of people who donated to Bedford or bought lottery tickets or contributed to our fundraising appeals in 2021/22. Your support is creating opportunities for our clients to reach their life and work goals.

## FAYE PACKHAM

After nearly 15 years of grass-roots fundraising, our beloved Ambassador and Bedford parent Faye Packham is stepping down to travel around Australia and finally enjoy her retirement.

Faye and a group of friends turned their skills in making quilts from pieces of fabric into an art form. Their first fundraiser in 2008 exceeded expectations and sold 300 quilting kits. By 2022, the Bedford Quilters will have raised more than \$350,000 for our organisation. Thank-you Faye, Lessa and all the wonderful women who've given 'sew' much.



## TOM DOEDEE

On game day, Tom Doedee defends the back line for the Adelaide Crows. For Bedford, the 25-year-old advocates for people with disability. This year Doedee won the Adelaide Crows Foundation Community Leadership Award for his commitment to an Inclusive Academy. He certainly brings a smile to our football-loving fans at Bedford. Doedee, who also claimed the award in 2019, has been an Ambassador for Bedford for the past four years. It has been a cause close to Doedee's heart ever since a serious car accident left his older brother Harley a double amputee.

## KIM SYRUS

This year we welcomed a new face to our Ambassador's program – South Australian media personality and gardening guru, Kim Syrus. From cookbooks to landscaping projects, the host of Channel Nine's Outdoors Indoors has already filmed and featured Bedford several times. Our new affable APG Ambassador has also MC'd events for us and often drops in to our sites to visit our clients and share stories and a laugh.



# Our year in pictures





**Bedford**

(08) 8275 0211  
[bedfordgroup.com.au](http://bedfordgroup.com.au)

