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Annual Report
2017/18

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Bedford Values

We are Bedford



We **work**
harder



We **care**
more



We are
trustworthy
honest and
authentic



We **laugh**
often



We **live**
for our
customers



We are always
looking for a
better way



We are a
big family



We **think**
and **act**
commercially



We **embrace**
diversity



We believe
in **real work**
and **real**
experience



We are
resilient
and **flexible**

Annual Report 2017/18

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Highlights of our year



Our 2017/18 financial year was full of so many exciting and memorable moments. From a merger with HiCity in Melbourne, the opening of our state-of-the-art facility in Sydney, to annual fundraising events and celebrating the amazing passion and dedication of our Bedford community.



Bedford Soccer Tournament

12 teams from across SA took to the field at Ladywood Reserve, Modbury for the 2017 Phoenix Cup on February 24 2018.



Women's Auxiliary Morning Tea

Over 200 people packed into the Fullarton Park Community Centre for the annual Women's Auxiliary morning tea on 16 November – one of three fundraisers they hold for Bedford each year.



Years of Service

Bedford recognised those who have worked at Bedford for 5 to 45 consecutive years at our annual Years of Service awards day in December 2017.



NAB Showbags

Always a highlight on the Bedford calendar, our team packed over 250,000 showbags for the 2017 Royal Adelaide Show, with help from National Australia Bank volunteers.



HiCity Merger

In December 2017, Bedford came together with HiCity (Oriental Services), a Melbourne-based organisation that provided employment and accommodation services to people with disability for over 40 years. We are thrilled to welcome more members to the Bedford family and work hand in hand with this life-changing organisation.



Member for Boothby (SA electorate) Visit

Member for Boothby Nicolle Flint visited our Panorama site in April 2018.



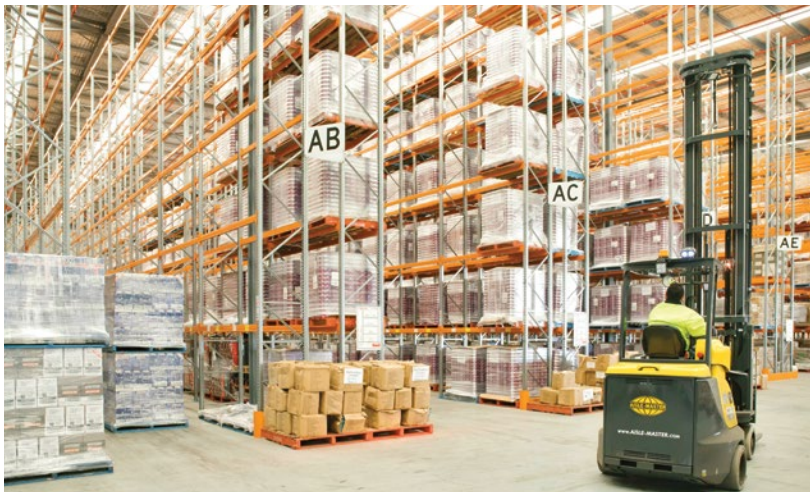
Big Battle 2017

Over 250 people put their knowledge to the test for the annual Bedford Big Battle on September 1, 2017, held at the National Wine Centre.



Big BBQ 2018

The new-look Bedford Big Sports BBQ attracted over 500 people to Adelaide Oval on February 16, 2018 who donned their favourite sports gear and enjoyed a fun-filled afternoon in support of Bedford.



Erskine Park

Due to the growing demand for services in Western Sydney, Bedford opened a new purpose-built 7,550m² packaging and logistics facility at Erskine Park in August 2017.







Getting Shane on the right path

How working at Bedford has changed Shane's life.

Shane can barely contain his excitement about working at Bedford.

"I feel like I have a sense of purpose in my life and that feeling is probably the best thing I've ever felt," he says.

The Adelaide teenager who has autism was recently offered full time work at Bedford's manufacturing facility at Gepps Cross.

"I'm doing all types of things, cutting whiteboard, making drawers and all the edging and tape. When I see the items getting taped up and sent outside to be taken away, it feels like I've done something good," he says.

That sense of fulfilment is a far cry from just a few months ago, when Shane was in a mainstream school struggling to fit in and avoid being teased and harassed.

"He was bullied on a regular basis and dreaded getting ready for school and we would often argue," Shane's mum, Leandara said.

Shane's transition from school life to the workforce began in Year 10 when he was offered a work experience stint at Bedford thanks to the efforts of his disability support coordinator.

While he was apprehensive to begin with, Shane quickly grew to love the work, his colleagues and the support from people like personnel and training officer, Kaylan.

"We then assisted him with a school-to-work program at the Prospect Centre and again he did a fantastic job," Kaylan says.

"We were able to increase his hours and also increase his opportunities. This is really one of the most positive stories to emerge from Bedford this year."

A few weeks ago, Shane's family made the decision to end his schooling so he could take on full-time work at Bedford.

"I'm now waiting for the NDIS to get back to me with a new plan in October when Shane turns 18," Leandara says. "Hopefully they'll provide the funding so he can stay in his job and support him with independent living in the future."

For now though, Shane is happy. He wakes up on time every morning, makes his lunch and carefully lays out his uniform for the big day ahead.

"It might seem like a little thing, but it's a big thing for me," Shane says.

Leandara says she's thankful for Bedford's support.

"When they say they change lives, they've certainly changed Shane's," Leandara said.

I feel like I have a sense of purpose in my life and that feeling is probably the best thing I've ever felt.

Chairman's Foreword

I am honoured to present Bedford's 2017/18 Annual Report.

A year of changes and challenges but our Board's vision remains the same – maximise the opportunities of the NDIS for people living with a disability by transitioning Bedford to a leader in the provision of services.

This year we've had to adopt a series of new strategies to address the ever-changing NDIS reforms.

Many people have been asking me what will supported employment look like in the future and how will our day-to-day running of the business cope?

What we know is this, adopting the NDIS model is having a significant impact in the disability sector and has increased our costs by over \$1.0 million. These additional operating expenses have contributed to Bedford incurring an operating deficit for the financial year. However, the assets retained by Bedford as a result of our merger with disability service provider Oriel Services Limited (HiCity) in December 2017 resulted in Bedford recording a surplus of \$7.065M for the 2017/18 Financial Year.

Furthermore we, like many in the not-for-profit sector, have also experienced a sharp decline in the number of bequests and funding, which have been significant in past years.

While there's no simple solution moving forward, our Board and new executive team are committed to our strategy to see our Bedford family achieve their goals through:

1. Scalable and sustainable supported employment options into the future that are attractive to Clients.
2. Driving a dynamic workforce to meet the demand for service provisions under the NDIS.
3. Growing our other key Community Access & Lifestyle and Day Options services, in-line with the needs of our Clients.
4. Building on the opportunities to strengthen our residential services for Clients at Balyana and HiCity through the growth in Supported Independent Living funding, and ensuring our community-based properties that are under tenancy management remain focused on the needs of Clients.
5. Remain commercially viable and profitable in the long term.



A year of changes and challenges but our Board's vision remains the same – maximise the opportunities of the NDIS for people living with a disability by transitioning Bedford to a leader in the provision of services.

Ray Grigg

Chairman, Bedford



The good news is we have already invested significantly in a number of projects and facilities in order to safeguard our future.

There have been big movements interstate with our NSW operations moving and expanding in Sydney's Erskine Park to a purpose-built warehouse.

Meanwhile in Victoria, our merger with Oriel Services (HiCity), an organisation that's been providing employment and accommodation opportunities to people with disability for over 40 years, provides us with the opportunity to take Bedford HiCity to new premises and seize the opportunity for providing additional NDIS services.

We estimate it will probably take 12-24 months to really get the impact of NDIS working for us but the short term prognosis is already looking really positive.

I'm very excited to have Maggie Dowling on board with us as Bedford's CEO. Maggie brings a wealth of experience to the role and along with her Executive team has already undertaken a comprehensive review of Bedford resulting in our refreshed Strategic Plan.

At the same time we're working hard to ensure we have strong governance and financial management while we develop our investment strategy moving forward. This will ensure we have efficient and compliant systems in place, which is really pivotal to long term sustainability and growth.

In terms of our supported employment strategy, the word "support" is taking on even more meaning than ever as we continue to focus on Client-centric programs in Community Access & Lifestyle, Health and Wellbeing and Day Options services that promote the capacity building, health and wellbeing of our Clients.

Building on our already strong organisation culture, which is a strategic focus, retaining passionate, skilled staff to support our Clients is essential to our success. Our staff and their passion for our Clients and their families is our most important ingredient to success!

Finally, I want to pay tribute to our Board of Directors and to our three departing Board members; Samantha Hellams; Teresa Colliver and Donald McGurk. Sam, Teresa and Donald have made a significant contribution to Bedford and I deeply thank them for their support. Over the next two to three years, in-line with good governance principles, we will be refreshing the Board to ensure that we build on the great skills base that has served Bedford so well and continue to help Bedford move from strength-to-strength and thrive in the NDIS.

Thank you all.

Raymond G Grigg
Chairman, Bedford

Chief Executive's Report

I am pleased to provide the Chief Executive Report for the 2017/18 financial period.

As the new Chief Executive of Bedford and this being my first Annual Report, I would like to take the opportunity to express how privileged I am to be part of the Bedford family.

One of my first glimpses into how Bedford changes lives was when I met one of our long-term employees – Pete. Pete told me how he loves coming to Bedford, getting up at four in the morning and catching two buses to get here by 6am so he can clean Bedford's amenities before the rest of the team arrives. His philosophy is "You can't have people coming here if the bathrooms are still wet from me cleaning them". That's Pete; passionate, caring and selfless ... and there are hundreds of stories like his at Bedford reflecting the vital role employment plays in a person's life.

Coming to work at Bedford is not just a job, it provides a sense of self-worth, develops skills and independence and establishes lifetime friendships. And Bedford's Day Options and residential services deliver these same benefits.

Bedford is embracing the opportunities offered by the NDIS and identifying how we can best support our existing 1500 Clients and their families, particularly with navigation of the NDIS, was the impetus for the development of our new Strategic Plan.

Three key pillars of our Strategic Plan for both today and into the future are:

- To grow our business and ensure it evolves in line with the NDIS to support people with a disability to meet their life goals; whether that be work or day options, learning new skills leading to greater independence, having a place to call home or socialising with friends. We will have an integrated approach to our services under a 'whole of life' principle.

- To ensure our employment options appeal to all age demographics, across our 22 sites around Australia, to those who are working for Bedford now and also for those who are transitioning from school or haven't worked before but would like to enter employment at a mature age. To achieve these goals we will be innovative in our current and future employment offerings to ensure we can deliver against a Client's employment goals.
- To partner with the Federal Government and other disability sector providers to ensure the way in which our Clients are supported and receive services is fair and sustainable in the NDIS.

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Our focus remains on meeting the needs of Clients and their Families and, most importantly, to be an organisation whose purpose is to contribute to an Australia where every person with a disability is empowered to achieve their life goals.

Maggie Dowling

Chief Executive, Bedford



While South Australia is our heartland – it's where we started and we're proud of all our sites – stretching from Port Lincoln to Mount Gambier, with our new 7,500m² packaging and warehouse operation in Erskine Park in New South Wales and our recent expansion into Victoria with the merger with HiCity supporting 85 employees in December 2017, we are very pleased to be operating in three states.

We have also made significant investment in assets and new technology across the Group with upgrades such as a \$250,000 cold room at Panorama (SA) helping us to cater for our growing list of food industry customers.

Our focus remains on meeting the needs of Clients and their Families and, most importantly, to be an organisation whose purpose is to contribute to an Australia where every person with a disability is empowered to achieve their life goals.

I'd like to extend my gratitude to our commercial customers, and those who support Bedford by attending our Big BBQ event, Family Network meetings, making donations, our Ambassadors and those groups who work tirelessly behind the scenes fundraising such as the Women's Auxiliary and Faye Packham (Ambassador) and her quilting support team. A big thank you from the Bedford family - you make a huge difference and absolutely change the lives of people with a disability.

A handwritten signature of Maggie Dowling in blue ink.

Maggie Dowling

Chief Executive, Bedford

Bedford and the Community

The support we receive from the community helps us change lives every day. Thank you to our many wonderful supporters, corporate partners, sponsors, generous fundraising groups, volunteers, and lottery buyers.



Bedford Women's Auxiliary

Bedford is extremely grateful to receive ongoing support from the Bedford Women's Auxiliary, who donate hours of their time and resources to raise significant funds for Bedford projects. As well as creating handcrafted products and produce for sale, the Auxiliary charitably donates time and energy to run a bridge day, movie night and a remarkably well-supplied morning tea in honour of Bedford each year.



Volunteers

We were pleased to welcome a large number of volunteers at our Torrensvile, Elizabeth and Panorama sites during the period. NAB's two-week volunteering program enabled more than 200 of their staff to contribute time to assist with showbag packing during our busiest season. We also thank KPMG, Loscam, City of Onkaparinga and Thomas More College who generously donated their time.

Family Network

Family Network extended its reach significantly over the period, with well-attended sessions held at Panorama and Gepps Cross. With a number of families in the early stages of their first NDIS plan, special guests and NDIA representatives were invited to answer questions and provide additional information on Wills, Power of Attorney and Guardianship orders. Several NDIS resources were developed and presented specifically for these sessions, to ensure positive outcomes for our people under the scheme.

Lotteries

Significant changes were implemented across our lottery program, with both Bedford and Phoenix branded lotteries and databases merging together to become Bedford Lotteries in January, 2018. Now operating from a single central location at Bedford Torrensvile, Bedford Lotteries continued to provide services for third party lotteries, and as such contributes vital income for Bedford activities and programs. Introducing online communication systems and updating current database technology will be the central focus over the next period.



Fundraising Events

Regular fixtures on the South Australian fundraising calendar, the Bedford Big BBQ and Big Battle continued to grow in popularity and were well-attended by members of the community. The success of these events is reliant on the generosity of a number of organisations who provide sponsorship and donate auction items. We thank NAB, ORIX Australia, Mainfreight, NOVA, Holden, Salary Solutions, Hills Cider Company, Macquarie Wealth, Holidays of Australia, Bunnings, Pro Paint 'n Panel and Scene Change for their vital support of these events.



Drakes Supermarkets

Bedford was once again nominated as a recipient of the Drakes Charity Showbag fundraiser; a generous community initiative driven by Roger and Wendy Drake of Drakes Supermarkets. As well as receiving

a generous financial donation from this initiative, Bedford also benefits from packaging contracts with the organisation and remains grateful for the ongoing relationship and generosity.

Years of Service



Each year, Bedford is proud to celebrate and acknowledge the long-serving employees who have reached exciting milestones of employment.

On the International Day of People with Disability in 2017, we came together to celebrate these employees and recognise their 5 to 50 years of dedicated service.

Congratulations again to all our Years of Service recipients.

10 Years of Service

Paul Howard
Irene Salazaras
Thomas Martin
Matthew Cherry
Sean Abraham
Navarre Lang
Sam Prunty
Jonno Nikias
Kelvin Kotek
Gary Sledge
Kate Edwards
Tara Taylor
Cassandra Schaefer
Kahlia Sawyer
Erin Campbell
Matt Bell
Sue Goldsmith
Margaret Chapman
Jay Conway
Philip Napper
Adam Carpenter
Ashley Gomersall
Daniel Richardson

Melissa Harrison
Willis Rowe
Sarah Scanlon
Glen Jones
Louis Schembri
Dana Nance
Kym Barrett
Christopher Stewart
Shane Woolfall
James Fielding
Michelle Wood
Heather Lehmann
James Looby
David Wilsmore
James Hobbs
Sean Brown
Angie Hendrikse
James Henry
Andy Norman
Jennifer Stevens
Lauren Bolte
Andrew Letasz
Karen Brown

20 Years of Service

Sharon Van Tol
Michael Sloggett
Tania Barra
Julie Kalogerinis
Sarah Rowe
Sandra Hodzic
Adrian Phillis
Nathan Redden
Anna Sauchella
Deepika Mancer
Timothy Russell
Beverley Davison
Nathan Robbins
Gareth Jellett
Ronald Petty
Lyn Stenz
Carol Rowsell

25 Years of Service

Andrew Cook
Bill Rollond
Brenton Walker
Paul Mars
Michael Dalby
Jason Matthews
Aaron Agars
Rosie Fradd
Andrew Kieswetter
Kirsty Gabell
Kerry Williams
Ben Hoffmann
Donelle West
Amanda Fear
George Selinis

30 Years of Service

Annette Hepenstall
Adam Cashman
Jennifer Hopkins
John Lambrinos
Sheldon Hein
Paul Wade
Paula Richardson
Bruce Wetzler
Nicholas Foale
Grant Greenwood
Cameron Hill
Andrew Thornton
Maryanne Dendunnen
Geoffrey Dawson
Suzie Bormann
Shane Hehir
Michael Lockyer
Mary Lane
Robert Woods

35 Years of Service

Stephen Potter
Ronald Young
Catherine Foster
Vincent Gauci
Michael Williams

40 Years of Service

Barrie Jones
David Smith
Julie Swann
Robert McFarlane
Robert Jones
Tony Harris

45 Years of Service

Darrell Mitchell
Alan Park
Peter Ignacionek

50 Years of Service

Robyn Thorn



Ambassadors

Thank you to our busy Ambassadors who continue to help share our stories and promote Bedford.

Faye Packham



Jack Hombsch



Amanda Blair



Employee Representative Committee



Thank you to our Employee Representative Committee who meet regularly to discuss events, concerns and improvements.

Panorama

Toby Sutherland	Reno Montin
Andrew Norman	Ellie Martin
Kirsty Gill	Lauren Packham
Jake Harrison	Emily Richards
Vanessa Jelic	Lauren Bell
Eleanor Wildy	Glendon Place

Pooraka

Richard Edwards
Daniel Hutchinson

Edinburgh

Andrew Weaver

Elizabeth

Nathan Griffin
Juanita Wooden

Torrensville

Margaret Scheerle
Josh Freeman

Gepps Cross

Edward (Ted) Dibben

Lonsdale

Dale Paterson
David Kidd

Kadina

Melissa Bierman

Pt Pirie

Alexandra Collins
Sylvia Gooroo

Millicent

Vicki Hateley
Anthony Dixon

Pt Lincoln

Wayne Taylor

Mt Gambier

Rick Frahn

Whyalla

Glenda Curtin

Victoria

Lorelle Kearney
Michael Hale

NSW

Candice Lundie

Day Options

Despite the ongoing delays with the NDIS roll out in South Australia, Bedford's four Day Options sites continued to prosper. Numbers within the various centres continued to rise throughout the financial year. Existing Day Options Clients who have transitioned over to the NDIS have remained with Bedford Day Options due to the high-quality of support and diverse range of activities within our centres and in the community.

Both the city-based and regional programs have been busy finding new options and activities for their Clients to ensure activities are diverse and relevant. Wallaroo Day Options added a swimming and fitness program, which has proven very popular and resulted in plenty of health benefits. The Port Lincoln team helped plant local native plant species as part of the Port Lincoln City Council Revegetation Project from November 2017-June 2018, which was supported by a \$2500 National Landcare Program Grant. An increase in Clients saw more staff come on board in Port Pirie, and the addition of two new fleet vehicles allowed groups to become more involved in the community.

Maintaining relationships with the community has also been high on the agenda as all four groups strive to give back by working alongside the likes of Meals on Wheels, Rotary, the Country Women's Association and local councils. Staff have reported an increased sense of pride and purpose among Clients who volunteer with these community organisations.



Community Access and Lifestyle/Community North

In 2017, Bedford recognised opportunities to expand current services under the NDIS in Adelaide's northern suburbs. Extensive resources were pooled into developing Bedford NDIS Partners - a group of experienced and motivated team members from throughout the organisation who assist current and future Bedford clients with transitioning into the NDIS. Extensive time was spent developing and talking to the current client base to establish participants' goals and activities, so supports could be developed accordingly. As a result, the Community Access & Lifestyle (CAL)/Community North business arm was born. To support this venture, Bedford hired 11 community-based disability support

workers at the beginning of 2018 to deliver centre-based and community supports to clients in the northern suburbs. Bedford's team of community-based disability support workers continued to grow throughout 2018, as the NDIS rolled out across the state, many of which had graduated from Bedford's Certificate III in Individual Support (Disability) course.

Throughout the period, Bedford supported nearly 80 Clients working towards achieving their goals through the CAL umbrella. Clients have been enjoying services such as cooking, computing lessons, and 'Social Saturdays'. Many clients have reported increased independence and confidence in daily life

skills, with many now able to cook, shop and set budgets for themselves. Staff have also been working on an NDIS Service Offering Framework, which will be used to determine the suite of services Bedford can offer Clients. It is expected that over the next two years, up to 1200 people will choose Bedford's CAL services, as Clients maximise the benefits of their NDIS Plans to achieve their life goals.



Residential Services

The beginning of the 2017/18 year saw the Residential Services working closely with Clients and their families to prepare for their transition into the NDIS. Information workshops featuring presentations from Bedford and the National Disability Insurance Agency were held, along with more informal meetings and support from Balyana staff.

Following this, senior staff worked closely with residents and families to develop pre-planning workbooks, collect background data and other evidence of support to ensure residents received the best NDIS plan possible. Staff supported residents through nearly 60 formal planning meetings with Local Area Coordinators.

This was a very positive process and by the beginning of the financial year, we saw the first NDIS-approved plans coming through for residents.

As part of the HiCity/Oriel Services merger, Residential Services gained a new arm. We now proudly manage four group houses with 12 residents in metropolitan Melbourne.

With HiCity already operating under the NDIS, the South Australian team was able to draw on their experiences and apply their knowledge during the scheme's rollout across metropolitan Adelaide and regional areas.

Our next steps are to instigate our new Supported Independent Living service model, which will see Balyana looking very different this time next year, with increased staff and upgrades to six of our on-site houses. We are excited about the opportunities this will provide for our residents and look forward to the challenges this will bring. The next 12 months will see us deliver best practice services across both South Australia and Victoria.



Training and Learning



Bedford is proud to offer a wide range of training and learning opportunities, from registered training through to essential life skills and school to work transition.



Registered training

Bedford continued delivering services as a Registered Training Organisation (RTO) during 2017/18.

Bedford remained committed to developing a qualified, experienced and engaged workforce under the NDIS and was pleased to offer the in-demand Certificate III in Individual Support (Disability) course once again.

Fully-subsidised by the Government of South Australia's WorkReady initiative, the course equips successful graduates with the practical skills and knowledge to support people with disability in any environment, whether it be in the community or workplace. During the year, 150 people graduated from the course, which was run across southern and northern Adelaide, at a 92 per cent employment rate; a 15 per cent rise from 2016/17.

The RTO team also assisted Bedford staff members in renewing and upgrading their existing disability qualifications, with a strong focus on NDIS-specific skills. The team also increased the number of external employment partners by 50 per cent, which includes a number of government, disability support and direct care support organisations.

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In 2017/18, 110 people found meaningful employment at Bedford after graduating from the Orange Brick Road internship, which is now run at all Bedford sites.



Essential life and work skills

Over many years, Bedford has developed and refined a range of practical courses aimed at enhancing our Client's work and daily-life skills.

The unique range of courses is delivered on a weekly basis across our sites, complementing our employment and community access offering under the NDIS. Remarkably, Bedford delivered 1632 hours of tailored training, with courses over the period including:

- Money handling
- Healthy eating
- WHS
- Relationships and friendships
- Harassment/cyber bullying
- Job readiness
- Literacy and numeracy
- Forklift training
- Manual handling
- Personal safety
- HACCP

School Leaver Employment Supports (SLES)

True to our commitment to providing ample employment and training opportunities to people with disability, Bedford became a registered NDIS provider of School Leaver Employment Supports (SLES) during the period.

A specialised pathway for NDIS-eligible school leavers, SLES aims to help develop the skills required to transition from school to employment.

Based on the Australian Government's Core Skills for Work – Development Framework, Bedford began to develop its SLES offering based on building employability skills through on-the-job experience and training in a range of areas, such as:

- Managing work life
- Communicating at work, networking and recognising different perspectives
- Planning and organising the work day, making decisions and problem solving
- Job-hunting skills
- Work health and safety

Orange Brick Road

Bedford's Orange Brick Road internship program remained the primary onboarding method throughout the year. This internship provides tailored training, mentoring and supported pathways for school leavers or those wanting to re-enter the workforce and pursue a career in:

- Fast moving consumer goods
- Horticulture and landscaping
- Furniture and timber processing
- Pharmaceutical and medical packaging
- Food and hospitality
- Business services

In 2017/18, 110 people found meaningful employment at Bedford after graduating from the internship, which is now run at all Bedford sites.

School to Work Program

In 2017/18, students from over 30 schools across South Australia undertook group and individual placement at Bedford.

We welcomed groups to Panorama, Elizabeth and Torrensville every week, where students assisted the packaging teams with a range of contracts. Students also completed work experience in manufacturing at Gepps Cross.

The School to Work team received a continuous flow of students requesting work experience at Bedford each semester, resulting in the need to grow and adapt the program to suit individual needs. The team is pleased to have developed and maintained positive relationships with local schools and predicts a steady flow of new students in the new financial year.

Bedford Business Operations 2017/18



Businesses: Hospitality



Bedford Hospitality continued to develop a unique range of confidence-building and transferable skills during 2017/18, from cash handling and customer service through to barista training and food safety.

Bedford's newest café at Elizabeth is now in full swing, serving hot meals, drinks and snacks daily, giving team members and Employees from other business units the opportunity to develop new skills.



Employs over 140 people with disability across four sites, building skills in food preparation, cash handling, customer service and coffee making

New flooring was installed at Panorama in January 2018, with new signage installed later in the year giving the café a fresh look and feel. In the kitchen, a focus on cooking foundations helped refresh the team's knowledge and understanding of food preparation and handling principles; an area of high demand and growth under the NDIS.

Broadening skills in cooking and customer service in preparation for open employment continues to be a popular goal for NDIS participants. With this in mind, Employees have become heavily involved in the daily running of the kitchens, from placing orders with suppliers, to organising deliveries and taking on team leader roles. Weekly lunch menus featured traditional favourites, international cuisines and seasonal meals, while catering to different dietary requirements.

The ever-popular 'Bedford Bikkies' continued to be produced for funeral parlours across Adelaide, with demand again exceeding 3.5 tonnes.

Meals served daily also grew, with the various sites creating in excess of 600 meals a day for residents, staff, visitors and Employees. The Panorama team also catered for over 200 people at the site's bi-monthly awards lunch.

Hospitality was a popular choice for work experience students once again, with over 40 students spending their semester-long work experience placements in the department. Four students were employed in hospitality after graduating from the Orange Brick Road internship program.

On an environmental note, the Panorama team took steps to reduce waste by encouraging the use of reusable coffee cups across the site. Keep Cups were ordered for purchase, and small discounts were offered to those who brought their own mug.

The variety and diversity of work within hospitality remains a key selling proposition, and continues to draw interest from prospective NDIS participants as well as current Employees and community access Clients.

Businesses: Packaging



The 2017/18 year saw Bedford Packaging go from strength to strength. The team had a very busy year, continuing to invest in equipment to produce more products for customers and in turn create more employment opportunities for our Clients.

The new state-of-the-art Bedford facility at Erskine Park in Sydney began full operations this year. The 7500m² warehouse boasts 6560 pallet spaces, two container loading docks, a temperature controlled food room, a management system for tracking pallets and the capability for pharmaceutical grade work. The team continues to take on new jobs, with some of the most exciting being for Nestle, a new major account for Bedford in Sydney.

With the number of contracts and work predicted to significantly grow over the next year, there will be more employment opportunities for people with disability in Sydney.

Investments were made to continue improving on the quantity and quality of jobs our team can complete for customers. Bedford Packaging invested in new machinery during the period to increase capacity, including a sealing machine to increase the volume of Obela crackers packed daily from 6,000 to 20,000. The team also facilitated the donation of the Krones Wine Labelling Machine from Barossa based Treasury Wine Estate to increase capabilities and allow Bedford to expand our wine operations to two sites.

Over the year, Bedford Packaging focused on continuing to develop and enhance each site, leading to increased capacity. Further development of the medical-grade sterile room layout at Torrensville continued to maximise output of the nRAH contract.

The Royal Adelaide Show was once again a busy time for Packaging, with the team collating over 250,000 showbags. A highlight of the Bedford calendar, the team particularly enjoy the engagement with NAB volunteers who help pack showbags each year.



**250,000
showbags
collated for
the Royal
Adelaide
Show**





Businesses: APG Horticulture



Adelaide Property and Gardens (APG) had a challenging yet well-performing year, retaining its reputation as a preferred commercial landscaper across metropolitan Adelaide and regional South Australia.

Establishing a strong presence in the Adelaide Hills was a priority during the period, which saw the team awarded a small streetscape and sales office landscape job at Bluestone Mount Barker. As a result, APG was able to build upon the maintenance work already underway by clients in the Adelaide Hills.

In the north, the construction and maintenance of Blue Tongue Creek at Blakes Crossing showcased APG's vast range of services, incorporating path networks, turf, exercise equipment and stormwater management.

APG's exceptional standard of service and safety record continued, ensuring industry standards were met and personal interests catered for. Central to APG's success is its commitment to providing Employees ample opportunities for personal and professional growth. This was evident when a team from Lonsdale travelled to Mount Gambier and the Riverland to install landscapes for Disability and Housing SA. Both trips saw Employees expand their skillset and create stronger relationships with teammates.

APG remains committed to providing high-quality, 'full life' services to their customers by performing regular maintenance work on finished projects.

Bedford remains proud of the tangible and transferable skills offered to Employees through its APG services.



**120 Employees
across 11 locations
in regional and
metropolitan
South Australia**



Businesses: Manufacturing



Operating across five timber processing sites and one distribution site in South Australia, Bedford Manufacturing experienced a great year, expanding services and introducing new product lines.

Improvements in equipment continue to drive efficiencies, leading to increased sales and a strong net surplus. Significant projects included new wood working machinery at both Panorama and Gepps Cross, which showcases Bedford's diverse manufacturing capabilities to customers.

After a review of the storage department in Bunnings, Bedford introduced a new range of budget wardrobes called the Montgomery brand, which features imported products sourced by Bedford. Together with current Bedford Furniture products made by our Employees,

the Bedford storage bay now follows the Bunnings 'good, better, best' layout, giving the consumer a more efficient and easier shopping experience.

The rebranding of Bedford Furniture products has strengthened the Bedford brand and created a consistent look across the range. It has also resulted in a better-packaged product, making it easier to handle and transport boxes instore.

In the South-East, the Work for the Dole project is nearing completion, with only the auxiliary equipment required to fit out the kitchen and bathrooms. This program has been an overwhelming success, with over 20 participants offered full-time roles with local companies since its inception. Work on the Old Farmhouse has generated enormous interest in the local community with many taking a keen interest in the progress.

On an environmental note, Bedford continues to work with customers who purchase some of our waste products. These include Luv-a-Duck, who take our shavings in Mount Gambier, Veolia who take our shredded particle boards at Panorama and Kindling Buyers, who take our timber offcuts. We also are continuing to review all waste products with the aim of further reducing our carbon footprint.

In the northern regions, Bedford achieved record sales and net surplus. This was largely due to several projects being relocated from Panorama and Gepps Cross to our regional sites, such as the packaging of shelf packs and cutting of wardrobe MDF packs. In addition, activity kit sales increased, which Bedford supply to the activity organisers in Bunnings stores.

Bedford Manufacturing continues to work with existing and new customers to provide innovative products and to ensure our quality is of the highest standard.

Businesses: Social Enterprises



The Social Enterprises teams across each region have made a positive contribution to their communities with their work in grounds maintenance, general cleaning, car detailing, packaging, laundering and embroidery.

Our regional Social Enterprises continue to provide sustainable opportunities for Clients. Capital has been invested in new machinery, such as a Kubota ride-on mower and catcher set up, steam cleaner, hand mowers, brush cutters, whipper snippers, linen and building upgrades.

Port Lincoln has upgraded the grounds, building raised garden beds to supply vegetables to use on site. Whyalla is

starting to see a resurgence in confidence within the community since the sale of Arrium to GFC Alliance, which has provided additional opportunities for the team in embroidery and ground maintenance work.

NDIS plans started rolling out in Whyalla, Millicent and Mount Gambier. Local Personnel and Training Officers have been actively providing support to participants and their families, while forming good working relationships with Local Area Coordinators.

Throughout the year, the sites have provided work experience opportunities for several school students, with some transitioning into employment.



Social Enterprises provides supported employment and training opportunities to over 100 people across Port Lincoln, Whyalla, Millicent and Mount Gambier



Bedford HiCity



Oriel Services/HiCity, an Australian Disability Enterprise that has operated since 1975 in Melbourne's North-Eastern suburbs, came together with Bedford Group in December 2017. This merger provided ongoing security and opportunity for 90 Employees in HiCity's operation, whilst giving Bedford a presence in Melbourne.



The merger also included Oriel Housing which incorporates four modern houses, providing supported living for up to 12 people.

Since the merger, a large amount of work has been put into integration of systems and processes such as wage assessments, budgeting and risk management platform, Skytrust.

The resources made available via the Bedford merger have had an immediate impact in areas such as WHS, compliance, and quality systems. An amount of work for existing Bedford customers has been processed at the HiCity packaging facility, which would have otherwise been completed by other ADEs. We look forward to this work increasing in the future.

Despite a small overall loss, positive results were achieved in packaging and grounds maintenance areas, driven by good sales and salary savings. Our housing division was heavily affected by the change in Supported Independent Living payments.

During the year we also undertook various projects which have improved the efficiency and safety of our operations. Equipment such as a dust extractor, jib crane, weigh filling equipment and a new vehicle and trailer were purchased. The team also maintained relationships with existing customers and have secured new customers in packaging and grounds maintenance.

Developing a business plan that supports a move to a larger, more modern site is a key focus over the next 12 months; an outcome that would see a growth in operations and provide more employment opportunities for people with disability. Bedford HiCity looks forward to continuing the great work of HiCity as well as growing the Bedford name in the Victorian market.







Finding a sense of purpose for Kylie

Bedford HiCity helps Kylie through a tough time.

Earlier this year, Kylie found herself facing homelessness. The 34-year-old worker at Bedford HiCity in Melbourne's north-east, was forced to leave the caravan she'd privately lived in for many years at the back of a relative's property.

"One Saturday I just got kicked out of home. I went and stayed with a friend for a couple of days but... I didn't know what to do," Kylie says.

Like many of us facing hardship, Kylie didn't want to burden her friends and colleagues with her problem.

However, it soon became obvious to employment and training manager Lynne and the Bedford team that something was terribly wrong.

Eventually, Kylie opened up about her problem. As Bedford HiCity provides both employment and accommodation opportunities, staff were able to find a temporary housing solution in one of their share homes.

"They said I could have a two-week trial at the house I'm living in. It has a TV and my own room!" she says.

Those two weeks of supported accommodation turned into several months while Kylie's NDIS plan was revised to take into account her living needs.

During that time, Bedford HiCity implemented a broad range of programs and services to help Kylie get back on track – and she's even enjoying a busier social life.

"I do a lot of activities with the girls I live with," she says. "Tuesday night I go to dancing, Wednesdays I play netball – sometimes I'm wing defence. I also peel potatoes and help the support workers in the kitchen."

"She's missed out on so many things for so many years," Lynne adds. "I'd really like Kylie to have the funding for accommodation so that she can stay with Bedford housing and further develop her skills at work."

Kylie's dream is to go on her first interstate or overseas holiday. But for now, judging by her smile and infectious laugh, Kylie is the happiest she has been in many years.

"I'm taking it one day at a time. I'm just learning how to have responsibility and doing things for myself. I'm happier," she says.



I'm just learning how to have responsibility and doing things for myself. I'm happier.



Board of Directors

The Directors present their report together with the financial report of Bedford Group, for the financial year ended 30 June 2018 and the auditors report thereon.



Ray Grigg
Chairman

Mayor, Town of Walkerville; Non-Executive Director, RAA, Retired Senior Executive, General Motors

Bedford Committees: Chair, Corporate Governance; Chair, Remuneration

Other: Fellow, Society of Automotive Engineers, International and Australasia; Australian Institute of Company Directors; Australian Institute of Management



Greg Connor JP
Deputy Chairman

Consultant and Director, VUCA Pty Ltd; Principal Consultant, Greg Connor and Associates; Deputy Chair, National Pharmacies

Bedford Committees: Chair, Audit and Risk Management; NDIS Working Group; Remuneration; Corporate Governance

Other: Senior Fellow, Financial Services Institute of Australia; Fellow, Australian Institute of Company Directors; Fellow and Life Member, AIM SA; Graduate Diploma in Business Administration; Bachelor of Education



Teresa Colliver JP

Finance and Commercial General Manager, Adtrans National Trucks

Bedford Committees: Investment

Other: Fellow, CPA Australia; Bachelor of Business (Accountancy)



Stephen Hains

Deputy Chancellor, Flinders University; Presiding Member, Stormwater Management Authority; Presiding Member, Northern Adelaide Local Health Network Governing Council; Presiding Member, Clare and Gilbert Valleys Development Assessment Panel; Member, Local Government Association Governance Panel; Member, New Venture Institute Advisory Council; Director, Government Relations, Concordia Land Development

Bedford Committees: Audit and Risk Management

Other: Fellow, Australian Institute of Company Directors; Life Fellow, Australian Planning Institute; Fellow, Local Government Managers Association; Master of Philosophy in Urban Design and Regional Planning; Bachelor of Arts (Hons – Economics)



Samantha Hellams

Senior Manager-Libraries and Community Services at the City of Playford

Bedford Committees: Audit and Risk Management

Other: Master of Business Administration; Bachelor of Laws ; Bachelor of Arts; Graduate Certificate, Legal Practice; Graduate Australian Institute of Company Directors



Richard Hockney

Director, Richard Hockney and Associates; Deputy Chair, Prince Alfred College (Member Risk & Compliance Committee); Chairman, Advisory Board, Cook Building & Development; Chairman, Joust; Board Advisor, Lucas TCS & Lucas Family Group; Advisory Board Chairman, The Lacey Family Group; Advisory Board Member, SA Leaders; Chair, 2HKS; Director, CIC Higher Education Pty Ltd

Bedford Committees: Chair, Investment

Other: Advanced Management Program, Harvard Business School; Graduate Diploma in Applied Finance & Investment; Bachelor of Business



Mal Hyde AO

Consultant; Former Commissioner of Police; Board Member, Leaders Institute of SA; Board Member, University of SA Business School Advisory Board

Bedford Committees: Audit and Risk Management; Chair, NDIS Working Group

Other: Fellow, Australian Institute of Company Directors; Fellow, Institute of Public Administration Australia; Master of Business Administration; Bachelor of Law (Hons)



Donald McGurk

Managing Director and CEO, Codan Limited; Corporate Governance Committee Member – Port Adelaide Football Club

Bedford Committees: Investment

Other: Master of Business Administration; Higher National Certificate, Mechanical Engineering; Harvard Advanced Management Program (AMP 179)

Executive Team



Executive Team

Samantha Hellams
Executive Manager People
First from left

Kym Shreeve
Executive Manager Business
Transformation
Third from left

Tom Sexton
Chief Financial Officer
Fifth from left

Maggie Dowling
Chief Executive
Sixth from left

Aaron Brumby
Executive Manager
Commercial
Eighth from left

Michael Kromwyk
Executive Manager
Marketing and Client
Management
Ninth from left



Pictured with Bedford Team Members:

Robert Paprota (second from left), Peter Healey (fourth from left), Lauran Packham (seventh from left), Preston Olman (tenth from left) and Genevieve Conroy (eleventh from left).

Bedford Financial Report 2017/18

Corporate Governance Statement

The Bedford Board is committed to the principles of corporate governance in terms of responsibility, self regulation, prudent management of funds and commitment to best practice in all areas. The Board's commitment to good governance is evidenced through the Bedford Corporate Governance Charter. This Charter is to be read in conjunction with the Constitution which states the legal capacity and powers of Bedford as an incorporated body.

The Corporate Governance Charter details the various roles and responsibilities of the Bedford Board and senior management, as well as a code of conduct which is to be observed by all officers of Bedford.

The Board consists of up to 10 elected members, all of whom are non-executive and volunteer their services. Members are elected to provide an appropriate mix of skills and experience and retire according to the Constitution of Bedford. The Board is responsible for setting strategic direction for the organisation, approving budgets and monitoring achievement of objectives and goals.

Responsibility for the daily running of Bedford is delegated to the Chief Executive, who reports directly and regularly to the Board.

Committees assist the Board to perform its duties. Membership of these committees is reviewed annually. The memberships shown on page 28-29 of this Report reflect those at 30 June 2018.

The committees include Corporate Governance, Remuneration, Audit and Risk Management, Investment and the NDIS Working Group. Board Members represent an integral part of each of these committees, with the remaining members comprising past Board Members, representatives of Bedford Management and external representatives as and when required.

The Corporate Governance Committee ensures that internal and external relationships are effectively managed and that sound governance principles are applied to all facets of Bedford's operations.

Functions of this committee include:

- Considering and recommending changes to Board membership in line with the Constitution of Bedford, ensuring an effective and appropriate mix of skills.
- Establishing and monitoring of procedures to protect the organisation's ethical standards.

The Remuneration Committee's role is to oversee and approve the organisation's remuneration policies and practices. The role of the Audit and Risk Management Committee is to assist the Board in fulfilling its oversight responsibilities for the financial reporting process, risk management functions, the system of internal control, the audit process, and the organisation's process for monitoring compliance with laws and regulations and the Corporate Governance Charter.

The Investment Committee's role is to invest and manage funds, in line with established policies and guidelines, to secure Bedford's operations for future generations of people living with disability.

The role of the NDIS Working Group is to ensure that Bedford is prepared for the National Disability Insurance Scheme. The NDIS working Group was established in May 2014 to develop and monitor a strategic direction for Bedford as it prepares itself for the NDIS.

Ethical Standards

Bedford is committed to maintaining the highest ethical standards. The Board and Management also demonstrate a strong commitment to the health and safety of Employees and the wider community, as well as social equity, quality and environmentally sound work practices. All Board members, Staff and Employees are expected to act, at all times, with the utmost integrity to enhance the reputation and performance of the organisation.

Environmental Policy Statement

Bedford cares for the environment and strives for continual improvement in environmental practices. The Environment Policy reflects Bedford's commitment to protect the environment and conserve natural resources.

Privacy Policy Statement

Bedford values support from the community and is committed to ensuring the privacy of the personal information that is entrusted to the organisation. The respect for privacy forms part of the ongoing trust the organisation wishes to maintain with stakeholders.

Summary Financial Report



The financial statements and other specific disclosures is an extract of, and have been derived from, the Group's full financial report for the financial year. Other information included in the summary financial report is consistent with the Group's full financial report.

The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Group as the full financial report.

For the year ended 30 June 2018

CONSOLIDATED REVENUE FROM ALL SOURCES

	2014	2015	2016	2017	2018
	(\$'000s)	(\$'000s)	(\$'000s)	(\$'000s)	(\$'000s)
Sales	35,567	41,223	46,214	48,105	49,878
Fundraising & Investments	3,571	7,861	7,181	6,411	6,137
Fee for Service - Government Grants	10,141	12,972	16,061	16,804	18,797
Revenue from Discontinued Operations (Fee for Service)	1,911	-	-	-	-
Gain on acquisition of business	-	-	-	-	8,819
Total Revenue	51,190	62,056	69,456	71,320	83,631

Financial Commentary

Commentary on Bedford Phoenix Incorporated's Financial Statements for 2018

The first full year under the National Disability Insurance Scheme ('NDIS') in South Australia proved challenging for Bedford, as it did the broader disability sector. The complexity in transitioning to a new and evolving business model cannot be underestimated. For Bedford, FY18 was very much a year of investing in a structure which would provide the foundation for the NDIS in years to come, which was reflected in the decline in profit for the year.

In addition to its investment in the NDIS, Bedford expanded its New South Wales operations to a large scale commercial facility at Erskine Park. This was another significant undertaking, aimed at consolidating existing relationships with major packaging customers, as well as creating opportunities to increase the employment offering to more people with disability. In reality, the establishment of a greenfields site in a relatively new market, also proved more challenging than anticipated. The increase in timing and cost of this project also contributed to the decline in profit for the year. Pleasingly, by 30 June 2018, the original capital fit-out was completed and Bedford had fully transitioned from its Silverwater site.

The other significant project for the year was the merger with Victorian based disability support provider, Oriel Services ('Oriel'). Effective 1 December 2017, the merger of two like-minded not-for-profit organisation's, represented a great opportunity to combine resources to provide greater outcomes for people living with disability in Victoria. While the vision of relocating to a new site has not yet been realised, there has been considerable work undertaken to align processes, systems and cultures into a unified business.

From an operational perspective, Bedford's major commercial businesses all faced various challenges throughout the year. Manufacturing was adversely impacted by a delay in the roll out of its new furniture range, in addition to a decline in sales to key customers. The APG landscape business faced increasing competition, in addition to unseasonal dry conditions in the last quarter. The Lotteries and fundraising market also proved challenging, with a decline in financial performance indicative of the state of that market. Similarly, income from bequests was significantly below historical levels.

Despite the ongoing competitive nature of the market, the Packaging business posted a solid result, which was above budget and prior year. In response to declining revenue in other business units, spend on corporate marketing was reduced.

Excluding the profit arising from the merger with Oriel, Bedford reported a full year loss of \$1.7M, reflecting the increase in resources to meet the demands of the NDIS. Having established a business foundation for the NDIS transition, further investment will be required to ensure Bedford can adjust to the new market pricing, improve efficiencies and gain a greater understanding of the services valued by our people.



Consolidated Statement of Profit and Loss and Other Comprehensive Income

	2018	2017
	\$	\$
OPERATIONS		
Revenue from sale of goods	23,559,926	24,205,479
Revenue from rendering of services	26,089,990	23,781,735
Revenue from fundraising and lotteries	5,050,969	4,933,297
Fee for Service - Federal and State grants	18,797,194	16,803,714
Revenue from bequests	-	372,615
Total revenue	73,498,079	70,096,840
OPERATIONS – OTHER INCOME		
Gain on sale of property, plant and vehicles	-	98,777
Gain on acquisition of business	8,819,400	-
Other income	227,620	19,456
Total other income	9,047,020	118,233
OPERATIONS – EXPENSES		
Materials and consumables used	(21,160,521)	(20,514,340)
Staff and employee expenses	(37,085,794)	(32,694,045)
Depreciation expense	(1,868,391)	(1,942,993)
Amortisation	(63,988)	(26,662)
Distribution expense	(3,763,700)	(4,032,858)
Occupancy, IT, building and plant maintenance	(7,514,238)	(6,093,833)
Other expenses	(5,040,598)	(4,507,250)
Total expenses	(76,497,230)	(69,811,981)
Results from operating activities	6,047,869	403,092
Financial income	1,085,792	1,104,967
Financial expenses	(67,708)	(11,869)
Net financial income	1,018,084	1,093,098
Profit for the year	7,065,953	1,496,190
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	1,408,641	788,131
Other comprehensive income for the period	1,408,641	788,131
Total comprehensive income for the period	8,474,594	2,284,321

The notes on page 39 are an integral part of this consolidated summary financial report.

Consolidated Statement of Financial Position

	2018	2017
	\$	\$
ASSETS		
Current assets		
Cash and cash equivalents	3,453,914	2,532,911
Trade and other receivables	8,700,844	9,683,146
Prepayments	965,360	562,421
Inventories	7,216,036	3,906,830
Financial assets	2,070,891	5,646,770
Assets held for sale	4,062,550	-
Total current assets	26,469,595	22,332,078
Non-current assets		
Financial assets	20,531,604	17,263,827
Property, plant and vehicles	35,042,657	30,287,563
Intangible	357,445	421,432
Total non-current assets	55,931,706	47,972,822
Total assets	82,401,301	70,304,900
LIABILITIES		
Current liabilities		
Trade and other payables	7,013,736	4,510,741
Employee benefits	5,431,626	4,492,896
Lease liability	-	5,563
Total current liabilities	12,445,362	9,009,200
Non-current liabilities		
Employee benefits	1,043,294	857,649
Total non-current liabilities	1,043,294	857,649
Total liabilities	13,488,656	9,866,849
Net assets	68,912,645	60,438,051
EQUITY		
Reserves	15,629,652	14,221,011
Accumulated funds	53,282,993	46,217,040
Total equity	68,912,645	60,438,051

The notes on page 39 are an integral part of this consolidated summary financial report.

Consolidated Statement of changes in equity

	Fair Value Reserve \$	Other Reserves \$	Accumulated Funds \$	Total Equity \$
Balance as at 1 July 2016	808,497	12,624,383	44,720,850	58,153,730
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD				
Profit for the year	-	-	1,496,190	1,496,190
<i>Other comprehensive income</i>				
Net change in fair value of financial assets classified as fair value through other comprehensive income	788,131	-	-	788,131
Balance as at 30 June 2017	1,596,628	12,624,383	46,217,040	60,438,051
Balance as at 1 July 2017	1,596,628	12,624,383	46,217,040	60,438,051
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD				
Profit for the year	-	-	7,065,953	7,065,953
<i>Other comprehensive income</i>				
Net change in fair value of financial assets classified as fair value through other comprehensive income	1,408,641	-	-	1,408,641
Balance as at 30 June 2018	3,005,269	12,624,383	53,282,993	68,912,645

The notes on page 39 are an integral part of this consolidated summary financial report.



Consolidated Statement of cash flows

	2018	2017
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash receipts in the course of trading operations	64,424,079	56,476,221
Cash payments in the course of trading operations	(83,319,962)	(73,778,825)
Net cash used in the course of trading operations	(18,895,883)	(17,302,604)
Fee for Service - Federal and State grants	18,866,637	18,484,086
Bequests	-	372,615
Net cash from operating activities	(29,246)	1,554,097
CASH FLOWS FROM INVESTING ACTIVITIES		
Dividends received	689,420	657,951
Interest received	157,974	201,006
Imputation credits received	238,399	-
Net proceeds from sale of shares & Investments	2,308,681	293,890
Proceeds from sale of property, plant and vehicles	26,634	125,229
Payments for property, plant and vehicles	(3,049,148)	(2,422,954)
Funds Acquired on Acquisition	651,560	-
Amortisation	-	(173,857)
Net cash (used in)/from investing activities	1,023,520	(1,318,734)
Cash flows from financing activities		
Finance lease payments	(5,563)	(42,481)
Interest paid	(67,708)	(11,869)
Net cash (used in)/from financing activities	(73,271)	(54,350)
Net (decrease)/increase in cash and cash equivalents	921,003	181,013
Cash and cash equivalents at 1 July	2,532,911	2,351,898
Cash and cash equivalents at 30 June	3,453,914	2,532,911

The notes on page 39 are an integral part of this consolidated summary financial report.

Notes and Statement

Notes to the summary financial report

1. Basis of Preparation of Summary Financial Report

The summary financial report has been prepared based on the Group's full financial reports. Other information included in the summary financial report is consistent with the Group's full financial report. The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Group as the full financial report.

The financial report is prepared on the historical cost basis except that financial instruments classified as available-for-sale are stated at their fair value.

A full description of the accounting policies adopted by the Group may be found in the Group's full financial report.

The presentation currency is Australian dollars.

Statement by the Board

In the opinion of the Board of Bedford Phoenix Incorporated, the attached summary financial report for the financial year ended 30 June 2018 set out on pages 31 to 39 has been derived from or is consistent with the full financial report for the financial year.

Dated at Adelaide this 26th day of October 2018.

Signed in accordance with a resolution of the Board.



R G Grigg



G Connor



Independent Auditor's Report

To the members of Bedford Phoenix Incorporated

Opinion

We report on the **Summary Financial Report** of Bedford Phoenix Incorporated (the **Group** and Association) as at and for the year ended 30 June 2018. The Summary Financial Report is derived from the audited financial report of the Group and Association (the Audited Financial Report).

In our opinion, the accompanying Summary Financial Report is consistent, in all material respects, with the Audited Financial Report, in accordance with the basis of preparation described in Note 1 to the Summary Financial Report.

The Summary Financial Report comprise:

- Consolidated statement of financial position as at 30 June 2018;
- Consolidated statement of profit and loss and comprehensive income, Consolidated statement of changes in equity, and Consolidated statement of cash flows for the year then ended; and
- Related notes.

The **Group** consists of Bedford Phoenix Incorporated (the Association) and the entities it controlled at the year end or from time to time during the financial year.

Scope of the Summary Financial Report

The Summary Financial Report does not contain all the disclosures required by Australian Accounting Standards applied in the preparation of the Audited Financial Report. Reading the Summary Financial Report and the Auditor's Report thereon, therefore, is not a substitute for reading the Audited Financial Report and the auditor's report thereon.

The Audited Financial Report and our auditor's report thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor's report dated 26 October 2018.

Other Information

Other Information is financial and non-financial information in Bedford Phoenix Incorporated's annual reporting, including discussion and analyses, which is provided in addition to the Summary Financial Report and the Auditor's Report. The Directors are responsible for the Other Information.

Our opinion on the Summary Financial Report does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Summary Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Summary Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity.

Liability limited by a scheme approved under Professional Standards Legislation.



Responsibility of the Directors for the Summary Financial Report

The Directors are responsible for the preparation of the Summary Financial Report in accordance with the basis of preparation described in Note 1 to the Summary Financial Report, including their derivation from the Audited Financial Report of the Association as at and for the year ended 30 June 2018.

Auditor's responsibility for the Summary Financial Report

Our responsibility is to express an opinion on whether the Summary Financial Report is consistent, in all material respects, with the Audited Financial Report based on our procedures, which were conducted in accordance with *Australian Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements*.


KPMG


Paul Cenko
Partner

Adelaide

26 October 2018





Every day's a good day for Ben

The rewards of a career in disability support.

With a natural tendency to help others reach their goals, a career in disability support was always on the cards for former stay-at-home parent, Ben.

"When my kids reached an age where they were independent enough, it was time for me to look at getting back into the workforce," he says.

"Helping someone get a step up in life, giving them the best chance to grow and guiding them in the right direction is something I felt I could do."

Upon hearing about Bedford's Certificate III in Individual Support (Disability) course through his jobactive provider, Ben attended an information session in Salisbury North and enrolled soon after.

"It was a really good group of people and there was no such thing as a silly question," he says. "It was a friendly and open environment and I really enjoyed it."

Ben says he knew he was on the right track once he started his placement at Bedford Elizabeth.

"Doing my on-site training confirmed for me that this is the work I want to do," he says.

"The work experience placement really drives you to work harder during the course and motivates you to get through the bookwork."

After graduating, Ben joined Bedford in January as one of the organisation's first community disability support workers, supporting participants in the northern Adelaide area.

A typical week could see Ben running cooking classes at Elizabeth, spending one-on-one time with clients and taking groups out for 'Social Saturdays'; and he wouldn't have it any other way.

"This type of role is perfect for me," he says. "While my schedule can change from week to week, I could do one or two shifts a day, which range from three and six hours, to eight on Saturdays, which all adds up," he says.

"It's great being out and about and not in one place for the whole day. I enjoy the flexibility."

Ben says there's more to social activities than meets the eye.

"A cooking class isn't just about the cooking – participants are also memorising words and measurements on recipes and learning to work with others in a group environment," he says.

"Going to the food court isn't just about getting lunch – it's also about building participants' confidence to ask for their own meal and working on their money handling skills."

Ben says helping others realise their potential is just one of the rewarding parts of his job.

"For me, it's about showing people they can do anything and they aren't limited in what they can achieve. When I see someone achieve a goal, I feel proud to have been a part of that."

"I tell others that I get paid twice; once with money and once with good feelings."

Ben is quick to encourage others to enter the industry.

"I would tell others thinking of getting their qualifications and entering the sector to 'just do it' and give it a go," he says.

"Everyone is lovely and I haven't had a bad shift – how can you not smile and be happy at work when you have such a good time with the people you spend your day with?"



*I get paid twice;
once with money
and once with
good feelings.*



Bedford Supporters

Patron

His Excellency The Honourable
Hieu Van Le AO
Governor of South Australia

Vice Patrons

The Hon R G Matheson AM QC
Mr JA Uhrig AC
Mr M Evans

Women's Auxiliary Life Members

Mrs A Day
Mrs M Hayward
Mrs C Heard
Mrs K McCurdie
Mrs J Songster
Mrs P Wagner

Honorary Life Members

Mrs ER Atwell
Dr G Bethune
Dr AB Black OAM
Ms A Bolkus
Mrs CM Brown
Ms VK Bryant
Mr AW Burnell
Mr EM Byrt
Mr M Chappel
Mr BL Cornish OAM †
Mrs R Davison
Miss G Dickson
Mr R Domaschenz
Mr MD Downer †
Mr JF Dunkley
Mr C Dunsford AM
Mrs L Fuss
Mr JC Goodall
Mrs S Hateley
Mrs A Heyworth
Mr M Hughes
Mr KF Kelly AM
Mrs B King
Dr NH Kirby
Mr D Knight
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