



Bedford

L. Changing Lives

SPRING EDITION

SUPPORTING PEOPLE WITH
DISABILITY IN SOUTH AUSTRALIA

Vision for a Future
Bedford

New partnership
ripe with
opportunity

From school to
work – Caleb
thrives at APG



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MAGGIE'S WELCOME

Hi everyone, welcome to the Spring Edition of *Changing Lives*.

It's a very exciting time here at Bedford with a plan in place to support Bedford's transition from the Bedford of today, to the Bedford of the future. There's a comprehensive outline of the Transformation Plan on pages 4-5.

We will be working together with our clients and their families to identify the tailored services each client needs to meet their individual goals in their daily lives, the workplace, and in the community. Our team is also working with each individual to encourage their choice and control and provide opportunities for people with all abilities to live the life they choose.

'Passion' is a word we hear a lot from many people working at Bedford. In this edition, you can read about how working at Bedford Port Pirie fuels client Jordan Lubcke's passion for building all things timber; and the enthusiasm that two Disability Support Workers, Naveen Jakhar and Lauren Isherwood, bring to their work in supporting Bedford clients.

There are also some great images of this year's SALA exhibition, at which many of our clients displayed their creative artistic talents and sold their artworks.

You can also read about how Bedford is diversifying its commercial operations and creating new and interesting roles by partnering with like-minded organisations like South Australian dehydrated fruit producer, Peel & Tonic. This is a great example of our new one-stop shop Social Supply Chain model, that creates social value and jobs for people with disability in South Australia.

As I sign off, I'd like to say a special thank you to all of our clients and staff for the way in which they continue to work together and support each other through the challenges brought by COVID-19.

Until next time.



Maggie Dowling
CHIEF EXECUTIVE

Changing lives, changing Bedford

PAVING THE WAY FOR AN EXCITING FUTURE

IT'S A VERY EXCITING TIME HERE AT BEDFORD AS WE TAKE THE FIRST STEPS IN CHANGING AND DEVELOPING OUR SERVICE OFFERINGS TO PROVIDE MORE CHOICE AND CONTROL FOR OUR CLIENTS AND STAFF INTO THE FUTURE.

The NDIS is driving greater opportunities and at the same time COVID-19 has impacted the sustainability of the way we currently do business. However, alongside those challenges come great opportunities, and Bedford is assessing our broader purpose and offerings to our clients, staff, support people and customers across South Australia.

Historically, Bedford has been very successful in providing employment, Day Options, and residential services to our clients. As we move into the future, we want Bedford to continue to evolve and become the most innovative provider of meaningful jobs, vocations, and developmental opportunities for people with disability in Australia. At the same time, we will transform our commercial business into a true social enterprise- an organisation with a clear mission and commercial strategy to do good things and improve wellbeing.

This vision brings with it true choices for clients to identify the tailored services they want to access, engage in development opportunities if they wish, and to participate in new social businesses that deliver significant value to our customers. It also offers us the opportunity to design some creative and inspiring social enterprises and partner with successful South Australian businesses to deliver exciting outcomes. As we start this journey, we want to engage and involve our staff, clients, and families in developing the Bedford of the future.

This future Bedford will offer new services for a broader range of people – services from young age to retirement.

A future Bedford will introduce an individualised discovery experience. It's a process where people tell us what they want to do, and we will tailor their services and supports so they can meet their individual goals while at Bedford and in the community.

A future Bedford will offer a more diverse range of classes, courses, and activities. From sport to the performing arts, coding, digital literacy, cooking, and designing, we will be exploring a wide range of

possibilities that people can participate in every day or mix with employment.

A future Bedford will also provide education, experiences, and workplace training to support clients advancing skills and, should they choose, meet the requirements to work with other employers or even own their own business.

A future Bedford brings our commercial businesses together as one unit called Bedford Social Enterprises.

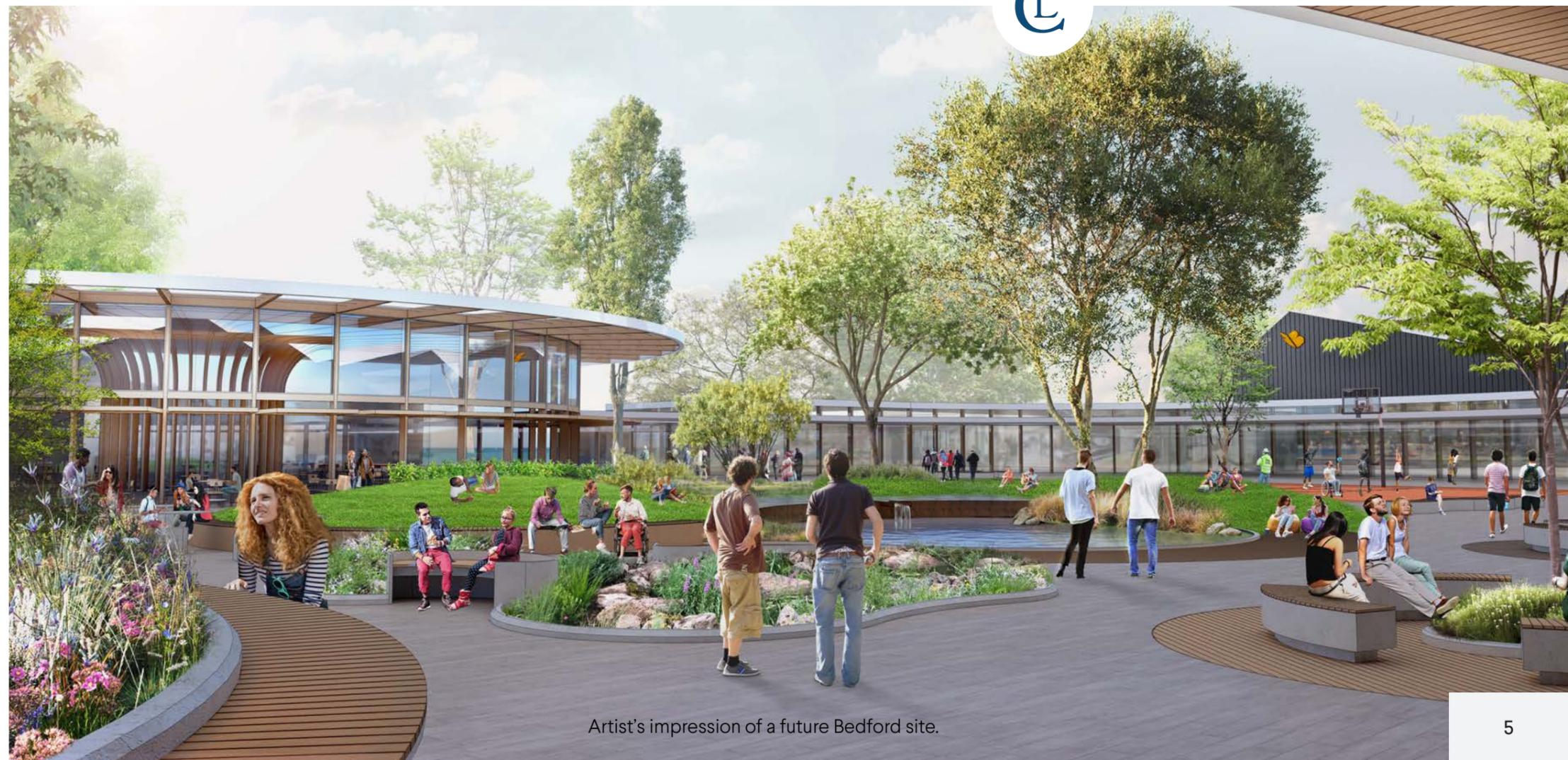
We will offer commercial customers everything they need to create, produce, package, and deliver their

products – from 'paddock to plate'.

We will become a true social enterprise, offering significant value to our commercial partners and customers, with our doors open to employees from all walks of life.

As we evolve and develop these future opportunities, we are providing ways for our community to reach out with ideas, input, and questions.

For more information, please contact us via email at future@bedfordgroup.com.au or via phone on 8116 2888.



Artist's impression of a future Bedford site.

INVESTING IN OUR PEOPLE



IN OUR MOST RECENT STAFF SURVEY, ONE OF THE NEEDS IDENTIFIED WAS FOR MORE TRAINING AND QUALIFICATIONS TO UPSKILL OUR WORKFORCE.

Since then, planning has been focused on how to increase disability qualifications and other key skills in our workforce.

A pilot program has commenced at our Whyalla site, where six eligible staff are undertaking a *Certificate IV in Disability*. The course will focus on a range of subjects and training specific to the needs of our clients.

“It’s an exciting time and a great opportunity to upskill our Whyalla team and provide a platform for further learning and future training to manage the complexity of our industry – so they might go on to do a diploma or a social science degree,” said Whyalla Day Options Manager and training participant, Shelley Jonker.

Participants can study the course part time online and, importantly, on the job right here at Bedford. Most of these certificates will take between one to two years, depending on any pre-existing qualifications.

As the pilot program progresses, we aim to start rolling out training courses to other staff members across a broader range of qualifications such as business management and leadership.

Finally, the program will be extended to supported employees wishing to learn new skills or undergo training and apprenticeships as an ongoing workforce development program.

For more information contact the People and Culture team at HRAAdmin@bedfordgroup.com.au.



Junction Australia has been providing community support and housing options to South Australians for many years, but did you know they also run competitions for tidy tenants with a flair for gardening?

This year, for the first time, Bedford’s gardening team at APG is sponsoring additional prizes on top of Junction Australia’s award of \$200 for first place and \$100 for the runner-up for the following categories:

- Best Front Garden
- Best Rear Garden
- Best Fresh Produce Garden
- Most Unique Garden

As Junction Australia’s largest gardening contractor, APG has been providing grounds maintenance and arborist services at 134 properties since 2018, across metropolitan Adelaide, Fleurieu, Hills, Barossa, and Mid-North regions.

“Being able to put a face to APG for our tenants is really important, because it gives a sense of security and safety when workers arrive at their property and in their communal spaces,” Samuel Eads from Junction Australia said.

The gardening competition garners more interest every year, with entries almost doubling each round.

“Getting out in the garden connects people and communities – it pulls in neighbours and gives tenants a sense of place,” Mr Eads added.

“Through the competition we are trying to instil in our tenants that it’s their home and it’s where they live. It’s always exciting to watch our tenants transform and take pride in their space.”

APG Operations Manager Mitchell Lowe said both organisations have a strong commitment to making a positive difference in people’s lives.

“We have a shared ethos of supporting people to be who they want to be and providing them with the best opportunity to thrive,” he said.

“Our contracts with Junction Australia provide regular work, capacity building roles, and training opportunities for our team, who work in a job they love in the industry of their choice.”



BEDFORD ARTISTS SHINE AT

SALA

**BEDFORD'S BUDDING ARTISTS ONCE AGAIN
CREATED AMAZING WORKS TO DISPLAY
DURING THIS YEAR'S SALA FESTIVAL.**

Clients from Port Lincoln to Panorama used paints, prints, pencils, and papier-mâché to create beautiful pieces under our 2021 festival theme, 'Freedom of Expression'.

To celebrate the collection, Bedford held a special exhibition night on Friday, 20 August at Ten22 Boutique Venue in Edwardstown. Pieces were sold with all proceeds going directly to the artists.

The event was a celebration of our clients' artistic talents, with the Bedford Beats Choir, Day Options dancers, and acclaimed Adelaide Fringe performer and client Kym MacKenzie providing entertainment on the night.





Celebrating new career directions

WE SPOKE WITH ADELAIDE-BASED DISABILITY SUPPORT WORKERS (DSWs) NAVEEN JAKHAR AND LAUREN ISHERWOOD ABOUT HOW THEY FOUND THEIR DREAM CAREERS AT BEDFORD.

WHEN NAVEEN LOST HIS LONG-TERM JOB AS A CHEF DUE TO COVID IN EARLY 2020, HE DECIDED TO PURSUE A NEW DIRECTION.

A few months later, Naveen had completed his *Certificate III in Individual Support* and joined Bedford as a DSW. He has never looked back!

“My wife, who works in a nursing home, suggested to look into disability support as it had good scope and it would be something she thought I would like,” Naveen said.

As part of this course, Naveen completed 120 hours of placement at Bedford Panorama, supporting clients with daily life skills, cooking, taking public transport, food shopping, and improving their confidence.

“When I started my placement here of course I loved everyone and everything,” he said.

Although a very different direction, Naveen said taking the

chance on a new career path was worth it.

“My favourite thing is helping clients grow their confidence by supporting them out in the community. I take every chance I can to educate others about what people with disability are capable of,” he said.

Naveen said he is proud to work at Bedford.

“The clients uplift me every day. I feel proud that I can contribute something meaningful to their lives,” he said.

“Bedford really does offer incredible services to people with disability. Every step in a client’s journey is covered and their goals are taken seriously.

“It’s such a team effort - we are all 100 percent invested in supporting our clients and their families.”

AFTER SIX YEARS AS A HAIRDRESSER, LAUREN FELL INTO DISABILITY SUPPORT “BY ACCIDENT”.

“I supported a friend’s child with disability during their school years, and it was such a rewarding role that once the student finished Year 12, I was inspired to complete my *Certificate III in Individual Support*,” Lauren said.

During her studies, Lauren completed a placement at Bedford trialling different business units to see what type of support role suited her best. It was the close interactions with clients and variety of support activities that drew Lauren to apply for a role in Day Options.

“Bedford was starting its Community Access and Lifestyle program at the time, so I ended up joining that team,” she said.

“I went straight into working with clients in Adelaide’s north, supporting them with technology, literacy, and numeracy sessions, as well as taking them to social activities.

“To watch clients learn, grow, and gain new friendships using the social skills they are learning is why I wanted to get into,

and stay, in this line of work.”

Lauren’s favourite part of the role? Encouraging clients to explore what’s possible and supporting them to realise their full potential.

“A lot of people assume that people with disability in care settings don’t or can’t learn things,” she said.

“I am passionate about helping shift people’s perceptions and views of people with disability.

“As a hairdresser, your clients walk out of the salon feeling and looking nice, but that’s where the relationship ends. As a DSW, you are on the client’s journey with them. You are with them every step of the way from first thinking about a goal, all the way through to achieving it.

“In this role, you feel like you’re a part of something bigger than yourself.”



NEW PARTNERSHIP RIPE WITH OPPORTUNITY

A NEW PARTNERSHIP WITH DEHYDRATED FRUIT PRODUCER PEEL & TONIC IS CREATING EMPLOYMENT AND SKILLS GROWTH OPPORTUNITIES FOR BEDFORD CLIENTS AND STAFF.

The South Australian company has moved commercial operations and machinery to our Panorama site, where product packaging and processing is taking place in modified clean rooms.

Bedford Chief Executive Maggie Dowling said the union cements Bedford's position as a full-scale commercial solutions provider for the food and beverage industry.

"The contract adds to the variety of work for people with disability at Bedford, while also providing opportunities for employee training and skills growth," she said.

The contract is also an excellent example of Bedford's new one-stop shop Social Supply Chain model, that creates social value and jobs for South Australian businesses from the start of production to the end of packaging.



Specialising in handcrafted dehydrated fruit that is freshly picked from the State's Riverland region, the South Australian, family-owned business has experienced exponential growth since launching in 2019 - starting with five customers in their first year, to over 500 across Australia today and now exporting.

Initially a side-project for owners Homer, Teli, and Clare Aslanidis, the family switched their focus to Peel & Tonic after their wholesale liquor business took a hit during COVID - a pivot which saw the company not only survive during 2020, but thrive.

"When Bedford Business Development Manager Craig Markey and team approached the company, we realised that by partnering with Bedford, we could rapidly upscale our business and secure our supply chain," Mr Aslanidis said.

"We were impressed by Bedford's commitment to, and experience in, high-quality which is really important for us."

The family's achievements have earned Peel & Tonic two nominations in the 2021 Food SA industry awards in Emerging Business and Boutique Food and Wine categories. To assist with the campaign, Bedford is providing accreditations such as HACCP and Quality ISO to the Peel & Tonic project.

"Partnering with Bedford made sense to us, not only commercially, but also from a socially responsible standpoint. The support and opportunities they provide to people with disability in South Australia are second to none and we are proud to be associated with them," Mr Aslanidis said.



Bedford handyman a Jack of all trades

MY NAME IS JORDAN LUBCKE AND I'VE WORKED AT BEDFORD PORT PIRIE FOR NEARLY SEVEN YEARS.

I work three days a week and get in early - around 7-7:30am to get ready for the day.

Most mornings I'll get a coffee and chat to my mates before starting work. I play tenpin bowling during the week, so my friends and I talk about the game if we played the night before - I love it.

I do a lot of jobs at Bedford, so not every morning is the same. I usually work in the Manufacturing shed, where we make planter boxes for Bunnings. I help with the drilling - I'm pretty good at it! I love making things out of timber. I've made my own pin setter to use at the local bowling alley - it picks up and sweeps the pins after you've bowled, which is pretty cool.

Then I might work on the paper shredder. We shred confidential documents and newspapers for many local businesses. I'm also in charge of collecting and returning all of the shredding bins for Bedford. This is an important job because I have to make sure I unlock and lock them properly.

Every Friday afternoon I take the bins out at John Pirie Secondary School. I even built my own bin trailer to carry them around on. Every Monday morning, I head out and put them back. I also do some work for myself, putting bins out for over a dozen households around Port Pirie every week.

After lunch, I might go out with the landscaping team. I normally help with mulching and other work on the lawn mower, blower, and whipper snipper.

On top of my work at Port Pirie, every Wednesday I work in a nearby town called Crystal Brook. Bedford does garden work there for the regional council. I've been going there for about two years now and I really like it.

I did work experience at Bedford in 2014 while I

was still at school and joined the team straight after. I like the managers here; they really help me.

I've made a lot of friends, like Daniel, Jayden and Paul. We have a lot of fun. I like doing lots of different jobs at Bedford - it keeps me very busy!



BUILDING SOLID FOUNDATIONS FOR A DREAM CAREER

FROM WORK EXPERIENCE STUDENT TO SKILLED LANDSCAPER, THERE'S NO STOPPING APG NORTH TEAM MEMBER CALEB JOHNSTON FROM PURSUING HIS PASSION.

Even before looking for work experience in his final year of school, 18-year-old Caleb knew exactly what career path he wanted to follow.

And it definitely didn't involve working in an office.

"I love building stuff - I've built many things, like fences for my parents, and I wanted to get more skills in that area," he said.

"I liked the idea of hands-on work and being outside. I can't imagine working in an office.

"When my school suggested work experience in landscaping, I thought sure, I'll give it a go."

Caleb began work experience at Bedford's landscaping and garden maintenance division, Adelaide Property and Gardens (APG), in February this year and officially joined the team in July.

Based at the APG North depot in Edinburgh, Caleb now works five days a week completing projects like reserve landscaping and both residential and commercial garden maintenance around the community.

"Working on the irrigation, mulching, and lawns for local reserves are some of my favourite jobs," he said.

"I also like working on residential projects which involve working on front lawns, verges, and planting. I do a lot of work on the Wacker, which I use to flatten out soil and rubble."

As excited as he was to start his first job, the transition into work was an adjustment for Caleb.

"I had to get used to a new schedule, and putting a new daily routine in place was a bit of a struggle to start with," he said.

"I learnt very quickly that getting everything ready the night before would help me stay organised!"

APG North Operations Manager Hamish Small said Caleb has firmly cemented his position in the team.

"Caleb's confidence is growing each week - everywhere he goes, the sun follows. He arrives early each morning and walks in with a huge smile on his face," he said.

Caleb's drive and passion for all things construction has seen him gain multiple qualifications including a *Certificate II in Construction Pathways*, *Work Zone Traffic Management*, his forklift licence, and first aid training.

Hamish said he is impressed by Caleb's hunger for knowledge.



"Nothing is going to hold him back...his general attitude to work and life is something that I admire," he said.

"He has already made steps in becoming an excavator operator, which APG will help him with."

A motivated goal-setter, Caleb is always looking ahead to his next professional milestones.

"I like building up my skills whenever I can, so once I learn how to operate an excavator, I want to get my truck licence after that," he said.

For Caleb, seeing a project's end result is one of the most satisfying parts of the job.

"In the beginning there's just a dirt patch, and then when you're finished it's designed into something really cool. I'm always surprised to think that I actually helped make it," he said.

"I live in the area, so it's nice to drive past reserves I've worked on every day - I always point them out to my mum."

And Caleb's dream career?

"I want to become a supervisor at APG. I feel I have the support to achieve that one day," he said.

"I love that it's a calm environment. I don't like shouting or getting stressed, which makes me feel uncomfortable. But it's easy-going here and I feel happy coming into work every day."

To learn more about work experience opportunities at Bedford, contact our onboarding team on 8275 0211 or email onboarding@bedfordgroup.com.au.



BATTLE OF THE BRAINS



QUIZZERS WENT HEAD-TO-HEAD FOR ULTIMATE QUIZ NIGHT BRAGGING RIGHTS AT THE BEDFORD BATTLE OF THE BRAINS ON FRIDAY, 17 SEPTEMBER.

Kim Syrus from Channel Nine's Outdoors Indoors was a hit as Quiz Master, and Bedford's Hospitality team were on hand serving up delicious platters and treats during the night.

A big thank you to everyone who attended for helping us raise funds towards upgrades to our Panorama dining room for clients and staff.

Shout out to Prowine, Carpe Koko, Maine Beach, and La Crema Reserve Roastery for providing amazing prizes and goodies for the night!



WE NOW HAVE A NEW KITCHEN AT GEPPS CROSS!

THE REFURBISHMENT WAS MADE POSSIBLE THANKS TO A GENEROUS DONATION FROM AMBASSADOR AND LONG-TIME SUPPORTER FAYE PACKHAM AND HER QUILTING COMMITTEE.

Bedford Chief Executive Maggie Dowling, along with clients and staff, held a special morning tea to acknowledge the group's contribution and ongoing support for Bedford.

Faye, with the help of her amazing quilting team, has raised over \$300,000 for Bedford over the past 13 years!

The new Gepps Cross kitchen provides incredible value to our clients. We can now run Community Access and Lifestyle cooking programs from this site, and there's scope to expand our Hospitality business opportunities.

We can't wait to see our clients cooking up a storm!



Kerry's Potato Salad

I'VE BEEN AT BEDFORD FOR OVER 25 YEARS, BUT I'VE ALWAYS HAD AN INTEREST IN COOKING. GROWING UP I DID A LOT OF COOKING WITH MUM – AS SOON I WAS OLD ENOUGH, I WAS HELPING HER IN THE KITCHEN. I HAVE FOND MEMORIES OF MAKING BREAD TOGETHER IN OUR WOODEN STOVE. I WOULD ALWAYS SNEAK A FRESH BUN FROM THE OVEN TO GET IT NICE AND FRESH!

I have been making potato salad for many years, even before coming to Bedford. Potato salad reminds me of getting together with family, as I often make it when they come over.



Serves: 4-5



Dairy free



Gluten free

INGREDIENTS

250ml whole egg mayonnaise
(Most brands should be gluten and dairy free)

4 large potato peeled, diced 2cm

4 eggs

2 spring onions, chopped

2 bacon rashers, chopped

¼ cup seeded mustard

1½ tablespoons honey

1½ tablespoons dill chopped

Salt & pepper to taste

METHOD

1. Cook potatoes in a pot of salted water until just soft but firm. Strain and cool immediately.

2. While potatoes are cooking, place eggs into a pot of water and bring to the boil. Once boiled cook for a further 5 minutes, drain and cool thoroughly.

Peel eggs and cut into quarters, set aside.

3. Preheat oven to 180°C and cook bacon on a lined baking tray until crispy (15 minutes). While bacon is cooking, cut up spring onions and dill and set aside. Once bacon is done, drain oil and allow to cool.

4. Prepare dressing by mixing mayonnaise, seeded mustard, honey, salt and pepper in a large bowl.

5. Once all prepared ingredients are cold, add to bowl and mix with dressing, dill and spring onion.

Bedford Cookbook

sneak peek!



KERRY'S TOP TIP:

The key is using a high-quality mayonnaise. Always start with a small amount, maybe a couple of spoonfuls, and add more from there.

Less is more as you don't want the ingredients too wet. Also, mixing in salt and pepper is a must!



\$50

for a book
of 6

1 x bonus ticket
for every 5 tickets
purchased

Bedford

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