

Feedback & Complaints



We welcome your feedback

We are committed to providing quality and safe supports and services to people to ensure their safety and wellbeing. Your feedback provides us with an opportunity to learn and understand how to continually improve our supports and services.

Feedback

As a recipient of Forward's or BrightSky's supports and services, there may be times where you want to make suggestions for improvement, or compliment either Forward/Brightsky or its workers, on the quality of supports/services received. This is referred to as feedback. Your feedback is important and will be acknowledged by Forward/BrightSky.

Complaints

There may also be instances where you may want to raise concerns or dissatisfaction with Forward / BrightSky services/supports that require further action. This will be considered as a complaint. You have a right to raise a complaint and have your concerns resolved quickly, to your satisfaction (as reasonably possible) and without fear of retribution. Your complaint will be managed confidentially and in a timely manner. We also take complaints from any person such as a family member, friend, or advocate on your behalf.

If your complaint relates to an incident that occurred either during the provision of supports /services or due to an alteration or withdrawal of supports/services, we will also record and manage the incident in accordance with our Incident Management System. Where required, we will also report this incident to the relevant agency as required by law.

When making a complaint, you will:

- Have the right to remain anonymous
- Be contacted by a Forward/BrightSky person within 3 working days from lodging your complaint
- Be supported by a person of your choice to assist or represent you during the process, if required

- Be treated with dignity and respect and in line with person-centred practice
- Have your concerns addressed in ways that ensure access and equity, with fairness, accountability, and transparency
- Be given an opportunity to request that a specific employee be assigned to be your key contact regarding the complaint process within Forward/BrightSky
- Be consulted to identify your desired outcome,
- Be informed of the progress of the investigation, if the investigation takes an unexpected and extended period of time
- Be appropriately involved in the resolution of the complaint and kept informed of the progress of the complaint, including:
 - Any action taken
 - The reasons for decisions made
 - Options to have decisions reviewed

To provide a feedback/make a complaint

- Verbal feedback or a complaint can be provided directly to a Forward or BrightSky employee providing them with as much detail as you feel comfortable with. Please phone Forward on 1300 88 66 or BrightSky on 1300 886 601.
- You can email us directly at info@fas.org.au or info@brightsky.com.au
- Contact us on the Forward website at www.forward.org.au/contact-us



Advocacy and Support by contacting External Agencies

If you require support and assistance with your complaint or if you are not satisfied with how your complaint has been handled, you may at any time contact an external agency. They can assist you with advocacy, information, support or make the complaint on your behalf.

Disability Advocacy Finder (independent advocacy)

[Website](#)

Health Care Complaints Commission

Level 12, 323 Castlereagh Street, Sydney NSW 2000

Phone: (02) 9219 7444

Toll-Free: 1800 043 159

TTY: (02) 9219 7555 or National Relay Service 133 677

Email: hccc@hccc.nsw.gov.au

[Website](#)

Complaints Resolution & Referral Service

Phone: 1800 880 052

[Website](#)

National Disability Insurance Agency (for complaints relating to plans, funding etc)

GPO Box 700 Canberra ACT 2601

Phone: 1300 362 072

TTY: 1800 555 677 then ask for 1800 800 110

Email: feedback@ndis.gov.au

[Website](#)

Office of Commonwealth Ombudsman

Level 12, 323 Castlereagh Street, Sydney NSW 2000

Phone: 1300 362 072

TTY: 133 677

[Website](#)

Interpreter Service

If you prefer to use a language other than English, you can contact us through the Telephone Interpreter Service (TIS) on 131 450

National Relay Service

If you are deaf or have a hearing or speech impairment you can call us through the National Relay Service (NRS) on 133 677 for TTY/ Voice or 1300 555 727 for Speak & Listen (SSR)

NDIS Quality and Safeguards Commission (for complaints relating to the quality of supports and services received)

Phone: 1800 035 544 (free call from landlines)

[Website](#)