



Supporting  
people with  
spinal cord injury





# Our history

The Paraplegic Association of NSW was incorporated in 1961 to lobby for specialised spinal injuries units and to establish accommodation facilities for people with severe spinal cord injury.

Dr John Grant of Royal North Shore hospital came together with families and friends of people living with spinal cord injury, to form the association with a mission to support people with SCI through their initial trauma and help them live with dignity and comfort in their own homes.

Throughout the years the focus has shifted. The benefit of new medical treatment, community support and a better understanding and insights allowed us to focus on helping people live a full and productive life after the injury.

We now operate Ferguson Lodge in Sydney, offices in Brisbane and Darwin and in 2008 BrightSky Australia was launched as the social enterprise of ParaQuad NSW.

In December 2021, ParaQuad NSW officially changed it's name to Forward Ability Support.

You can see a more detailed history and timeline on the [fas.org.au](https://fas.org.au) website.

1961

The Paraplegic Association of NSW was incorporated

1979

The Hon. Malcolm Fraser, Prime Minister officially opened **Ferguson Lodge**, the first support accommodation facility for those with spinal cord injury.

1988

The Association established the Attendant Care Service to provide in-home care

2003

The Association moved to its first ever purpose-built headquarters at Newington

2008

**BrightSky Australia** was launched as the social enterprise of ParaQuad NSW

2011

The new **Ferguson Lodge** was officially opened at Lidcombe, NSW

2013

NDIS scheme first introduced, The Association was involved in initial trials

2017

**ParaQuad NT** office and BrightSky distribution open in Darwin

2019

Brisbane office opened

2021

ParaQuad NSW changes its name to **Forward Ability Support**



# A message from our CEO

In 1961, ParaQuad NSW began with a mission to support people with spinal cord injury through their initial trauma and help them live with dignity and comfort in their own homes.

60 years on, we're looking forward, leading the way with initiatives, knowledge and expertise that make a real difference to the lives of everyone we touch, from those directly affected by spinal cord injury, to their families, communities and our own people.

Forward Ability Support embodies the idea that no matter where any of us may be physically or mentally, there is always the opportunity to move forward.

We continue to create an environment where positivity matters, making a difference matters, and every day matters.

**Welcome to Forward.**

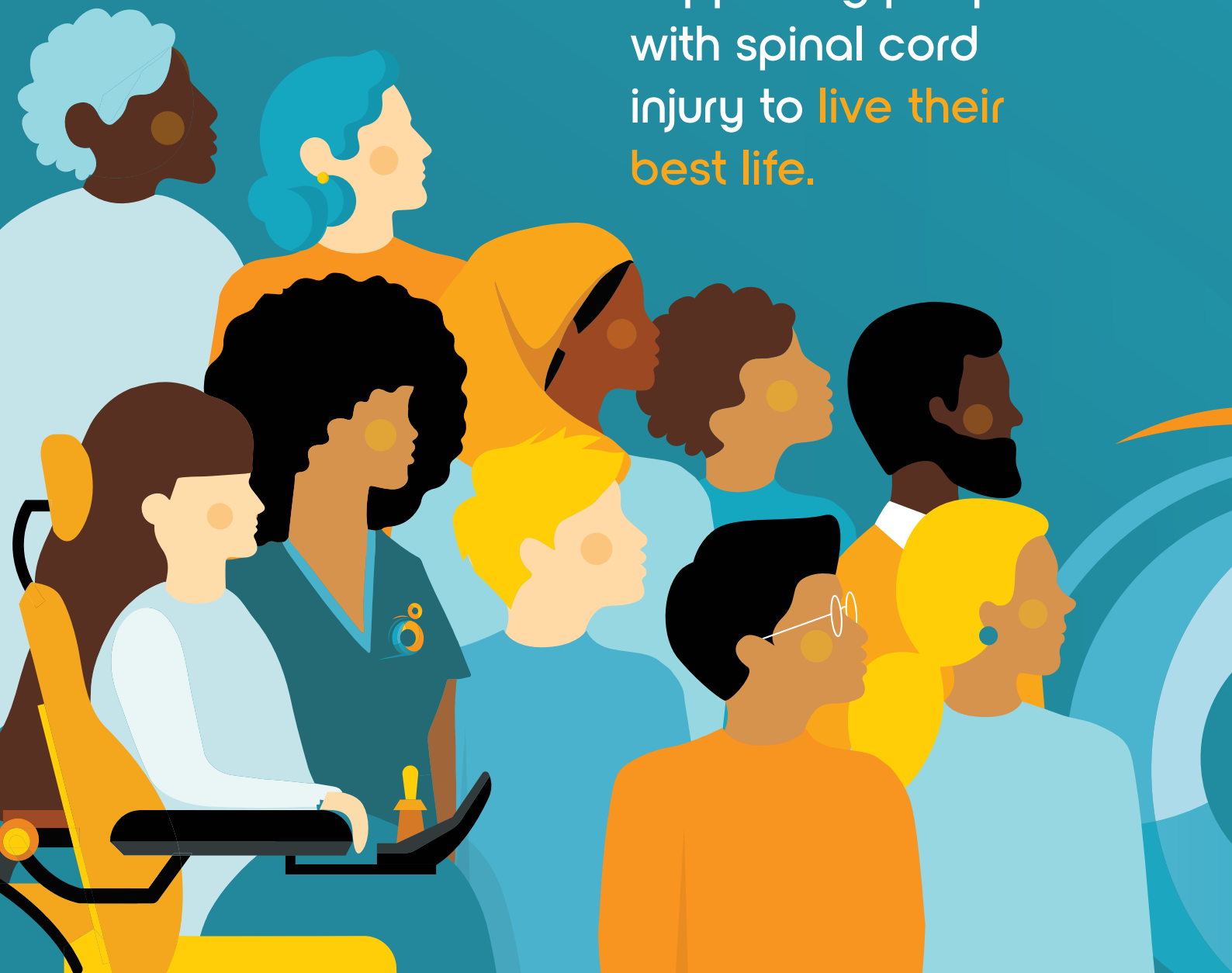
David Clarke – CEO

# Our purpose

Lead the way with services  
and supports **towards a  
brighter, positive future** for  
our community.

# Our vision

Supporting people  
with spinal cord  
injury to **live their  
best life.**



# Our objectives

## Champion our brand and voice

Through a strong brand proposition, lead the way forward for people living with spinal cord injury.

## Ensure sustainable growth

By ensuring our long-term sustainability, reach more people and provide greater services through growth and collaboration.

## Grow our capabilities

Develop our internal capabilities through our employees while advancing and supporting those working with the SCI community.

## Support our community

Through our ongoing support, champion an engaged and fulfilled spinal cord injury community.

# Every day matters

What we do matters to our participants, our staff, our suppliers and the community.

We take pride in doing the everyday little things because we know they make a big difference to enrich the lives of the people we support.

We're committed to empower our participants to live their best life possible every day.

We take care of everyday matters, because we understand that every day matters.



# Our Services

**If you have been impacted by a spinal cord injury, we are here to support you to move forward and live your best life possible.**

We are a progressive, forward-thinking organisation and as experts in SCI, our extensive knowledge, expertise and clinical, evidence-based practices underpin everything we do.

## Clinical services

Forward's Clinical Services Team is made up of Clinical Nurse Consultants and Occupational Therapists with extensive experience in spinal cord injury and similar neurological conditions.

## Home & living support

Forward can help you find a place you can call home; be it living in supported independent accommodation, specialist disability housing or receiving professional care and support in your current home.

## Funding support

Receiving appropriate funding is important in making sure you achieve your goals, to remain well, and to decide your own lifestyle and interests. With several funding schemes in operation, it is important to understand which scheme best meets your needs, the eligibility criteria required, and how clinical assessments and advice can assist you in getting the best from your funding. Forward's clinicians can assist you.

## Specialist healthcare products

BrightSky Australia is the social enterprise of Forward and a leading supplier of specialist healthcare products around Australia. Our convenient online shop allows consumers and clinicians to shop for high quality, everyday and specialist healthcare products from the privacy and comfort of your home.





# Clinical Services

Our Clinical Nurse Consultants and Occupational Therapists are here to provide you, your carers and your family with specialist assessment, expert advice and clinical support especially related to spinal cord injury or related neurological conditions. You'll also find us very active in the community, providing training, information, specialist advice and support to health professionals.

No matter what your age, if you have a spinal cord injury or similar neurological conditions, we'll work with you to find your best way forward.

For more information about how we can support you, or to request a service please get in touch:

**(02) 8741 5689**  
**[clinicalservices@fas.org.au](mailto:clinicalservices@fas.org.au)**

Or visit **[fas.org.au](https://fas.org.au)** for more information.

## What we can help you with:

- Contenance assessments
- Wound and pressure injury assessments and management plans
- Equipment assessment, recommendations and prescriptions
- Advice on wheelchair use, including propulsion and overuse injury prevention
- Assistive technology, assessment and recommendations
- Transfers and techniques, and recommendations to maximise independence
- Information about home modifications
- Travel planning
- Advice and education
- Skills training around the home or in the community
- NDIS and iCare assessments
- Consultations under private health insurance
- We also provide education and advice to carers, families and health professionals





# Home and living support

At Forward, our focus is on giving people living with a spinal cord injury every opportunity to live life on their terms.

And often, that means finding a place you can call home; be it living in supported independent accommodation, specialist disability housing or receiving professional care and support in your current home.

Our dedicated staff know how important it is to you and your loved ones to have the ability and choice to live as independently as possible. That's why we work in collaboration with you to create a lifestyle that embraces your needs and do what it takes to make every day matter.





## Accommodation

Forward can help you find a place to call home. We offer long term, short term and respite accommodation depending on your needs. This can be used for visiting Sydney for medical appointments, for respite or when home modifications are occurring.

### Ferguson Lodge

Whether you are looking for permanent, short stay or transitional accommodation, Ferguson Lodge offers freedom and lifestyle choice together with a high level of personal and clinical care for those who have higher level needs throughout the day and night.

With 24 private rooms nestled within landscaped grounds of the Botanica residential estate, at Ferguson Lodge you can share the company and support of the local community, have your privacy when you want it and enjoy peace of mind knowing you have a team of nurses and support workers on hand to help maintain your health.

Accommodation in Ferguson Lodge is available for those with funding under NDIS, iCare and Disability Supports for Older Australians and we are happy to assist you in your application for funding. Where your funding does not cover rent and living expenses, a reasonable rental contribution is also required.

### The Villas

Our villas provide independent living within a self-contained two-bedroom unit with private garden. You can share the villa with your partner, family or friends and with an enclosed grassed courtyard leading from the open plan living and dining, pets are safe and welcome.

Each of the self-contained villas features:

- Two bedrooms with built-in wardrobes
- Ensuite bathroom (shared between bedrooms)
- Automatic front door with swipe card access
- Open plan lounge, dining and kitchen area
- Separate laundry with second toilet
- Carport with direct access to the villa

Within the villas you can utilise care providers of your choice including services from Forward. Meals and laundry services are also available for an additional fee.

Villa accommodation is available for short term, respite, holiday accommodation as well as long term rental and is SDA approved for those with eligible funding.

Ferguson Lodge is located at 10 College St, Lidcombe.

Contact us to discuss your specific needs or to arrange a time to visit.

**(02) 9646 3711**  
**[accommodation@fas.org.au](mailto:accommodation@fas.org.au)**

Or visit **[fas.org.au](https://fas.org.au)** for more information.

## Personal care at home

Forward helps you maintain the lifestyle you choose. We know that for many people living with spinal cord injury, having the ability to remain in your own home is an important part in helping you maintain a sense of independence.

With in-home support from our skilled personal care team, you can maintain your lifestyle in the way that you choose. Your support teams take the time to develop a deep understanding of your individual needs, which means we can offer a high level of care with a personal touch.

### Forward home support services include:

- Bowel care and management
- Bladder and catheter care
- Showering, bathing, grooming and dressing
- Safe transfers, including use of hoists
- Support for your exercise or physio program
- Light domestic duties
- Laundry and cleaning
- Shopping and preparing meals
- Assistance with feeding
- Accessing the community, appointments and social activities
- Assisting you with transport
- Support with daily activities

### The benefits of choosing Forward:

- Specialist care
- Planning
- Collaborative care
- Highly qualified support staff

- Flexibility
- 24/7 support
- Free PPE
- Best practice SCI support
- Experience

Whether you are returning home from hospital or rehabilitation, or have been at home for some time, please contact us for a confidential chat about your needs:

**(02) 8741 5620**

**[personalcare@fas.org.au](mailto:personalcare@fas.org.au)**

Or visit **[fas.org.au](https://fas.org.au)** for more information.

## Peer Support

Our support coordination and peer support team brings a lived experience of disability to help you find and access the services you need.

### Our team can help you with:

- Understanding and insights for problems associated with your disability
- Support to find and access services associated with spinal cord injury and similar neurological disability
- Advice on understanding and implementing your NDIS plan
- Access to resources to help you get the information and support you need





# BrightSky

BrightSky Australia is the social enterprise of Forward and a leading supplier of specialist healthcare and wellness products around Australia.

At BrightSky, we're about supporting you on your unique path through wellness, to help maintain and improve your health and support you to live your best life.

Our convenient online shop allows consumers and clinicians to shop for a huge range of high quality, everyday and specialist healthcare products from the privacy and comfort of your home from the privacy and comfort of your home.

## **For consumers, we deliver:**

- Continence products
- Nutritional Supplements and Specialised Foods
- Skin Care
- Wound Care
- Respiratory Products
- Personal Protection Equipment (PPE)

Visit [BrightSky.com.au](https://BrightSky.com.au) to view the range.

## **For clinicians, we deliver education and support:**

- Evidence-based information to support your clinical decision making
- Practical, portable tools such as PadNavigator®, Catheter Compass 2.0™, The DomeDirector®, The Drainage Companion™ and Transanal Irrigation to help problem-solve the specific needs of your patients quickly and safely.

Visit [BrightSkyclinical.com.au](https://BrightSkyclinical.com.au) to learn more.



# Specialist healthcare and wellness products delivered to your door.



Our wellness and specialist  
healthcare products:



## Respiratory Products

- Consumable products
- Trachea tubes and accessories
- CPAP & BiPAP machine accessories
- Suction machine accessories



## Continence

- Disposable pads, pants and all-in-ones
- Catheters, drainage bags and accessories
- Bowel management products



## Wound Care

- Acute and chronic wound management
- Preventative products
- Pressure cushions



## Skin Care

- Cleansers
- Moisturisers
- Wipes
- Barrier creams



## Nutritional Supplements and Specialised Foods

- Enteral feeds and accessories
- Thickened foods and drinks
- Supplements and medical foods



## Personal Protection Equipment (PPE)

- Gloves and overshoes
- Masks and gowns
- Hand sanitiser

Visit our  
website



[www.brightsky.com.au](http://www.brightsky.com.au)  
[orders@brightsky.com.au](mailto:orders@brightsky.com.au)  
1300 88 66 01

**BrightSky**<sup>®</sup>  
AUSTRALIA



# Funding support

With several funding schemes in operation, it is important to understand which scheme best meets your needs, the eligibility criteria required, and how clinical assessments and advice can assist you in getting the best from your funding.

Our expert team can help you understand these funding schemes and assist you in receiving appropriate funding to ensure you maintain the appropriate quality of life.

## How our clinicians can assist you

Funding schemes require or support the use of an appropriately qualified health professional to help you identify the most appropriate consumables, equipment and services to meet your needs. For almost 60 years, Forward has worked with people impacted by spinal cord injury and other neurological conditions. Our team of experts includes Occupational Therapists and Clinical Nurse Consultants who can work with you to provide health support assessments and other tailored services to get the best for you.

These services include:

- Continence assessment and prescription
- Wound care assessment and prescription
- Respiratory equipment prescription
- Consumable prescription
- Assistive technology assessment prescription
- Complex seating
- Digital pressure mapping
- Carer training



# Scholarship program

Enhance your life skills. Receive up to \$5,000 to forward your future.

Do you want to achieve greater independence in life? The Forward Scholarship Program could be for you, with each recipient receiving up to \$5,000 per annum to fund the cost of study, learning life skills or other programs of your choice.

At Forward, we are always striving to create a more positive and inclusive society for people living with spinal cord injury. The Forward Scholarship Program is committed to supporting career,

educational and life goals of people living with SCI or similar neurological conditions.

**Our scholarship program could help provide you with employment opportunities, financial stability, and greater independence.**

Please note: Forward scholarships are open to Australian citizens and permanent residents living in NSW, ACT and NT.

Scan for more scholarship information:



## Why become a member?

Access the PBS through Forward – having paraplegia and quadriplegia affects many aspects of a person's life, including the management of bowel functions.

Part of the benefits of becoming a Forward member allows you to access a special program under the Pharmaceutical Benefits Scheme (PBS) for bowel care medicines (enemas and aperients). This program permits members to access certain enemas and

aperients (to a maximum monthly allocation), and the costs of these products are covered by the Australian Government. Additional products may also need to be purchased, and can be done so outside of this program.

Scan for more membership information:



# How can we help?

For more information about how we can support you, or to request a service please get in touch:

## General enquiries

(02) 8741 5600  
enquiries@fas.org.au

## Personal care

(02) 8741 5620  
personalcare@fas.org.au

## Ferguson Lodge accommodation

(02) 9646 3711  
accommodation@fas.org.au

## Clinical Services

(02) 8741 5689  
clinicals@fas.org.au

## Membership

(02) 8741 5703  
enquiries@fas.org.au

## BrightSky

BrightSky Australia is your one-stop-shop and leading supplier of specialist healthcare products around Australia to help you maintain your health and independence.

### For more information:

Call us on: 1300 886 601  
Visit: [www.brightsky.com.au](http://www.brightsky.com.au)  
To order: [orders@brightsky.com.au](mailto:orders@brightsky.com.au)

### For clinicians visit:

[www.brightskyclinical.com.au](http://www.brightskyclinical.com.au)

**BrightSky**<sup>®</sup>  
AUSTRALIA



**Every day matters**

Forward Ability Support was formerly known as  
ParaQuad New South Wales.

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