



QUALITY POLICY

Forward Ability Support and its social enterprise BrightSky Australia (Forward) are committed to incorporating quality management and improvement into its operations and services. Forward will ensure a culture of continuous monitoring and improvement of its services and care activities, with the primary goals of client/participant, customer, and staff safety.

The Directors of Forward fully support activities that are designed and implemented to ensure the Organisation along with all departments and services attains the highest standard of performance, quality, and safety.

Each business unit within Forward will include the following Quality Management Program principles:

- Provide consistent customer and person-centered services that focus on supporting individuals to live independently and engage as active members of the community,
- Provide a safe and healthy environment for our employees,
- Ensure compliance with relevant legal and regulatory obligations,
- Measure quality objectives and targets through internal audit and management review, and
- Comply with requirements and continually improve the effectiveness of the Quality Management System.

Each of Forward's executives, managers and employees is responsible for being aware of the Business and Support/Service Delivery Quality Framework and applying the principles of the framework whilst undertaking their role.

Forward is currently certified to the following quality standards:

- NDIS Practice Standards 2021
- Australian Community Industry Standard (ACIS)
- ISO 9001-2015
- ISO 45001-2018

David Clarke

Chief Executive Officer
Jun 2023

