

Ending this Service Agreement Policy & Template

Forge Clarity PTY LTD

Document: Ending this Service Agreement Policy & Template | Version: 1.0 | Date:

10/12/2025

Next Review: 10/12/2026

1. Termination Rights

Either party may end this service agreement by providing written notice in accordance with the requirements below.

2. Notice Requirements

2.1 Participant-Initiated Termination

Notice Period: 14 days written notice

How to Provide Notice:

- Email
- Phone
- Written letter delivered to registered business address

2.2 Provider-Initiated Termination

Notice Period: Minimum 14 days written notice (NDIS Terms of Business requirement)

How Notice is Provided:

- Email to participant's registered email address
- Phone call with written confirmation
- Written letter if no email address is available

2.3 Notice Period Calculation

The notice period begins the day after notice is received.

Example: Notice received Tuesday = agreement ends 14 days later on Tuesday of the following week (day 15).

3. Termination Process

Step 1: Provide Written Notice

State the following in your termination notice:

- Full name and contact details
- Service agreement reference (if applicable)
- Intended end date (minimum 14 days from notice date)
- Reason for termination (optional)

Step 2: Services During Notice Period

- Services continue as agreed during the 14-day notice period unless mutually agreed otherwise
- Participants must attend scheduled appointments or provide cancellation notice per the cancellation policy
- Participants remain responsible for payment of services delivered during notice period

Step 3: Finalise Outstanding Matters

Before agreement end date:

- Settle all outstanding invoices
- Update service booking end dates (NDIS-managed participants)
- Schedule final session if requested by participant

Step 4: Confirmation

Forge Clarity will provide written confirmation stating:

- Official end date of services
- Outstanding payments or matters requiring attention
- Information about re-engaging services in future

4. Immediate Termination (Serious Breach)

Notice requirements may be waived if either party commits a serious breach.

Serious Breach includes:

- Threatening, violent, or abusive behaviour
- Fraud or dishonesty
- Breach of confidentiality
- Non-payment for services (participant)
- Failure to provide agreed services (provider)
- Conduct creating safety risks

Process: The non-breaching party may immediately terminate by providing written notice stating the breach.

5. NDIS Participant Requirements

5.1 Plan Change Notifications

Participants must immediately notify Forge Clarity if:

- NDIS plan is suspended or replaced
- Participant ceases to be an NDIS participant
- Funding for services is exhausted or reallocated

5.2 Service Booking Updates

NDIA-Managed Plans:

- Forge Clarity will update service booking end date in myplace portal after finalising outstanding payments

Plan-Managed Plans:

- Participant's plan manager should be notified to update service bookings
- Forge Clarity will provide confirmation of end date for plan manager records

Self-Managed Plans:

- Participant is responsible for updating service bookings
- Forge Clarity will provide written confirmation of end date

5.3 Transition Support

Forge Clarity can provide (if requested):

- Referrals to alternative providers
- Summary of services provided (where funding allows)
- Information about support coordination resources

6. Post-Termination Obligations

6.1 Continuing Obligations

- Confidentiality obligations remain in effect
- Outstanding payment obligations must be fulfilled
- Records retained per NDIS Practice Standards and privacy laws

6.2 No Termination Penalties

No fees or penalties apply when:

- Required 14 days notice is provided
- Obligations during notice period are fulfilled
- Outstanding payments are settled

6.3 Re-Engaging Services

Participants may re-engage services at any time by:

- Contacting Forge Clarity to discuss needs
- Completing new service agreement if circumstances changed
- Creating new service booking (NDIS participants) - If the client ceased attending Forge Clarity for seven years their records may have been destroyed as the law mandates. As such a new unique client code will be provided to them.

7. Dispute Resolution

7.1 Internal Resolution

If disagreement arises regarding:

- Adequacy of notice provided
- Outstanding payments during termination
- Breach of agreement claims

Contact Forge Clarity:

- Email: info@forgeclarity.com.au
- Phone: 0450 205 370
- Request written explanation of provider position outlined via various documents located at: <https://forgeclarity.com.au/documents>
- Attempt resolution through good-faith negotiation

7.2 External Dispute Resolution

NDIS Participants:

NDIS Quality and Safeguards Commission

- Phone: 1800 035 544
- Website: www.ndiscommission.gov.au
- Email: complaints@ndiscommission.gov.au

All Clients:

- Independent legal advice
- Alternative dispute resolution services
- Consumer protection authorities

8. Contact Information

Forge Clarity PTY LTD

Email: info@forgeclarity.com.au

Phone: 0450 205 370

Website: www.forgeclarity.com.au

9. Policy Scope

This termination policy applies to:

- All service agreements between Forge Clarity and clients
- Both NDIS-funded and privately funded services
- Individual counselling and therapy services

Note: Free grief support group participation may be discontinued at any time without notice, as no service agreement applies to free services.

Document Review: As required by regulatory changes or internal policy updates

Template: Service Agreement Termination Notice

Date:

To: *Forge Clarity PTY LTD [Example - for if notifying Forge Clarity. If a client - replace the details with their relevant information.]*

Email: info@forgeclarity.com.au [Example]

Phone: *0450 205 370 [Example]*

RE: Notice of Service Agreement Termination

Participant Details:

- Full Name: _____
- Contact Phone: _____
- Contact Email: _____
- NDIS Number (if applicable): _____

Service Agreement Details:

- Service Agreement Reference: _____
- Service Type: _____
- Start Date of Services: _____

Termination Details:

- Date of This Notice: _____

- Intended End Date (14 days minimum): _____

Reason for Termination (optional):

Outstanding Matters:

- I have no scheduled appointments during the notice period
- I have scheduled appointments during notice period and will attend/cancel per policy
- I understand I am responsible for payment of services during notice period
- I request assistance with referral to alternative provider
- I request final session before termination (date preference: _____)

NDIS Participants Only:

- Funding Management Type: NDIA-managed Plan-managed Self-managed
- Plan Manager Name (if applicable): _____
- Plan Manager Contact: _____

Signature:

Name: _____

Date: _____

For Provider Use Only:

Date Notice Received: _____

Official End Date (14 days from receipt): _____

Service Booking Updated: Yes N/A

Outstanding Payments: None Details:

Processed By: _____

Date: _____

Instructions for Using This Template

1. Complete all required fields marked with participant details
2. Calculate end date as 14 days from the date notice is received (day after receipt)
3. Check relevant boxes for outstanding matters and NDIS details
4. Sign and date the notice
5. Submit via:
 - Email to <https://forgeclarity.com.au/contact> The contact form allows for attached documents to be connected to the message.
 - Written letter to registered business address: <https://forgeclarity.com.au/contact> upon request
6. Keep a copy of the completed notice for your records

Note: If you need assistance completing this form or have questions about the termination process, contact Forge Clarity at <https://forgeclarity.com.au/contact>