

# **Appointment Scheduling**

## **Forge Clarity - Appointment Scheduling Policy**

Effective Date: November 18, 2025

### **Contact Information**

Forge Clarity PTY LTD  
Email: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)  
Phone: 0450205370  
Website: [www.forgeclarity.com.au](http://www.forgeclarity.com.au)

Lead Therapist: Tegan Elza Banks

### **Services Offered**

Individual Therapy Sessions

- Format: Online via Zoom
- Service Type: Counselling and Psychotherapy
- Booking: Contact via email/phone or use online booking service at [www.forgeclarity.com.au](http://www.forgeclarity.com.au)

### **Free Grief Support Group**

- Schedule: Thursday 7:00 PM - 8:00 PM
- Format: Zoom
- Cost: Free (no charge to participants)
- Booking: Contact via [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)

### **NDIS Participant Appointments**

Eligibility

NDIS participants may access services if:

- Services align with participant's NDIS plan goals
- Funding is available in relevant support categories
- Participant consents to receive services from Forge Clarity

### **Service Agreement Requirements**

For NDIS-funded supports (excluding Specialist Disability Accommodation), written service agreements are recommended but not mandatory under NDIA rules. Service agreements will specify:

- Services to be provided
- Pricing (aligned with NDIS Pricing Arrangements and Price Limits)
- Participant and provider responsibilities
- Cancellation terms

## **Cancellation Policy - NDIS Participants**

Note: The cancellation policy is subject to the current requirements as outlined by NDIS:

<https://www.ndis.gov.au/providers/pricing-arrangements>

Short Notice Cancellation is defined as:

- Less than 7 clear days' notice for disability support worker-related services
- Less than 2 clear business days' notice for non-disability support worker services (therapy/counselling)

Cancellation Fees:

- May be charged up to 100% of agreed fee for short notice cancellations if:
  - Terms were specified in service agreement
  - Support item is eligible under NDIS Pricing Arrangements and Price Limits
  - Provider cannot find alternative billable work for the scheduled time
  - Provider incurs costs (e.g., staff payment obligations)

Participant Responsibilities:

- Attend scheduled appointments at agreed time and location
- Provide required notice period if cancellation is necessary
- Notify provider of NDIS plan changes, suspension, or cessation

Provider Responsibilities:

- Deliver supports as agreed in service agreement
- Provide clear cancellation policy terms before service commencement
- Not charge cancellation fees if alternative billable work is secured

## **Payment**

- NDIA-managed: Provider claims payment through myplace portal with service booking
- Plan-managed: Invoiced to plan manager
- Self-managed: Invoiced directly to participant

## **General Public Appointments**

Booking Process

Contact via preferred method:

- Booking via Website: <https://forgeclarity.com.au/appointments>
- Email: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)
- Phone: 0450205370
- Online booking: [www.forgeclarity.com.au](http://www.forgeclarity.com.au)

Provide preferred dates/times and our team will confirm availability before the initial session. For instance we are available for weekend sessions upon written request:

<https://forgeclarity.com.au/contact>

## **Cancellation Policy**

Cancellation terms will be specified in individual service agreements and communicated prior to service commencement. Policy is available via: <https://forgeclarity.com.au/documents>

## **Complaints and Feedback**

Participants have the right to make complaints about service quality or safety.

Review: Complaints & Disagreements Management or other relevant documents located at <https://forgeclarity.com.au/documents>

NDIS Participants: Contact the NDIS Quality and Safeguards Commission

- Phone: 1800 035 544

- Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## **Privacy and Confidentiality**

All client information is treated as confidential in accordance with Australian privacy laws and professional counselling standards.