

# NDIS Client Claiming and Pricing Limits

Forge Clarity PTY LTD

## Important Notice

This document outlines Forge Clarity's service pricing and claiming procedures for NDIS participants. All pricing and claiming practices are subject to the current NDIS Price Guide and legislation.

**CRITICAL:** This document should be read and applied in accordance with the most recent NDIS Price Guide, NDIS legislation, and NDIS Quality and Safeguards Commission guidelines. NDIS pricing arrangements, support item numbers, and claiming rules are updated regularly (typically annually on July 1st). Clients and support coordinators are responsible for verifying current NDIS rates and requirements.

Our Registration and Services:

Registration Group: 0128 - Therapeutic Supports

Support Service Number: 01\_741\_0128\_1\_3 - Therapy Supports

Service Description:

Therapeutic counselling and psychotherapy delivered by qualified practitioners to support participants with mental health, emotional regulation, trauma processing, and psychosocial capacity building.

Services address:

- Mental health concerns (anxiety, depression, PTSD, trauma, grief and loss)
- Emotional regulation and coping skills development
- Trauma-informed counselling and therapy
- Relationship and interpersonal difficulties
- Life transitions and adjustment support
- Substance use and addiction counselling
- Self-esteem and identity exploration
- Crisis intervention and safety planning

Delivery method: Individual therapeutic sessions via telehealth (video, phone, or secure messaging) tailored to participant needs and NDIS plan goals.

Important Distinction: Forge Clarity provides therapeutic counselling services under 0128 Therapeutic Supports registration. We do NOT provide:

- Positive Behaviour Support (PBS) plans
- Functional Behavior Assessments (FBA)
- Specialist behavioural support services
- Management of restrictive practices

These services require 0110 Specialist Behavioural Support registration. We can refer participants to appropriate 0110 providers if formal behaviour support plans are needed.

The NDIS Pricing Arrangements and Price Limits outlines on page 86 that these support items can be used to claim for as necessary:

- Non-Face-to-Face Support Provision
- Short Notice Cancellation – 2 clear business days
- NDIA Requested Reports

To access the most current NDIS Price Guide and claiming information:

- Visit: <https://www.ndis.gov.au/providers/pricing-arrangements>
- Contact NDIS directly: 1800 800 110
- Consult with your NDIS planner or support coordinator

## **1. Purpose and Scope**

This document provides NDIS participants with clear information about:

- Service pricing for therapeutic supports at Forge Clarity
- NDIS support item numbers applicable to our services
- Claiming procedures and requirements
- Pricing limits and caps
- Client responsibilities regarding NDIS funding

This policy operates in accordance with:

- NDIS Act 2013 (Cth)
- NDIS (Supports for Participants) Rules 2013
- Current NDIS Price Guide
- NDIS Practice Standards
- NDIS Code of Conduct

## **2. NDIS Registration Status**

Forge Clarity PTY LTD provides therapeutic counselling and psychotherapy services to NDIS participants.

Service Categories: We provide supports under the following NDIS registration groups:

- Therapeutic Supports (Registration Group 0128)
- Capacity Building - Daily Activity supports

Provider Details:

- Business Name: Forge Clarity PTY LTD
- Website: [www.forgeclarity.com.au](http://www.forgeclarity.com.au)
- Contact: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)
- ABN: 12685199124

### 3. Service Pricing Structure

#### 3.1 Therapeutic Counselling and Psychotherapy

Standard Hourly Rate (Individual Sessions):

- Service: Counselling (Individual)
- Duration: 60 minutes (1 hour)
- NDIS Support Item: 01\_741\_0128\_1\_3 (or current equivalent)
- Forge Clarity Rate: In accordance with current NDIS Price Guide maximum rate
- Typical NDIS Rate: \$193.99/hour (verify current rate with NDIS)

(Check Forge Clarity for our current rate: <https://forgeclarity.com.au/appointments> - as of 2025 it is \$190 AUD per hour and \$380 AUD per 2 hours.)

#### 3.2 Telehealth and Online Services

Telehealth Sessions (Zoom/Phone):

- Service: Telehealth Counselling and Psychotherapy
- Rate: Same as face-to-face services
- NDIS Support Item: Same item numbers with telehealth indicator
- Platforms Used: Zoom (encrypted), Phone, WhatsApp (secure messaging)

Note: NDIS pricing for telehealth is typically equivalent to face-to-face services. Verify current telehealth arrangements with NDIS.

#### 3.3 Initial Assessment and Intake

Initial Consultation:

- Service: Therapeutic Assessment/Intake Session
- Duration: 60 or 120 minutes - Clients Choice
- Rate: Check Forge Clarity for our current rate: <https://forgeclarity.com.au/appointments> - as of 2025 it is \$190 AUD per hour and \$380 AUD per 2 hours.

### 4. Cancellation and Non-Attendance Charges

#### 4.1 Short Notice Cancellation

Where a provider has a Short Notice Cancellation (or no show), they can claim up to 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant. Providers can only claim from a participant's plan for a Short Notice Cancellation

of the delivery of a support item to the participant if all of the following conditions are met:

Short Notice Cancellation – 2 clear business days

- This policy typically applies to non-DSW supports where a participant has provided less than two (2) clear business days' notice of cancellation for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation – 2 clear business days, in respect of that support item.
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies.
- The provider was not able to find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support
- Providers should document the terms of short notice cancellations policies in participant service agreements.

Short Notice Cancellation – 7 days

- This policy typically applies to DSW supports where a participant has provided less than seven (7) days' notice of cancellation for a support for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation - 7 days, in respect of that support item.
- The provider was not able to find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies
- Providers should document the terms of short notice cancellations policies in participant service agreements. For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant to attend the group session in their place then, if the other requirements for a Short Notice Cancellation are met, the provider is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group session. All other participants in the group should also be billed as though all participants had attended the group.

(Page 26 of the NDIS Pricing Arrangements and Price Limits 2025-26)

Forge Clarity reserves the right to charge:

- Support Item: 01\_741\_0128\_1\_3

- Charge: Up to 100% of scheduled service cost
- Typical NDIS Rate: Same as the service rate for the missed appointment
- Forge Clarity Rate: \$190/h or \$380 for 2 hour sessions.

#### 4.2 Non-Attendance (Failure to Attend)

When Applicable: Client does not attend and provides no notice and or notice within an un-reasonable time frame. For example 10 minutes before or into session time.

Where a participant stops attending an agreed program of support but does not provide a notice, a provider may only continue claiming for a total of four (4) consecutive weeks from when the participant stopped attending. This is considered an unplanned exit. A provider is not able to continue to claim past four (4) consecutive weeks of non-attendance, unless the participant notifies the provider during that period that they wish to continue in the Program of Support. Providers who offer programs of support must enter into an agreement with each participant specifying the program of support, including its length, exit rules and intended outcomes. These agreements must be consistent with the NDIS Pricing Arrangements and Price Limits. In particular, providers cannot pre-claim for programs of support. Each instance of support in the program of support has to be delivered before the provider can claim for that instance of support.

- Support Item: 01\_741\_0128\_1\_3 Therapy Supports
- Charge: Up to 100% of scheduled service cost
- Typical NDIS Rate: Same as the service rate for the missed appointment
- Forge Clarity Rate: In accordance with current NDIS Non-Attendance guidelines

#### 4.3 Reasonable Notice Cancellation

When Applicable: 2 or more clear business days' notice

- Charge: No cancellation fee (when notice given within 2 or more business days)
- Rescheduling: Available at no additional cost (when notice given within 2 or more business days)

### 5. NDIS Support Budget Categories

Forge Clarity services typically fall under the following NDIS plan budget categories:

#### 5.1 Capacity Building - Daily Activity

- Therapeutic supports are tailored to each individual clients unique needs and NDIS requirements

## 6. Claiming Procedures

### 6.1 Plan Managed Participants

If you have a plan manager:

1. Forge Clarity provides services as scheduled
2. We generate an invoice with NDIS-compliant documentation
3. Invoice is sent directly to your plan manager
4. Plan manager pays Forge Clarity from your NDIS plan
5. You receive a copy of the invoice for your records

Required Information:

- Plan manager name and contact details
- Plan manager email and phone number
- Your NDIS participant number
- Relevant support budget category

### 6.2 NDIA Managed Participants

If the NDIA manages your plan:

1. Forge Clarity provides services as scheduled
2. We submit claims directly to the NDIS portal (if portal managed)
3. OR we provide you with an invoice to submit for reimbursement
4. Processing time: typically 2-4 weeks

Required Information:

- Your NDIS participant number
- Valid myGov and NDIS portal access (for your records)
- Current NDIS plan dates

### 6.3 Self-Managed Participants

If you self-manage your NDIS funding:

1. Forge Clarity provides services as scheduled
2. We generate an NDIS-compliant invoice
3. You pay Forge Clarity directly (see payment methods below)
4. You submit the invoice to NDIS for reimbursement via myGov portal
5. NDIS reimburses you directly

Payment Terms for Self-Managed Clients:

- Payment due: Within 7 business days of invoice date
- Payment methods: Bank transfer (preferred), credit card (if available)
- Bank details provided on invoice

**Required Information:**

- Your NDIS participant number
- Current NDIS plan and available funding
- Confirmation of appropriate budget category

**7. Payment Methods****7.1 Bank Transfer (Preferred Method)****Bank Details:**

- BSB: 032-067
- Account Number: 816 377
- Account Name: Forge Clarity PTY LTD
- Reference: Client full legal name

**7.2 Payment Timeline****Plan Managed/NDIA Managed:**

- No upfront payment required
- Claims processed through your plan manager or NDIS

**Self-Managed:**

- Payment due within 7 business days of invoice date
- Late payment may affect ongoing service provision
- Contact us immediately if you experience payment difficulties

**7.3 Overdue Payments**

If payment is not received within the specified timeframe:

The Director/Lead Therapist reserves the right to reach out via email, text, call until payment has been completed.

1. Day 8: First reminder email and SMS sent
2. Day 15: Second reminder email and SMS sent
3. Day 22: Final notice and potential service suspension
4. Day 30+: Possible referral for debt recovery

Note: We are committed to working with you to resolve payment issues. Please contact us at [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au) if you anticipate payment difficulties.

**8. Invoice Requirements and Documentation**

All Forge Clarity invoices comply with NDIS invoicing requirements and include:

#### 8.1 Mandatory Invoice Information

- Provider business name and ABN
- NDIS provider registration number
- Your NDIS participant number
- Service date(s) and time(s)
- NDIS support item number(s)
- Detailed description of service provided
- Service duration
- Rate charged per unit
- Total amount charged
- GST status (most NDIS services are GST-free)

#### 8.2 Supporting Documentation

- Progress notes (stored confidentially, available upon request)
- Session attendance records
- Service agreements
- Cancellation records (if applicable)

### **9. NDIS Pricing Limits and Caps**

#### 9.1 Price Limits

NDIS Price Limit Compliance:

- Forge Clarity charges at or below the maximum rates specified in the current NDIS Price Guide
- We do not charge above NDIS price limits for registered services
- Prices are reviewed annually in line with NDIS Price Guide updates

#### 9.2 Quote Requirements

When quotes are required:

- Services exceeding \$1,500 (as per NDIS participant service guarantee)
- Intensive therapy programs or packages
- Unusual or non-standard service arrangements

Quote Process:

1. We provide a detailed written quote
2. Quote includes service description, duration, frequency, and total cost
3. You review and approve the quote
4. Quote submitted to NDIS or plan manager if required
5. Services commence upon approval



### 9.3 Annual Price Adjustments

NDIS Price Guide Updates:

- NDIS typically updates the Price Guide annually on July 1st
- Forge Clarity reviews and adjusts pricing in line with NDIS updates
- Clients will be notified of any pricing changes at least 14 days in advance
- Changes reflect NDIS maximum rate adjustments

## 10. Reasonable and Necessary Supports

### 10.1 NDIS Funding Criteria

For services to be claimable under your NDIS plan, they must meet the NDIS "reasonable and necessary" criteria:

Services must:

- Be related to your disability
- Not include day-to-day living costs that are not related to your disability support needs
- Be effective and beneficial for you
- Represent value for money
- Be likely to be effective and beneficial
- Take into account support provided by other service systems
- Be delivered in a manner that promotes your social and economic participation

### 10.2 Service Alignment with NDIS Goals

Forge Clarity works with you to ensure services:

- Align with your NDIS plan goals and objectives
- Are documented in your service agreement
- Are reviewed regularly for effectiveness
- Support your capacity building and independence

Your responsibility: Ensure that counselling and therapeutic supports are included in your NDIS plan and that adequate funding is allocated.

## 11. Plan Budget Management

### 11.1 Monitoring Your NDIS Funding

Your responsibilities:

- Monitor your NDIS plan budget regularly

- Ensure sufficient funding remains for scheduled services
- Notify Forge Clarity if funding is running low
- Discuss budget concerns with your NDIS planner or support coordinator

## 11.2 Insufficient Funding

If your NDIS funding is exhausted:

- Services may need to be paused or reduced
- You may request a plan review with the NDIS
- We can provide reports to support your plan review request
- Alternative funding options may be explored (if available)

We will:

- Provide you with regular invoices to track spending
- Alert you if we notice funding concerns
- Work collaboratively with your support coordinator
- Provide documentation for plan reviews if requested

## 12. Service Agreements

### 12.1 NDIS Service Agreement Requirements

All NDIS participants must have a current Service Agreement with Forge Clarity that includes:

- Description of services to be provided
- Service goals aligned with your NDIS plan
- Service frequency and duration
- Pricing and payment arrangements
- Cancellation and non-attendance terms
- Review processes
- Complaints and feedback procedures

### 12.2 Service Agreement Reviews

Service agreements are reviewed:

- Annually (minimum)
- When your NDIS plan is reviewed
- When significant changes occur in service delivery
- At your request or our recommendation

## 13. Travel and Additional Costs

### 13.1 Travel Charges

Travel to Your Location - is not applicable as Forge Clarity is a remote telehealth practice.

### 13.2 Additional Costs Not Covered by NDIS

The following are not claimable under NDIS:

- Booking deposits (if applicable are non-refundable administrative fees)
- Services not related to your disability
- Services not included in your NDIS plan
- Personal expenses unrelated to your therapeutic supports

## 14. Quality and Safeguards

### 14.1 NDIS Practice Standards Compliance

Forge Clarity complies with:

- NDIS Practice Standards (**Core Module and Therapeutic Supports Module**)
- NDIS Code of Conduct
- NDIS Pricing Arrangements and Price Limits
- NDIS Quality and Safeguards Commission requirements

### 14.2 Your Rights as an NDIS Participant

You have the right to:

- Receive services that meet NDIS Practice Standards
- Be treated with dignity and respect
- Receive clear information about pricing and charges
- Access your service records
- Provide feedback and make complaints
- Change providers at any time

## 15. Verification and Compliance

### 15.1 NDIS Price Guide Verification

To verify current NDIS pricing:

1. Visit: <https://www.ndis.gov.au/providers/price-guides-and-pricing>
2. Download the current Price Guide for your state/territory
3. Review Support Catalogue - Therapeutic Supports (0128)
4. Contact NDIS: 1800 800 110

## 15.2 Quarterly Price Guide Checks

We recommend:

- Checking the NDIS Price Guide quarterly for updates
- Consulting with your support coordinator about pricing
- Reviewing your NDIS plan budget regularly
- Staying informed about NDIS legislative changes

## 16. Contact and Support

### 16.1 Forge Clarity Contact Information

For pricing and claiming inquiries:

- Email: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)
- Website: [www.forgeclarity.com.au](http://www.forgeclarity.com.au)
- Phone: [Insert phone number]

For service bookings:

- Online booking system: [www.forgeclarity.com.au/booking](http://www.forgeclarity.com.au/booking)
- Email: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)

### 16.2 NDIS Contact Information

For NDIS pricing and plan inquiries:

- NDIS Contact Centre: 1800 800 110
- NDIS Website: [www.ndis.gov.au](http://www.ndis.gov.au)
- NDIS myGov Portal: [my.gov.au](http://my.gov.au)

For complaints about NDIS providers:

- NDIS Quality and Safeguards Commission: 1800 035 544
- Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## 17. Privacy and Confidentiality

All claiming and invoicing processes comply with:

- Privacy Act 1988 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)
- NDIS Rules about information management

Your information is:

- Stored securely and confidentially
- Shared only with authorized parties (your plan manager, NDIS when required)

- Protected according to our Privacy Policy
- Retained for 7 years as per NSW health regulations

## **18. Complaints and Disputes**

### **18.1 Pricing Concerns**

If you have concerns about pricing or claiming:

Step 1: Contact Forge Clarity directly

- Email: [info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)
- We will review and respond within 5 business days

Step 2: If unresolved, contact:

- Your NDIS support coordinator or planner
- NDIS Quality and Safeguards Commission: 1800 035 544

### **18.2 Invoice Disputes**

For invoice disputes:

1. Contact us within 7 days of receiving the invoice
2. Provide specific details of the dispute
3. We will investigate and respond with documentation
4. Resolution typically within 10 business days
5. Payment may be adjusted or clarified as appropriate

## **19. Policy Updates and Reviews**

### **19.1 Annual Review**

This document is reviewed:

- Annually (minimum) or when NDIS Price Guide updates occur
- Following significant NDIS legislative changes
- When Forge Clarity service offerings change

### **19.2 Notification of Changes**

You will be notified of pricing changes:

- At least 14 days in advance (where possible)
- Via email to your registered email address
- Updated documents available at: [www.forgeclarity.com.au/documents](http://www.forgeclarity.com.au/documents)

## **20. Acknowledgment**

By engaging NDIS-funded services with Forge Clarity PTY LTD, you acknowledge that:

- You have read and understood this NDIS Client Claiming and Pricing Limits document
- You understand Forge Clarity's pricing structure and claiming procedures
- You are responsible for monitoring your NDIS plan budget and funding
- You will verify current NDIS pricing with the most recent NDIS Price Guide
- You understand your payment obligations (particularly if self-managed)
- You have adequate NDIS funding allocated for the services you are booking
- Prices and claiming procedures are subject to change in accordance with NDIS updates

Forge Clarity PTY LTD

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