

Forge Clarity Care Commitment Charter

1. Our Commitment to You

At Forge Clarity we champion your independence, choices, and voice. Every support we provide is designed to honour your legal and human rights while empowering you to make informed decisions about your care and life.

We communicate in ways that work best for you—whether that's your preferred language, communication style, or terminology. Your understanding and comfort guide every conversation.

You direct your journey. We're here to help you connect meaningfully with the people and communities you choose, supporting the relationships and experiences that matter most to you.

Our practice is built on a foundation of respect, dignity, and your right to self-determination. We don't just acknowledge your rights—we actively uphold them in everything we do, every single day.

2. Celebrating What Makes You, You

Your culture, values, and beliefs aren't just respected here—they're celebrated and woven into every aspect of your care. You lead the conversation about what matters most to you, and we listen with sensitivity and genuine interest.

We believe your right to live authentically shouldn't pause when you access support. Whether it's honouring cultural practices, upholding personal values, or expressing your beliefs, we create space for you to be fully yourself.

Your identity and heritage enrich our practice. We're committed to understanding your unique perspective and ensuring your support reflects and respects who you truly are.

3. Dignity and Privacy as Foundational Pillars

Every individual deserves care that honours their personal dignity and safeguards their privacy without compromise. The practice maintains unwavering standards and consistent protocols designed to protect what matters most—personal boundaries and confidential information.

Confidentiality policies are communicated clearly, using English and professionally mimicking communication style, ensuring genuine understanding rather than mere acknowledgment.

Our website Documents page (<https://forgeclarity.com.au/documents>) houses all relevant documents. For instance, Client Liability Waiver & Agreement, Privacy Policy, Grief Group Guidelines, Code of Conduct etc.

Transparency guides every interaction. Participants receive clear explanations about what personal information is collected, why it's necessary, and how it will be used—including any audio or visual

recordings. Informed consent isn't just obtained; it's cultivated through open dialogue and mutual respect.

Trust is earned through action. The practice demonstrates daily that protecting dignity and privacy isn't a policy—it's a promise kept in every conversation, every record, and every moment of care.

4. Empowering Independence Through Informed Choice

True support means empowering individuals to lead their own lives with confidence and clarity. The practice champions active decision-making at every turn, providing timely information in each person's preferred language and communication style—because understanding precedes empowerment.

The Dignity of Risk

Growth requires choice, and choice sometimes involves risk. The practice honours each individual's right to make informed decisions, thoughtfully exploring both benefits and potential challenges together. This includes respecting personal autonomy in all its dimensions—from life decisions to intimacy and self-expression.

Time, Space, and Advocacy

Meaningful decisions aren't rushed. Participants receive ample time to consider options, seek guidance, and reflect at every stage—whether during initial assessment, ongoing planning, service delivery, reviews, or transition periods.

The right to advocacy is sacred. Every individual can choose an advocate, including independent representatives, and have them present whenever desired. Support networks strengthen decisions, and the practice welcomes these trusted voices. It also provides those who may not feel comfortable or able to communicate certain things to be able to through the use of a trusted and nominated third party.

Independence isn't just encouraged—it's the foundation upon which every interaction is built. This is also why we offer our remote services in so many different formats: text, phone call, Zoom, Google Meet, and Teams.

5. A Sanctuary of Safety and Respect

Every individual deserves care that is completely free from violence, abuse, neglect, exploitation, and discrimination while receiving care from Forge Clarity practitioners—not as an aspiration, but as an absolute standard. The practice maintains robust policies and proactive practices that don't just respond to harm, but actively prevent it from occurring.

For instance our Grief Group Guidelines and Code of Conduct documents provided on <https://forgeclarity.com.au/documents>

Any participating clients of the groups provided by Forge Clarity are required to maintain a respectful manner at all times. While Forge Clarity can not guarantee that no one will ever do something to

breach these expectations we can guarantee that any instances will be addressed immediately and according to severity various outcomes may occur. Such as immediate expulsion from that session, permanent exclusion from future groups etc.

Protection Through Action

Safety is both promised and protected. When concerns arise, participants receive immediate information about advocacy services, including access to independent advocates who can stand beside them through any allegation or incident.

Zero Tolerance, Complete Accountability

Every allegation is taken seriously and acted upon swiftly. Affected individuals receive comprehensive support and assistance throughout the process. Detailed records document investigations, outcomes, and corrective measures, ensuring transparency and accountability.

Learning drives change. The practice analyses incidents thoroughly, implementing preventive strategies to ensure similar situations never recur. Safety isn't maintained through chance—it's cultivated through vigilance, responsiveness, and an unwavering commitment to protecting every person's fundamental right to dignity and security.

6. Excellence Through Governance and Leadership

The practice operates under robust governance systems thoughtfully scaled to its scope—where oversight isn't bureaucratic, but purposeful and protective of every individual served. We ensure to train each volunteer and team member with the Australian Counselling Association Code of Ethics and Practice (<https://theaca.net.au/viewdocument/code-of-ethics-and-practice-1>) in conjunction with National Disability Insurance Scheme Code of Conduct (<https://www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct>)

Voices That Shape Policy

People that are differently abled contribute meaningfully to organisational governance, influencing policies and processes that directly impact their lives and rights. Their lived experience informs decision-making at the highest levels. For this reason we implemented a text based private counselling service.

Accountability in Action

A clear governance structure ensures financial responsibility, regulatory compliance, and contractual obligations are met with precision. Quality and safeguarding matters receive continuous monitoring and responsive action—because oversight means vigilance.

The governing body cultivates expertise through ongoing training, identifying knowledge gaps and addressing them proactively. Strategic planning integrates legislative requirements, organisational risks, NDIS standards, and the evolving needs of both participants and team members.

For example, we have an Anonymous Feedback form available at:

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

Leadership With Integrity

Management performance is regularly evaluated to drive continuous improvement. The practice is led by qualified, experienced professionals with clearly defined responsibilities and decision-making authority.

Continuity is assured through documented delegation systems, ensuring seamless leadership during absences. Conflicts of interest—both perceived and actual—are transparently managed and meticulously documented, upholding the trust that underpins every relationship.

7. Proactive Protection Through Strategic Risk Management

Safety isn't accidental—it's architected. The practice identifies, analyses, and addresses risks across every dimension of care, from participant wellbeing to workplace safety and organisational sustainability. Additionally we are fully insured, and are registered with the Australian Counselling Association - both of which require extensive assessments and audits etc.

A Comprehensive Framework

A thoughtfully scaled risk management system operates proportionately to the practice's scope, covering eight critical domains: incident response, complaints resolution, financial stewardship, governance, human resources, information security, workplace safety, and emergency preparedness. As we are a remote therapy practice we require clients to provide their personal information in case of emergencies. For instance their physical address and mobile along with the details of their next of kin. In instances where the client is at risk we encourage them to either stay with us while the practitioner dials 000 (for Australians) or 112 (for International) emergency services, or encourage the client to contact the emergency services while the practitioner contacts their emergency contact.

From Strategy to Action

Risk management isn't confined to documentation—it lives in daily practice. Every support and service aligns with established protocols, ensuring theoretical safeguards translate into tangible protection.

The practice maintains comprehensive insurance coverage, including professional indemnity, public liability, and accident protection, providing an additional layer of security for all stakeholders.

Vigilance Meets Care

Risks are prioritised and treated with precision, creating an environment where participants receive support confidently, team members work safely, and the organisation operates sustainably. Protection is woven into the fabric of every interaction, every decision, every day.

8. A Culture of Continuous Excellence

Quality isn't a destination—it's a journey of perpetual refinement. The practice maintains a dynamic quality management system thoughtfully scaled to its operations, ensuring every participant benefits from care that evolves and improves continuously.

Systems That Adapt and Elevate

The quality framework defines clear pathways to meet legislative requirements and practice standards while remaining flexible enough to grow. Regular reviews and updates ensure the system doesn't just maintain standards—it raises them.

A structured annual meeting provides consistent evaluation proportionate to the practice's scope, illuminating opportunities for enhancement before they become gaps in care.

Driven by Insight, Inspired by Voices

Continuous improvement flows from multiple streams: measurable outcomes, risk analytics, evidence-informed practices, and—most importantly—genuine feedback from participants and team members. These voices don't just inform change; they inspire it.

The result is care that never stands still, a practice that learns from every interaction, and a commitment to excellence that deepens with each passing day. Quality becomes not what the practice does, but who it is.

9. Information Management Built on Trust and Transparency

Every participant's information is treated as what it truly is—personal, precious, and protected. The practice maintains records that are accurate, current, confidential, and accessible to clients upon request, any nominated third parties the client has agreed to or requested, and the law if the state requests access due to ongoing legal matters.

Consent as the Foundation

Information is collected, used, retained, and disclosed only with informed consent. Participants receive clear explanations about why information is gathered and how it will be used. The only individual has access to client information are the individual practitioners they see, and the Director of Forge Clarity PTY LTD. Some circumstances occur where legal obligations may require disclosure.

Control in Capable Hands

Participants understand exactly how their information is stored and utilised. They maintain the right to access their records, request corrections, and modify or withdraw consent at any time. Their autonomy extends to their data.

Security That Scales

A robust information management system, proportionate to the practice's scope, ensures timely and accurate record-keeping. Comprehensive protocols govern every stage of the document lifecycle—from creation and access to secure storage, retrieval, retention, and eventual disposal.

The result is information management that protects privacy, empowers participants, and supports exceptional care through seamless, secure access to the details that matter.

10. Feedback as a Pathway to Excellence

Complaints aren't problems to be managed—they're opportunities to be embraced. The practice welcomes all feedback with openness and respect, maintaining a robust complaints management system that honours procedural fairness, natural justice, and compliance with NDIS Requirements. If you have a complaint you can file it directly with the Australian Counselling Association.

Access Without Barriers

Every participant receives clear information about providing feedback or raising concerns, including external avenues and advocacy support. These are outlined in the documents that are available via this link: <https://forgeclarity.com.au/documents> . The environment Forge Clarity provides actively encourages honest communication, ensuring those who speak up feel supported rather than scrutinised.

A System That Listens and Learns

The complaints framework is thoughtfully scaled to the practice's scope, yet powerful enough to drive meaningful change. There is an anonymous feedback form available: <https://forgeclarity.com.au/documents> . Regular reviews of policies and procedures incorporate participant perspectives on accessibility, ensuring the system remains responsive and relevant.

Feedback doesn't stop at resolution—it ripples throughout the organisation, informing improvements across every level of service delivery.

11. Safety Through Swift and Thoughtful Response

When incidents occur, they are met with immediate acknowledgment, decisive action, and a commitment to learning. The practice maintains a comprehensive incident management system that safeguards participants while complying fully with NDIS and ACA Requirements.

Transparency That Builds Trust

Participants receive clear information about incident management processes, including detailed communication about how any incidents involving them have been handled. Openness replaces opacity, ensuring understanding at every step.

Learning That Transforms

Incidents become catalysts for improvement. Regular policy reviews examine root causes, response effectiveness, and outcomes. Participant and worker perspectives are actively sought and woven into organisational practices, ensuring lessons learned translate into meaningful change across all levels of service.

Preparedness as Standard Practice

Every team member receives thorough training in incident procedures and understands their critical role in the system. This collective readiness means incidents are managed with competence and care, minimising impact and maximising safety.

The practice doesn't just respond to incidents—it learns from them, evolves because of them, and emerges stronger in its commitment to protecting every person it serves.

12. Exceptional Care Through Exceptional People

Every participant deserves support from professionals who bring competence, compassion, and genuine expertise to their role. The practice ensures team members hold relevant qualifications, possess person-centered skills, and continuously develop their capabilities to meet evolving needs.

Foundation of Competence

Each position is clearly defined with documented skills requirements, responsibilities, scope, and limitations. Pre-employment checks, qualifications, and experience records are meticulously maintained, establishing a foundation of verified capability.

Growth as a Constant

A dynamic training system identifies, plans, facilitates, and evaluates ongoing education, ensuring workers consistently meet participant needs. Mandatory training includes NDIS Practice Standards and Australian Counselling Association obligations and rule compliance, with specialised focus on infection prevention and control through initial and refresher courses.

Support That Sustains

Workers receive timely supervision, resources, and developmental feedback proportionate to the complexity of care they provide. Performance management isn't punitive—it's purposeful, creating opportunities for growth and excellence.

13. Unwavering Support, Without Interruption

Continuity isn't just convenient—it's essential. The practice operates with precision and foresight, ensuring every participant receives timely, appropriate support that flows seamlessly, day after day. If and when required or applicable the maximum notice will be given to clients to inform them of a cancelled session.

Operations Designed for Reliability

Efficient day-to-day management prevents disruptions before they occur. When worker absences or vacancies arise, qualified professionals step in without missing a beat, maintaining the quality and consistency participants depend upon.

Personalised Plans, Consistent Delivery

Support is meticulously planned around each participant's unique needs and preferences. These details are documented and not shared with team members before they begin work, ensuring every interaction honours client privacy and is client driven. Individuals are encouraged to share details as they wish and to not feel pressured to do so before they are comfortable.

Comprehensive arrangements—scaled to the complexity of care provided—guarantee uninterrupted support throughout the entire service agreement period. NDIS clients that receive private therapeutic supports services will have their sessions tailored as the Director and Lead therapist are the same individual.

Grace Under Change

When unavoidable changes or interruptions occur, alternative arrangements are thoughtfully explained and collaboratively agreed upon. These transitions are handled with sensitivity, ensuring continuity aligns with individual needs, preferences, and goals.

The promise is simple yet profound: participants can count on support that remains steady, responsive, and reliably present—because consistency creates the foundation upon which progress is built.

14. Prepared for the Unpredictable, Committed to Continuity

When emergencies or disasters strike, preparedness becomes protection. The practice maintains comprehensive planning that safeguards participant and worker wellbeing while ensuring critical supports continue without compromise. This is made a lot easier since this is a remote/telehealth practice. Additionally, all volunteers are required to have their own insurance and registration with a governing body, either ACA or PACFA for Australia.

Proactive Measures, Seamless Response

Robust mechanisms enable continuity of essential support before, during, and after crises. Volunteers and staff are required to have a comprehensive meeting with the Director and Lead Therapist. Planning encompasses preparation and response protocols, adaptive modifications to participant care, rapid adjustments to interruptions, and clear communication channels with workers, participants, and support networks.

Collaborative Planning, Active Testing

Emergency and disaster management plans are developed through meaningful consultation with participants and their networks—because those served understand their needs best. These living documents guide governance response and oversight during crises.

The plans aren't static. Regular testing simulates specific emergency scenarios, revealing strengths and illuminating areas for refinement. Periodic review points allow responsive adjustments as situations evolve.

Knowledge That Protects

Plans are clearly communicated to all stakeholders and revisited regularly through continued consultation. Every team member receives thorough training in implementation, ensuring collective readiness transforms planning into effective action.

Resilience by Design

The result is a practice that doesn't hope for the best—it prepares for the worst while remaining agile enough to adapt. When a crisis comes, continuity of care isn't interrupted; it's fortified by foresight, planning, and unwavering commitment to those who depend on it most.

15. The Right Support, At the Right Time

Every participant deserves care perfectly aligned with their unique needs, aspirations, and preferences. The practice ensures access to appropriate supports through clarity, flexibility, and unwavering respect for individual choice.

Transparency From the Start

Available supports, entry criteria, and associated costs are clearly defined and communicated in each person's preferred language and communication style. Understanding precedes engagement, eliminating confusion and empowering informed decisions.

Environments That Adapt

The practice makes thoughtful, reasonable adjustments to support delivery environments, ensuring spaces promote health, privacy, dignity, quality of life, and independence. These modifications are monitored continuously to remain fit for purpose as needs evolve.

Choice Without Penalty

Participants understand the circumstances under which supports might be withdrawn—but critically, access is never denied solely because someone exercises their dignity of risk. Independence includes the right to make choices others might question, and the practice honours that fundamental autonomy.

Alignment as Standard

The result is support that truly fits—not forcing participants into predetermined boxes, but shaping services around the contours of individual lives, dreams, and decisions. Appropriateness isn't an aspiration; it's the standard by which every service is measured.

16. Support Plans That Evolve With Life

True person-centered care begins with collaborative planning. Every participant actively shapes their support plan—a living document that reflects their needs, preferences, strengths, goals, and evolving circumstances.

Built Together, From the Ground Up

With participant consent, the practice works alongside individuals and their support networks to conduct comprehensive assessments. Information is gathered from diverse sources to ensure plans capture the full picture—daily living dependencies, health considerations, risk factors, and aspirations.

Risk assessments are conducted regularly and collaboratively, examining service reliance and potential disruption impacts. Appropriate strategies address identified risks, with periodic reviews ensuring effectiveness and making adjustments when needed.

Living Documents, Not Static Files

Support plans undergo reviews—or sooner when circumstances shift. Progress toward goals is assessed at frequencies proportionate to risk levels, functionality, and participant wishes. When outcomes diverge from expectations, plans are promptly updated through renewed collaboration.

Accessible, Understood, Actionable

Plans are readily accessible to participants and supporting workers alike. With consent, plans are shared appropriately with support networks, other providers, and relevant agencies.

Comprehensive and Crisis-Ready

Plans incorporate proactive preventative health measures—vaccinations, dental care, health assessments, and allied services. They also anticipate emergencies and disasters, outlining responses that safeguard safety, health, and wellbeing while ensuring every worker understands their role.

Partnership in Every Word

These aren't plans created for participants—they're created with them, honouring expertise born from lived experience and recognising that the best roadmap is one drawn by those traveling the journey. Our services are client centred and focused, with the only exception being for mandatory requirements that are in place due to ACA, PACFA, NDIS or NSW mandates.

17. Clarity Through Collaboration

Understanding creates confidence. Every participant receives clear, comprehensive information about chosen supports and delivery methods through collaborative service agreements that establish mutual expectations and transparent conditions.

Agreements Built on Understanding

Service agreements are developed together, explaining supports in detail and specifying any attached conditions—along with their rationale. Information is communicated in English ensuring genuine comprehension rather than mere acknowledgment.

Written agreements are signed by both participant and provider, with each person receiving their copy. When this isn't practical or a participant chooses otherwise, circumstances are documented with care.

Prepared for Every Scenario

Service agreements outline emergency and disaster support arrangements, ensuring participants understand how care continuity will be maintained during crises.

Transparency as Foundation

These agreements aren't legal formalities—they're commitments captured in writing. They transform abstract promises into concrete plans, ensuring everyone understands not just what support looks like, but how it will unfold in practice. Clarity eliminates confusion, builds trust, and empowers participants to engage confidently with services designed around their lives.

18. Responsive Care, Delivered With Expertise

Timely, competent support isn't a luxury—it's the standard. Every participant receives responsive care calibrated to their needs, outcomes, and goals, delivered through evidence-informed practices and the least intrusive approaches necessary.

Collaboration That Connects

With participant consent and direction, the practice develops and maintains strategic links with other providers—including healthcare and allied health professionals. This collaborative network facilitates information sharing, coordinated risk management, and comprehensive needs fulfillment that transcends organisational boundaries.

Choice in Who Provides Care

Reasonable efforts ensure participants influence worker selection, and all staff and volunteers at Forge Clarity encourage clients to request a referral or to acknowledge if the rapport or “fit” is not good enough. When specific needs require monitoring or daily support, workers receive appropriate training and develop genuine understanding of individual requirements and preferences.

The Right Support, The Right Way

Contemporary evidence guides practice, but participant preference directs it. Supports achieve desired outcomes without unnecessary intrusion, respecting autonomy while providing the structure and assistance each person needs.

Responsiveness as Relationship

This approach recognises that effective support isn't just about what's delivered—it's about how, when, and by whom. Timeliness meets competence, expertise meets empathy, and every interaction reflects deep understanding of the person being served.

19. Transitions Handled With Care and Coordination

Every beginning and ending deserves thoughtful attention. The practice facilitates planned, coordinated transitions to or from services—ensuring smooth passages that honour each participant's journey and minimise disruption.

Collaboration at Every Crossroad

Transitions are managed in partnership with participants whenever possible, with comprehensive documentation and clear communication guiding the process. Whether moving toward new supports or completing a chapter of care, coordination ensures continuity and clarity.

Risk-Aware, Response-Ready

Potential risks associated with transitions—including temporary moves prompted by urgent needs like hospitalisation—are identified, documented, and proactively addressed.

Processes That Evolve

Transition protocols are developed with intention, applied with consistency, reviewed for effectiveness, and communicated transparently. Continuous refinement ensures approaches remain relevant and responsive to emerging needs. Details and information is only given with consent or upon mandatory requirements filed by governing bodies such as the Police force.

Dignity in Movement

Transitions aren't merely administrative events—they're significant life moments. The practice honours this reality by ensuring every passage, whether permanent or temporary, receives the planning, support, and sensitivity it deserves. Participants move forward (or onward) with confidence, knowing their transition has been thoughtfully orchestrated around their wellbeing. Forge Clarity holds onto all personal documents for a minimum of seven years as is the legal requirement for New South Wales, Australia.

20. Safety Woven Into Every Environment

Appropriate, secure settings form the foundation of quality care. The practice ensures every participant accesses support in environments meticulously designed for safety, comfort, and suitability to individual needs. This includes and is not limited to the fact that the Director and Lead Therapist are the only individuals associated with the Forge Clarity private practice that get to see client records.

Recognition, Collaboration, and Risk Management

Participants easily identify workers supporting them. The practice collaborates with individuals and other nominated individuals—to create safe delivery environments through remote therapy practices. Strategic coordination with healthcare, allied health, and other providers ensures comprehensive risk identification and accurate interpretation of needs and preferences.

Communication Without Barriers

Clear arrangements assist workers in understanding communication needs and recognising emerging health concerns for participants requiring communication support.

Medical Readiness That Saves Time and Lives

Established protocols guide responses to medical emergencies for each participant. Workers receive training to distinguish urgent from non-urgent situations, preventing treatment delays. Escalation systems ensure swift action when health situations become critical. For instance, volunteers helping with the Grief Support Group are required to contact the Director of Forge Clarity in cases of emergency as they do not have access to the geographic location and emergency contact information. The Director will then follow up with emergency contacts and if necessary contact the international emergency service line on 112 to send the relevant department to the clients physical location.

Environments Designed for Wellbeing

Safety isn't achieved through caution alone—it's engineered through systems, sustained through training, and maintained through vigilance. The result is care delivered in virtual spaces where participants feel secure, protected, and free to focus on growth rather than risk.

21. Financial Autonomy, Absolutely Protected

Every participant retains complete control over their money and property—using it as they determine, with security that's uncompromising and autonomy that's absolute. We only request payment for sessions.

Access With Accountability

When the practice requires access to participant finances or property in the course of online service delivery, rigorous processes ensure management, protection, and transparent accounting. These protocols are continuously developed, applied, reviewed, and communicated with clarity.

Participant money and property are used exclusively with explicit consent and only for purposes the participant intends—never beyond, never otherwise.

Support Without Overreach

When requested, participants receive assistance accessing and spending their own funds according to their wishes to cover the costs of receiving support. The practice provides only information reasonably required under individual plans, never straying into unsolicited financial advice. As the Director and Lead Therapist is registered with the Australian Counselling Association and practices under various legal Acts etc all practitioners are required to not provide financial advice.

Boundaries That Build Trust

In the digital environment where physical distance might otherwise create vulnerability, the practice establishes digital safeguards and documented processes that protect financial autonomy with the same vigilance as in-person services.

The principle is simple yet sacred: participant money belongs to participants. The practice may facilitate access when needed, but never assumes authority, never exercises discretion unbidden, and always honours the fundamental right to financial self-determination.

22. Mealtime Management Through Expert Remote Guidance

We do not provide mealtime management in any capacity. Our service can support individuals to consider positive and negative outcomes and gradually achieve long term behavioural adjustments and progress.

Distance Doesn't Diminish Care

Through telehealth coordination, digital plan sharing, and remote practitioner collaboration, the practice ensures mealtime safety and enjoyment transcend physical location—proving that expert guidance, when properly structured, supports nourishment and dignity regardless of where meals are actually consumed.

23. Evidence-Informed Therapeutic Support, Delivered Remotely

Participants access specialised therapeutic counselling tailored to individual needs through telehealth delivery—grounded in evidence-informed practice, legislative compliance, and an unwavering commitment to person-centred approaches. Check this link for more information:

<https://forgeclarity.com.au/therapeutic-approach-1>

Compliance and Qualification

The practice maintains comprehensive understanding and application of NDIS compliance requirements, ACA, and PACFA standards as needed. All therapeutic practitioners have been assessed as suitable to deliver specialised therapeutic supports, including comprehensive assessments and therapeutic treatment planning.

Excellence Through Continuous Learning

Practitioners engage in ongoing professional development as mandated by their licence to practice (ACA, PACFA etc), remaining current with evidence-informed practices and contemporary

therapeutic approaches. Clinical supervision by specialist supervisors ensures practice quality and professional growth.

Commitment to Participant Wellbeing

Organisational policies, procedures, and practices demonstrate active commitment to supporting participants' mental health, emotional regulation, and personal growth—prioritising dignity, autonomy, and therapeutic strategies. We always endeavour to improve and to remain open and encouraging of feedback.

Virtual Delivery, Tangible Impact

Through secure video consultations, digital collaboration tools, and remote assessment capabilities, the practice delivers expert therapeutic support that transcends geographic boundaries. Except those that exist in the USA or Canada as our insurance ends at these geographical locations. Otherwise, distance becomes irrelevant when expertise, compassion, and evidence-based methodology converge through thoughtfully designed telehealth services.

Therapeutic Support, Regardless of Location

The practice proves that specialised therapeutic counselling can be effectively delivered online—maintaining the same rigorous standards, personalised approaches, and transformative outcomes as traditional face-to-face services while offering increased accessibility and convenience.

24. Addressing Behavioral Concerns Through Therapeutic Approaches

When participants present with behavioral concerns such as self-harm, substance use, or challenging behaviors, Forge Clarity addresses these through evidence-based therapeutic counselling—not formal Positive Behaviour Support plans, which require different registration.

Important Distinction

Forge Clarity is registered as 0128 Therapeutic Supports, NOT 0110 Specialist Behavioural Support. We do not:

- Develop formal Positive Behaviour Support (PBS) plans
- Implement restrictive practices
- Create Functional Behavior Assessments (FBA)
- Provide specialist behavior support practitioner services

What We DO Provide

Therapeutic Approach to Behaviour through:

- Comprehensive assessment of presenting behaviors and underlying factors
- Safety planning and risk management
- Harm reduction strategies
- Evidence-based therapeutic interventions (CBT, DBT, ACT, Motivational Interviewing)
- Development of coping skills and emotional regulation
- Trauma-informed approaches to challenging behaviors

- Crisis intervention and safety planning
- Referral to 0110 specialists when formal PBS plans are needed

Legislative Mastery and Continuous Learning

The practice maintains thorough knowledge of NDIS therapeutic supports requirements, alongside relevant state and territory legislation. Therapeutic practitioners engage in ongoing professional development to understand trauma-informed approaches and evidence-based interventions for behavioral concerns.

Engagement, Transparency, and Collaboration

Participants and—with consent—their support networks, implementing providers, and relevant stakeholders participate in discussions about therapeutic goals and strategies. Alternative therapeutic approaches are actively explored throughout these collaborative conversations.

Proportionate, Collaborative Strategy Development

Stakeholders engage collectively in developing therapeutic strategies proportionate to presenting concerns. Treatment plans focus on skill-building, emotional regulation, and addressing underlying factors contributing to behavioral concerns.

Pathways Toward Growth

Every therapeutic treatment plan includes explicit strategies leading toward improved coping, emotional regulation, and personal growth—without the use of restrictive practices or formal behavior support frameworks requiring 0110 registration.

Remote Support for Implementation

The practice provides ongoing therapeutic guidance, assisting with strategy implementation and effectiveness evaluation—all coordinated through secure digital platforms that enable real-time consultation and responsive support.

25. Therapeutic Treatment Plans That Support Wellbeing

Quality of life flourishes through tailored, evidence-informed therapeutic treatment plans developed remotely with responsiveness and deep understanding of individual needs and circumstances.

Comprehensive Remote Assessment

The practice collaborates virtually with participants and their support networks (should they request we collaborate with them) to conduct thorough therapeutic assessments. These identify unmet needs, explore underlying factors, and determine effective strategies for addressing concerns.

Integration of Multiple Perspectives

Tailored therapeutic treatment plans incorporate diverse information sources: assessment findings, participant and network insights (with consent), input from implementing providers, and evaluations from collaborating professionals and mainstream services. This holistic approach ensures plans reflect complete understanding.

Evidence-Informed, Proactive Design

Plans align with contemporary evidence-informed practice, emphasising proactive strategies that build skills and resilience rather than merely responding to crisis. The interface between NDIS supports and general service delivery systems is carefully considered, with integrated protocols developed for seamless coordination.

Collaborative Development and Implementation

Plans are developed through digital consultation with implementing providers and support networks, who receive completed plans for consideration and collaboration. This collaborative process ensures practical applicability across service contexts.

Regulatory Compliance Without Compromise

All therapeutic treatment plans are developed in accordance with NDIS Practice Standards for 0128 Therapeutic Supports, ACA/PACFA requirements, and relevant legislation.

Virtual Expertise, Tangible Outcomes

Through secure telehealth platforms, collaborative digital tools, and remote consultation capabilities, the practice delivers therapeutic treatment planning that's as thorough and effective as in-person services—while offering enhanced accessibility, documentation, and multi-stakeholder coordination that distance enables rather than hinders.

26. From Plan to Practice: Therapeutic Implementation Excellence

Therapeutic treatment plans achieve their transformative potential through effective implementation—supported by comprehensive remote guidance, skill-building, and ongoing consultation that ensures strategies translate seamlessly into daily practice. However their effectiveness hinges solely on the participants willingness to participate and communicate.

Understanding and Support

The practice assists participants and support networks in understanding the rationale underpinning therapeutic treatment plans and strategies.

Skill-Building That Transforms

Person-focused therapeutic support, coaching, and skill development are delivered remotely to participants and—with participant consent—support networks. Sessions comprehensively cover

therapeutic strategies, including coping skills, emotional regulation techniques, and evidence-based approaches tailored to individual needs.

Collaborative Development and Continuous Support

Plans are developed collaboratively with participants and support networks from inception, fostering ownership and practical applicability. Ongoing support and guidance address implementation barriers as they arise, with responsive consultation available through secure digital channels.

Distance as Advantage

Remote delivery enables frequent touchpoints and digital resource sharing—proving that virtual therapeutic support can offer accessibility and consistency exceeding traditional in-person models while maintaining the personalised attention each participant's plan deserves.

27. Living Plans That Evolve With Progress

Therapeutic treatment plans remain current and responsive through continuous evaluation, progress monitoring, and regular reviews along with anonymous feedback option available here: <https://forgeclarity.com.au/documents> —reflecting changing needs while steadily advancing toward positive outcomes and therapeutic goals.

Progress-Driven Evaluation and Responsive Modification

Progress and strategy effectiveness are evaluated through regular virtual engagement with participants and systematic review of therapeutic outcomes. Plan modifications emerge from participant feedback and rigorous progress analysis.

With participant consent, changes are communicated promptly to support networks, accompanied by guidance on modified strategies when required. The practice actively pursues opportunities to build on progress and adjust approaches when documented outcomes support such changes.

Collaborative Problem-Solving

When effective engagement with participants becomes challenging or therapeutic strategies aren't achieving desired outcomes, the practice works collaboratively to address these situations transparently and adjust approaches accordingly.

Regular Review With Flexible Frequency

Therapeutic treatment plans undergo comprehensive review at least annually or more frequently based on participant needs. The practice considers whether participant circumstances or progress warrant more frequent reviews—particularly when presenting concerns change or new support providers join the team. This also ensures that any updates in legislation or codes of conduct made by the Australian Counselling Association, the National Disability Insurance Scheme etc are incorporated into ongoing practices.

Compliance Through Clear Communication

Plan changes are documented appropriately and communicated to relevant parties (with participant consent) in accordance with NDIS Practice Standards and professional requirements.

Remote Monitoring, Real-Time Responsiveness

Digital platforms enable efficient progress tracking and therapeutic outcome monitoring—allowing the practice to identify progress, celebrate achievements, and adjust strategies more responsively than traditional models. Virtual reviews facilitate convenient multi-stakeholder participation, ensuring plans remain truly collaborative and current.

Plans That Are Adaptive

They are living frameworks that evolve continuously, guided by evidence, informed by experience, and always oriented toward improved wellbeing, enhanced coping skills, and meaningful positive change.

28. Transparent Response to Crisis and Safety Concerns

When crisis situations or safety concerns occur, they are promptly addressed, thoroughly documented, and managed with comprehensive therapeutic support—ensuring participant safety, appropriate reporting, and collaborative planning.

Immediate Therapeutic Support and Safety Planning

The practice provides real-time remote support to participants experiencing crisis situations. Expert therapeutic guidance is accessible precisely when needed, ensuring appropriate crisis management and safety planning.

Inclusive Review and Collaborative Learning

Participants and—with consent—their support networks and relevant stakeholders are meaningfully included in reviewing crisis responses and developing enhanced safety strategies. This collaborative approach ensures multiple perspectives inform understanding and preventive planning.

Distance Enables Rapid Response

Telehealth accessibility means therapeutic support isn't constrained by geography. Secure communication systems facilitate immediate consultation, while video platforms enable swift safety planning sessions that might otherwise require extensive coordination.

Accountability and Documentation

Crisis response procedures include appropriate documentation and, when required, reporting to relevant authorities (emergency services, NDIS Commission, mandatory reporting authorities) in accordance with legislative requirements and professional obligations.

Safety Through Transparency

Every crisis becomes an opportunity for enhanced safety planning, improved coping strategies, and strengthened support systems—with every stakeholder's voice contributing to ensuring participants receive timely, appropriate therapeutic intervention when needed most.

29. Immediate Therapeutic Support Through Crisis Planning

When urgent therapeutic needs emerge, participants receive immediate safety planning and crisis intervention—minimising risk while comprehensive therapeutic planning proceeds in accordance with the "Emergency and Disaster Management Document" located at:

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

Rapid Collaborative Risk Assessment

The practice engages immediately with participants through secure telehealth channels to evaluate risks and develop immediate safety strategies. Crisis intervention and safety planning are provided collaboratively, appropriately managing identified risks while longer-term therapeutic planning unfolds.

Implementation Guidance Without Delay

Participants and—with participant consent—support networks receive prompt therapeutic guidance on effective safety plan implementation. Clear instructions, accessible resources, and responsive consultation ensure strategies are understood and applied correctly from the outset.

Virtual Speed, Physical Safety

Remote delivery eliminates travel time and scheduling delays, enabling same-day or next-day crisis intervention when urgency demands. Digital communication ensures all nominated stakeholders receive safety plan information simultaneously, while video consultation allows real-time clarification and support.

Bridge to Comprehensive Therapeutic Support

Immediate crisis intervention and safety planning aren't shortcuts—they're essential safety bridges providing immediate structure and risk management while thorough therapeutic assessment, stakeholder consultation, and comprehensive treatment plan development proceed with appropriate care and thoroughness.

Responsiveness as Protection

Distance dissolves when technology enables immediate expert therapeutic response. Participants experiencing crisis-level situations access specialised therapeutic guidance within hours rather than weeks—proving that remote practice can deliver faster, more accessible crisis intervention than traditional service models while maintaining rigorous safety standards.