

Cancellation and Non-attendance Policy for NDIS Clients

Forge Clarity PTY LTD

Last Updated: November 24, 2025

1. Purpose and Scope

This Cancellation and Non-attendance Policy has been developed in accordance with:

- NDIS Practice Standards and Price Guide
- NDIS Code of Conduct
- Client Liability Waiver & Agreement (Forge Clarity)
- PACFA Code of Ethics
- Privacy Act 1988 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)

This policy applies specifically to clients receiving services under the National Disability Insurance Scheme (NDIS) and outlines the terms, conditions, and charges related to appointment cancellations and non-attendance.

2. Our Commitment to NDIS Clients

At Forge Clarity, we are committed to:

- Providing high-quality, person-centered therapeutic services
- Respecting your time and scheduling needs
- Operating transparently in accordance with NDIS guidelines
- Making every effort to keep scheduled appointments
- Notifying you as soon as possible if we need to cancel or reschedule

3. Client Responsibilities

As an NDIS client accessing services at Forge Clarity, you agree to:

- Make every effort to keep scheduled appointments
- Notify us as soon as possible if you need to cancel or reschedule

- Arrive on time for scheduled appointments
- Understand that your treatment is a shared effort requiring active participation
- Acknowledge that booked sessions are specifically reserved for you with our Director/Lead Therapist, Tegan Elza Banks

4. Cancellation Notice Requirements

4.1 Standard Cancellation Notice

NDIS clients must provide minimum notice for cancellations as follows:

- Short notice cancellation: Less than 2 clear business days' notice (as per NDIS guidelines)
- Reasonable notice cancellation: 2 or more clear business days' notice

Example: For an appointment scheduled on Friday, you must cancel by end of business Tuesday to avoid short notice cancellation charges.

The cancellation policy is subject to the current NDIS pricing agreements as detailed herein:

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

4.2 How to Cancel

Cancellations can be made through:

- Online via our website booking system
- Email: info@forgeclarity.com.au
- Phone contact during business hours - 0450 205 370

5. Cancellation and Non-attendance Charges

Forge Clarity reserves the right to charge in accordance with current NDIS pricing arrangements and guidelines. These rates may change annually as NDIS policy updates occur.

5.1 Short Notice Cancellations

When you cancel with less than 2 clear business days' notice:

- Forge Clarity may charge up to 100% of the scheduled service cost as permitted under current NDIS Short Notice Cancellation guidelines

- Charges will be claimed through your NDIS plan under the appropriate cancellation support item number

5.2 Non-attendance (Did Not Attend)

When you fail to attend a scheduled appointment without prior notification:

- Forge Clarity may charge up to 100% of the scheduled service cost as permitted under current NDIS Non-Attendance guidelines
- Charges will be claimed through your NDIS plan under the appropriate non-attendance support item number

5.3 Reasonable Notice Cancellations

When you provide 2 or more clear business days' notice:

- No cancellation fee applies
- You may reschedule your appointment at no additional cost via our online booking system

6. Circumstances Beyond Your Control

We understand that unexpected situations arise. Cancellation fees may be waived or reduced in the following circumstances:

- Medical emergencies (medical certificate may be required)
- Hospitalisation (documentation required)
- Death of immediate family member
- Natural disasters or public health emergencies
- Public transport failures affecting your ability to attend
- Other unforeseen circumstances deemed reasonable by Forge Clarity management

To request a waiver: Contact us at info@forgeclarity.com.au with relevant documentation as soon as possible.

7. Practice Capacity Considerations

Important Acknowledgment:

Due to the size of our practice, appointment slots are specifically reserved for the Director/Lead Therapist, Tegan Elza Banks. We do not have the capacity to:

- Reschedule cancelled appointments to other clients on short notice

- Fill last-minute cancellations with other clients
- Offer alternative practitioners for your cancelled session

By signing the Client Liability Waiver & Agreement and accessing NDIS services at Forge Clarity, you acknowledge and understand this practice limitation and accept that short-notice cancellations may be charged in accordance with NDIS policy.

8. Booking Fees and Deposits

- All booking fees and deposits are non-refundable upon cancellation
- Deposits may be transferred to rescheduled appointments when reasonable notice is provided
- This applies regardless of the notice period provided for cancellation

9. Rescheduling Appointments

9.1 Rescheduling Process

- Rescheduling can be adjusted at no additional cost via our online booking system
- Rescheduling must occur with reasonable notice (2+ clear business days) to avoid cancellation charges
- Subject to practitioner availability

9.2 Multiple Cancellations

If you have a pattern of repeated short-notice cancellations or non-attendances:

- We may discuss barriers to attendance and explore solutions
- Continued patterns may affect ongoing service provision
- We will work collaboratively with you and your NDIS support coordinator to address attendance challenges

10. NDIS Plan Management

10.1 Claiming Cancellation Charges

- Cancellation and non-attendance charges will be claimed directly through your NDIS plan

- Charges are claimed under the appropriate NDIS support item numbers as specified in the current NDIS Price Guide
- You will receive an invoice detailing the cancellation/non-attendance charge

10.2 Your NDIS Funding

- You are responsible for ensuring adequate funding remains in your NDIS plan for services and potential cancellation charges
- We recommend checking with your NDIS planner or support coordinator about how cancellation charges impact your plan
- NDIS policies and pricing may change year to year - we encourage you to contact the NDIS directly or check the current Price Guide to confirm applicable rates

11. Privacy and Record Keeping

In accordance with the Privacy Act 1988 (Cth) and Health Records and Information Privacy Act 2002 (NSW):

- All cancellation and attendance records are maintained confidentially
- Records are stored securely and retained for 7 years as per NSW health regulations
- You may access your records subject to National Privacy Principle 6
- Cancellation information may be shared with your NDIS support coordinator or plan manager only with your consent or as required by law

12. Complaints and Concerns

If you have concerns about this policy or how it has been applied:

Step 1: Contact us directly at info@forgeclarity.com.au

We will address your concerns promptly and professionally.

Step 2: If not satisfied, you may lodge a complaint with:

- The Psychotherapy and Counselling Federation of Australia (PACFA)
- The Office of the Australian Information Commissioner (OAIC)
- The NDIS Quality and Safeguards Commission

13. Emergency and Crisis Situations

If you are experiencing a mental health crisis:

- Do not wait for your scheduled appointment
- Contact NSW Mental Health Line: 1800 011 511 (24/7)
- In life-threatening emergencies, call 000 / 112 for international emergency services
- Our services are not a substitute for crisis care or emergency treatment

14. Policy Updates

This policy may be updated to reflect:

- Changes in NDIS legislation and pricing
- Updates to professional standards
- Changes in practice operations
- It is up to the participants and NDIS workers to ensure what NDIS pricing legislation is currently in place

The most current version will always be available:

- On our website: <https://forgeclarity.com.au/documents>
- Upon request via email: info@forgeclarity.com.au
- During your initial intake process

15. Legal Framework

This policy operates within the framework of:

- NDIS Act 2013 (Cth)
- NDIS (Practice Standards—Specialist Support Coordination) Rules 2018
- NDIS Price Guide (current version)
- Civil Liability Act 2002 (NSW)
- Australian Consumer Law (Schedule 2, Competition and Consumer Act 2010)
- Privacy Act 1988 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)

16. Acknowledgment and Consent

By signing the Client Liability Waiver & Agreement and engaging in NDIS-funded services with Forge Clarity, you acknowledge that you have:

- Read and understood this Cancellation and Non-attendance Policy
- Understood your responsibilities regarding appointment attendance and cancellation notice
- Understood that short-notice cancellations and non-attendances may be charged in accordance with current NDIS policy
- Acknowledged the practice capacity limitations that prevent last-minute rescheduling to other clients
- Agreed to the terms outlined in this policy

For questions about this policy, please contact:

Email: info@forgeclarity.com.au

Website: www.forgeclarity.com.au

This policy should be read in conjunction with the Client Liability Waiver & Agreement, Privacy Policy, and other relevant documents available at <https://forgeclarity.com.au/documents>