

Forge Clarity PTY LTD

Code of Conduct

Forge Clarity PTY LTD

Document: Code of Conduct | Version: 1.0 | Date: 10/12/2025

Next Review: 10/12/2026

1. Purpose

This Code of Conduct outlines the expectations for clients accessing services (paid or free) at Forge Clarity. It ensures a safe, respectful, and professional environment for clients and practitioners, aligned with Australian laws and ethical standards.

2. Scope

Applies to all clients, visitors, and third parties engaging with our services, including telehealth, workshops, groups, or Zoom private sessions, and correspondence.

3. Client Responsibilities

3.1 Respect and Courtesy

Treat practitioners, staff, and other clients with dignity, respect, and courtesy.

Discriminatory, abusive, or aggressive behavior will not be tolerated.

3.2 Attendance and Participation

Attend sessions punctually. We request all volunteers and staff login 20 minutes early. Notify the practice ASAP if unable to attend. This is so we can find someone to cover if you are a volunteer or staff member. Or if you are a client it gives us time to fill the vacant spot as groups have capacity limits. Engage actively in your care (e.g., complete agreed tasks or exercises).

3.3 Honesty

Provide accurate information about your health history, needs, and circumstances. It is okay, you do not have anything to share every time. If you do not want to have your camera on that is alright however we do ask clients to keep it on. We only ask that you be honest and can email us or direct message us during the Zoom session.

3.4 Environment

Maintain a safe and clean space during sessions (e.g., no intoxication, weapons, obscene language or illegal activities).

4. Confidentiality

4.1 Practitioner Commitment

Your personal information is protected under the Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).

Exceptions: Legal obligations to report risks of harm to self/others, child protection, or court orders.

4.2 Client Responsibility

Respect others' privacy in group settings (e.g., workshops).

5. Professional Boundaries

5.1 Dual Relationships

Practitioners will not engage in personal, financial, or nontherapeutic relationships with clients.

5.2 Communication

Contact practitioners via approved channels (e.g., practice phone/email) during business hours. Social media contact or unsolicited personal interactions are prohibited.

6. Payment Policies (Paid Services)

6.1 Fees

Agreed fees are payable before/at the time of service unless otherwise arranged.

Payment methods: Change according to each practitioner.

6.2 Financial Hardship

Discuss payment plans or reduced fees confidentially if needed, however it is up the each practitioner's discretion as to whether or not they offer this.

6.3 Free Services

Eligibility criteria may apply. Abuse of free services may result in termination. There are only so many spots available so we do request participants in fact, participate.

7. Complaints and Feedback

7.1 Internal Process

Raise concerns directly with your practitioner or practice manager.

All complaints are investigated promptly and confidentially.

7.2 External Escalation

If unresolved, contact the NSW Health Care Complaints Commission (HCCC) under the Health Care Complaints Act 1993 (NSW).

8. Termination of Services

Services may be terminated if:

Threats, violence, or harassment occur.

Noncompliance with this Code impacts care quality.

Clients are referred to more appropriate services.

9. Inclusivity

Services are provided without discrimination based on age, gender, ethnicity, religion, disability, or sexuality (AntiDiscrimination Act 1977 (NSW)).

10. Review and Updates

This Code is reviewed annually. Clients will be notified of significant changes.

Acknowledgment

By engaging with Forge Clarity, clients and other involved parties agree to abide by this Code.

Contact Us

Forge Clarity PTY LTD

info@forgeclarity.com.au