

Schedule of Supports for NDIS Clients

Forge Clarity PTY LTD

Remote Telehealth Counselling Practice

Important Notice

All details of this document are subject to contemporary rulings from the NDIS:

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

This Schedule of Supports outlines the therapeutic support services available to NDIS participants through Forge Clarity's remote telehealth practice.

CRITICAL: All NDIS services and pricing are subject to:

- Current NDIS Price Guide (2025-26)
- NDIS Practice Standards Modules 1, 2, and 3
- NDIS Quality and Safeguards Commission Requirements

To verify current NDIS pricing and support items:

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

All services delivered via secure telehealth platforms (Zoom, phone, secure messaging) unless otherwise specified.

1. Service Overview

1.1 Provider Information

Business Name: Forge Clarity PTY LTD

ABN: 12685199124

NDIS Registration Group: 0128 - Therapeutic Supports

Module Compliance: Modules 1, 2, and 3

Service Delivery: Remote Telehealth (Zoom, Phone, WhatsApp, etc)

Location: New South Wales (services available nationally via telehealth - only exemption is clients located in USA & Canada)

Contact: info@forgeclarity.com.au | www.forgeclarity.com.au

1.2 Lead Practitioner

Tegan Elza Banks

Director/Lead Therapist

- Qualified Counsellor/Psychotherapist
- Bachelor of Counselling
- Master of Counselling and Psychotherapy
- ACA Level 2 Member (Registration: [24649](#))
- NDIS Practice Standards Modules 1, 2, 3 compliant
- Evidence-based therapeutic approaches
- Trauma-informed care specialist
- Telehealth delivery expert

1.3 Service Philosophy

All services are delivered using:

- Person-centred, trauma-informed therapeutic approaches
- Evidence-based counselling interventions (CBT, DBT, ACT, Motivational Interviewing, Solution-Focused Therapy)
- Collaborative goal-setting and treatment planning
- Strengths-based, empowerment-focused practice
- Cultural safety and responsiveness
- Participant choice, voice, and control
- Flexible, accessible telehealth delivery

2. Core Therapeutic Support Services

2.1 Individual Therapeutic Counselling

Service Description:

One-on-one therapeutic sessions addressing mental health, emotional regulation, and capacity building through evidence-based interventions.

Delivery Method: Zoom video, phone, or hybrid

Session Duration: 60 minutes (standard) or 120 minutes (urgent)

Frequency: Weekly, fortnightly, or as clinically indicated

NDIS Support Item:

- Line Item Number: 01_741_0128_1_3 (Therapy Supports)
- Price: \$190.00 AUD hour or \$380 AUD 2 hours (2024-25 NDIS Price Guide)
- Support Category: Capacity Building
- Unit of Measure: Hour (H)

Service Includes:

- Assessment and goal setting aligned with NDIS plan
- Evidence-based therapeutic interventions (CBT, DBT, ACT, Solution-Focused, Motivational Interviewing)
- Therapeutic treatment planning and progress monitoring
- Emotional regulation skills training
- Trauma processing (where appropriate)
- Progress monitoring and outcome measurement
- Session notes and documentation
- Collaboration with support network (with consent)

Suitable For:

- Mental health support and counselling
- Anxiety, depression, and mood disorders
- Emotional dysregulation
- Social skills development
- Relationship difficulties
- Trauma and PTSD
- Adjustment to disability
- Grief and loss
- Career

- First responders and military
- Addiction and substance use concerns
- Self-esteem and identity work

2.2 Crisis and Incident Response Support

Service Description:

Responsive therapeutic support following crises or incidents, including debrief, safety planning, and emotional support.

Delivery Method: Zoom video, phone (urgent/same-day availability)

Session Duration: 60-90 minutes

Availability: As needed (urgent response within 24-48 hours)

NDIS Support Item:

- Line Item Number: 01_741_0128_1_3 (Therapy Supports)
- Price: \$190.00 AUD hour or \$380 AUD 2 hours (2025-26 NDIS Price Guide)
- Support Category: Capacity Building
- Unit of Measure: Hour (H)

Service Includes:

- Post-incident debrief with participant
- Emotional support and regulation
- Incident analysis (what happened, why, what can prevent recurrence)
- Safety planning and risk assessment
- Crisis response plan review/development
- Support network debriefing (with consent)
- Safety planning following crisis incidents
- Follow-up sessions as required
- Incident documentation and NDIS Commission reporting as required by NDIS Practice Standards

Suitable For:

- Significant crisis situations requiring immediate therapeutic support
- Safety concerns
- Participant or support network distress
- Therapeutic intervention following incidents

2.3 Non-Face-to-Face Support (Report Writing, Case Notes)

Service Description:

Time spent on non-face-to-face activities directly related to participant's support (not including standard session notes).

NDIS Support Item:

- Line Item Number: 01_741_0128_1_3 (Therapy Supports)
- Price: \$190.00 AUD hour (2024-25 NDIS Price Guide)
- Support Category: Capacity Building
- Unit of Measure: Hour (H)

Activities Included:

- Comprehensive report writing as required or requested (NDIS progress reports, therapeutic assessments, treatment summaries)
- Extended case notes for complex situations
- Liaison and communication with other providers as required (beyond brief coordination)
- Document review and analysis as required
- Preparation for team meetings or case conferences as required
- Data analysis and progress reporting as required

Not Included (Standard Practice):

- Standard session notes (15-20 minutes) - included in session fee
- Brief email or phone communication (under 15 minutes) - included
- Scheduling and administrative tasks - not billable to participant

Billing Practice:

- Minimum billable increment: 15 minutes (0.25 hour)
- Time tracked and documented
- Participant informed and consent obtained before significant non-face-to-face work
- Invoiced transparently with description

3. Provider Travel

3.1 Provider Travel (If Applicable)

Service Description:

No travel costs for in-person services exist (if required and agreed upon, beyond standard telehealth model).

Note: Forge Clarity operates solely as a telehealth practice. Travel is only provided in exceptional circumstances and by prior arrangement.

4. Service Access and Eligibility

4.1 Who Can Access These Services?

Eligible Participants:

- Active NDIS participants with approved plans
- Therapeutic Supports included in NDIS plan
- Funding allocated in Capacity Building - Daily Activities budget (typically)
- Assessment confirms telehealth is appropriate and effective delivery method
- Access to required technology (or support to obtain it)
- Safe, private environment for telehealth sessions

4.2 Referral Process

Self-Referral (Most Common):

1. Contact Forge Clarity: info@forgeclarity.com.au
2. Complete online booking form
3. Initial phone/video consultation (free 15-minute inquiry call)
4. Provide NDIS participant number and plan details
5. Confirm funding and plan management type
6. Schedule first appointment

Professional Referral:

- Support coordinators
- NDIS planners
- Allied health professionals
- GPs or medical practitioners
- Family or carers (with participant consent)

No formal referral required - NDIS participants can self-refer directly.

4.3 Waitlist and Availability

Current Availability:

- New client intake: Contact for current availability
- Urgent/crisis appointments: Priority booking (24-48 hour response)
- Ongoing clients: Regular booking availability

Booking Process:

- Online booking system: <https://forgeclarity.com.au/appointments>
- Email: info@forgeclarity.com.au
- Phone: 04 50 20 53 70

5. Plan Management Types

5.1 Plan Managed

Process:

- Forge Clarity invoices your plan manager directly
- You provide plan manager contact details
- No upfront payment required from you
- Plan manager pays from your NDIS funding
- You receive copy of invoice for records

Required Information:

- Plan manager name and organization
- Plan manager email and phone
- Your NDIS participant number

5.2 NDIA Managed (Agency Managed)

Process:

- Forge Clarity submits claim directly to NDIS portal (if portal managed), OR
- We provide you with NDIS-compliant invoice to submit yourself
- NDIS processes payment directly
- Processing time: 2-4 weeks typically

Required Information:

- Your NDIS participant number
- Current NDIS plan dates
- Access to myGov portal (for your records)

5.3 Self-Managed

Process:

- Forge Clarity provides NDIS-compliant invoice
- You pay Forge Clarity directly within 7 business days
- You submit invoice to NDIS via myGov portal for reimbursement
- NDIS reimburses you directly

Payment Methods:

- Bank transfer (preferred): BSB 032-067, Account 816-377, Name: Forge Clarity PTY LTD

- Credit card (if available)

Required Information:

- Your NDIS participant number
- Confirmation of available funding
- Payment within 7 days of invoice

6. Service Standards and Expectations

6.1 What You Can Expect From Us

Professional Service:

- Qualified, experienced practitioners
- NDIS Practice Standards Modules 1, 2, 3 compliance
- Trauma-informed, person-centred approaches
- Cultural safety and responsiveness
- Evidence-based interventions

Reliable and Accessible:

- Punctual attendance at scheduled sessions
- Secure, private telehealth platforms
- Clear communication and responsiveness
- 24-48 hour response to emails (business days)
- Crisis support availability

Transparent and Accountable:

- Clear pricing and invoicing
- Progress monitoring and reporting
- Collaborative goal setting and review
- Feedback and complaints processes
- NDIS compliance and documentation

Respectful and Empowering:

- Dignity and respect at all times
- Your voice, choice, and control prioritized
- Confidentiality and privacy protected
- Rights-based approach

6.2 What We Expect From You

Engagement and Participation:

- Active participation in your therapy and treatment planning
- Honest communication about your needs and concerns
- Practice skills and strategies between sessions
- Provide feedback about what's working and what's not

Attendance and Communication:

- Attend scheduled appointments on time
- Provide minimum 2 clear business days' notice for cancellations
- Notify us if you'll be late or unable to attend
- Maintain contact and respond to communications

Technology and Environment:

- Access to required technology (or willingness to receive support)
- Private, safe space for telehealth sessions
- Reliable internet connection (or phone backup)
- Charge devices before sessions

Respect and Boundaries:

- Respectful communication with practitioners
- Adhere to professional boundaries
- Follow safety plans and crisis protocols
- Respect confidentiality of group members (in group settings)

Payment and Administration:

- Provide accurate NDIS and plan management information
- Ensure adequate funding in your NDIS plan
- Pay invoices within required timeframes (if self-managed)
- Notify us of any changes to your NDIS plan or contact details

7. Complaints and Feedback

7.1 We Value Your Feedback

Feedback helps us improve our services and ensure we're meeting your needs.

Ways to Provide Feedback:

- Email: info@forgeclarity.com.au
- During sessions - discuss directly with your practitioner
- Anonymous feedback form on our website
- Formal complaints process (below)

7.2 Complaints Process

Step 1: Contact Us Directly

- Email: info@forgeclarity.com.au
- Subject line: "Complaint"
- We'll acknowledge within 2 business days
- Investigation and response within 21 days

Step 2: External Complaints

If not satisfied with our response:

- NDIS Quality and Safeguards Commission: 1800 035 544
- ACA/PACFA: Professional association complaints process
- Office of the Australian Information Commissioner (OAIC): Privacy complaints

You Have the Right To:

- Make a complaint without retribution
- Have complaints taken seriously
- Receive a fair investigation
- Continue receiving services during complaint process (where safe)

8. Additional Resources

8.1 NDIS Information

- NDIS Website: www.ndis.gov.au
- NDIS Contact Centre: 1800 800 110
- NDIS Price Guide: www.ndis.gov.au/providers/price-guides-and-pricing
- My NDIS Portal: my.gov.au

8.2 NDIS Commission

- NDIS Quality and Safeguards Commission: www.ndiscommission.gov.au
- Phone: 1800 035 544
- Practice Standards:
www.ndiscommission.gov.au/providers/registered-ndis-providers/practice-standards

8.3 Crisis Support

- Emergency Services: 000
- NSW Mental Health Line: 1800 011 511 (24/7)
- Lifeline: 13 11 14
- Suicide Call Back Service: 1300 659 467
- Beyond Blue: 1300 224 636

8.4 Advocacy Services

- Disability Advocacy Network Australia (DANA): www.dana.org.au
- National Disability Advocacy Program: www.dss.gov.au/ndap
- State-based advocacy services: Contact for local referrals

9. Consent and Acknowledgment

By engaging services with Forge Clarity PTY LTD, you acknowledge that you have:

- ✓ Read and understood this Schedule of Supports
- ✓ Understood the services available and how they are delivered
- ✓ Understood pricing and NDIS claiming processes
- ✓ Confirmed you have adequate NDIS funding for requested services
- ✓ Understood cancellation and non-attendance policies
- ✓ Agreed to person-centred, evidence-based therapeutic approach
- ✓ Understood your rights and responsibilities
- ✓ Consented to telehealth service delivery
- ✓ Agreed to terms outlined in Client Liability Waiver & Agreement

10. Document Information

Document Version: 2.0

Last Updated: December 2025

Next Review Date: December 2026

Registration Type: 0128 - Therapeutic Supports

Module Compliance: NDIS Practice Standards Modules 1, 2, and 3

IMPORTANT NOTICE:

This Schedule of Supports is subject to NDIS Practice Standards and pricing arrangements, which may be updated by the NDIS Quality and Safeguards Commission and NDIA. Always verify current requirements and pricing at www.ndis.gov.au

*For the most current version of this document and all service policies, visit:
<https://forgeclarity.com.au/documents>*