



SERVICE AGREEMENT FAITH SHIVA

Participant details:

Client Name	
NDIS Number	
Date of Birth	

A client in the NDIS (National Disability Insurance Scheme) is an individual receiving support, and the NDIS agreement is made between them the clients and the scheme.

Nominee/Representative Name

The client, as mentioned, and the client's representative, if applicable, need to be identified for proper communication ,documentation with FAITH SHIVA

This Service Agreement will start (date)	
This Service Agreement will end. (date)	

The NDIS and this Service Agreement

This Service Agreement is made to provide support under the Client's National Disability Insurance Scheme (NDIS) plan.

Faith Shiva has a copy of the Client's NDIS Goal page (if not, please provide this to us)	<input type="checkbox"/> Yes <input type="checkbox"/> No
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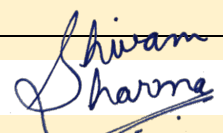
The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence , social and economic participation of people with disability.
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning , delivery of their support.



RESPONSIBILITIES OF PROVIDER (FAITH SHIVA) agrees to:

- Reviewing of provisions of support will be flexible and occur as required.
- Provide supports that meet the Client’s needs at the Client’s preferred times.
- Communicate openly and honestly on time.
- Treat the client with courtesy and respect.
- Consult the Client on decisions about how support is provided.
- Give the Client information about managing any complaints or agreements and details of the provider’s cancellation policy.
- Listen to the Client’s feedback and resolve problems quickly.
- Give the Client a minimum of 48 hours' notice if Faith Shiva has to change a scheduled appointment to provide support.
- Give the Client the required notice if the Provider needs to end the Service Agreement (see ‘Ending this Service Agreement’ below for more information).
- Protect the Client’s privacy and confidential information. Clients acknowledge that by attending Faith Shiva, information may be reported externally to governing bodies if required. i.e. reporting of critical incident reports, reporting of restrictive practices, and reporting of complaints.
- Provide support in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the support provided to the Client.
- Issue regular invoices and statements of the support delivered to the client.

FAITH SHIVA STAFF:	Shivam Sharma	Date:	
Position:	Managing Director	Signature:	



(Participant's Name)

The Participant agrees to:

- Inform Faith Shiva about how they wish the support to be delivered to meet their needs
- Treat all staff and clients who attend Faith Shiva with courtesy and respect.
- Talk to Faith Shiva if the client has any concerns about the support being provided
- Advise Faith Shiva immediately upon changing a plan manager or other information that may affect invoicing
- Give the provider a minimum of 48 hours' notice if the client cannot make a scheduled appointment; and if the notice is not provided, a cancellation fee may apply.
- Give Faith Shiva the required notice if the client needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information).
- Inform Faith Shiva if the client's NDIS plan is suspended or replaced by a new NDIS plan or if the client stops being a client in the NDIS.

Date:

Participant Name:		Signature	
Guardian / Nominee Name:		Signature	

Schedule of support

The supports and their prices are set out in the schedule of supports. All prices are GST inclusive (if applicable) and include the cost of providing the support as per the NDIS price Guide (Victoria). Faith Shiva Pty Ltd will include variations or increases made to the NDIS



Price Guide during the signed term of the NDIS service agreement. This will include any periodic NDIS Price Guide increase where “Prices are subject to change” as outlined in the NDIS Price Guides

This also includes -

1.	THE AGREED TYPE OF SUPPORT	
2	FREQUENCY OF SUPPORT	
3	NUMBER OF HOURS SUPPORT TO BE PROVIDED	

NOTE- FREQUENCY OF SUPPRT MAY BE FLEXIBLE DEPENDING ON THE PARTICIPANT’S NEED

Subject to change under the NDIS Price Guide

Participant Transport:

- Faith Shiva charges \$1 per kilometer traveled in a support worker's vehicle.
- This is an additional cost to the support worker's time.
- Participants can fund this service through their transport support category budget within the NDIS plan or pay for it through another source of income.
- Please note that this is not included in the schedule of support and is an additional expense.

PAYMENTS

Faith Shiva offers three payment options for the provision of support, which are as follows:

- - If the client has nominated the NDIA to manage the funding supports, Faith Shiva will claim payment for those supports from the NDIA after their satisfactory delivery.



- - If the client or nominee has nominated to self-manage the NDIA plan, Faith Shiva will invoice the client at the end of each month of the agreed period of service delivery. The client will pay the invoice by either cash, cheque, or EFT within 7 days.
- - If the client has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement, Faith Shiva will claim payment for those supports from the Plan Management Provider.

Details of plan Nominee

1	NAME	
2	PHONE NO.	
3	EMAIL ADDRESS	
4	RELATIONSHIP	

Or please provide the plan Manager's details below:-

1	NAME	
2	PHONE NO.	
3	EMAIL ADDRESS	



Record of Information:

Faith Shiva will only request and retain necessary Personal Information of the client to assess eligibility for support, provide safe and responsive support, monitor provided support, and fulfill contractual and other requirements. When Faith Shiva collects Personal Information, we will explain why we are collecting it and how we will use it. Personal and Health Information will be stored in a manner that reasonably protects it from misuse, loss, unauthorized access, modification, or disclosure. Information will only be disclosed to prevent serious threats, with permission, written consent, or as required by law. Please read the Privacy Statement (included in the Participant Handbook) to understand how we collect, use, disclose, record, and discard personal information. If we receive information from a third party, we will take reasonable steps to ensure you are aware of it.

Exchange of Information with Other Service Providers

At times, Faith Shiva staff may need to communicate with other service providers regarding the client's care. These providers could include support coordinators, plan managers, other disability services, general practitioners, specialists, or allied health professionals such as occupational therapists, speech therapists, and psychologists. It is important to note that Faith Shiva may need to exchange relevant and necessary information for various reasons, including but not limited to:

- - Contacting previous or current service providers, support coordinators, plan managers, case managers, or care workers
- - Clarifying reports
- - Liaising with authorized staff, family members, carers, guardians, advocates, or others who are supporting your plan processes
- - Accessing personal records for departmental/internal auditing and reporting processes

Please note that when Faith Shiva contacts other services, it may generate invoices for services from either Faith Shiva or the other service provider that you may be liable for. We will strive to maintain professionalism and discretion when communicating with other service providers about your care.



CONSENT

Consent to the record of information

I, (), give my authorization to Faith Shiva to access and exchange necessary and relevant information for the following purposes:

- Conducting the organizational processes required for service delivery.
- Contacting previous or current service providers, support coordinators, plan managers, case managers, or care workers.
- Accessing personal records for departmental/internal auditing and reporting processes.

#Please advise Faith Shiva if you wish to change your consent preferences by contacting the office by telephone on 0432481022 or emailing ad.faithshiva@gmail.com

SUPPORT PROVIDED BY FAITH SHIVA

Faith Shiva provides NDIS support and outlines their associated costs in the attached quote. This quote is based on the information you have provided and Faith Shiva's pricing list (refer to NDIS price guide). Please note that the quote may be subject to changes upon your request, especially in the event of timetable adjustments. Billing will be initiated once Faith Shiva receives a signed quote and/or when the client receives approved Faith Shiva support through attendance.

1:1 SUPPORT WITHIN GROUPS

In cases where a client necessitates extra one-on-one support within a group, such as aid with self-care or additional behavioral and social assistance, Faith Shiva will evaluate the specific needs and frequency of this support. A one-on-one rate will be applied for such support, with further details available in the Faith Shiva Pricing Policy and specified in your pricing quote

GOODS AND SERVICES TAX (GST).



Certainly, here's a revised version of the provided information in a more concise and professional format:

1. By the Australian Taxation Office and section 38-38 of the GST Act, NDIS items are considered GST exempt.

2. Under the GST legislation:

a. The supply of supports in this Service Agreement constitutes the provision of one or more reasonable and necessary supports specified in the Client's NDIS plan, as outlined in subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act).

b. It is expected that the Client's NDIS plan will remain in effect throughout the support provision.

c. The Client or their representative must promptly inform Faith Shiva Australia Ltd if the Client's NDIS Plan is replaced by a new plan or if the Client ceases to be an NDIS participant.

CHANGES TO THIS SERVICE AGREEMENT

The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

CANCELLATIONS AND "NO SHOWS" FOR SCHEDULED SUPPORTS – BY CLIENT

1. Cancellation Policy: Faith Shiva adheres to the National Disability Insurance Agency rules for cancellations and "no shows."

2. Notice Requirement: To avoid paying the full fee for a canceled service, all participants are required to provide Faith Shiva with at least 2 business days' notice.

3. Charges for "No Shows": Faith Shiva reserves the right to charge for "no shows" by NDIA guidelines.



ENDING THIS SERVICE AGREEMENT

1. To terminate this Service Agreement, please provide Faith Shiva with a written notice of 28 days.
2. This notice period allows Faith Shiva to find a replacement and accounts for ongoing staffing and related expenses.
3. If the services provided are for Supported Employment, the Employment Notice Period will apply.
4. In the event of a serious breach by either party, the notice requirement may be waived.
5. Faith Shiva reserves the right to terminate this service agreement with notice if the required client service is considered out of scope.

Termination of Service Agreement – No Notice Required

Faith Shiva may terminate this Agreement without notice under the following circumstances:

1. Non-payment of an outstanding invoice for 28 days.
2. Imminent risk to the health and safety of our personnel (refer to the Leaving Faith Shiva Services Policy).
3. Cancellation of a level of Support previously agreed upon, impacting our ability to provide Support.
4. Removal of Supports from your NDIS Plan during a Plan review.
5. Termination of your Supported Employment by us.

You, as the client, also have the right to terminate the Agreement without notice if your health and safety are jeopardized by the provided Supports or if there is a persistent failure on our part to deliver the agreed-upon Supports.

I agree to the above services to be delivered by Faith Shiva: from

Participant Name:		Signature	
Guardian / Nominee Name:		Signature	



CONTACT DETAILS

CLIENT/CLIENT'S REPRESENTATIVE CONTACT DETAILS:	
Name	
Relationship	
Phone/Mobile	
Email	
Address	
FAITH SHIVA CONTACT DETAILS:	
Name	Shivam Sharma
Title	Managing Director
Phone/Mobile	0432481022
Email	Faithshiva2021@gmail.com
Address	PO Box 6007, Point Cook, 3030, Victoria, Australia

AGREEMENT SIGNATURES

Certainly, here is the revised Service Agreement with the key points presented concisely:

- 1. **Waiting Period:**** Upon signing this Service Agreement, a mandatory 2-week waiting period will be observed before the commencement of service delivery.
- 2. **Support Customization:**** Faith Shiva will use this waiting period to identify and tailor the best support options to meet the client's specific needs and goals.
- 3. **Support Adequacy:**** If Faith Shiva is unable to secure suitable support to achieve the client's goals, the client will be promptly informed. Further actions, such as extending the



waiting period or seeking alternative service providers, will be determined according to the client's preferences.

4. ****Mutual Agreement:**** Both parties mutually agree to abide by the terms and conditions outlined in this Service Agreement.

Signature of Participant

Name..........

Date

Signature of the authorized person from Faith Shiva 

Shivam Sharma

Name of the authorized person from Faith Shiva.....

Date