



# Nurturing Haven

## Perinatal & Motherhood Education Hub

### Terms & Conditions

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#### 1. Overview of Nurturing Haven

- 1.1. Nurturing Haven is an online learning hub for expectant mothers and mothers of young children, providing education focused on maternal wellbeing and development. It also aims to facilitate an online community for these mothers to support their practice of new skills that align with self-compassionate motherhood values.
- 1.2. Specifically, the 'Putting the Mother in Motherhood' program is aimed at mothers with children aged 0-2 who do not currently identify as clinically depressed and have no history of psychosis or mental health hospitalisation. The program is also not suitable for individuals engaging in substance abuse or self-harm behaviour. This program is **NOT therapeutic** in its aims or scope; participants will NOT receive therapy within this program, and the program is not designed as a substitute to engaging in therapeutic support to address individual mental health needs. Nurturing Haven is a business that was designed to provide high quality, evidence-based education to expectant mothers and mothers of young children who are looking to better understand the challenges of motherhood and develop skills in caring for their own wellbeing in the context of motherhood in the early years.

#### 2. Structure of Nurturing Haven

- 2.1. The programs offered by Nurturing Haven are exclusively hosted online. All programs on offer involve self-paced completion of online modules of pre-recorded content and pre-prepared resources, and many programs also involve at least one live online session (community call/Q&A), hosted in the Brisbane, Australia time zone.
- 2.2. The number of online learning modules varies across programs. The Putting the Mother in Motherhood program contains 4 weekly modules that are each released to participants at the start of each of the 4 weeks of the program.
- 2.3. The modules will be hosted within a participant portal (using a platform called Innoverise) that participants will gain access to once they have registered for the program and completed their one-off payment. They will continue to have access to this portal and the content within for 4 weeks after the ending of the scheduled program. The weekly live community calls will be hosted on Zoom and the link to each call will be emailed to participants in advance of each call.

#### 3. Relationship with Nurturing Psychology

- 3.1. Nurturing Haven is operated by Jessica Carroll, a registered Educational and Developmental psychologist in Australia.

- 3.2. While Jessica Carroll is a registered psychologist in Australia, Nurturing Haven is NOT a psychology service; it is a non-clinical perinatal education business. Jessica Carroll also operates a clinical business called Nurturing Psychology, in which she provides psychological services (e.g. therapy) but this is a separate business to Nurturing Haven.
- 3.3. By consenting to participate in the 'Putting the Mother in Motherhood' program, participants acknowledge that they are participating in a coaching/education program and are not receiving psychological services from Jessica Carroll.
- 3.4. To avoid any potential conflicts of interest arising, existing clients of Jessica Carroll (within Nurturing Psychology) cannot be accepted as participants in Nurturing Haven's programs within at least 6 months of cessation of psychological services provided by Jessica Carroll.
- 3.5. Similarly, participants in any of Nurturing Haven's programs cannot be accepted as clients of Jessica Carroll within Nurturing Psychology until at least 3 months following the completion of the relevant Nurturing Haven program.
- 3.6. Any requests for cross-referral or registration between former clients of Jessica Carroll and Nurturing Haven will be assessed on a case-by-case basis, and will only be accepted at Jessica Carroll's discretion, depending on the individual circumstances.
- 3.7. If in the course of participating in a Nurturing Haven program, issues arise which in Jessica Carroll's professional opinion are beyond the scope of the coaching relationship, a participant may be advised to see their GP and obtain a referral to consult with an appropriate clinician.
- 3.8. Jessica Carroll may at any time and in their sole discretion, terminate a participant's registration in a Nurturing Haven program if she considers it appropriate to do so. In the event of termination of a participant's registration in a Nurturing Haven program on this basis, a partial refund of the participant's registration fees will be provided (refund amount would be dependant on how much of the program the participant had already completed before termination is executed).

#### **4. Privacy and Disclosure of Personal Information**

- 4.1. As part of your participation in a Nurturing Haven program, Nurturing Haven needs to collect and record information from you.
- 4.2. We enclose a copy of our Privacy Policy alongside this T&C document; please read the policy and acknowledge your understanding of it on the consent form.

#### **5. Technology Requirements**

- 5.1. Nurturing Haven courses are provided online through a participant portal (using a platform called Innoverise) and via videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access online content and participate in any video conferencing sessions offered within your chosen program.

- 5.2. To access Nurturing Haven content, you will need access to a computer/laptop with video camera and speakers, as well as a quiet space for you to engage with the content and participate respectfully in any live coaching sessions that are offered within your chosen program. Use of headphones is recommended if your environment is not completely quiet.
- 5.3. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.

## **6. Conditions of Purchase and Intellectual Property**

- 6.1. Nurturing Haven's website, its programs and all content provided within is the intellectual property of Nurturing Haven.
- 6.2. The reproduction, exploitation, redistribution or use of all or part of any visual, auditory or software element or document from Nurturing Haven's website or the programs provided by this business is prohibited.

## **7. Fees**

- 7.1. The fees for each Nurturing Haven program vary and are listed clearly for each course product on Nurturing Haven's advertisements and website. The fee for course participation is a one-off fee, payable at the time of registration (using a credit/debit card). This payment grants you access to the participant portal for your enrolled course and access to the live video-conferencing calls within your enrolled course.

## **8. Cancellation & Refund Policy**

- 8.1. Nurturing Haven will grant a refund of 80% of the registration fee paid by any participant, if notification of cancellation is received by Nurturing Haven at least 3 business days prior to the commencement of the enrolled program. No refund will be granted if less notice is provided.
- 8.2. After the commencement of the course, full or partial refund of the registration fee will be granted at the discretion of Nurturing Haven, and ordinarily only in circumstances where a participant's registration is terminated by Nurturing Haven in accordance with the terms of Clause 3.8 within this document.