

THE WELL FRAMEWORK

Terms & Conditions

1. Introduction

These Terms & Conditions ("Terms") apply to your enrolment in The WELL Framework Founding Cohort program ("the Program"), delivered by Rachel Smith (ABN 59 334 787 286) trading as The Educators Well ("we", "us", "our").

By enrolling in the Program, you ("Participant", "you") agree to these Terms. Please read them before you complete payment. If anything here doesn't make sense, get in touch before you enrol — we're happy to explain.

2. Who We Are

The Program is created and delivered by Rachel Smith, founder of The Educators Well, operating as a sole trader.

- Website: theeducatorswellwithrachel.com
- Email: theeducatorswellwithrachel@gmail.com

3. About the Program

The WELL Framework Founding Cohort is a 16-week guided professional development program (plus a Welcome Week, 17 weeks total) for Family Day Care and early childhood educators, built around the four WELL pillars: Wellbeing First, Empower Through Learning, Lead With Purpose, and Lift Each Other Up — each pillar delivered as its own 4-week Module.

The Program includes:

- Weekly video lessons released each Monday, with workbook activities and reflection prompts
- A comprehensive participant workbook
- Weekly Live WELL Circle sessions via Zoom each Wednesday (60–90 minutes, recorded for participants who can't attend live)
- Weekly Friday Implementation Challenges
- Access to The WELL Village, our private Facebook community group
- A Certificate of Completion, Personal WELL Reflection Report, and Personal WELL Growth Roadmap on completion

The Program is educational and reflective in nature. It is professional development and personal growth content — it is not therapy, counselling, medical treatment, or a substitute for professional medical, psychological, legal, or financial advice. See Section 11 (Wellbeing & Health Disclaimer) for more detail.

4. Enrolment & Eligibility

Enrolment opens 1 August 2026 and closes 18 August 2026. The Program begins Monday 7 September 2026, with Welcome Week (Week 0), and runs for 17 weeks in total, delivered across Weeks 0–14 and Weeks 15–16 either side of a scheduled Christmas/New Year break (see below).

Christmas/New Year break: Weeks 0–14 run from 7 September to 20 December 2026. The Program then pauses for a 3-week break over the Christmas/New Year period (21 December – 10 January) — no live sessions, Implementation Challenges, or submissions are expected during this time. Weeks 15–16 (the final fortnight of Module 4) resume Monday 11 January 2027, with the Program wrapping up 24 January 2027.

The Founding Cohort is limited to 30 participants. Places are allocated on a first-enrolled, first-served basis within the enrolment window, or until places are filled, whichever happens first.

The Program is intended for Family Day Care educators and early childhood professionals. By enrolling, you confirm the information you provide (including your name, contact details and payment details) is accurate.

5. Fees & Payment

Founding Cohort pricing is \$897 AUD plus GST (\$89.70), totalling \$986.70 AUD.

You can choose to pay in full, or spread the cost across a payment plan:

- Pay in Full: \$986.70, paid once at enrolment
- Monthly: $\$256.95 \times 4$ payments (total \$1,027.80)
- Fortnightly: $\$131.21 \times 8$ payments (total \$1,049.68)
- Weekly: $\$68.52 \times 16$ payments (total \$1,096.32)

Payment plans carry a small additional cost to cover processing and administration, reflected in the totals above. Payment plans are processed automatically via Stripe on the schedule you select at enrolment.

If a scheduled payment fails (e.g. expired card), we'll notify you and may pause community/platform access until payment is resolved.

Payment is processed securely via Stripe through our website. A tax invoice is available on request.

All fees are quoted in Australian dollars. Any bank or payment-processing fees charged by your own bank are your responsibility.

6. Refunds & Cancellations

Before enrolment closes (up to 18 August 2026): If you change your mind, you may cancel your enrolment and receive a full refund by emailing theeducatorswellwithrachel@gmail.com.

After enrolment closes, before the Program starts (19 August – 6 September 2026): Once enrolment closes, we order printed workbooks and WELL Parcel materials for the full cohort. If you cancel during this window, you'll be refunded the amount paid less a \$200 non-refundable materials fee (covering the printed workbook, WELL Parcel contents, and postage), to cover the cost of materials already ordered on your behalf.

From the Program start date (7 September 2026) onward: Fees are non-refundable. Your place is reserved within a capped cohort of 30, and by this point all Program costs (materials, platform access, live sessions) are fully committed.

Transfers: If you're unable to continue the Program after it starts, you may request to transfer your place to a future cohort (subject to availability) rather than a refund. This is offered at our discretion.

If we cancel: If we cancel or are unable to deliver the Program (for example, insufficient enrolments or unforeseen circumstances), you will receive a full refund or the option to transfer to a future cohort.

Payment plans: If you've selected a payment plan (Monthly, Fortnightly, or Weekly), the non-refundable terms above apply equally. From the Program start date onward, you remain responsible for all remaining scheduled payments under your chosen plan, regardless of whether you continue participating. Selecting a payment plan does not reduce your total commitment to the Program fee — it only changes how it's collected.

7. Access to Program Materials & Platforms

The Program is delivered using third-party platforms, including Wix (website/enrolment), Stripe (payment), Facebook (The WELL Village community group), Zoom (Live WELL Circles), and YouTube (private video hosting).

We do our best to ensure these platforms are reliable, but we don't control them and can't guarantee uninterrupted access. If a platform experiences an outage or technical issue, we'll work to resolve it as quickly as reasonably possible, but we're not liable for issues caused by third-party platforms outside our control.

You'll need your own reliable internet access, a Facebook account, and a device capable of running Zoom and viewing video content to participate fully.

Program access (workbook, video lessons, community group) is for your personal, individual use as an enrolled participant. It isn't to be shared with people who haven't enrolled — see Section 8 (Intellectual Property).

8. Intellectual Property

The WELL Framework™, the WELL Framework workbook, workbook activities, video lessons, templates and all accompanying Program materials remain the intellectual property of Rachel Smith and The Educators Well, unless otherwise stated.

Enrolling in the Program gives you a personal licence to use these materials for your own learning and reflection. You may not reproduce, distribute, resell, or share Program materials with anyone who hasn't enrolled, in whole or in part, without our prior written permission — except for brief quotations used for review or educational purposes as permitted by law.

This mirrors the copyright terms already stated in the Founding Cohort workbook itself, so the two documents are consistent.

9. Certificate of Completion

A participant is considered to have completed the Program once they have submitted their reflection/summary work from the final (4th) week of each of the four Modules, in whatever format they've completed it in. You don't need to submit the entire workbook — the final-week submission for each Module summarises that Module as a whole.

Once all four Module submissions have been received, we compile the participant's Personal WELL Reflection Report and Personal WELL Growth Roadmap, and issue their Certificate of Completion.

10. Community Guidelines — The WELL Village

The WELL Village Facebook group is a supportive space for Founding Cohort participants. By joining, you agree to:

- Treat other participants, guests, and facilitators with respect and kindness
- Keep discussions and personal stories shared by others within the group confidential — what's shared in The WELL Village stays in The WELL Village
- Not use the group to promote unrelated products, services, or businesses

We may remove content or participants from the group where conduct is disrespectful, unsafe, or breaches these guidelines. This is at our reasonable discretion.

11. Wellbeing & Health Disclaimer

The Program includes reflective self-assessment tools (including The WELL Check-In) and content exploring topics such as stress responses, wellbeing, and personal growth. These tools are educational and reflective only — they are not diagnostic, clinical, or a substitute for professional medical or psychological care.

If you are experiencing distress, or content in the Program raises something you'd like support with, we encourage you to speak with your GP or a mental health professional. Support is also available through Lifeline (13 11 14) and Beyond Blue (1300 22 4636).

This wording is consistent with the disclaimer already included in the Founding Cohort workbook.

12. Confidentiality & Privacy

Personal information collected during enrolment (name, contact details, payment information) is used only to deliver and administer the Program, and is handled in line with our Privacy Policy, published separately on our website.

Reflections, disclosures, or personal stories you share in Live WELL Circles or The WELL Village are treated as confidential within the group, in line with the Community Guidelines above. We may request permission separately if we'd like to share a testimonial or story publicly, and would never do so without your consent.

13. Limitation of Liability

To the extent permitted by law, we are not liable for any indirect, incidental, or consequential loss arising from your participation in the Program, including loss arising from technical issues with third-party platforms, or personal outcomes resulting from your own application of Program content.

Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy you have under the Australian Consumer Law that cannot lawfully be excluded.

14. Changes to the Program

We may make reasonable changes to Program content, scheduling, or delivery platforms between now and the Program start date, or during delivery, to improve the participant experience. We'll communicate any material changes to enrolled participants as early as possible.

15. Founding Cohort Specific Terms

As a Founding Cohort participant, you receive Founding Educator recognition, the opportunity to help shape future cohorts, and priority access to future WELL Framework opportunities.

Founding Cohort investment is \$897 plus GST (\$986.70 total, or via one of the payment plan options set out in Section 5). Standard pricing for future cohorts is expected to move to \$1,297 plus GST, reviewed periodically and subject to change at our discretion.

16. Termination

We reserve the right to remove a participant from the Program (including community and platform access) without refund, in cases of serious breach of these Terms, including harassment of other participants, sharing of copyrighted materials, or conduct that is unsafe or abusive.

17. Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes arising from these Terms are subject to the jurisdiction of the courts of Queensland.

18. Contact Us

Questions about these Terms, enrolment, or the Program can be sent to theeducatorswellwithrachel@gmail.com.