



Participation Agreement

1. Introduction

Welcome, with all my heart, to The Serenity Connective, a membership for intelligent, eloquent brilliant business owners to explore your shadows, polish up your practice and be the best that you can be in a supportive, caring community that values connection.

This Participation Agreement sets out all the details you need to make an informed decision about whether this membership is right for you right now, as well as explaining how all the moving parts fit together, so you can get the most out of your time with us. It is essential that you read it before proceeding with your purchase.

When you purchase membership in the Serenity Connective, you are accepting this Participation Agreement and entering into a legally binding contract, so please contact me, ask questions and clear up any confusion or concerns before you make your first payment. I encourage you to talk to me about any clause of this Agreement which feels unfair to you. In The Serenity Connective, we value truth, so don't hesitate to speak up!

It is my aim to provide a space that will challenge your preconceptions of best practice, inspire you to build a business based strongly on your individual integrity and encourage you to keep shifting any obstacles between you and the world-changing legacy you are capable of creating.

The Serenity Connective will suit you best if you are tired of being so focused on the "tree" level of your business that you keep losing sight of the "forest", if you delight in challenging conversations around best practice, duty of care and ethical decision making, and if you crave the companionship of supportive, problem-solving, forward thinking business women who are just like you. I offer inspiration, accountability and leadership, but it is up to you to do the work. This is not a membership for those who are looking to be spoon-fed or to keep things superficial. It is a space of deep and powerful connection – with yourself and with others. You can certainly



choose to splash in the shallows, but if you crave real transformation, you will be eager to dive in deep, trusting us to help bring you back if you lose sight of land. (I also use metaphors a LOT so if poetic language turns you off, please do us both a favour and choose somewhere safely beige to play instead.)

I know – better than anyone – that conflict happens. I also believe it is almost always based in unmet expectations and miscommunication. That is why I actively invite constructive feedback. If anything in this membership is not meeting your needs, tell me – and if I don't hear you, keep telling me. I am not ignoring you – I just get busy and sometimes I miss seeing a Facebook comment or PM. The best way to ensure you get my attention promptly is to email me at michelle@carefreecounsel.com.au to discuss any issues that arise. Above all, let's be gentle and compassionate with each other, especially if we are feeling hard done by or rough around the edges. There is always a way to work a problem out to our mutual satisfaction, so long as we keep the lines of communication open and keep believing that we are both acting in good faith.

(a) The Parties

This Serenity Connective Membership Agreement is a contract between:

“Me”

Michelle Whitehead trading as Carefree Counsel

ABN 91 968 443 292

Email: michelle@carefreecounsel.com

Phone: 0436291342 (only call or text me in emergencies LOL I panic when my phone rings!)

Facebook Page: <https://www.facebook.com/MichelleWhiteheadAU/>

and

“You”, the “Member”

Your details are set out in your Woocommerce order form, when you purchase your membership through my website.

By accepting my offer to purchase membership, you agree to become a member of The Serenity Connective and to be bound by the terms of this agreement.

(b) Membership commitment

The Serenity Connective membership is ongoing, and you can join at any time. Membership commences when you make your first payment.

You can choose to join for a month, and participate in a single mission, or dip in and out of the membership as it suits you, or you can choose to join as a long term member and experience the

full benefit of our ongoing work in this community as we spiral back around to our missions and the important work they contain.

While you can leave the membership at any time, if you have purchased a yearly membership, I strongly encourage you to make at least a 12-month commitment. There will be months when you struggle to participate, experience resistance or just get overwhelmed. Seeing that other people are still in the room, doing their best, leading the way, can provide the inspiration you need to pick up the pieces and return to the deep work of business ownership and self-knowledge once life gets back on an even keel.

(c) Contact

As a member, you are invited to join The Serenity Connective Facebook group:

<https://www.facebook.com/groups/serenityconnective/>

This is a private group, available only to members. Posts made in the group cannot be seen or shared with anyone outside the group.

If you need to contact me directly, my preferred method of contact is email. Please email michelle@carefreecounsel.com. If I haven't replied in 2 business days, feel free to nag me nicely.

We may also chat via Private Message, which is useful for letting me know if you can't make a call or asking quick questions.

2. Payment

(a) Payment Terms

You agree to pay membership fees that were advertised on my website or in my email to you at the time you signed up.

All prices are in Australian dollars and include GST.

Payment is made by Paypal or direct deposit.

For monthly memberships, you can ask me to set up an automatic payment through Paypal or set up your own, through your bank.

For yearly memberships, you will be sent an invoice and invitation to renew at least 4 weeks before your membership is due to expire, to assist you in making sure you have sufficient funds ready to renew.

If you are Australian, direct deposit is preferred for yearly membership, so I don't lose the Paypal fees.

IMPORTANT: it is your responsibility to ensure there are sufficient funds in your account to cover monthly payments. If a payment is late or fails, I will send you a reminder which must be paid within 7 days. If you are having difficulties beyond your control, please contact me to discuss an alternative arrangement. If I don't hear from you, I will assume your membership is cancelled. To resume your membership, you will need to enter into a new Membership Agreement at whatever the current membership rate is.

The membership fees listed in this agreement will be honoured for as long as you remain a member of The Serenity Connective. However, if this Agreement is terminated for any reason and you wish to resume your membership, you will need to enter into a new Membership Agreement.

(b) Cancelling and Pausing your Membership

You may choose to cancel your membership at any time. Please send me an email at michelle@carefreecounsel.com at least 7 days before your next payment so I have time to process the cancellation. For monthly memberships, failure to provide me with sufficient notification may result in you being charged the next month's fee.

I offer a 100% satisfaction guarantee. If for any reason you feel that The Serenity Connective is not meeting your needs, tell me what is going on for you. You may request to pause your membership or ask me to process a pro-rata refund.

If we agree to pause your membership, you will be removed from the Facebook groups and any booked calls will be cancelled, until such time as you choose to restart your membership. A membership may be paused for a maximum of 6 months.

3. The Serenity Connective Membership

(a) Zoom link and Facebook Group

This is the Zoom link for all calls: <https://zoom.us/j/2123097998>

It is basically my online office, so please have the courtesy to book in for calls using the links below rather than just turning up. That way I know to expect you.

The Serenity Connective Facebook group is the other place where all the magic happens. You can request to join here: <https://www.facebook.com/groups/serenity.collective>

You will find a number of different types of post in the group, and it may seem confusing or overwhelming at first. Relax! There is a full explanation below and you are welcome to ask questions, take your time and ease in gradually.

Some members prefer to interact through the live calls, some of us like to carry on conversations in the comments, and others enjoy journaling in a space where their realisations can be witnessed. I try and do all three! You are welcome to participate as much or as little as you like.

Please be aware that when you leave the membership, your access to the Facebook group will be revoked.

(b) Monthly Mission Briefing

Each month, we focus on a new theme or mission. I begin the month with a Mission Briefing, which is a recorded presentation sharing my research, perspective and suggestions for relating the theme to your own business and life.

The Mission Briefing is provided in the Facebook group as a video, audio and PDF of the slides.

Each month's mission is organised as a GUIDE – see the top bar underneath the heading to access guides. We will cycle around to repeat the same missions each year, so we can continue to evolve our understanding and develop increasingly sophisticated responses to these important topics.

When you access the missions through the GUIDES link, you have the opportunity to mark each of the daily posts for that mission as “done”. This is the most effective way to work through all the journaling prompts for the mission. (Please note that FB does not allow me to add scheduled posts to Guides, so there may be a delay between the post appearing in the feed and it being added to the Guide.)

Only you can see which posts you have marked done, and it is entirely up to you whether you wish to share your responses in the comments under each prompt, in the various calls each month, or simply contemplate them by yourself. The Serenity Connective is a total judgment free zone and there is no such thing as being behind. Just dive in wherever you want, whenever you want!

As an incentive for thoughtful engagement – if you comment on every post to complete a mission BEFORE the next Mission Curiosity Call – you can claim victory in the Mission Completion post and I will send you a little prize! (I keep a lucky dip box of stickers, stationary, motivational cards, magnets and little things I collect along the way, and I fill an envelope with a random selection for you.)

(c) Curiosity Calls

Here's where to book in for the monthly Curiosity Calls - all the calls for the year are available to book, so you can get a head start, or just book a few at a time.

<https://michellewhitehead.as.me/CuriositySC>

These calls are where we will engage with and unpack the Main Mission theme for the month. Ideally, you will have watched the Mission Briefing (or at least looked through the slides) before the Curiosity Call - but you can still turn up and join in the discussion, even if you haven't.

The calls will be recorded, and the recordings are shared in the Facebook group.

(d) Challenge Check In Calls

Here is where to book in the Challenge Check In calls:

<https://michellewhitehead.as.me/CheckinSC>

You are welcome to turn up to all of these if you want to - there are at least 4 per month.

If you have a particular challenge you would like to explore and brainstorm with the group, you are also welcome to post about it using the #CHALLENGE hashtag, so that we can share our insight and opinions with you.

Challenges can relate to any aspect of life or business, and need not be legal - we are taking a holistic approach to understanding our business and its interaction with our life, so anything can be brought to the table for discussion.

If no particular challenges arise, we use these calls to connect with each other and go deeper into exploring the Main Mission theme for the month.

The Challenge Check In calls will not be recorded, to allow you the opportunity to discuss sensitive topics in a confidential space, so find a time to turn up live if you want to discuss anything that is going on in your life or business.

(e) Co-Working Calls

Here's where to book in for lots of co-working love: <https://michellewhitehead.as.me/CoworkSC>

This is our opportunity to keep each other focused and on track when we have work to do. Unlike our other calls, these calls are not for long discussions - I need to get my work done too. There is no limit on the number of co-working calls you book in for, so long as you are committed to showing up! I work best with accountability myself - and I hate the random energy of strangers

that you get with programs like FocusMate. This is my way of getting co-working partners for myself, as well as benefiting you! Win Win! All you need to do is show up with work to do and a willing attitude - I will do the same, and together we will move mountains!

We will spend 5 minutes saying hello, and sharing what we plan to accomplish, then we mute ourselves and get to work. I like to leave my camera on, but it is your choice. At the end of the session, we check in and spend a few minutes celebrating how much we got done.

You might notice that this is only 50 minutes - the remaining 10 minutes gives us an opportunity after the session ends to get up from our desk, move around & take a body break before beginning our next task.

(It doesn't always work out exactly like this, but this is the masterplan!)

(f) Update Your Legals sessions

Here is where to book in for the quarterly Update Your Legals sessions:

<https://michellewhitehead.as.me/update>

Use these sessions to help you read through and update your Website Legals or Client Agreements - or any other legal document.

Use the code UPDATE4ME to get your free session each quarter. Again, the dates are on the sales page on my website if you need to check them in advance:

<https://www.carefreecounsel.com/update-your-legals/>

NOTE: only ONE free Update Your Legals session is included in your membership EACH QUARTER (a total of 4 sessions per year). However, I offer 3-4 sessions each quarter and you are welcome to pay for additional sessions should you need them.

(g) Private Mentoring Upgrade

Here are the links to book your four hours of Private Mentoring Calls IF YOU HAVE CHOSEN THAT LEVEL OF MEMBERSHIP:

15m: <https://michellewhitehead.as.me/15m>

30m: <https://michellewhitehead.as.me/30m>

1 hr: <https://michellewhitehead.as.me/60m>

90m: <https://michellewhitehead.as.me/90m>

2 hr: <https://michellewhitehead.as.me/120m>

Just book in whenever you need to (and obviously, don't book in unless you have paid for the Private Mentoring option).

You are in control of the content for these sessions - we can use them for any purpose that you want, other than providing formal legal advice (although I can provide legal information). We can talk strategy, conflict, mindset, boundaries, business, life, legacies, evolution, empire-building, anxieties, fears, dragons... it's totally up to you!

You can mix and match your sessions as much as you like, to a total of 4 hours. The 4 hours resets when you renew your membership and any unused time expires. Feel free to email me at any time if you want to know how much time you have left available, and I will notify you of any unused time when I send out your renewal reminder.

PLEASE NOTE – these sessions are intended for mentoring, NOT legal advice. See the section on “My Limitations” below for more explanation.

(h) Mission Prompts

There are daily journaling prompts for each Mission. Sometimes, these are admin posts announcing the mission, providing the Mission Briefing or reminding you about booking links. Each month there are 8 Main Mission Prompts, usually posted on Tuesday & Friday, which expand on questions raised by the Mission Briefing. Every other day, there are journaling / contemplative prompts to keep you thinking about the topic. We revisit these prompts each month, spiralling around to explore new topics from familiar perspectives.

You will of course get the most out of this membership if you take a moment to consider and respond to these daily prompts. However, there is no shame if you don't. Exploring one prompt every now and then, and joining calls whenever you can, will do more for your growth than beating yourself up for not keeping up or being perfect!

Here are our Monthly Missions:

JANUARY - EMBRACING ADVENTURE – the hero's journey & big picture thinking

FEBRUARY - ETERNAL VIGILANCE – intellectual property & brand identity

MARCH - REPUTATION RULES – how you present & protect your business

APRIL - PUSH & SHOVE – strengthening our boundaries & respecting ourselves

MAY - SORRY, NOT SORRY – apologizing with integrity & standing our ground

JUNE - NO MEANS NO – making choices with integrity & communicating our limits

JULY - DIG & DELVE – uncovering hidden obstacles & lurking anxieties

AUGUST - NEVER-ENDING STORIES – clearing the never ending important but not urgent list

SEPTEMBER - FIGHT FIRE WITH FIRE – cathartic cleanse of our dangerous hot spots

OCTOBER - SIMPLY THE BEST – embodying best practice in our business

NOVEMBER - CONTEMPLATIVE CALM – reflective practice & conscious alignment

DECEMBER - TOGETHER WE RISE – reviewing our relationships & communication skills

I send out a weekly “Digest” which contains links to all the posts for that week in the Content Portal. You can subscribe to that Digest here: subscribepage.io/SCdigest

(i) Other Acceptable Types of Post in the group

The other post types that are welcome as new posts (other than comments under the post types above) are:

#QUESTION - use this hashtag if you have a question about the operation or administration of The Serenity Connective, or if you need help with an issue relating to your membership. You are also welcome to PM or email me in this case.

#CELEBRATION - share your wins with us anytime so we can cheer you on

#CHALLENGE - if you are facing a challenge or difficulty and need advice urgently or can't make it to a Check In call and would like us to brainstorm an issue for you, post it in the group using this hashtag

#WONDERING - use this hashtag to explore any issue that is relevant to our theme for the month but which doesn't fit the main mission thread, or any thoughts sparked by the Curiosity Call that you would like to investigate in more detail.

(j) Cancellation of Scheduled Calls

If I have to cancel a scheduled live session or call, I will reschedule it as soon as possible. This may occur in the event of unforeseen or unexpected circumstances or illness.

4. *My Responsibilities*

(a) My promise to you

I will do everything in my power to provide high quality, thought provoking content and responses.

I will lead by example and show up in all my vulnerable, human, imperfect glory.

I will share my thoughts and opinions honestly, based on my own experience, training, knowledge and intuition.

I will hold space for you and the other members with curiosity and without judgment. I will celebrate your wins, commiserate with your challenges and support you towards achieving your goals.

When problems or conflicts arise, I will seek to understand the issues involved, offer flexible options and mediate a mutually satisfactory resolution.

(b) My limitations

As a professional researcher, I endeavour to use only reliable sources and present material in a format that is clear and cogent. However, I am a learner in this space as well, so a lot of what I share may be raw or half-formed explorations. While I tend to speak with authority (occupational hazard) I definitely do not claim the position of guru or expert on a pedestal in this space. I need you to trust in your own wisdom, so we can question, challenge and dig into this material together.

I have more than ten years' professional experience as a lawyer, and I am innately a rescuer at heart. That means I tend to jump in where angels fear to tread, offering suggestions and solutions to fix whatever issues crop up. I am a good problem-solver and I love over-sharing, but I understand that this might not be what you want in certain circumstances. If this is unwelcome for any reason, tell me sweetly to butt out or back off. I am only ever offering ideas and perspectives for you to explore, not telling you what you should do.

Which brings us to the next point – while I am a lawyer, this membership is not a legal service. Anything I say here – even when I am offering information about legal issues – is NOT offering professional legal advice and does not give rise to a lawyer-client relationship. (This includes Private Mentoring calls.) The lines are unavoidably fuzzy, and I tend to be generous with sharing information and opinions, but for the sake of my peace of mind and insurance, if you intend to rely on what I say as professional legal advice, particularly when making an important decision,

book in and pay for a proper consultation. That way we can both be sure that my brain is fully focused on your needs and keeping you safe, rather than darting off down theoretical rabbit holes like I enjoy doing in The Serenity Connective.

From time to time, I get overwhelmed, busy, sick or just plain rebellious, and I may disappear for a little while. It doesn't mean I don't love you! I have a strong sense of responsibility and I will be back playing catch up as soon as I can. I might not always hit my due dates or deliver what I have promised on time, but I will do my best to stay in the room, communicate and practice what I preach. I do so appreciate your understanding and I love the fact that we can be flawsome and imperfect together.

I have added the schedule of calls to the sales page for convenience, but I don't guarantee this schedule is up to date. I occasionally have to make changes to upcoming call times and I forget that this document needs to be amended. As such, the correct call times are those found using the Acuity booking links provided in this document, and the schedule PDF on the sales page is indicative only.

I actively moderate The Serenity Connective Facebook group, and have low tolerance for rudeness or lack of respect for each other. Even when our emotions are heightened, we can communicate with compassion. Comments that I deem to be unacceptable will be deleted and I will email or PM you to discuss the situation. Having said that, I am not responsible for advice, comments and interactions that may take place between you and the other members.

5. Member Responsibilities

(a) My expectations of you

The Serenity Connective is an experiment in authenticity, vulnerability, curiosity and honesty. I expect you to be yourself, to be open to new ideas and to challenging received wisdom to see if it is true for you. I expect you to tell me if your expectations are not being met, or if you feel like you are not being heard. Please, don't ever hide and sulk!

I also expect you to take responsibility for your own engagement. How much effort you put in to The Serenity Connective is directly correlated to how much benefit you receive.

Our conversations in the Serenity Connective calls are free-range rather than structured. I am not going to be cracking a whip and keeping us on topic. We tend to be flexible and follow the flow, although I will try hard to make sure that everyone has an opportunity to contribute. This can feel like a clumsy juggling act. I expect you to work with me, make space and encourage everyone to share as much or as little as they want to. We are a community, a CONNECTIVE, and

it is in caring for ourselves and each other that we really shine our brightest. One of the best ways we can look out for each other is to not “hog the microphone”. Imagine we have a virtual talking stick in our circles and our aim is to keep it moving – if we all keep our shares and suggestions short, sweet & succinct, we create sufficient space for everyone to share their wisdom. If you find this challenging (I am a storyteller myself, so I totally get it) I might quietly remind you to take a deep breath between thoughts, allowing someone else to jump in if they wish to. This is not because I do not respect you or want to hear what you have to say and should definitely not be taken as criticism – it is simply that our time together is limited and it is my role as moderator to ensure everyone has an opportunity to be heard.

(b) Facebook Group Rules

We have careful boundaries around what is acceptable in the group, and it is each member’s responsibility to respect those boundaries. Ignoring these boundaries may result in you being removed from the membership, to ensure that The Serenity Connective remains a safe and welcoming space for all who choose to participate.

My aim is for the Serenity Connective Facebook group to be inspiring and uplifting. I encourage you to dive deep in exploring your shadows, but to bring what you find back into the light for examination. We can admit our failings and vulnerabilities while being optimistic instead of beating ourselves up about how unworthy we are.

Please be mindful of the sensitive material we share in The Serenity Connective. We tend to get very personal about our experiences, our thoughts and our relationships. Confidentiality is absolutely essential. What happens in the Connective STAYS in the Connective. Breaching another member’s confidentiality (including mine) will be taken extremely seriously.

The group has the potential to be a bit messy and uncoordinated, which is why I ask that we respect the guidelines around posting on particular threads or using the hashtags specified above. Since we are all business owners, discussing our work is inevitable, but I ask that we do not market or promote our services to each other unless it is specifically invited and approved by me. The only exception is in the #CELEBRATE post where you are welcome to mention your latest launch, so we can cheer you on. You can also #CELEBRATE the services of other members! (I reserve the right to delete posts that abuse this privilege.)

(c) Indemnity

It is a condition of membership of The Serenity Connective that you take full responsibility for your own actions. Please conduct your own research, ask lots of questions and make fully informed choices about whether a particular course of action is right for you. I and the other members are never telling you what to do. Use your own integrity, stand in your power, and

explore all the options before making decisions. My role is to help you examine a situation from all angles, question your assumptions and support you while you think about the challenges that you choose to share with us. As a result, you agree to hold me blameless for anything that might go wrong while you are on this journey.

(d) Resources

You won't need any special equipment to participate in The Serenity Connective, other than a commitment to reflective practice and self-enquiry. Sharing resources from your personal and business development toolbox is highly encouraged. Let us know what works for you!

You will need access to Facebook so that you can participate in the membership activities and access the membership content.

You will need a computer, phone or other internet-connected device with camera and sound capabilities, and reliable internet access to participate in the Zoom calls.

(e) Audio-visual Recordings

It is a condition of membership that you agree to our Curiosity Calls being recorded. Only I am allowed to record these calls, and only members have access to recordings within the Facebook group.

Challenge Check In calls are not recorded. If you wish to discuss something particularly personal or sensitive, please bring it to one of these calls rather than raising it in the Curiosity Call.

I reserve the right to record the occasional Challenge Check In call – but only after seeking permission from all the participants on that call – if we find ourselves having a particularly powerful and significant discussion that we all agree would be beneficial to capture for our own benefit and that of other members.

Co-working calls are never recorded.

(f) Membership Details

It is your responsibility to ensure that the details provided by you in the Woocommerce order form are correct. These details will be used to maintain the database of current members, notify you of changes to The Serenity Connective and provide you with (very rare) updates. Should your details (particularly your email address) change at any time you must notify me of the change as soon as possible.

(g) Non-competition

It is a condition of membership that you are not allowed to share content produced for The Serenity Connective outside the membership and you are prohibited from using it commercially in any way that competes with me or my business. The information is provided to you solely for your personal development and growth as a business owner.

6. Relationship of the Parties

You engage me to provide The Serenity Connective membership to you as an independent contractor. Nothing contained in this Agreement will constitute or deem me to be a partner, employee or agent of yours or vice versa.

7. Disclaimer

(a) Important Information

In The Serenity Connective, we will explore issues relating to best practice in business, integrity, decision making, conflict, communication, reputation, relationships and risk management. It is not a substitute for legal or financial advice, counselling or therapy and should be used in conjunction with appropriate professional support.

I was admitted to the Supreme Court as a solicitor in NSW in 2010 and have practiced law continually ever since. I am a professional member of the NSW Law Society, and a professional member of the Resolution Institute. I have first class Honours in English and Law, and Master of Laws with Honours. I am also an accredited mediator and a Family Dispute Resolution Practitioner. However, in facilitating this membership, I am acting as a business owner, not a lawyer. It is not a legal service and does not give rise to a lawyer / client relationship. Before acting on any information I share in The Serenity Connective, including Private Mentoring Sessions, you need to do your due diligence and seek properly considered professional advice. Please don't risk damaging your business or personal loss by relying on an off the cuff comment in an informal setting.

In the event that you share something that I am concerned about or that raises a flag, I may recommend that you seek advice from an appropriately qualified legal, financial or mental health professional. I will try to only ever give you best practice information, but it is not a substitute for the advice you would receive in a professional consultation.

While our conversations may explore issues of marketing, launching, business development, client and personal relationships and lifestyle habits, I do not claim any authority or expertise. In The Serenity Connective, I share based on my own experiences and I intend the membership to be a place to bounce ideas around and explore theoretical possibilities. Our goal is sovereignty and self-determination. As a result, you are entirely responsible for any actions you choose to take based on conversations and learning that happens in the membership.

(b) Guarantees and Warranties

While it is my sincere hope and belief that working together in The Serenity Connective will assist you in both your business and personal development, the results you achieve will be highly personal and depend on a wide range of factors that are outside my knowledge and control. There are no guarantees or warranties, only an endless curiosity to explore what else is possible.

8. Intellectual Property & Privacy

(a) My Confidential Information & Copyright

I will share with you sensitive information that is personal and confidential about my own journey, business and my family life. I may also share elements of my courses and other products and services I provide. These are resources that I have developed and that are unique to me.

Mutual trust is vital to the formation of a successful membership, so it is important that you respect my privacy and intellectual property rights by not discussing or disclosing my confidential information.

You are welcome to share any information that I provide publicly, such as my videos, blogs and posts on my Facebook page. However, I retain copyright over this information, and it may only be shared non-commercially and with authorship attributed to me.

Material provided within the context of the membership is strictly not to be made public outside of The Serenity Connective.

(b) Your Confidential Information

To participate fully in the membership, it is likely that you will also share information that is highly personal or confidential. While it is an essential condition of membership of The Serenity Connective that members respect and protect each other's privacy, it is also important that you remember that it is a semi-public forum and tailor the information you choose to disclose

accordingly. If you are sharing information that impinges on the privacy of another person outside of the membership, please take care to make sure they cannot be identified.

(c) Staff Confidentiality

I may employ or subcontract staff or virtual assistants to assist me in managing or moderating The Serenity Connective. These staff have access to confidential information on a need to know basis and are bound by the same privacy restrictions as any other member of The Serenity Connective. In most cases, they will also have signed a contract with me requiring strict confidentiality.

9. Dispute Resolution

If a dispute arises, you agree that you will not engage in any public discussion about the issues, will behave politely towards me, and will avoid any conduct or communication which might reasonably be expected to interfere with my business or personal interests. You agree to act in good faith and be reasonably cooperative at all stages of the dispute resolution process. I will treat you with the same consideration.

If you have any concerns or complaints, you agree to communicate with the intention of making a genuine effort to seek a win/win solution and trying to resolve the dispute in good faith through negotiation and discussion. Please email me at michelle@carefreecounsel.com and expect a response within 2 business days.

If the dispute cannot be resolved by negotiation and discussion within 14 days of my response to your email, you agree to proceed to mediation with the assistance of an independent accredited mediator, seeking mediation online or by telephone if anyone would need to travel for more than an hour to attend the mediation.

The mediator is to be appointed by agreement or failing agreement within 14 days of the negotiation period ending, I will provide you with links to the websites of at least 2 appropriately qualified, neutral mediators (having first confirmed their availability), and you must select one of them within 2 business days of receiving the nominations. All costs of mediation must be shared equally.

Legal action must not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation have been exhausted.

Regardless of where you live in the world, you irrevocably agree that if the dispute resolution processes fail, the courts of New South Wales, and the Commonwealth of Australia, will have exclusive jurisdiction.

10. Thank you for reading to the end!

I am so looking forward to sharing The Serenity Connective with you. If you have any questions or concerns about this Agreement, please do not hesitate to contact me or seek independent legal advice before you proceed with your purchase.

This contract is copyright! A lot of effort has been invested in making this Agreement easy to read and fair to everyone involved. Please let me know if you find anything that is not fully aligned with my practice, or which is difficult to understand. Copying this document without permission is a breach of copyright and bad business practice. Show respect for me, yourself & your clients by getting your own Contracts that Care!