

Terms & Conditions

Last updated 8 October 2026

About these terms

These terms apply to your use of my websites, parentingcollective.com.au and bub2sleep.com.au, and to every product and service you buy or book from Parenting Collective. By using my websites, making a purchase or booking a service, you agree to these terms.

Please read them together with my Privacy Policy and Refund Policy, which form part of these terms. Some programs also come with their own client conditions, which you will receive when you start.

Parenting Collective is run by Donna Moala, ABN 12 421 789 003, Perth, Western Australia. In these terms, "I", "me" and "my" means Parenting Collective, including any coach on my team who supports you, and "you" means the person using my websites or buying my products and services.

1. My products and services

I offer responsive, secure sleep support and conscious parenting guidance for families with children from newborns through to teens, including:

- free 15 minute consultations
- 1:1 sleep support packages and parenting coaching
- online programs, courses and memberships
- eBooks, guides, masterclasses and other digital products
- workshops, retreats and events
- my podcast, newsletter and free resources

What is included in each product or service is described on its sales page or confirmed with you in writing when you book. I may update, change or stop offering products and services at any time, but this will not affect anything you have already paid for.

2. Bookings and payment

- All prices are in Australian dollars and include GST where it applies.
- Payment is due in full when you buy or book, unless we have agreed on a payment plan.
- If you are on a payment plan and a payment fails, I will let you know. If it is not resolved within 7 days, I may pause your access or support until your account is up to date.
- Your access to a program or product begins once payment is received.

3. Refunds, cancellations and rescheduling

Refunds, cancellations, rescheduling and program pauses are covered in my Refund Policy. In short, digital products are not refunded for change of mind, sleep support packages can be cancelled before they start, and change of mind refunds are not available once a program has started. Your rights under the Australian Consumer Law always apply.

4. Not medical advice

My products and services provide sleep and parenting education, guidance and coaching. They are not medical, psychological or other health advice, diagnosis or treatment, and they do not replace care from your doctor, paediatrician, child health nurse or another qualified health professional.

Always seek their advice for anything that needs medical attention or diagnosis, and before starting a program if you have any concerns about your child's health. If you are worried your child is unwell, contact your doctor, call Healthdirect on 1800 022 222, or in an emergency call 000.

5. Safe sleep and your child's care

- You agree to follow safe sleep practices in line with [Red Nose](#) safe sleeping guidelines at all times.
- You agree to tell me about any medical condition or health concern that may affect your child's sleep or their safety, before and during your time with me.
- My approach is responsive and nurturing, and never cry it out. Please always follow your parental instinct and attend to your child whenever they need you.
- You remain responsible for your child's care, safety and wellbeing at all times, and for deciding how to use the guidance I give you.

6. Results

Every child and every family is different. Progress depends on many things, including your child's temperament, health and development, and how a plan is followed at home. I will support you fully, but I cannot guarantee a particular result or timeframe. My fees are for my time, expertise and support.

7. My content and intellectual property

All content on my websites and in my products and services belongs to me or is used with permission. This includes sleep plans, workbooks, guides, eBooks, videos, recordings, scripts, graphics and written content.

It is for your own personal, non commercial use only. Without my written permission, you must not copy, share, sell, record, publish or adapt it, share your login or downloads with anyone else, or use it in your own business or practice.

If these terms are breached, I may remove your access without a refund.

8. Privacy and confidentiality

I keep the information you share with me private and handle it in line with my Privacy Policy. If I reasonably believe a child or anyone else is at serious risk of harm, I may share relevant information with the appropriate authorities, as permitted or required by law.

In group programs, workshops and online communities, please keep what other families share private. What is shared in the group stays in the group.

I only record coaching sessions with your consent, and recordings are used only to support you.

9. Support hours

My general hours for messages and enquiries are Monday to Friday, 9am to 8pm, and Saturday, 9am to 5pm, Perth time. I am closed on Sundays. Specific support and reply times for each program are set out in its client conditions.

10. Respectful conduct

Parenting Collective is a respectful space for families and for my team. If anyone is abusive or threatening towards me, my team or other members of my community, I may end their access or services immediately, as set out in my Refund Policy.

11. Using my websites

- Please give accurate information when you book, buy or contact me.
- You must not misuse my websites, including by trying to gain unauthorised access, introducing harmful code or interfering with how they work.
- Free content on my websites, podcast and social media is general information only. It is not tailored to your child and is not a substitute for personalised or medical advice.
- My websites may link to other websites. I am not responsible for their content or how they handle your information.

12. Limitation of liability

My products and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in these terms limits those rights.

To the extent the law allows, I am not liable for any indirect or consequential loss arising from your use of my websites, products or services, and my total liability to you is limited to resupplying the service or refunding the amount you paid for it.

13. Changes and governing law

I may update these terms from time to time. The latest version will always be on my website, with the date it was last updated, and the version in place when you made your purchase applies to that purchase.

These terms are governed by the laws of Western Australia, and you agree to the jurisdiction of its courts.

Contact

For any questions about these terms, contact me:

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