

Terms of Service

Key terms for engaging Framework Learning and Support

These Terms of Service set out the key terms that apply when you engage Framework Learning and Support for tutoring, Executive Function coaching, or related educational services. They are a summary of the commitments that apply to our working relationship.

Enrolled clients receive a detailed Terms of Service document during the intake process. This page provides a public summary for prospective families.

1. Who We Are

Framework Learning and Support (ABN 40 151 308 663) provides custom-built Executive Function coaching and specialist tutoring for neurodivergent students in Years 5–10, based on the Sunshine Coast, QLD. We also deliver NDIS-aligned social and disability support services.

Our lead practitioner, Scott Butler, is a Queensland Registered Teacher with a Masters of Education specialising in neurodivergence and inclusive practice.

2. Services We Provide

- Strategy Session — a one-on-one diagnostic session to design your child's custom program
- Weekly coaching and tutoring sessions (individual, 50–60 minutes)
- Session packages (5 or 10 sessions) at reduced rates
- Assessment Rescue — intensive exam and assignment support
- Homeschool and Distance Education subject support
- NDIS-aligned capacity building, community participation, and life skills support

Full pricing and service details are provided during the intake process and are available on request.

3. How Sessions Work

Sessions are delivered face-to-face in semi-public venues (library or community centre meeting rooms) or online via Google Meet. Parents and guardians are welcome to observe any session or drop in unannounced at any time.

Every session follows a consistent structure: check-in and regulation scan, task decode, scaffolded work block, and reflect/document. This structure is the same regardless of which skill is being practised.

4. Cancellations and Payments

Cancellations require a minimum of 24 hours' notice. Late cancellations or no-shows are charged at the full session rate due to venue booking commitments. Invoices are issued after each session (or at package commencement) and are payable within 7 days.

5. What We Do Not Do

Framework provides educational coaching and tutoring. We do not:

- Diagnose or treat medical, psychological, or developmental conditions
- Provide therapy, counselling, or behaviour support services
- Replace the responsibility of schools, parents, or allied health professionals
- Guarantee specific grades, assessment results, or outcomes

If we believe your child needs support beyond our scope, we will discuss this with you and refer to an appropriate professional.

6. NDIS Acknowledgement

Framework Specialist Tuition is not an NDIS-registered provider. We can provide invoices suitable for NDIS reimbursement for self-managed or plan-managed participants under Capacity Building supports. Families are responsible for confirming funding eligibility with their Plan Manager or the NDIA before commencing services.

Framework Learning and Support also delivers NDIS-aligned social and disability support services. Service agreements for NDIS participants are provided separately during the intake process.

7. Safety and Mandatory Reporting

As a Queensland Registered Teacher, Scott Butler is a mandatory reporter under the Child Protection Act 1999 (Qld). If we form a reasonable suspicion that a child is at risk of harm, we are legally required to report this to the relevant authority. Child safety overrides confidentiality.

Sessions are held in semi-public venues with natural third-party oversight. Full details are set out in our Safeguarding and Professional Practice Policy, available on request.

8. Complaints

We take all feedback seriously. If you have a concern:

- **Step 1:** Contact Scott Butler directly — hello@frameworklearning.com.au or 0431 277 024. We will respond within 48 hours.
- **Step 2:** If unresolved, you may escalate to Tiffany Marr (Behaviour Support Practitioner) at 0481 817 371.
- **Step 3:** If still unresolved, you may contact the NDIS Quality and Safeguards Commission at 1800 035 544 or the Office of the Australian Information Commissioner (OAIC) at 1300 363 992.

Raising a complaint will never affect your access to services.

9. Privacy

We handle all personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Full details are set out in our Privacy Policy, available on our website.

Contact

Scott Butler — Framework Learning and Support

Email: hello@frameworklearning.com.au

Phone: 0431 277 024

Web: frameworklearning.com.au

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