

Cancellation & Refund Policy

This Cancellation & Refund Policy applies to programs provided by **Absolute Care Therapy (ABN 151 834 595 78), trading as Dementia ConnectEd™** ("we", "our", "us").

This policy is intended to be clear, fair and consistent with Australian Consumer Law.

1. Making an Informed Decision Before Enrolling

Choosing the right program is important.

To help families make an informed decision before enrolling in **Connect at Home™**, we encourage you to:

- Book a complimentary 15-minute suitability call.
- Attend an Experience CST Workshop where available.
- Ask any questions before making payment or seeking funding approval.

These opportunities allow you and the person living with dementia to ask questions, experience Cognitive Stimulation Therapy, understand exactly what the program involves, and decide whether it is the right fit for your family.

For **Understanding Dementia™**, we encourage you to carefully review the program information and contact us with any questions before purchasing.

2. Understanding Dementia™

Understanding Dementia™ is a self-paced digital education program providing immediate access to six therapist-guided educational videos and downloadable resources for six months.

Cancellation & Refunds

Because immediate access to the complete digital program is provided after purchase, **change-of-mind refunds are not available once digital access has been activated.**

Choosing not to access, watch or complete the program does not constitute grounds for a refund.

If exceptional circumstances arise, please contact us in writing. While refunds cannot be guaranteed, we are happy to discuss individual circumstances on a case-by-case basis.

Nothing in this policy excludes, restricts or modifies any rights or remedies available under Australian Consumer Law.

3. Connect at Home™

Connect at Home™ is a therapist-guided Home Cognitive Stimulation Therapy program that combines:

- Understanding Dementia™
- Therapist-guided Home Cognitive Stimulation Therapy

- A printed handbook
- A high-quality adult activity kit and physical resources
- Therapist guidance videos
- Live online group Q&A sessions

Activities are **completed in person at home** by the person living with dementia and their support person.

Therapist guidance and coaching are provided online.

Digital program access is provided for six months from the program commencement date.

4. Enrolment & Program Commencement

Enrolment is confirmed once payment has been received or written confirmation of approved funding has been provided, where applicable.

Preparation for your program may begin shortly after enrolment and may include:

- Allocation of program resources
- Preparation of your activity kit
- Administrative processing
- Activation of digital access

Where funding is being sought, approval must be obtained from your care provider before enrolment. Funding decisions are made between you and your care provider.

The program is considered to have commenced once digital access has been activated or preparation of your activity kit has begun, whichever occurs first.

5. Cancellation & Refunds – Connect at Home™

Before program commencement

If cancellation is requested in writing before digital access has been activated and before preparation of the activity kit has begun, a refund may be provided.

An administration or preparation fee may be retained to cover costs already incurred.

After program commencement

Because Connect at Home™ includes immediate access to digital resources, therapist preparation and a physical activity kit prepared specifically for your enrolment, **change-of-mind refunds are generally not available once the program has commenced.**

Choosing not to participate, not completing activities, or not using the program materials does not

constitute grounds for a refund.

If exceptional circumstances arise, please contact us in writing. While refunds cannot be guaranteed, we are happy to discuss your circumstances on a case-by-case basis.

Nothing in this policy excludes, restricts or modifies any rights available under Australian Consumer Law.

6. Funded Programs

We have successfully supported families to access funding through **Support at Home** and **Home Care Packages**.

Funding approval must be obtained from your care provider before enrolment. Funding decisions are made between you and your care provider.

Participants remain responsible for ensuring funding approval has been obtained and for any fees not covered by their funding provider.

GST applies to funded program purchases.

At this stage, we are not aware of funding options through the NDIS.

7. Damaged or Faulty Items

If your activity kit arrives damaged or faulty, please contact us within **7 days of delivery** and provide clear photographs where possible.

Delivery is deemed to have occurred once the courier confirms the parcel has been delivered to the nominated delivery address.

We will repair, replace or otherwise remedy faulty or damaged items in accordance with Australian Consumer Law.

This does not apply to:

- Damage caused by misuse
- Loss occurring after confirmed delivery

8. Individual Access & Intellectual Property

Digital access is provided to the individual purchaser only.

Videos, downloadable resources, activity materials, login details and program content must not be copied, shared, reproduced, distributed or used by additional individuals, organisations or groups without prior written permission.

Unauthorised sharing may result in immediate termination of access without refund and may constitute a breach of copyright and intellectual property rights.

All program materials remain the intellectual property of **Absolute Care Therapy trading as Dementia ConnectEd™**.

9. Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies you may have under Australian Consumer Law, including consumer guarantees that cannot legally be excluded.