Dementia ConnectEd

Clarity • Confidence • Connection

Terms & Conditions – Cognitive Connections™

These Terms & Conditions apply to Cognitive Connections™, provided by Absolute Care Therapy (ABN 151 834 595 78), trading as Dementia ConnectEd® ("we", "our", "us").

Program Overview

Cognitive Connections™ is a 7-week therapist-guided Home Cognitive Stimulation program designed to support thinking, language, confidence and connection after a dementia diagnosis.

The program is designed to be completed at home by a person living with dementia together with a family member, friend or trusted support person.

Over seven weeks, participants work through 14 structured Cognitive Stimulation activities - two each week - supported by a printed handbook, physical activity resources and therapist guidance from Amanda Burnby, Neurological Physiotherapist.

Activities are designed to encourage active thinking, conversation, sharing opinions, problem-solving, choice and creativity. They are not tests of memory or performance.

The Program Includes

- Fourteen (14) Cognitive Stimulation activities completed over seven weeks
- A printed Cognitive Connections™ handbook with step-by-step instructions, conversation prompts and practical guidance
- A physical activity kit containing resources to support the activities
- Weekly digital coaching videos with Amanda explaining the activities and providing guidance for adapting and personalising them
- The opportunity to attend live online group Q&A sessions with Amanda during the seven-week program
- Six (6) months' access to the digital coaching content
- Printed handbook and physical activity resources for you to keep and reuse after the guided seven-week program has finished

Nature of the Program

Cognitive Connections™ is a therapist-guided Cognitive Stimulation program designed to be implemented at home by the person living with dementia together with their family member, friend or trusted support person.

Amanda provides the program structure, Cognitive Stimulation activities, resources, coaching and general guidance to help participants feel confident adapting and enjoying the activities together.

Cognitive Connections™ does not provide individual clinical assessment, diagnosis, physiotherapy treatment, medical advice or ongoing individual clinical monitoring.

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Participation in Cognitive Connections™ does not replace care or advice from your usual healthcare professionals. Where individual assessment, treatment or clinical advice is required, you should seek advice from an appropriately qualified health professional.

Suitability

- Cognitive Connections™ is designed for people living with dementia who are able to engage in structured conversation and activities with appropriate support.
- The program works best where a family member, friend or trusted support person is available to regularly complete the activities together with the person living with dementia.
- Cognitive Connections™ may not be suitable where participating in structured conversation and activities is very difficult, or where there is no-one available to regularly support participation.
- If you are unsure whether Cognitive Connections™ is appropriate for your situation, we encourage you to discuss suitability with Amanda before enrolling.

Dementia ConnectEd® may recommend that the program is not suitable, or that additional professional advice is sought, where concerns arise about whether Cognitive Connections™ can be safely or appropriately implemented.

Program Aims & Outcomes

- Cognitive Connections™ is designed to provide structured opportunities to stimulate thinking, language, conversation, problem-solving, choice and creativity, while supporting confidence, participation and connection.
- Every person living with dementia is different, and individual experiences and responses to Cognitive Stimulation will vary. Dementia ConnectEd® does not guarantee that participation in the program will achieve a particular outcome.
- Cognitive Connections™ is designed to support cognitive health and engagement. It does not prevent, cure or reverse dementia.

Participation & Safety

- Cognitive Connections™ activities are completed in the home environment with the support of a family member, friend or trusted support person. Dementia ConnectEd® does not directly supervise activities in the home.
- The support person is responsible for providing appropriate supervision and using reasonable judgement when completing activities and using the supplied resources.
- Activities should be adapted to the person's abilities, comfort, interests and circumstances. If an activity or resource does not feel appropriate, safe or comfortable for the person on a particular day, it should be modified, paused or stopped.
- Some activities may include small items or other physical resources. These should be used with appropriate supervision and only where suitable for the person participating.

- The support person may modify, pause or stop an activity at any time based on the person's response, comfort or safety.

Changes in Circumstances

- A person's abilities, health and support needs may change over time.
- If there is a significant change that may affect the person's ability to participate safely or comfortably, activities should be paused or adapted and appropriate professional advice sought where needed.
- Cognitive Connections™ does not include clinical monitoring or ongoing reassessment of the person living with dementia.
- Dementia ConnectEd® may recommend pausing or discontinuing participation where concerns arise about whether the program can continue to be implemented safely or appropriately.

Records & Privacy

- We maintain records relating to program registration, payment, consent and participation, together with information provided to us in connection with the program.
- Any personal or health information provided to us is handled in accordance with our Privacy Policy.

Live Group Q&A Sessions

- Participants have the opportunity to attend live online group Q&A sessions with Amanda during the seven-week guided program.
- Attendance is optional.
- Participants may submit questions before a Q&A session if they are unable to attend or prefer not to ask their question live.
- Participants may ask questions about the program, activities and ways to adapt the activities for their person. Guidance provided during the group sessions is educational in nature and does not constitute individual clinical assessment, diagnosis or treatment.
- While every effort will be made to answer questions during the available session time, participation does not guarantee that every question will be answered during a particular Q&A session.
- Dementia ConnectEd® may reschedule a Q&A session where necessary due to unforeseen circumstances.

Recording & Privacy

- Live group Q&A sessions are recorded and made available within the Cognitive Connections™ program for participants to access during their digital program access period.
- If you choose to attend a live Q&A session, please be aware that your name, voice, image and anything you choose to share may be included in the recording and may be seen or heard by other Cognitive Connections™ participants.

- You are welcome to keep your camera turned off and may submit a question before the session if you prefer not to ask it live.
- Please avoid sharing identifying or sensitive personal or health information about another person during a group session.
- By choosing to participate in a live group Q&A session, you acknowledge and consent to the session being recorded and made available to other Cognitive Connections™ participants during their digital program access period.

Program Access

- Digital coaching content is available for six (6) months from the program commencement date.
- Digital access is provided to the enrolled participant/support person for use in connection with their Cognitive Connections™ enrolment and must not be shared with others.
- The printed handbook and physical activity resources are yours to keep and may continue to be used with the enrolled participant after digital access has ended.
- Dementia ConnectEd® reserves the right to suspend or terminate digital access where unauthorised sharing or misuse of program content is identified.

Payment

- Cognitive Connections™ may be purchased by payment in full or through an available payment plan. The current program fee, instalment amounts and total amount payable are displayed at the time of enrolment.
- Where a payment plan is selected, it is an instalment arrangement for the full purchase of Cognitive Connections™ and is not a monthly subscription.
- By selecting a payment plan, you agree to pay all scheduled instalments. Choosing not to commence or complete the program, or not using some or all of the program resources or support provided, does not cancel the remaining payment obligations.
- Prices are listed in Australian Dollars (AUD) and include GST.

Third-Party Funding

- Cognitive Connections™ may be eligible for third-party funding, including Support at Home funding, subject to approval by the participant's funding or care provider.
- Approval must be obtained from your funding or care provider before enrolment.
- Funding decisions are made between you and your funding provider. You are responsible for confirming that funding has been approved and that Cognitive Connections™ is covered by your funding arrangement.
- GST applies to purchases made using third-party funding.
- If your funding provider later declines, withdraws, reduces or revokes funding, or does not pay an invoice for any reason, you remain responsible for payment of any outstanding fees.
- Dementia ConnectEd® does not determine or guarantee funding eligibility and is not responsible

for decisions made by your funding provider or changes to your funding arrangements after enrolment.

Cancellations & Refunds

- Please refer to the Dementia ConnectEd® Cancellation & Refund Policy for current cancellation and refund arrangements, including the arrangements that apply to privately funded and third-party funded Cognitive Connections™ enrolments.

Delivery of Physical Resources

- Physical program resources will be delivered to the address provided at enrolment.
- You are responsible for ensuring that your delivery details are accurate and complete.
- Dementia ConnectEd® is not responsible for delays caused by postal or courier services or other circumstances outside our reasonable control.
- If resources are returned or require replacement or re-delivery because incorrect or incomplete delivery details were provided, reasonable replacement and re-delivery costs may apply.
- If your resources arrive damaged or faulty, please contact us in accordance with our Cancellation & Refund Policy so that an appropriate remedy can be arranged.

Personal Use & Intellectual Property

- Cognitive Connections™ is licensed for personal use with one person living with dementia per enrolment.
- The handbook, activities, videos, digital resources, physical program materials and supporting content are provided for use in connection with that person's participation in Cognitive Connections™.
- Program content and materials must not be copied, reproduced, adapted, recorded, distributed, resold or shared with other individuals without prior written permission from Dementia ConnectEd®.
- The program is not licensed for professional, organisational, staff-training, group or commercial use without a separate written agreement.
- Login details must be kept secure and must not be shared.
- All Cognitive Connections™ program content and materials remain the intellectual property of Absolute Care Therapy trading as Dementia ConnectEd®.
- Unauthorised sharing or misuse of program content may result in suspension or termination of digital access.

Australian Consumer Law

- Nothing in these Terms & Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under Australian Consumer Law.

Events Beyond Our Control

- Dementia ConnectEd® is not responsible for delays or interruptions arising from circumstances outside our reasonable control, including postal or courier disruption, technology failures, illness, supply-chain disruption or government restrictions.
- Where reasonably possible, we will take appropriate steps to minimise disruption to the program.

Governing Law

These Terms & Conditions are governed by the laws of Western Australia and applicable Commonwealth laws of Australia.

Policies

- Participation in Cognitive Connections™ is also subject to the applicable Dementia ConnectEd® Privacy Policy, Cancellation & Refund Policy and Payment Policy.
- These policies form part of your program agreement.

Acceptance

- By proceeding with enrolment, you acknowledge that you have read and understood these Terms & Conditions and the applicable Dementia ConnectEd® policies.
- You understand the nature, scope and limitations of Cognitive Connections™, including that the program provides therapist-guided Cognitive Stimulation, education and coaching and does not replace individual clinical assessment or treatment.
- By completing your enrolment, you agree to these Terms & Conditions and the applicable policies.