



Terms & Conditions – Understanding Dementia™

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

Program Overview

Understanding Dementia™ is a self-paced education program designed to provide clear, practical guidance to support life after a diagnosis of dementia. The program supports families, carers, and support persons to understand what's changing, navigate available supports, and confidently support everyday life.

Access to program content is provided immediately following successful payment and remains available for **6 months** from the date of purchase, after which access will automatically cease.

Participants will receive a tax invoice and receipt for their records. Participants may independently seek reimbursement where appropriate. Dementia ConnectEd does not submit claims or manage funding processes for this program.

Promotional credits or offers toward Connect at Home™ may apply where outlined at the time of purchase.

The program includes:

- Six (6) pre-recorded therapist-guided educational videos
- Downloadable educational PDF resources
- Bonus booklet: *10 Simple Ways to Support Brain Health*
- One (1) optional live online group Q&A session with Amanda Burnby (attendance is optional and subject to scheduled availability)
- Six (6) months' access via a secure digital platform

Understanding Dementia™ is primarily a self-directed education program. An optional live online group Q&A session is provided to allow participants to ask general questions and gain additional guidance. This session does not include individual assessment, personalised advice or clinical services.

Records and Documentation

We maintain records of participant registration, consent, and program engagement for the purposes of service delivery, quality improvement, and legal compliance.

By participating in the program, you acknowledge and consent to the collection and storage of this information in accordance with our Privacy Policy.

Access & Delivery

- Access is provided digitally following successful payment.



- All content is delivered electronically. No physical materials are provided.
- **Access is granted to the individual purchaser only and must not be shared.**
- Access to the program platform is provided for six (6) months from the date of purchase.
- Attendance at the optional live group Q&A session is subject to the scheduled session occurring during your six-month access period. If you are unable to attend the scheduled session, a substitute session or recording is not guaranteed.
- Participation in this program does not create a therapist–client or clinician–client relationship. No individual follow-up, monitoring, or personalised guidance is provided.
- Dementia ConnectEd reserves the right to suspend or terminate access where unauthorised sharing or misuse of program content is identified.

Live Group Q&A Session

One optional live online group Q&A session is included with the program where participants may ask general questions about the educational content.

- Attendance is optional.
- The session provides general education only.
- Individual clinical advice or personalised recommendations cannot be provided.
- The session will not be recorded or made available as a replay.
- Dementia ConnectEd reserves the right to reschedule the session if necessary due to unforeseen circumstances.

Nature of the Program

Understanding Dementia™ is:

- A general education program
- Designed to increase understanding and confidence
- Primarily self-paced, with one optional live online group Q&A session for general educational discussion
- Information provided is general in nature and does not replace advice from your treating healthcare professionals.

Understanding Dementia™ is not:

- Individualised medical, legal, or financial advice
- A substitute for professional assessment or care
- Crisis support or emergency assistance

Information provided may not be appropriate for every individual circumstance.

If you are seeking personalised advice, assessment, or support specific to your situation, you should consult an appropriate healthcare professional.



Educational Content Disclaimer

The video content and downloadable materials provided within Understanding Dementia™ are for general educational and informational purposes only.

The information shared reflects general principles about dementia, support options, and practical strategies. It is not personalised advice and does not constitute medical treatment, clinical therapy, diagnosis, legal advice, or regulated allied health services.

Dementia is a progressive condition, and information provided may not remain applicable as circumstances change.

Questions asked during the live group Q&A are answered in a general educational context only and should not be considered personalised advice.

Safety & Responsibility

Participation in the program may prompt reflection or emotional responses. You are responsible for determining whether the material is appropriate for your circumstances. If you are unsure, you should seek appropriate professional advice before acting on the information provided.

By purchasing and accessing the program, you acknowledge that:

- You are responsible for how you use the information provided
- You will seek professional advice where appropriate
- Dementia ConnectEd does not provide personalised advice or guidance through this program

To the extent permitted by law, Dementia ConnectEd is not liable for any outcomes arising from reliance on the general information provided in this program.

Payment

- Full payment is required at the time of purchase.
- Access to content is provided following successful payment.
- Prices are listed in Australian Dollars (AUD) and include GST where applicable.
- Understanding Dementia™ is a privately provided education program and is not a government-funded service.

Refunds

Understanding Dementia™ is a digital education program with immediate access to content. As access is provided immediately following purchase, refunds are not available for change of mind, incorrect purchases, failure to complete the program, or where a participant chooses not to continue.

Nothing in these Terms excludes, restricts, or modifies any rights or remedies available under the Australian Consumer Law.

Intellectual Property



- All videos, PDFs, written materials, and frameworks are the intellectual property of Dementia ConnectEd.
- Materials are provided for personal use only.
- No licence or permission is granted for professional, organisational, training, or commercial use of the materials.
- Content must not be copied, reproduced, shared, distributed, or resold without prior written permission.
- Sharing login details or access is prohibited.

Unauthorised copying, sharing, reproduction, or commercial use of program materials is strictly prohibited and may result in termination of access without refund and may lead to legal action to protect intellectual property rights.

Limitation of Liability

To the maximum extent permitted by law:

- Dementia ConnectEd's total liability arising from participation in the program is limited to the amount paid for the program.
- Dementia ConnectEd is not liable for indirect or consequential loss arising from participation.
- Nothing in these Terms excludes rights under the Australian Consumer Law that cannot lawfully be excluded.

Events Beyond Our Control

Dementia ConnectEd is not liable for any delay or failure to provide access where such delay or failure arises from events beyond reasonable control, including but not limited to technology failure, internet disruption, illness, or government restrictions.

Governing Law

These Terms are governed by the laws of Western Australia. Any disputes will be subject to the exclusive jurisdiction of the courts of Western Australia.

Policies

Participation in Understanding Dementia™ is subject to our Policies, which form part of this agreement. These policies are available on our website and may be updated from time to time.

By completing your purchase, you acknowledge and agree to these Terms & Conditions and all applicable Policies.