Dementia ConnectEd

Clarity • Confidence • Connection

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 will be provided from the scheduled program start date and will remain available for **12 weeks**, after which access will automatically cease.

The program includes:

- Six (6) pre-recorded therapist-guided educational videos
- Downloadable educational PDF resources
- Bonus booklet: *10 Simple Ways to Support Brain Health*
- Three (3) optional live online group Q&A sessions with Amanda Burnby
- Recordings of the group Q&A sessions, uploaded to the program for participants to access during their program access period
- Twelve (12) weeks' access via a secure digital platform

Understanding Dementia™ is primarily a self-directed education program. Three optional live online group Q&A sessions are included during the 12-week program to provide additional education and an opportunity to ask questions. Attendance is optional. If you are unable to attend a live session, you may pre-submit a question for Amanda to address during the Q&A. Make-up sessions are not available.

Records and Documentation

Understanding Dementia™ is an education program and does not involve the creation or maintenance of individual clinical or medical records. We maintain limited records relating to your program registration, payment, consent and participation, together with information you choose to provide to us in connection with the program.

Any personal or health information provided to us is handled in accordance with our Privacy Policy.

Access & Delivery

- Access is provided digitally from the scheduled program start date, 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 twelve (12) weeks from the scheduled program start date.
- 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 Sessions

Three (3) optional live online group Q&A sessions with Amanda Burnby are included during the 12-week program access period.

- Attendance is optional.
- Participants may submit questions before each Q&A session.
- Pre-submitted questions will be given priority and answered in the order they are received.
- Where time allows, Amanda will then open the session to questions from participants attending live.
- While every effort will be made to answer submitted questions, submission of a question does not guarantee that it will be answered during a particular session.
- Questions are answered in a general educational context. Individual clinical advice, assessment or personalised recommendations are not provided.
- Dementia ConnectEd® may reschedule a Q&A session where necessary due to unforeseen circumstances.

Recording & Privacy

- Live group Q&A sessions are recorded and uploaded to the Understanding Dementia™ program for participants to access during the 12-week program 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 program participants.
- You are welcome to keep your camera turned off and may pre-submit a question if you prefer not to ask it during the live session.
- Please avoid sharing identifying or sensitive personal or health information about another person during the 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 participants within the Understanding Dementia™ program during their program access period.

Nature of the Program

Understanding Dementia™ is:

- A general education program

- Designed to increase understanding and confidence
- Primarily self-paced, with three optional live online group Q&A sessions for additional education and general 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 sessions 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

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.
- Understanding Dementia™ is a privately provided education program and is not a government-funded service.

Refunds

Please refer to the Dementia ConnectEd® Cancellation & Refund Policy for current cancellation and refund arrangements.

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

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

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 the applicable Dementia ConnectEd® Policies available on our website at the time of purchase.

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

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