Dementia ConnectEd

Clarity • Confidence • Connection

Personalised Dementia Guidance - Terms & Conditions

These Terms & Conditions apply to Personalised Dementia Guidance provided by Dementia ConnectEd®.

About Personalised Dementia Guidance

Personalised Dementia Guidance provides dedicated 1:1 guidance for individuals and families who would like help understanding their situation, exploring practical strategies and considering appropriate options, supports and next steps.

The service is provided by Amanda Burnby, Neurological Physiotherapist and Dementia Consultant, drawing on her professional experience, dementia knowledge and evidence-informed practice.

The Initial Consultation includes a pre-session questionnaire and therapist review, followed by a 60-minute consultation focused on your questions, priorities and circumstances.

Scope of the Service

Personalised Dementia Guidance provides personalised education and practical guidance. It does not replace individual medical or allied health assessment, advice or treatment.

The service does not include:

- diagnosis or medical assessment
- physical or neurological examination
- individual physiotherapy assessment or treatment
- medication advice
- emergency or crisis care
- assessment of a person's capacity or fitness to undertake a particular activity
- advice that requires assessment by the person's treating health professional.

Where your concerns require assessment, diagnosis or treatment outside the scope of this service, Amanda may recommend that you speak with the person's GP, specialist, allied health professional or another appropriate service.

Information You Provide

Before your Initial Consultation, you will be asked to provide information about your situation, questions and priorities. Amanda will review this information before your session so that the consultation can focus on the areas most important to you.

Please provide information that is accurate and relevant to the concerns you would like to discuss.

The guidance Amanda can provide will depend on the information available at the time. As Personalised Dementia Guidance does not include a comprehensive clinical assessment, there may be circumstances where specific guidance cannot be provided without further assessment or input from an appropriate health professional.

Guidance and Outcomes

Every person living with dementia and every family situation is different.

The strategies, resources, services and next steps discussed are intended to provide practical options for you to consider in your individual circumstances.

Dementia ConnectEd® cannot guarantee that a particular strategy, service or approach will be suitable for every person or achieve a particular outcome.

You remain responsible for deciding whether and how to act on the guidance provided and for seeking individual medical or health professional advice where appropriate.

Optional Add-Ons

Following your Initial Consultation, you may choose to purchase additional support.

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Personalised Action Plan

The Personalised Action Plan is a written summary of practical recommendations and next steps, personalised to your family's situation and based on the information provided and discussed as part of your Personalised Dementia Guidance service.
The Action Plan is intended as practical guidance and does not constitute a medical, physiotherapy or other clinical assessment, diagnosis or treatment plan.

Follow-up Consultation

The Follow-up Consultation is a focused 30-minute session to review how things are going, discuss questions that have arisen and consider whether your next steps need adjusting.
The Follow-up Consultation remains within the scope of Personalised Dementia Guidance described in these Terms & Conditions
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Appointments, Cancellations and Payment

Payment is required before a consultation or other prepaid service is confirmed.
If you need to cancel or reschedule a consultation, at least 24 hours' notice is required.
Prepaid services are non-refundable, except where a refund or other remedy is required by law.
If Dementia ConnectEd® needs to reschedule your consultation, an alternative appointment will be offered.

Privacy and Confidentiality

Information shared as part of Personalised Dementia Guidance will be treated respectfully and confidentially and handled in accordance with the Dementia ConnectEd® Privacy Policy and applicable privacy requirements.
If you provide personal or health information about another person, you confirm that you have an appropriate basis for sharing that information for the purpose of obtaining guidance.

Online and Telephone Consultations

Personalised Dementia Guidance may be provided online or by telephone, as arranged.
You are responsible for providing accurate contact details and, for online consultations, having access to a suitable device and internet connection.
If technical difficulties significantly affect a consultation, Dementia ConnectEd® will work with you to determine an appropriate next step.

Emergencies and Urgent Concerns

Personalised Dementia Guidance is not an emergency or crisis service.
If you or another person requires urgent medical assistance or there is an immediate concern for someone's safety, please contact the appropriate emergency or healthcare service.

Acceptance

By purchasing, booking or participating in Personalised Dementia Guidance or an optional add-on, you acknowledge that you have read and understood these Terms & Conditions and understand the nature and scope of the service.