



Personal Alarms to Call for Help!

Information about personal alarms for use at home or in the community.



Local call 1300 885 886 | info@ilct.com.au | www.ilct.com.au

Launceston, Hobart, Ulverstone

© June 2021

General Considerations

Do you need a home-based alarm or a community-based alarm?

Home-Based personal alarm

Provides a way to call for help around the home and the garden

- Are you connected to the NBN?
 - Some devices may be impacted by your phone coverage
 -

Community-Based alarm

Provide a way to call for help at home and in the community

- Do you have mobile phone coverage?
- Are you able to charge the device regularly?

Other Considerations

- Do you need falls detection?
- Do you have a pacemaker?
- Is the device waterproof?
- Does the device need to be simple to use?

Do you live in a rural and remote area or need another option?

- Please come and speak with us to discuss your options.

© June 2021. (Please print the most up to date publication at www.ilct.com.au)

Monitored vs Non-Monitored Alarms

Can you guarantee that someone will always answer the phone if you need help in an emergency?

Monitored Personal Alarms



A professional service will monitor your alarm 24/7 for emergencies. They will contact emergency services and/or your family/friends on your behalf if you require assistance.

There is a fee associated with professional monitoring.

Non-Monitored Personal Alarms

Your family and friends will monitor your personal alarm for emergencies.

They may not always answer the phone if they are: asleep, at work, in the bathroom, at the movies, or have their phone switched off.

You should have several people listed on your device if the first person does not answer!



Home Based Personal Alarms

Need to Know!

- Do you live in a rural or remote area? Do you get mobile reception?
- Do you need the device to work in a power outage?



1. Press the pendant

When you need help, you push the button on the pendant.

The alarm unit then telephones a monitoring centre (using the mobile phone network).



2. Talk to the monitoring centre

The monitoring centre operator will attempt to speak to you through the alarm unit. Some units have powerful microphones that allow the operator to hear you even if you are not beside the unit.



1. The operator contacts help

The operator will call your listed contacts. If the operator can hear you and it is an emergency, they may also call an ambulance (ask the supplier about their policy).



1. Help arrives

The operator will call your contacts even if the operator can't hear you.

Home Based Personal Alarms

Monitored Home Based Alarms

Use the pendant to call for help. Direct to a 24/7 monitoring service. Speak through the base box.



Tunstall Healthcare - QLD

Ph: 1800611528 / au.sales@tunstall.com

\$799.00 ex GST/installation



SafetyLink - VIC

Ph: 1800 813 617 / www.safetylink.org.au

Establishment Fee: \$55.00 / **Monitoring Fee:** \$48.50/month



MePacs –

Ph: 1800451300 / mepacssale@mepacs.com.au

From: \$385 + \$39/month monitoring

Non-Monitored Home based Alarms

Use the pendant to call for help. Dials out to family and friends. Speak through the base box



Care Alert – SA

Ph: 1300 758595 / office@carealert.com.au

From \$379.00

Boost Your Home Mobile Signal

Network coverage extension devices amplify the network signal your mobile device receives, which extends the area that your device can work in.



Telstra

<https://www.telstra.com.au/coverage-networks/network-coverage-extension-devices>

From: \$1176.00 – Requires professional installation

Recommended for indoor mobile coverage improvements in non-metro and rural/regional areas

Community Based Personal Alarms

Calling for help in the community

- Community based personal alarms use the mobile network. They require a working sim card to dial out for help.
- They can be monitored or non-monitored



How do they work?

- They have an SOS button to press in an emergency
- Some will dial multiple contacts (one at a time) until someone answers
- Some will send SMS text messages with a map location. This requires a smart phone.
- Check with your supplier that the device can tell the difference between someone answering the device and an answering machine service.

Need to Know!

- Do you have difficulty with simple memory tasks?
- Can you still use a mobile phone?
- Do you have mobile phone coverage?



Community Based Personal Alarms

Monitored 4G Personal alarm – Pendant

Alerts monitoring service. GPS enabled to pinpoint users location. Fall detection capability. 2-way communication. Family and friends can dial into pendant. Can wear in the shower

<p>Lingo</p> 	<p>Guardian Safety pendants – W.A. Ph: (08) 6336 9448 / info@GuardianSP.com.au From \$499.00. Monitoring \$31/month</p>	<p>Go Alarm</p> 	<p>SafetyLink - VIC Ph: 1800 813 617 / www.safetylink.org.au Establishment Fee: \$55.00 / Monitoring Fee: \$48.50/month</p> <p>Tunstall Healthcare - QLD Ph: 1800611528 / au.sales@tunstall.com \$799.00 ex GST/installation</p> <p>Vital Call - QLD Ph: 1300360808 / customer.service@vitalcall.com.au</p>
---	--	--	---



Non-Monitored 4G Personal alarm - Pendant

Alert up to 5 emergency contacts. GPS enabled to pinpoint users location. Fall detection capability. Two-way voice communication. Family and friends can dial into pendant. Can wear in the shower

	<p>Care Alert – SA Ph: 1300 758595 / office@carealert.com.au From \$379.00</p>		<p>Live Life Alarms - NSW Ph: 1800 913 375 / info@livelifealarms.com.au From \$527.00</p>
---	--	--	--

Monitored Personal Alarm Watches



SOS button. Fall Detection. 2-way communication. GPS location enabled. Geo-Fencing. Can be worn in the shower

	<p>VitalCare – NSW Ph: 1800476743 / sales@rosie.help Rent: From \$39/month Buy: Fom \$479</p>		<p>MCare Watch – NSW Ph: 1300188557 / help@mcarewatch.com.au From: \$499.00. Monitoring extra</p> <p>Guardian Safety pendants – W.A. Ph: (08) 6336 9448 / info@GuardianSP.com.au From \$499.00. Monitoring extra</p>
--	--	---	--

Non-monitored Personal Alarm Watches

Detects hard falls. Dials out after period of non-movement. May monitor Heart Rate. 2-way conversation.

 <p>Series 4 or higher</p>	<p>Apple Ph: 1300 321 456 apple.com.au GPS+ Cellular Approx \$799.00 *Dials ES before contacts</p>		<p>Mind Me - VIC Ph: 1300 776 907 / info@mindme.com.au From: \$429.00</p> <p>NutTag – VIC Ph: 1300662280 / sales@nuttag.com.au From: \$528.40</p>
--	---	---	--

	Spacetalk – SA Ph: 1300 087 423 / support@spacetalkwatch.com From: \$ 399 + \$8/month subscription		iCare Solutions – QLD Ph: 04 5050 9535 / info@icareolutions.com From \$498 + cost of sim card package
--	--	---	---

Community Based Personal Alarms - Features

Battery Life

- Charging is required
- Battery life is dependent on how many features you use e.g. GPS Location

Fall Detection

- Alerts the contacts if the unit detects a fall
- Fall detection may be too sensitive and send out lots of alerts or under-sensitive and not send out enough alerts



Location

- Do you live in a rural or remote area?
- Do you get mobile reception?



Water Resistance

- IP67 is the highest waterproof rating
- Check with your supplier if the unit is suitable to wear swimming or in the bath or shower.



Geo-fencing: alerts contacts when unit is out of a defined area

Bread-crumbling: marks location of device at time intervals

Speed Alarm: alerts contacts if unit moves over a certain speed

Non-movement Alarm: Alerts if no movement is detected for a specific time

'000' Need to Know!

- Calls to triple zero from non-monitored systems cannot be guaranteed a response from the emergency services if you are unable to validate your condition, location and required response. Even if the system has a recorded message, the message may not play at the correct time or relay the required information.
- "Australia's mobile networks cannot automatically transmit GPS data from a handset to an emergency service call-taker at present." (See www.acma.gov.au for more details).

Alternative options to call for help!

Need to Know!

- Do you live in a rural or remote area? Do you get mobile reception?
- Do you need the device to work no matter where you are?

Satellite Options

Satellite Phones



Iridium Go – mobile extender



Zoleo – mobile extender



PLB – Personal Locator Beacon



Spot Gen 4



Mobile Phones

Big button mobile phone with SOS button. From \$229



KISA phone

From \$349 (more detail on web)



Opel 4G Big Button X - From \$99.00



Olitech Easy Flip Phone – From \$200



What else is there?

Key Safe

If you use the device at home, consider storing a spare key in a 'key box' with a pin code, to enable easier access for your contacts and emergency services.



Wireless Doorbell

Did you know that you can use a wireless doorbell to alert someone in another room of the house or close by!



Phone a Friend?

Call a family member or a friend at a specific time each day or have them call you!



More Information

For more information on personal alarms please phone the supplier directly or call the ILCT.

- **Ring 1300 885 886 to speak to a health professional.**
- **Visit our website www.ilct.com.au or email ilc@ilct.com.au.**
- **Make an appointment to visit one of the displays centers:
Launceston, Hobart, or Ulverstone.**
- **ILCT visits communities around Tasmania. Contact us to
find out when we will be in your area.**

Disclaimer

Independent Living Centres Australia (ILCA) does not design or make products. ILCA cannot guarantee that all information given is correct. Prices shown are a rough guide. Some products may incur GST. Check with suppliers for up-to-date prices. The display of products at an ILCA centre, or details given in print, is only for your information. It is not a recommendation. You should always get professional advice when choosing products. The person choosing the product is responsible for their choice. ILCA takes no responsibility for people choosing equipment or services which will cause (or be alleged to have caused) loss or injury. You must follow the manufacturer's or service provider's instructions when using equipment or service

ILCT is a not for profit organisation and does not sell equipment.

Supported by the Crown through the Department of Health and Human Services and the Australian Government Department of Health. Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



Independent Living Centre Tasmania

275 Wellington Street,
South Launceston,
Tasmania 7248

337 Argyle Street,
North Hobart,
Tasmania 7300

Cradle Coast Health Centre,
11 Alexander Road,
Ulverstone, Tasmania 7315

Contact us:

P 1300 885 886

E info@ilct.com.au

W ilct.com.au