

Personal Alarms to Call for Help



Information about devices to call for help in an emergency



**1. Press the
personal alarm**



**2. Talk to family /
friend / monitoring
centre**



**3. They contact
help**



4. Help arrives

How do they work?

When you need help, you push the button on the alarm. The alarm then telephones your nominated contacts, or a monitoring centre, using the mobile phone network. They will attempt to speak to you through the alarm, or home base, and if it is an emergency they can call an ambulance.

General Considerations

Choosing Your Contacts

You must choose people that you'd like to be contacted when you activate the alarm. Your contacts need to be:

- Reliable, available, and trustworthy.
- Easy to contact (usually by mobile phone).
- Can get to your house quickly (e.g. live or work close by).
- Able to cope in a crisis (e.g. if you are hurt, bleeding or in pain).

Practice using the alarm so that your contacts know how the alarm works and what you expect of them. Make sure your nominated contacts have a key or use a secure key box to store a key.



Check with the supplier that you can wear your alarm in the shower or bath

The Right Fit For You

Personal alarms come in many different shapes, sizes and weights. The most common options include a pendant that can be worn around the neck, or a watch personal alarm. Some pendants can also be on a wrist band, as a brooch, or clipped to your belt. Remember to look at the design and specifications for the alarm prior to purchase to work out if it will be the right fit for you.

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 of your alarm.

Non-Monitored Personal Alarms

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

When you push the alarm button, the unit automatically dials your contacts one by one until someone answers the phone. You should have several people registered with your device if the first person does not answer!

These alarms can be less reliable as people may not answer the call, such as if they are asleep, at work, in the bathroom, at the movies, or have their phone switched off.

There is an ongoing fee for the SIM card to connect the alarm with the mobile network.

Home-based Personal Alarms

Most home-based personal alarms use the mobile phone network to call out, however, they do not need regular charging like a mobile. The pendant battery usually lasts over 1 year, and the base unit is plugged into a power point. The pendant needs to be in range of the base unit. The range for units is usually between 50m and 300m.

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 – SmartLink Guardian 4G

Ph: 1800 611 528 / au.sales@tunstall.com

Installation fee and monthly alarm rental and monitoring



Safety Link – SEVEN Alarm

Ph: 1800 813 617 / info@safetylink.org.au

Product and installation fee and monthly monitoring fee



INS LifeGuard – SmartHome LGX

Ph: 1800 636 040 / www.inslifeguard.com.au/contact-us Monthly monitoring fee



MePACS – Home Alarm

Ph: 1800 451 300 / mepacssale@mepacs.com.au

Installation fee and monthly monitoring fee

Non-Monitored Home-Based Alarms

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



CareAlert – Smart Dialler AT HOME

Ph: 1300 758 595 / office@carealert.com.au

Product fee and ongoing SIM card fee

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. Recommended for indoor mobile coverage improvements in non-metro and rural/regional areas. Requires professional installation. **Telstra – <https://www.telstra.com.au/coverage-networks/network-coverage-extension-devices>**

Home Monitoring Systems

SOFIHUB (<https://www.sofihub.com/>) - Healthcare monitoring for families and carers delivering details on activities and incidents. Available from various mainstream providers.

Devices powered by SOFIHUB:

TEQ-Home – A hub located in the lounge or kitchen and eight motion sensors. These sensors are placed in different areas around the home and are designed to observe movement throughout the home. The hub can provide reminders and detect falls.

TEQ-Life – Pendant equipped with SOS button, GPS, falls detection and mobile network technology. Calls up to 10 contacts.

TEQ-FallsAlert – Radar technology placed in the corner of a room to detect, record and log falls in a room. Plugs in to main power and connected to Wi-Fi. If a fall takes place, the caregiver is instantly notified. Does not use video or audio recording. Can be used in wet areas.

CARETEQ (<https://www.careteq.com.au/>) is an Australian company that provide a suite of devices for monitoring activity, vital signs (such as heart rate and respiration) and falls that connect to the cloud-based SOFIHUB platform which can be accessed via app or computer.

HomeGuardian - <https://homeguardian.ai/>

HomeGuardian is a device that monitors and alerts for falls, absence and wandering, a decline in health and changes in behaviour. This device provides 24/7 passive monitoring using sensors, as well as auditory processing to monitor for early illness and distress by recognising coughing and crying. Monitoring is uploaded to a portal enabling tracking of incident history and data.

Requires a power point, an active internet connection and Wi-Fi to function. It is recommended 1-3 devices are placed within frequently used areas in your home and in vantage points that lets it view entire rooms. There is no need to wear an alarm, press a button, or make a phone call.



How it Works

1. Monitoring: Multiple sensors monitor the environment.
2. Interaction: Recognises normal and abnormal interactions between individuals and objects. For example, it is normal to lie on the couch, but not on the floor.
3. Detection: When the sensor on the device notices a fall, it actions an immediate alert cycle.
4. Alert: When device notices a fall it sends an alert to up to three nominated contacts. Sends an electronic alert via your nominated method which can include a text message, WhatsApp notification, or phone call.

Community Based Personal Alarms

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.



Battery Life

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

Location

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

Water Resistance

- IP68 is the highest waterproof rating.
- Check with your supplier if the unit is suitable to wear swimming or in the bath or shower.

Fall Detection

- Alerts 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.

GPS enabled: Identifies/pinpoints the location of the user

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

Bread-crumbing: 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).

Community Based Personal Alarms

Monitored 4G Personal Alarm – Pendant

Alerts monitoring service. GPS enabled. Fall detection. 2-way communication. Can wear in shower unless noted otherwise.

Lingo 	INS LifeGuard – SmartTracker Ph: 1800 636 040 / www.inslifeguard.com.au/contact-us Product fee and optional monitoring	Go Alarm 	VitalCALL – GO Pendant Ph: 1300 848 252 / customer.service@vitalcall.com.au Product fee and monthly monitoring
	Guardian Safety Pendants – Lingo and MediFone Ph: (08) 6336 9448 / info@guardiansp.com.au Product fee and optional monitoring (not showerproof)		Tunstall Healthcare – Gem4 Ph: 1800 611 528 / au.sales@tunstall.com Product fee and optional monitoring Safety Link – GO Trek Ph: 1800 813 617 / info@safetylink.org.au Product fee and monthly monitoring

Non-Monitored 4G Personal alarm – Pendant

GPS enabled. Fall detection. 2-way communication. Family and friends can dial into pendant. Can wear in shower.

	CareAlert – Go Anywhere Ph: 1300 758 595 / office@carealert.com.au Alert up to 5 contacts Product fee and monthly SIM fee		LiveLife Alarms Ph: 1800 936 774 / info@livelifealarms.com.au Alert up to 6 contacts Product fee and annual renewal
	NutTAG – Seek GPS PRO for Elderly Ph: 1300 662 280 / sales@nuttag.com.au Product fee and optional monitoring		mCare Digital – mCareMate Ph: 1300 188 557 / help@mcairedigital.com.au Product fee and optional monitoring

Monitored Personal Alarm Watches

Alerts monitoring service. SOS button. Fall detection. 2-way communication. GPS enabled. Can wear in shower.



Vitalcare – Rosie
Ph: 1800 476 743 /
welcome@rosie.help
Establishment fee and
monthly monitoring



Tunstall Healthcare – Gem5
Ph: 1800 611 528 /
au.sales@tunstall.com
Product fee and monthly
monitoring

**NutTAG – Guardian Smart
Elderly Watch**
Ph: 1300 662 280 /
sales@nuttag.com.au
Product fee and optional
monitoring



**mCare Digital – mCare
Watch**
Ph: 1300 188 557 /
help@mcairedigital.com.au
Product fee and optional
monitoring



INS LifeGuard – SafetyWatch
Ph: 1800 636 040 /
www.inslifeguard.com.au/contact-us Product fee and monthly
monitoring

Non-monitored Personal Alarm Watches

SOS button. Fall detection. GPS enabled. 2-way communication. Family and friends can dial into pendant. Can wear in the shower unless noted otherwise.



LiveLife Alarms
Ph: 1800 936 774 /
info@livelifealarms.com.au
Alert up to 6 contacts
Product fee and annual
renewal



**Guardian Safety Pendants –
MediWatch**
Ph: (08) 6336 9448 /
info@GuardianSP.com.au
Product fee



Apple – Series 4 or later
Ph: 1300 321 456
apple.com.au
Water-resistant



MindMe – Watch X
Ph: 1300 776 907 /
info@mindme.com.au
Product fee

Alternative Options to Call for Help

Satellite Options

Satellite Phones



Garmin inReach Mini



Zoleo – mobile extender



Spot Gen4



Mobile Phones

Big button mobile phone with SOS button



KISA phone



Opel Big Button X 4G



Olitech EasyFlip 2



Frequently Asked Questions

What if I don't have a land line?

Newer personal alarm call systems use the mobile phone network. You do not need a landline.

What if I accidentally press the pendant?

If you accidentally press the pendant, you can cancel by re-pressing the button or pressing the cancel button on the alarm unit. If the receiver answers the call before you cancel it, just tell them that you pressed the pendant by accident.

Personal alarms are not flawless. Things can go wrong, including:

- *forgetting to wear the pendant,*
- *panicking and forgetting to press the button,*
- *being unable to press the button in an emergency.*

Do not rely on personal alarms as lifesaving systems. Remember to regularly check that your personal alarm is working correctly. Test runs are a good idea. These enable you and your contacts to become familiar with how the alarm system works.

Medical Note

Radiofrequency energy from mobile devices and other technologies may cause interference with pacemakers. If you have a personal medical device such as a pacemaker or hearing aid, please consult with the manufacturer of the device to determine if it is adequately shielded from external radio frequency energy. In particular, it is recommended to avoid placing or wearing the personal alarm next to your pacemaker. For example, do not carry your personal alarm in your shirt, or jacket pocket, or around your neck, if you are fitted with a pacemaker. A wrist band to wear your personal alarm would be better.

Fall Detection

For best results, it is recommended to wear your alarm around the neck, if possible. However, the alarm can also be worn clipped to clothing (at chest height and at least one metre from the floor), on a belt clip (at waist height and at least 0.8 metres from the floor), or on the wrist.

Free and Low-Cost Alternatives

These options may be used alone or in combination with a personal alarm.

- The Red Cross Telecross Service makes a daily phone call at an agreed time to check that all is well (free service). Phone the Red Cross on 1300 885 698 for more details.
- Call a family member or a friend at a specific time each day or have them call you!
- A loud whistle or duress alarm to alert someone close by.
- If you have a monitored burglar alarm, ask the supplier if an emergency pendant can be added to your system.
- Cordless/Wireless doorbells can be used to alert someone in another room or possibly next door.



- Your neighbours may be willing to assist. Discuss with them what signal you could use to indicate that you are up and about, e.g. opening your curtains every morning. Make sure your neighbours have someone they can ring, have access to your key box, or have a procedure to follow if they do become worried.



- 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.

Specialised Sensors

Some personal alarms can have additional sensors that can be set up to activate the alarm in specific situations, for example if you:

- get out of bed at night, have a fall and don't get back into bed within a set time.
- leave the door open or you leave the house and do not return within a set time period.
- are unwell and unable to get out of bed by a certain time in the morning.
- leave the tap on and the bath overflows.
- leave the oven on or if there is a fire.
- have a fall (and cannot press the pendant button).



More information

For further information, or advice, about any item contained in this information sheet, please contact Independent Living Centre Tasmania Inc.(ILCT):

- Call 1300 452 827 to speak to a health professional.
- Visit our website www.ilct.com.au or email info@ilct.com.au.
- ILCT visits communities around Tasmania. Contact ILCT to find out when we will be in your area.

ILCT provides Occupational Therapy, Physiotherapy, Speech Pathology, and Allied Health Assistant services, on a fee-for-service basis. Our team delivers comprehensive assessments and support that may include assistive technology, home modifications, communication aids, and other tailored interventions to enhance independence and quality of life.

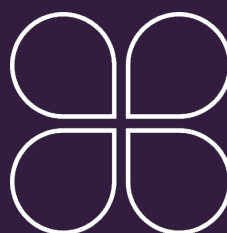
ILCT specifically provides supports to those aged over 18, who are Tasmanian residents and are of any culturally-diverse background. ILCT are a registered provider under the National Disability Insurance Scheme (NDIS).

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