Personal Alarm Systems

Information for Client, Family and Carers

There are many types of devices to raise the alarm. Your choice of device will depend on many things, such as who can come to help, the distance over which the device works, how easy it is for you to carry and use the device, and how much it costs.

The majority of personal alarms are water resistant, so they are able to be used in the shower. There are a number of different types of alarm systems that work in different ways.

Monitored Personal Alarms:

Usually include:

• A two-way speaker unit and a pendant which is worn at all times.

If the device is pressed, staff at the monitoring centre will check whether the alarm was accidentally activated. If they do not hear a reply, they then act upon previously agreed upon instructions (e.g. telephone a friend, family member or 000). Medical information can be passed onto ambulance staff, if needed.

Non-Monitored Personal Alarms:

These systems call a support person directly via the receiver unit. Pushing a button initiates the dialling of a list of contact telephone numbers in sequence until a response is obtained, then a pre-recorded alert sound or message is delivered. The support person takes on the responsibility to investigate further and contact emergency services if required. The system continues to call the programmed numbers until the call is answered.

Community – ‘Go Anywhere’ Mobile Alarms:

These devices generally work off a sim card, so are able to be used anywhere there is mobile phone coverage. If the user presses the SOS on the pendant, it will activate a voice call to 5 emergency contacts in the same way as the non-monitored personal alarms. The wearer can then talk into the pendant and have a conversation with the responder.

The following pages list some of the companies that can provide these services:
## Monitored Personal Alarms:

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<tr>
<th>Supplier and Contact Information</th>
<th>Cost Prices subject to change</th>
<th>Features</th>
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| **VITAL CALL** 1300 360 808      | Installation fee = $250.25 ($144.13 with referral)  
Monitoring fee = $50.16 per month ($39.45 with referral)  
- *Discount available if referred by GP/Hospital* | - In home demonstration  
- Available to hire for trial period  
- Pendant range of 300m |
| **CARE CALL** Baptist Care 1300 130 100 | Installation fee = $88.00 (family installation, programmed by supplier)  
Monitoring fee = $36.00 per month | - Available to hire  
- Pendant range 200m |
| **INS LIFEGUARD** 1800 636 226 | Install by technician = $151.68 +GST  
Self-install = $90.60 +GST  
Self-install = $60.06 +GST (with referral)  
Monitoring = $37.50/month ($35.50/month with referral) | - 3G device  
- 1 week trial  
- Monitoring centre staffed by nurses.  
- Security Key Box = $50 with one installation fee $25 |
| **SAFETY LINK** 1800 813 617 | Installation Fee = $165  
Monitoring Fee=$39.50/month  
Key Safe = $69.50, $97.50 installed  
* *Discount available if referred by GP or Hospital (Install - $145.00, Monitoring - $37.50)* | - Service anywhere in Australia  
- Daily call service available where the client can press a button in the morning. Costs an extra $6.50 per month. Additional/replacement pendant $99.50  
- Falls pendant $264.50  
- NBN Capable |
| **KEDRON-WAVELL SERVICES CLUB** 1300 732 423 | Installation Fee = $65  
Monitoring Fee = $35/month  
Key safe for front door = $60 | - Tunstall refers to Kedron-Wavell for Brisbane North clients  
- Falls detector Available |
| **TUNSTALL** 1800 611 528 | Partner with a number of agencies will refer on based on location. | - North Brisbane clients are referred to Kedron-Wavell |
| **SURESAFE** 1300 739 991 [https://www.personalalarms.net.au/](https://www.personalalarms.net.au/) | Set up - $89.00  
Monitoring fee - $39.00/month | - Alarm Installation and demonstrations service $159.95  
- Fall alert Pendant - $199.95 |
## Non-Monitored Personal Alarms:

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| **EZYCHAT CALL ALERT** 1300 720 880 | Purchase fee = $144.94 or $188.99 with Key safe. Install fee = $60.00 (optional, Brisbane region) Key safe $49.95 | - No ongoing cost  
- Comes with both call button and powerful hands-free, large digit phone  
- Press pendant to answer incoming calls without needing ‘to leave the comfort of your chair’  
- Can be pre-programmed before sent out.  
- Can be programmed with 5 numbers. |
| **CARE ALERT SMART DIALLER** 1300 758 595 [www.carealert.com.au](http://www.carealert.com.au) | Cost when ordered by post or telephone = $399  
Cost when ordered online $389  
SIM Card $47.88/year | - Self – install – family will need to program.  
- No monitoring fees  
- Stores up to 5 phone numbers  
- Remote waterproof pendant  
- Battery back-up in case power of failure |
- Monitoring can be added if required - $110 for first 3 months, $25 per month after |
| **SURESAFE Home Alarm** 1300 739 991 [https://www.personalalarms.net.au/](https://www.personalalarms.net.au/) | Purchase cost - $219  
Key safe - $49.95 | - Range - 50 meters  
- Runs off landline  
- dials up to three telephone numbers  
- Won’t work if you lose power |
## Community – ‘Go Anywhere’ Mobile Alarms:

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| **LIVELIFE PERSONAL MOBILE ALARMS** 1800 936 774 [https://livelifealarms.com.au/](https://livelifealarms.com.au/) | Purchase cost - $497 Sim card credit – approx $15 year | • Talk through pendant  
• Calls up to 5 emergency contacts  
• Sends help messages via text with a link to Google Maps showing location |
| **SURESAFE – GO Anywhere** 1300 739 991 [https://www.personalalarms.net.au/](https://www.personalalarms.net.au/) | Initial purchase cost - $439 (includes unit at $399 + $40 annual SIM card fee) Ongoing annual SIM card fee of $40 | • SOS with two-way communication – talking pendant  
• Automatic Fall detection  
• Depending on use the battery will last 3-4 days, charging station will re-power the device to full power in about 2 hours. |
| **MOBILE ALERT 3G PENDANTS** 13 000 25378 [https://mobilealert.com.au/](https://mobilealert.com.au/) | Purchase cost - $439.00 (Includes $15 annual credit fee) Ongoing annual SIM card fee $15 Key Safe - $29.00 | • Can be programmed prior to delivery  
• Automatic Falls detection  
• Two way talking pendant  
• Provides GPS location  
• Secondary button – one contact can be called directly |
| **MINDME PRO** [https://www.mindme.com.au/](https://www.mindme.com.au/) | Purchase cost - $434 - $30 yearly top up of sim credit | • Can be programmed and set up with sim card  
• Low battery alert  
• Automatic falls detection  
• Stores 3 emergency contacts  
• Hands free two-way communication |

### Other Services:

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| **TELECROSS** 1300 885 698 | Free daily call – client to contact if going away | • Daily call service available  
• If call goes unanswered an agreed emergency procedure will be activated |
| **SILVER CORD TELEPHONE SERVICE** 1300 785 646 | Run through St Johns Ambulance $60 annual Fee for people over 65 who have a My Aged Care referral, CHSP funding or level ½ Home Care Package. $354 annual fee for people under 65, who receive funding under NDIS or a Level 3/4 Home Care Package. | • Three types of volunteer calls:  
  ▪ Security calls  
  ▪ Friendship calls  
  ▪ Respite calls  
• A safety response occurs if call goes unanswered |