Personal alarms

Many people who have mobility or are frail may feel more secure having a personal alarm, in case of a fall or medical emergency. The following information is provided to assist you in selecting the most suitable alarm for your circumstances.

What are personal alarms?
Personal alarms are used to notify someone (such as neighbors, friends, relatives, or ambulance service) if assistance is needed or in case of an emergency 24/7. Personal alarms come in 2 types: monitored and unmonitored. Some alarms have GPS capability, which can track your location both inside and outside your home. Consider your needs, where the alarm will be used, and the costs involved when selecting a personal alarm.

Monitored personal alarms
Consist of a 2-way speaker device (pendant or wristband) connected to your home and/or mobile phone.
- If the alarm button is pressed, staff at the monitoring center will call you to check if you are Ok.
- If you are unable to reply, they will carry out your previously agreed upon plan (i.e. contact a friend, family member, or 000).

Non-monitored personal alarms
Consist of a replacement telephone that has a 2-way speaker and pendant. The system replaces your home telephone or works with your home telephone.
- If the alarm button is pressed, the phone will dial pre-entered telephone numbers to call someone you know who can come and help you.
- Non-monitored personal alarms rely on someone who is close by, easily contactable, and is able to assist you when the alarm button is pressed.

Mobile Phone Apps
There are a number of mobile phone applications with similar features to standard non-monitored systems such as:
- Mandown (http://www.mandownapp.com/)
- Silent Beacon (http://www.silentbeacon.com/)

Personal alarm phone apps can be used while you wait for a system to be installed or delivered. You may consider wearing your phone on a lanyard or attached to your belt with a holster to make sure your phone is within easy reach at all times.
## Equipment Information – Personal Alarms

### Occupational Therapy Department

<table>
<thead>
<tr>
<th>Monitored Systems</th>
<th>Features</th>
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| **ADT Security**  |  - Waterproof pendant  
                    - 1st Ambulance ride free  
                    - Self-installation  
                    - 50m range |
| Phone: 131 ADT (131 238) |       |

| **MEPACS** *(Government funded and Self-funded available)* |  - Calls ambulance, family or neighbour  
                                                            - 50-70m range  with optional 150m  
                                                            - Waterproof pendant  
                                                            - Daily call available  
                                                            - Assistance with medical/ nonmedical issues  
                                                            - Interpreter access |
| Phone: 1 800 451 300  
Email: mepacs@phcn.vic.gov.au |       |

| **Safe Life** |  - Monitored, Unmonitored and GPS systems  
                - GPS uses Telstra 3G Network Australia wide  
                - SOS button will send an emergency SMS message to the user’s carer network  
                - Falls detection and boundary fence for people who may wander. |
| Phone: 95880833  
Email: sales@smartcaller.com.au |       |

| **Safety Link** |  - Calls ambulance, family, or neighbour  
                    - 150m indoor/300m outdoor range with battery backup  
                    - No landline required  
                    - Waterproof pendant, wristband, or brooch pendants available |
| Email: info@safetylink.org.au |       |
| Phone: 1 800 813 617 |       |

| **Tunstall Healthcare** |  - 24 hour monitoring centers  
                            - Cost includes pendant and base unit.  
                            - Online referral available |
| Phone: 1800 611 528  
Email: customer.service@tunstallhealthcare.com.au |       |

| **VitalCall** |  - Calls ambulance, family or neighbour  
                - 150m indoor/300m outdoor range  
                - Waterproof pendant wristband, or brooch pendants available  
                - Assistance with medical/ nonmedical issues  
                - No landline required |
| Email: customer.service@vitalcall.com.au |       |
| Phone: 1300 360 808 |       |
## Equipment Information – Personal Alarms
Occupational Therapy Department

### Unmonitored Systems (Family/Ambulance Contact)

<table>
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<tr>
<th>Service</th>
<th>Features</th>
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| **Care Alert** | - No ongoing monitoring fees  
                  - Waterproof pendant  
                  - No monitoring fees (Landline required)  
                  - 50m range from base unit  
                  - First press calls internal home phone system, if unanswered it will call up to 5 different nominated contacts  
                  - Self-installation available |
| **Pandah**    | - SMS messages to carers and contacts  
                  - Welfare check up to 5 times daily  
                  - Can be used for people with language impairment  
                  - No ongoing monitoring fees |
| **Uniden**    | - Large display screen and buttons  
                  - Hearing aid compatible  
                  - Waterproof pendant wristband, or brooch pendants available  
                  - Contact can then be made directly through pendant  
                  - No ongoing monitoring fees |

Phone: 1 300 75 85 95  
**Email:** sales@carealert.com.au  

Phone: 1800 450 225  
**Email:** amberdynamics@icloud.com  

Phone: 1 300 366 895

Please phone or refer to websites for details of pricing. Discounts may be offered with an occupational therapy referral.