



# A Guide to a Personal Alarm Call System

Assistive technology is a piece of equipment, device or system that provides people with practical solutions to everyday life activities. You can search our National Equipment Database [www.askned.com.au](http://www.askned.com.au) to view a range of products online.

## What is a Personal Alarm Call System?

A safety device that will call for assistance if you are unable to get to a phone. The information below may help with selecting the system that is right for you.

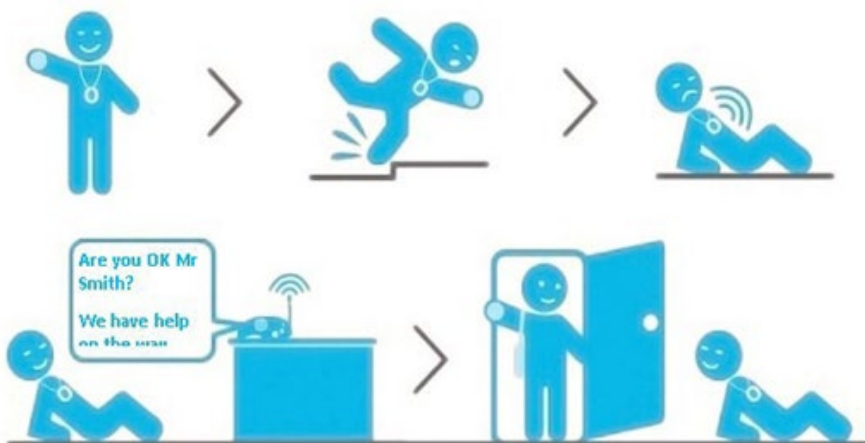
### There are two basic types of alarms:

#### Non-monitored

These alarm systems respond by dialing pre-set phone numbers that are programmed into the system. If the first phone number dialed is not answered, the unit continues to dial the next phone number and so on. This type of system relies on the user having a network of people who they can call on for assistance in an emergency (e.g. family, friends, neighbours).

#### Monitored

These alarm systems respond by dialing a 24-hour monitoring service. The monitoring centre will follow a plan designed by the user. The monitoring centre will have personal details and some medical history of the user on file. This information can be passed onto emergency services or support people as required. These systems have monitoring fees.



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## Considerations:

Regardless of which system you choose you will need to consider how assistance will enter your home. You may need to consider a key safe. This is a coded box that securely stores a key to your home.

## Features and Options Available:

### Water Resistance

Pendants have various water resistance abilities. It is highly recommended that they NOT be submerged in water and should also be kept clean from any soap/shampoo residue.

### Range

Most home-based systems have a range of 50–100m from the base unit. Systems using a mobile phone network will vary due to network coverage.

### Fall Detection

Some systems have sensors that will register if the person has fallen over and will automatically send an alert to the support people.

### GPS Location

GPS can be used to track the user's location while they are carrying the device.

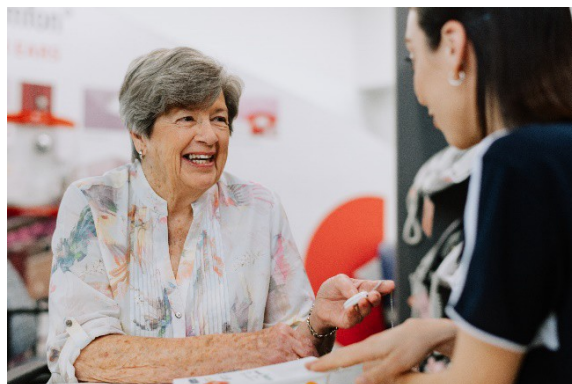
## What Alternatives are Available?

There are devices which have features that can be used to monitor someone's safety. These include:

- Smartwatch with call capability and GPS tracking.
- Simple mobile phone with SOS function.
- Personal tracking device.
- Smartphone with location tracking app downloaded.

## Important Points

- The NBN (National Broadband Network) is replacing fixed landlines. NBN compatible alarms will have a backup battery and sim card installed.
- It is essential that you register your home as having an emergency alarm system with NBN Co and your telecoms provider.
- Calls from automated devices cannot guarantee a response from emergency services.
- It is recommended that you test your equipment regularly to ensure it is functioning. A practise call once a month is advised.
- Batteries in the unit and pendant will need replacing as soon as the low battery signal occurs.
- Some devices require regular charging.



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**Did you know Indigo also offer a range of other services? Please ask us when you call, or visit [www.indigosolutions.org.au](http://www.indigosolutions.org.au)**



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