

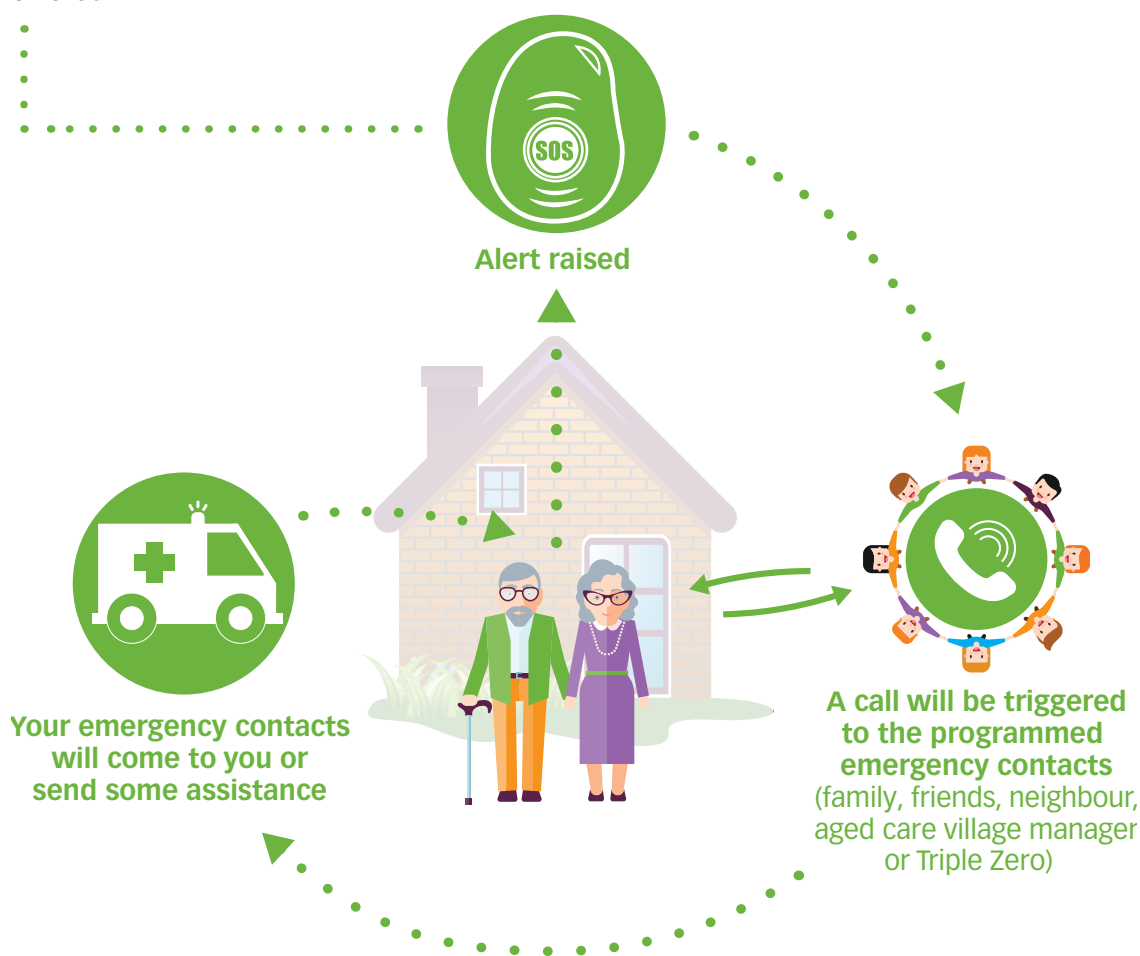


FACT SHEET  
**EC01**

## NON-MONITORED EMERGENCY CALL SYSTEMS

A non-monitored emergency call system is an automated telephone (Autodialler) connected to the telephone network (via landline or mobile network).

When an incident occurs, the device dials through to the programmed emergency contacts or sends a voice or text message to the telephone number of a person willing to help (e.g. family, friends, neighbour, aged care village manager, Triple Zero). Systems will cycle through the list of emergency contacts a number of times or until the call is answered.



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## Ambulance Service

When including Triple Zero (000) in the programmed number sequence, it is essential to activate caller ID on the telephone so that the call can be identified.

A pre-recorded message should also be developed and contain the person's name, full address, access information and instructions regarding possible voice contact. An example of a pre-recorded message: "This is (Name) of (full address including State), I have activated my (Name of pendant) Smart Dialler and may need emergency help. Press the star key on your phone to speak with me, if you do not receive my response then please take action to ensure my well-being. Should this message reach the Emergency Service Operator please connect this call to the Ambulance. Repeating again my name is (Name) of (full address including State), for verification please press the Star key now to try to speak with me."

**Key Safes:** You can register your key safe details into the Queensland Ambulance Computer Aided Dispatch (CAD) System by calling 13 74 68. They will request the following details: Patient name, Patient address, detailed location of the key safe and the code for the key safe. **National Broadband Network:** The NBN recommends that you register your alarm online or by calling 1800 227 300. They also recommend contacting your existing alarm provider to ask: Will my alarm work properly when connected to the nbn network? Will my alarm be able to dial out during a power outage when connected to the nbn network? What alternatives are there to using a landline connection?

## What can I choose from:

Supplier/brand	Device	Options	On Activation	Additional Features	Cost
Care Alert 1300 75 85 95 www.carealert.com.au	Smart Dialler	Pendant comes with a necklace or wrist strap option and can operate up to 150m from the base station	Notifies people of your choice in the event of an emergency Can contact Triple Zero	Can be set up as a monitored unit with no lock-in contracts	From \$389.00
Tunstall 1800 603 377 info@tunstallhealthcare.com.au www.tunstallhealthcare.com.au	Find me Watch	Contact up to three nominated responders (mobile network coverage). Location finder Fall sensor Geo fence Medication reminders 24/7 assistance Removal sensor Water resistant:	It will send a text or email to the nominated responders with the current GPS location. The responders can call the watch wearer via the two-way speech function on the device.	Can be set up as a monitored	From \$529.10 + SIM card
Live Life Alarms 1800 936 774 lifelifealarms.com.au/	LiveLife Mobile Alarm	Pendant SOS Alarm. automatic fall detection with speakerphone & microphone in pendant	When an SOS is triggered, it immediately sends GPS location & starts calling up to 5 people (can call 000)		From \$497.00
Medi Alarm 1300 665 322 https://www.medialarm.com.au/	Medi Alarm Pro 4G	Pendant SOS Alarm. automatic fall detection with speakerphone & microphone in pendant	When an SOS is triggered, it immediately sends GPS location & starts calling up to 8 people (can call 000)		From \$497.00

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Sofihub 1300 110 366 <a href="https://www.sofihub.com/sofihub-beacon/">https://www.sofihub.com/sofihub-beacon/</a>	SOFIHUB beacon Pendant	Pendant SOS Alarm. automatic fall detection with speakerphone & microphone in pendant	When an SOS is triggered, it immediately sends GPS location & starts calling up to 3 people		From \$299
Tabtimer 1300 822 846 <a href="https://www.tabtimer.com.au/">https://www.tabtimer.com.au/</a>	Mcare Watch	smart watch, emergency alarm, location tracker (GPS) and mobile phone.	When an SOS is triggered, it immediately sends GPS location & starts calling contacts	Capture Blood pressure. Geo-fence	From \$479
Apple 1300 321 456 <a href="https://support.apple.com/en-au/HT208944">https://support.apple.com/en-au/HT208944</a>	iPhone	iPhone has an emergency SOS built into the phone.	When you make a call with SOS, your iPhone automatically calls the local emergency number. You can also add emergency contacts.		See Apple Store
JNY Safety Care 0416 000 194 <a href="https://jnysafetycare.com.au/">https://jnysafetycare.com.au/</a>	Safety Care Pendant	Pendant has a fall detector and GPS tracking.	Notifies up to 3 people of your choice in the event of an emergency (can contact 000)		From \$470 + \$70 Sim Card
TicTocTrack 1300 872 256 <a href="https://www.tictotrack.com.au/">https://www.tictotrack.com.au/</a>	GPS Safety Watch	Watch with built in GPS tracking, touchscreen display, SOS alert and two-way call feature.	Make & receive calls for up to 6 linked numbers, SOS button,	Set up safe areas from your phone or your computer	From \$199
Samsung 1300 362 603 <a href="https://www.samsung.com/au/support/mobile-devices/gear-s3-how-to-send-sos-messages/">https://www.samsung.com/au/support/mobile-devices/gear-s3-how-to-send-sos-messages/</a>	Galaxy (watch) Wearables	Galaxy wearable has an emergency SOS	The Gear will send SOS messages to your emergency contacts.		From \$549



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