

MONITORED EMERGENCY CALL SYSTEMS

Monitored emergency call systems (ECS) provide 24/7 access to assistance through a call centre.

All supplier monitored ECS should include: Ongoing monitoring service with two way voice contact through a high quality speaker phone.

- In an emergency, the user speaks to a staff member trained in emergency response at a 24 hour monitoring centre. The service will call a family member, friend, relative or emergency services depending on the situation and how your service has been set up.
- Initial set-up cost and an ongoing fee for monitoring (paid weekly or monthly), which includes a pendant, and hire of a base unit.
- Operation through the phone line or a GSM sim card if there is mobile coverage in the area.
- Battery backup.

Some providers at request can also offer additional services, including:

- Fall detector pendants which can automatically raise an alarm after a fall is sensed by the worn device.
- Reminders to take medication or attend appointments.
- Daily welfare calls.
- Peripheral monitoring: sensor alert responses to inactivity, flood, smoke, gas, seizure or incontinence as required.
- Solutions to overcome hearing loss, sight impairment and limited mobility.



There are alternative options such as purchaser monitored ECS, for detail see LifeTec's factsheet on Purchaser Monitored Emergency Call Systems. The Australian Red Cross provides a service called [Telecross](#) which provides daily welfare calls, for detail call 1300 885 698.

Emergency Call System Providers

Provider	Device	Range	Additional considerations
Tunstall Healthcare 1800 603 377	ConnectMe (landline)	50-100m	<ul style="list-style-type: none"> • Up to 35 peripheral inputs for sensors • Multiple care and environmental peripherals available • Phone line connection required
	Liberty300 (GSM alarm)	100-300m	<ul style="list-style-type: none"> • Up to 15 peripheral inputs for sensors • Tri-connection alarm - 3G GSM/GPRS, POTS phonenumber or Ethernet (optional)
*Tunstall is a product supplier with a central 24/7 monitoring centre, operating with a number of contracted partner organizations Australia-wide. Users can be referred to these partners based on location or suitability. Users can contact Tunstall on 1800 603 377, or visit the Tunstall website www.tunstallhealthcare.com.au			
Vital Call 1300 360 808	EVE 3G	150-300m	<ul style="list-style-type: none"> • Mobile network connection (no landline required)
	ERICA Medical Alarm System	100-300m	<ul style="list-style-type: none"> • Minimal peripherals available • Phone line connection required
	MK9	80m	<ul style="list-style-type: none"> • Minimal peripherals available (pressure pads, or blow switched can be used for people who are unable to use a standard pendant) • Requires a phone line connection
	PRU	100-300m	<ul style="list-style-type: none"> • Limited range of peripherals available (a jelly bean switch or transmitter can be used for people who are unable to use a standard pendant) • Activity sensor on front of base unit • Requires a phone line connection
INS Lifeguard 1800 636 040	L-401 Dialler	100m	<ul style="list-style-type: none"> • GSM gateway is available for users who don't have a phone line but have mobile coverage • Nurses respond to calls
	L-401V Dialler	100-150m	<ul style="list-style-type: none"> • GSM gateway connection (when nil phone line is available and but mobile coverage is available) • Nurses respond to calls • Work with a pendant that has an inbuilt speaker and microphone, for easier 2 way communication • Has additional microphones/speakers which can be placed strategically around the home to support two-way communication • Works with a voice extender, to support 2 way communication in large/2 storey houses

Provider	Device	Range	Additional considerations
St John's Ambulance Australia 1300 360 455	Chiptech	100-300m	<ul style="list-style-type: none"> • Daily security or weekly friendship call through St John's Silver Cord service • Limited range of peripherals available (only a smoke alarm, and different types of pendants) • Activity sensor on front of base unit • Requires a phone line connection
Safety Link 1800 813 617	Long range pendant alarm	100-300m	<ul style="list-style-type: none"> • Limited peripherals (only a fall detector is available) • Works with land line connection or cellular connection.
	GSM Medi Link Dialler	50m	<ul style="list-style-type: none"> • Limited peripherals (only a fall detector is available). • Works with a SIM card, for users who don't have a phone line but have mobile coverage

LifeTec provides this information for your convenience. Individuals should obtain independent professional advice on the suitability and reliability of these products for their own circumstances.