



CUMBERLAND
CITY COUNCIL

The Press for Help Initiative

PERSONAL MOBILE ALARM INFORMATION PACK

OVERVIEW

Press for Help is a Cumberland City Council initiative providing subsidised mobile personal alarms to socially isolated or at risk seniors in the Cumberland Local Government Area. If you ever have a fall, become lost or are having any other personal emergency where you need help, press the SOS button to alert up to 6 family, friends or carers.

FEATURES

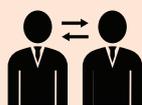


Registers up to 6 contacts, these can be family, friends or even 000. When the SOS button is pressed, the alarm will call each contact 1 by 1 until someone answers. Only mobile phone contacts will receive the help text messages with your location on Google Maps.



If your friends or family are worried about you, they can send a text message with the word 'Loc' to the alarm requesting its location. Remember, only people who have your alarms contact number can do this.

Geo Fencing - The alarms geo fencing option allows concerned families, friends or carers to set a perimeter boundary for people who are at risk of wandering. This means if the person using the alarm travels outside that boundary, the nominated contacts will be alerted.



2-way "hands-free" voice communication with high quality, easy to hear audio - The alarm has an allocated mobile number which means it can receive incoming calls, and answers calls automatically after two rings. You can also make calls from your alarm pendant, it works like a mobile phone without the added features.



Automatic fall detection - The alarm will start beeping if someone's fallen and can't move. If the person doesn't stop the alarm by pressing the SOS button, it then uses GPS and Google maps to pinpoint your location and send a "fall alert" text to your contacts immediately.



Speed dial button - If you aren't experiencing an emergency but still want to get in touch with someone, for example you're out and start to feel sick and you want to be picked up, there is a little button on the side of the alarm pendant that will speed dial your first nominated contact.



Waterproof - Wear your alarm pendant in the shower or in the rain without the worry.

CHARGING, MAINTENANCE AND ONGOING COSTS



The alarm is rechargeable and can fully recharge in just 25 minutes. A fully charged battery will last up to 48 hours.



The personal mobile alarm is easy to use and maintain. You will receive instructions with your alarm. No maintenance or upkeep is required. The alarm is covered by a 12 month warranty for any faults or technical issues within this timeframe.



There are no monthly monitoring fees. The only ongoing cost you will need to pay is \$75.00 per year after the first year, this pays for unlimited calls and texts.



YOUR RESPONSIBILITIES

Once you receive your personal mobile alarm, it is your responsibility to ensure:

- You use the alarm as per manual instructions. e.g. conduct regular tests, charge correctly etc.
- You keep the alarm and accessories in good, working condition.
- If you no longer need the alarm please return to Council so then it can be re allocated.
- You advise Council of any change of circumstances, for example you move into a nursing home, or with family.
- You contact Live Life Alarms (personal mobile alarm manufacturer) if you have any technical issues or questions on 1800 936 774 (free call) or support@livelifealarms.com.au.
- If you lose the alarm, ensure you ask one of your contacts to send a text saying 'Loc' to your alarms number to pinpoint its location. If the alarm's battery runs out, you will no longer be able to locate it.
- Live Life Alarms will be in contact with you to notify about the renewal of the alarm sim.

PERSONAL SAFETY

Although the alarm features amazing assistive technologies, it is important to be selective about who you provide your alarms' allocated mobile number to.

The personal mobile alarms work to keep users safe by keeping users and their loved ones connected and informed. This is possible only when you provide certain people with your alarms mobile number.

As stated in the list of features on page 1-2, whoever has this number is able to call you via your alarm, like they would any other mobile phone. They can also send a text message to your alarm requesting your location if they can't get in touch or have concerns for your safety. As soon as that message is received, your location will be sent to the person who requested it, so it's extremely important that you only provide your alarms' mobile number to people you know and trust.

ENQUIRIES

For any general enquiries about the alarms, scheduled catch ups or to return your alarm, please contact Brittany Lee, Service Development Officer, Seniors & Disability Services, on 8757 9795 or brittany.lee@cumberland.nsw.gov.au.

For technical support, please contact LiveLife Alarms on 1800 936 774 (free call) or support@livelifealarms.com.au.



DECLARATION OF UNDERSTANDING

I understand that:

- I am responsible to use the alarm as per the user manual.
- I am responsible to notify Council if the alarm is lost/ stolen.
- I am responsible for keeping the alarm and it's accessories in good, working condition.
- I am responsible for advising Council if the alarm is no longer working for me.
- I am responsible for advising Council of any changes to my financial or housing circumstances.
- I am responsible for contacting Live Life Alarms (personal mobile alarm manufacturer) for any technical issues or enquiries on 1800 936 774 (free call) or support@livelifealarms.com.au.
- I am responsible for updating Live Life Alarms if any of my nominated contacts change.
- I am responsible for updating Council if any of my personal details change.
- I am responsible for keeping the alarm safe and ensuring that if it is ever misplaced, I ask one of my contacts to send a location request text message to pinpoint my alarms location before the battery runs out.
- Im responsible for the safe keeping of the alarm and in case of loss, theft (or any other similar circumstances) I understand there is no guarantee that I will receive a replacement.
- I am responsible for any damage to the alarm which is not covered by the 12 month warranty.
- I am responsible for paying my annual fee of \$75.00 after the first year of use.

*I understand that I am required to pay an amount of \$100 which is non refundable as part of receiving an alarm.
Please sign below.*

Full Name: _____

Address: _____

Contact Number: _____ Signature: _____ Date: _____





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