

**Keeping you  
connected  
to what  
matters  
most**



Registered NDIS Provider





# Safety Link has three key factors that work together to keep you connected

In **1980**, two nurses from the Queen Elizabeth Geriatric Centre (now part of Ballarat Health Services, one of Australia's leading public health care providers), recognised the need for a service to support people living independently in the home and thus Safety Link was established.

This presented Safety Link with the opportunity to provide its clients a simple and reliable way to keep connected to family, friends, and emergency assistance when required.

Safety Link is a not-for-profit organisation based in Ballarat Victoria and delivers its services across Australia. Its clients include private paying individuals, the Department of Veterans' Affairs, numerous retirement villages, and a vast range of community groups.

With Safety Link, you can immediately summon assistance 24-hours a day, 7 days a week via simple, press-of-a-button access.

Over its many years of operation, Safety Link has benefitted tens-of-thousands of clients by helping maintain their independence and dignity.

## 1. A simple press of a button

A pendant worn and used by the client to summon help when required



## 2. Our friendly staff

When pressed, the pendant sends an alarm to Safety Link's Response Centre



## 3. Help when you need it

Safety Link's experienced Call-takers then organise the necessary assistance, any time, night or day, **365 days per year**



# SEVEN Alarm

The **SEVEN Alarm** is designed to send an alert for assistance when the pendant button is pressed.

The alarm is ideal for socially isolated persons that may be at-risk due to frailty, illness, or disability.

The pendant's 300 metre range provides confidence and security within a client's home and property. Clients do not require a landline for the alarm to operate.

The 4G enabled SEVEN alarm can pair with Safety Link's GPS enabled GO Trek alarm, making it a complete solution for clients that require upmost reliability at home, while also enjoying freedom and security on the move.

## Features

- Pendant range to alarm base of approx. 300 metres.
- NBN or telephone landline not required.
- Operates on the 4G Telstra and 4G Optus mobile networks.
- Automatically switches from 4G to 3G network if 4G network signal is poor.
- External aerial to increase mobile signal.
- Battery backup of 50 hours minimum.
- Water resistant pendant can be provided as a neck chain or wrist band.
- Has the ability to connect to a range of triggering devices, i.e. smoke detectors, wall buttons, custom switches, etc.
- The alarm is intended for persons at risk, typically being aged, frail or living alone.





## Safe Travels

The GPS enabled **GO Trek** allows freedom and security on the move. Two-way voice contact and 24/7 monitored support means assistance is only a button-press away.

## Features

- GPS enabled - allows Safety Link to receive accurate coordinates to pinpoint the user's location<sup>1</sup>
- Long battery life - an industry leading 1-2 months between charges<sup>2</sup>
- Wireless charging - charging is performed by simply placing the GO Trek on the supplied charging pad
- Fall detection (optional) - advanced technology detects significant impact falls and automatically sends an alert to the Safety Link Response Centre<sup>3</sup>
- Two-way voice - powerful and clear audio allows Safety Link Call-takers to communicate with users hands-free, when required
- Water proof - rated to IP67
- Safety Link Medical Alarm System compatible - allows added levels of redundancy in case of network failure. Also permits the use of additional Safety Link accessories and services, e.g. smoke detectors, extra pendants, daily calls etc.

<sup>1</sup> Accurate location details and receipt of alerts are wholly dependent on both GPS and mobile network availability.

<sup>2</sup> Battery life quoted is in passive, non-emergency mode. Once an alert is triggered, the GO Trek will be operational and battery use increases.

<sup>3</sup> Fall detection capabilities are an additional level of support only. Not all falls will register an alert, in such instances, the button should be used.

# A Variety of Accessories

Safety Link has a range of pendants that can provide the appropriate comfort and reassurance to users. From easy press pendants, to wrist styles, Safety Link supports those at-risk with simple-to-use and practical solutions.

Clients with different levels of ability can rest assured that Safety Link is able to supply a triggering device that best suits their needs, even if it means full customisation.

Speak with our staff for further information about Safety Link's range of custom options and accessories on Freecall **1800 813 617**, or visit **[www.safetylink.org.au](http://www.safetylink.org.au)**

## Advanced Pearl Pendant

### Fall-detection capable

With its advanced fall detection capabilities, the Pearl Pendant can detect significant impact falls \*. It provides increased levels of security and confidence for those at risk of frequent falls.

The Advanced Pearl Pendant is compatible with Safety Link's medical alarm system, is water resistant, and has a range of 300 metres.

\*While every effort is made to capture the range of falls possible, some falls may not register. In such instances, the pendant button should be used.



Smoke Detector



Key Safe



Specialised Switches



Wrist Pendant



Advanced Pearl Pendant

Since 1980, Safety Link has helped countless Australians and their families enjoy peace of mind, knowing that help is simply a button-press away.

Hi,  
Please find enclosed  
the alarm unit & pendant  
for Mrs  
Thank you for your  
kindness, support  
& care your team  
has shown to our  
mother over the years.  
Kind Regards

Just a note to say

Thank you

Dear Sir/Madam,

I fell in my yard,  
I was unable to pull myself up about 3 weeks ago.  
I was at home on my own, & at first didn't  
know what to do, & I thank God I possessed  
my Medi Link, knowing I live in Cairns, Qld.  
The next thing the Ambulance arrived &  
picked me up. They got in touch with my  
G.P. who came to see me later.  
I thank you Safety Link & Ambulance.  
Yours faithfully,

Dear Sir

I would like to thank  
all your staff at Safety  
Link for the wonderful  
friendly service  
our mother Zileen  
has received  
over the many years  
she had the safety  
machine in her home.  
It is a fantastic service  
and it allowed her to  
stay in her home and  
feel very safe.

Yours Sincerely  
Beatrix

Dear Sir/Madam,  
Thank you so much for the wonderful  
service Safety Link has provided our  
mother for a number of years.  
We have very much appreciated the security  
of knowing she could contact you  
should she need care. Mum is  
in hospital and will be then going to  
the nursing home, so she no longer will  
require Safety Link.  
Many thanks indeed, for it is a  
wonderful service you provide.  
Yours sincerely,  
Mary

Dear Safety Link

Just a line to express my  
thanks & gratitude to you for the time  
you've looked after my Dad.

It was a weight off my  
mind knowing that help was at hand,  
if needed, & you have always been  
so helpful.

Special thanks to you,  
Marilyn & Diane, & to you, Phil, in  
the Technical Department for your assistance  
in getting the return of the S.L. Unit  
sorted out.  
This morning it attended to it  
Thanks, everyone, for a  
job well done.

Safety Link  
Ballarat

Dear Madam/Sir,  
Please find  
enclosed the safety link equipment.

I would like to thank you for your  
support to my mother over the years.

A special thank you to the staff  
we spoke to, they were all very  
caring and supportive.

keep up the good work

Yours Sincerely

Mace

Service for

THANK-YOU ALL VERY MUCH!  
TO

ALL THE FRIENDLY  
STAFF AT "SAFETY LINK",  
OUR HONOURABLE THANKS  
FOR YOUR EFFICIENT, CAREFUL  
RESPONSE TO MY MOTHER'S  
"CALLS FOR HELP", even the  
TIME SHE HAS HAD YOUR  
SECURING & SUPPORT -  
SHE IS NOW ENJOYING  
THE NEXT CHAPTER OF LIFE.

Pl. Mum has enjoyed the  
MONTHLY "CHATS" AND THE  
BUTTERFLY GREETINGS FROM  
YOU ALL!  
ONCE AGAIN THANKS AND  
GOOD HEAVENS TO YOU ALL -  
Doris (Dawson)

Nancy is not  
with us anymore, but her  
memory is with us & the  
knowing that people cared  
will always be with us  
Thankyou so much  
Everyone.

Leanne

To Everyone  
In Ballarat

Thankyou so much  
for these last years  
Though we never get  
to meet you, the team  
always made things so  
personal, friendly & kind.  
Mum felt like she knew  
you all.

Just a  
our thanks for the great  
system you monitor.  
It saved my parents on  
more than one occasion  
and was very efficiently  
administered.  
Well done & thanks  
Liz

# In order to provide you with the best service possible, there are key items to consider...

## Contacts

Safety Link recommends that you have at least two people nominated to act as Contacts.

Contacts perform an important role in the delivery of the service. Safety Link utilises Contacts to assist in both urgent, and non-emergency situations, particularly in cases when we can't contact you.

The people you ask to be your Contacts should be well known to you, they will need to be able to access your home in times of need. These Contacts should be aware that they may be contacted by Safety Link to assist you at any time of the day or night.



## Access to your premises

A lot of people may not realise that Emergency Services need ready access to their homes during an emergency. As Emergency Services are generally not allowed to gain entry using force to open doors or windows, a spare key stored in a secure Key Safe, or discreetly hidden is often the best option.

## What next?

Applying for the Safety Link service couldn't be simpler. Just call **1800 813 617** to discuss your options, or apply directly online at **[www.safetylink.org.au](http://www.safetylink.org.au)**

Safety Link is committed to confidentiality and respects your privacy. We comply with all obligations under the National Privacy Act.

Any collection of your personal information is used for the purpose of providing our service to you.

For information on Safety Link's competitive pricing, call us on Freecall

**1800 813 617**

or visit our website

**[www.safetylink.org.au](http://www.safetylink.org.au)**



Safety Link is a division of Ballarat Health Services.



**FREECALL**  
**1800 813 617**

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**CD 0009** Issue 12

**[www.safetylink.org.au](http://www.safetylink.org.au)**

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