

Our Commitment

We will provide a 24 hour personal response service meeting the needs of frail, elderly and disabled clients, or those at risk and their families. We will provide this service with a personal and caring approach that gives confidence in the knowledge that help is always at hand.

Protecting Your Privacy

Safety Link's policies, procedures and systems are designed around the National Privacy Act. This ensures your personal information is secure and only accessed by authorised staff for the purposes of contacting you in relation to providing our services to the client.

Please note, telephone calls in relation to providing the alarm service may be recorded.

FREECALL
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Member of

PERSA

Personal
Emergency
Response
Service
Association



Quality
ISO 9001

BSI GLOBAL



Advice for Contacts

Safety Link would like to thank you for agreeing to be a contact for our client.

If after reading the information in this brochure you decide not to be a contact, please inform both Safety Link and the client of your decision so other contacts may be found.

You may be called to assist at any time, day or night. Safety Link's Call-takers will do their best to establish what assistance the client might require prior to calling you. However, if we are unable to establish voice contact with the client this may not be possible.

It is important that if you agree to go to the client's aid, you do so promptly. If you are unable to do so, you should let the Call-taker know so alternative arrangements can be made.

Your support is important but we understand you can't always be available.



Important...

- Ensure you have a key to the client's home with you, or arrangements are in place to gain entry at all times.
- If you are called to assist the client, do so as quickly as possible.
- In many cases your assistance or a few kind words may be all that is required.
- If the client is unable to be moved, or is in pain, call an ambulance or doctor and wait with the client until assistance arrives. **DO NOT** attempt to move the client.
- If you are unsure, call Safety Link and we will arrange an ambulance.
- Please advise Safety Link as soon as practicable of the outcome of the call, either by phone or by activating the client's pendant, even if the client is safe and well.
- On leaving the property, please ensure the home is secure. If keys have been removed from a key lock, ensure they are returned.
- It is the client's responsibility to test their pendant on the same day each month. The test date is located on the fridge magnet provided to them when the alarm unit was installed. Should they forget to test their pendant on the nominated date, Safety Link will contact them after this date. It should be noted that failure to conduct the monthly test will not initiate an emergency response; the test is designed to ensure the client remains familiar with the process of pushing the pendant.
- In order to minimise service disruptions to the client, Safety Link may, in rare circumstances call on you to aid in rectifying simple technical problems.
- If you are unable to act as a contact for a period of time due to holidays etc, please advise Safety Link on **1800 813 617**.

If you have any further questions regarding your role as a contact, please call Safety Link on **1800 813 617**