

Monitored Personal Alarms Accessing discounts for financially disadvantaged clients



Background:

Western Linkages initiated a Monitored Personal Alarms Discount Project to help reduce the cost of these services to clients who are financially disadvantaged. It originally involved negotiating discounts with alarm companies that were administered through Memorandums of Understanding. The project became so popular that we were constantly amending the MOU's to add in new service providers. To create a simpler and less onerous process **we have negotiated with personal alarm companies for the discounts to be offered equitably across all community service providers (CSP's) in South Australia.** This removes the need for administering written agreements.

How to Refer:

Individual CSP's can refer clients using the mechanisms indicated below. Please note that this does not override or inhibit the ability of agencies to negotiate more substantial discounts on an individual basis. The following is simply a list of companies that have offered to provide a discount – **it is not a list of recommended providers nor do we endorse any particular company's products.**

Providing clients with information:

This information has been produced for community service providers and is not intended to be provided directly to clients. Clients should be aware there are a range of products available and investigate the options offered by each to ensure it meets their individual needs. Resources are available to assist people to make this choice. For example Seniors Information Service has compiled a comprehensive list of personal alarm providers and general information for clients available at www.seniors.asn.au. The Independent Living Centre has developed a buyers guide to monitored personal alarms that may be of assistance, available at <http://www.ilcaustralia.org/home/search4.asp?State=SA&searchdb=alarm&Search=SEARCH&Item=388&page=2>. Most alarm providers are able to forward a detailed information package including referral forms, brochures and costings that can be passed on to clients.

How to refer financially disadvantaged clients for discounted services:

Company	Contact Details	How CSP's refer for discount
Call Direct	www.saambulance.com.au Tel 1300 136 272	Agencies wishing to refer clients who are financially disadvantaged for a discounted rate must first be registered as a community service provider with Call Direct. (This only needs to occur once, not at every referral). To do so, please forward an email to kerry.wordley@health.sa.gov.au requesting to have your agency placed on their list of community service providers, and also confirm that the clients you intend to refer for the discount will be assessed as financially disadvantaged. Once this has occurred, all future referrals can be sent in using using the standard referral form supplied by Call Direct (available to download from their website).

Current as at April 2010. This information intended for community service providers only. While every attempt has been made to ensure the accuracy of the information, it is the responsibility of referring agencies to ensure the details are correct at the time of referring. For further information email westernlinkages@dfc.sa.gov.au.
Our website: www.westernlinkages.org.au

Company	Contact Details	How CSP's refer for discount
Safe at Home with Teleguard	www.safeathome.net.au Tel 1300 365 101 Contact Paul Davis	Safe at Home are happy to accept verbal referrals from community service providers. No referral form required.
Vital Call	www.vitalcall.com.au Tel 1300 360 808 Fax 1300 785 800 Contact person is Ron Krieg.	No referral form. CSP's can fax details of referral through to 1300 785 800 to access the discount, providing client name and contact details.
Doctors Safety Line	www.doctorssafetyline.com.au email: dsl@senet.com.au Tel 8354 0155 Fax 8354 0455	Send in referral using the referral form supplied by Doctors Safety Line with the heading 'Western Linkages Accessible Personal Alarms Project'. Service providers can leave the referral form with the client if more convenient.
Safety Link	www.safetylink.org.au email: ceaton@safetylink.org.au Christine Eaton tel 03 9775 5478 Fax 03 977 55479 Mobile: 0418 174 791	1. For service providers funding the personal alarm: Service Providers need to accept the Quotation/Agreement, sign it, then fax it back to Christine Eaton. 2. For self funded clients: Complete the Referral Form fax to Christine Eaton on Fax No: 03 9775 5479.
RAA	www.raa.net Tel Customer Sales Support on 08 8202 4720 Email: securityemail@raa.com.au	No need to use a referral form. Direct referrals over the phone to tel 8202 4720 or email securityemail@raa.com.au

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