

## For those with a Home Care Package

INS CareCall's services can be covered by your Home Care Package. Talk to your service provider and ask that INS CareCall's services be funded through your care package.

## We're an NDIS Registered Provider

Our products and services can be funded under the NDIS funding available under Standard (Level 2) Assistive Technology and can often be approved without the need for assessment or a quote.

## Benefits for Village Operators and Community Care Organisations

- INS CareCall provides a service which exceeds Australian Standards, offers quality and cost-effectiveness, and may assist the village in Quality Standard endorsement.
- INS CareCall supplies the best-known, most trusted emergency response systems, including equipment manufactured by Chiptech, Smart-Caller, SmartLink, and the LifeGuard L-Series Diallers.
- The equipment is simple to use, reliable, and can be configured for a multitude of connection options.

## Our Guarantee

We are so sure of our services, products and commitment to customer satisfaction that we are also prepared to offer you this guarantee: If you are not totally satisfied with your decision to use INS CareCall, you may cancel and we will refund any unused portion of your subscription fee.\*

\* Does not include special establishment fee offers or some short plans. A discontinuation fee may apply in the first year.

## We meet Australian Standards

We comply with the Australian Standard for Medical Monitoring AS4607. INS is a health care organisation staffed by qualified nurses and other healthcare professionals. We hold Public Liability and Professional Indemnity Insurance of \$20M each.

**Unlike most of our competitors, INS CareCall is an Australian-owned, family-run business.**



Chiptech's Eye Dialler  
with Transmitter



**INS CareCall**

**1300 599 532**

[www.theinsgroup.com.au](http://www.theinsgroup.com.au)



## The Best Known, Most Trusted Emergency Response Systems



*INS CareCall supplies hardware manufactured by Chiptech, and other well-known manufacturers. Monitoring and emergency response are provided by INS LifeGuard, which is staffed by highly qualified and experienced nurses and other healthcare professionals.*



**Emergency Response by  
Healthcare Professionals**

## **INS CareCall, together with INS LifeGuard and INS Technologies, form The INS Group.**

INS CareCall supplies emergency response equipment and services. Monitoring services are provided through INS LifeGuard's Emergency Response Centre, which is staffed by healthcare professionals.

INS is dedicated to delivering quality care to support people living at home. With the press of a button, you are immediately connected to a healthcare professional who can provide immediate assistance — whether that means contacting a family member, friend or neighbour, or sending an ambulance, the police or the fire brigade.

### **Who would benefit from our services?**

Our emergency response systems provide support and assistance whenever you need it, 24/7, giving you the freedom to continue living safely in your own home. Our systems are suitable for anyone wishing to remain independent whilst knowing assistance is available at the press of a button.

They are particularly beneficial for those living with a disability, dementia or epilepsy to help them remain living independently at home.

**The INS CareCall range of products and services can enhance your independence and provide peace of mind to your loved ones.**



### **Why choose CareCall?**

- INS stands for Illawarra Nursing Service. As one of the oldest community care providers in Australia, health care is in our DNA.
- Monitoring and emergency response are provided by INS LifeGuard, with staffing by highly qualified and experienced nurses and other healthcare professionals. Their qualifications and clinical knowledge are far greater than the first aid attendants commonly used in the industry.
- The nurses offer assistance within seconds in the event of heart failure, stroke, a fall, home invasion, fire, and more. They are normally able to hear and speak to the client anywhere within the home. Even if the client is unable to respond, the nurses know who requires assistance and will send help.
- Both INS CareCall equipment and the INS LifeGuard monitoring service exceed Australian Standards. Indeed we work under the higher standards expected of us as registered health care providers.
- INS LifeGuard has response centres in Australia and New Zealand. During peak periods or unforeseen outages in one location, the other will immediately respond.

*"I pressed the button and instantly heard a voice say 'Hello Josephine, are you OK?' Though I was outside he could hear me, and he stayed on the line with me until the ambulance arrived. It was the best piece of technology I could have wished for. I know it works, and I feel safe."*

— Josephine Z, West Pennant Hills

### **INS LifeGuard provides clients with:**

- Security and reassurance. Help at the press of a button with our 24/7 Nurse-on-Call Service.
- A Chat Line for the lonely or socially isolated who may need reassurance or just someone to talk with. An INS nurse is there any time of the day or night.
- A Health Information Line. Clients or their family can call our nurses at any time for information or support. Our nurses can interact with the client's GP or other primary health provider, on request.
- Appointment or Medication reminders.\*
- Welfare checks, e.g. for those returning home from hospital or who may be ill. INS LifeGuard can simply call to make sure you are comfortable and everything is alright.\*
- A service which exceeds Australian Standards and offers quality and cost effectiveness.

*\* Additional charges may apply.*

### **The Monitoring Service includes:**

- 24-hour medical monitoring by healthcare professionals who assess the call and coordinate an appropriate response. This could be contacting emergency services or other support, depending on the assessed need and requirement of the client.
- Coordination and follow-through. We report as appropriate to caregivers, relatives, or other contacts, as required.
- Monitoring of multiple and various emergency transmitters, environmental sensors and vital sign measurements.

**Our exclusive Health Information and Chat Line is accessible to clients 24 hours a day, seven days a week, at no additional cost.**