



# Innovative, Next Generation **Medical Alarm Systems**



*Our systems can also provide TeleHealth, Home Automation, Telephone and Internet services, and so much more!*



**Emergency Response by  
Healthcare Professionals**

**1800 636 040**  
[www.theinsgroup.com.au](http://www.theinsgroup.com.au)

# Welcome to INS LifeGuard

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

INS LifeGuard supplies *Next Generation SmartHome* Medical Alarm Systems, Nurse Call Systems, and TeleHealth equipment and services. Our Emergency Response Centre is staffed by qualified nurses and other healthcare professionals who respond to alarms, and also provide specialised, tailored and unique Call Centre activities.

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 Medical Alarm 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 LifeGuard range of products and services can enhance your independence and provide peace of mind to your loved ones.

## *Why choose INS LifeGuard?*

- INS stands for Illawarra Nursing Service. As one of the oldest community care providers in Australia, *health care is in our DNA*.
- Our emergency response centres are staffed 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.
- Our services are prevention-based; they are comprehensive, fully flexible, and tailored to the individual client's needs.
- We exceed Australian Standards. Indeed we work under the higher standards expected of us as registered health care providers. *You'll find a list of the standards we adhere to inside the back cover of this booklet.*
- We're a contracted provider for the Department of Veterans' Affairs.
- We have response centres in Australia and New Zealand. During peak periods or unforeseen outages in one location, the other will immediately respond.
- We're the largest provider to the Independent Living Sector.



***Emergency Response by  
Healthcare Professionals***

## *We provide our 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.
- Immediate or scheduled reporting to family or other caregivers.

*\* Additional charges may apply.*

## *Our 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.

## *For those with a Home Care Package*

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

*The fact that alarms are handled by qualified nurses and healthcare professionals is unique to INS LifeGuard and we feel it's an important distinction. It means emergency personnel can be engaged quickly, if required, and our nurses can not only share personal details, but also medical information that could save a life.*



Rev. 29/05/20

## 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 LifeGuard provides a service which exceeds Australian Standards, offers quality and cost-effectiveness, and may assist the village in Quality Standard endorsement.
- We offer flexible, tailored procedures and immediate or scheduled reporting to on-site staff.
- We can take and manage office calls, such as maintenance or after-hours office calls.\*
- We can assist with OH&S compliance where on-site staff may currently sleep-over or respond to emergency calls. Importantly, we can mitigate the village's legal and moral responsibilities and risks.
- We offer state-of-the-art, purpose-built hardware and provide full technical support.
- Our technology and services are tailored for and fit within the Consumer Directed Care (CDC) and National Disability Insurance Scheme (NDIS) funding models.
- Residents' personal transmitters can also work in common areas. The community centre IPD will be able to identify which resident pressed the alarm and display their details to our nurses. Simply call and request this feature to activate it. Note this feature may affect nearby ILUs in range, and if so, it may need to be turned off at the discretion of INS LifeGuard.

## We Offer Many Optional Services\*

**Telephone Service** — you can choose to use your alarm system as your home telephone for a low monthly fee plus call charges. You can even transfer your current landline number to our service.

**Internet Browsing** — this service lets you browse the web, use email, YouTube, Facebook and other social media, all for one low monthly fee.

**TeleHealth Service** — this service assists with monitoring people's health, particularly those with medical conditions, right in their own home. Choose our **free** TeleHealth Service to have the results monitored by family or carers, or choose Professional TeleHealth Monitoring by a registered nurse, which includes a monthly review via audio/video call. For more information, please see page 13.

**Virtual GP Consults** — request an audio/video call for a virtual face-to-face GP consultation without leaving your home.

**Home Automation and Security** — automatically turn on/off power points and lights, or lock/unlock doors. You control these features from the device, or the nurse from INS LifeGuard can control them in an emergency (e.g. to unlock your door to allow emergency services to enter).

**My Concierge Service** — assistance arranging a variety of other useful services.

*More information regarding any of these optional services can be found on page 12.*

\* Additional charges may apply.



## The INS LifeGuard System

### ① The LifeGuard SmartHome IPD

Our IP Dialler is a unique, patented Emergency Response System that lets you summon assistance whenever you need it with the press of a button.

### ② A Personal Transmitter

Our range of emergency transmitters are small, inconspicuous, light and easily activated. The transmitters can be worn as a pendant or on the wrist like a watch. They are water-resistant and can be worn at all times, even in the shower or in bed. The raised, tactile button makes it very easy to press, so it's suitable for those with arthritis, lupus or fibromyalgia. A Fall Sensor is also available (see page 15).

*We can also monitor a range of other equipment, including the HP4 Help Phone, or units manufactured by others. Other options can be added as well, such as smoke detectors and call points, and you can read more about those starting on page 12 of this booklet.*



SmartHome IPD (V1)



SmartHome IPD (V2)

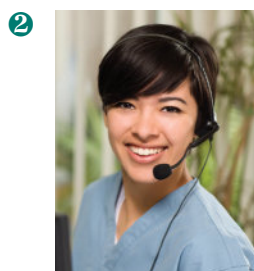


Personal Transmitters

## How does it work?



If you need assistance, press the HELP button, either on your wrist or pendant transmitter, or on the emergency unit itself.



An alarm is sent to a nurse in our Emergency Response Centre who will call out over a two-way speaker on your emergency unit.



The nurse will assess the situation and send help right away — this could mean contacting a family member, neighbour, friend or emergency services.



If the nurse is unable to make voice contact, an ambulance will be dispatched. No matter what the situation, rest assured help is on the way.

# The LifeGuard SmartHome IP Dialler



## IPD Version I

- 6-inch Display
- Ethernet / WiFi
- 3G Option

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Our new LifeGuard SmartHome IPD is a unique, patented system that can put Personal Emergency Response, TeleHealth, Virtual Nurse or GP Consults, Home Automation, Voice and Internet, Social Networking and more right at your fingertips. It consists of a purpose-built computer that wirelessly sends and receives signals to and from various transmitters and assists with monitoring a person's health.

LifeGuard SmartHome IPD is an IP Dialler featuring a built-in VoIP phone and allows for amazing quality two-way, hands-free voice communication for those wishing to connect to INS LifeGuard's phone network.\* Our Telephone Service can be provided at a surprisingly low cost.

INS is a health care provider, so our services are prevention-based; they are comprehensive, fully flexible and tailored to the needs of the individual client or village.

## Telephone Service

If you wish, you can use the SmartHome IPD as your standard home telephone and store your favourite contacts to call them with one touch. Simply add our optional SIP Telephone Service for a low monthly fee. You can even transfer your current phone number to this service.

## Internet Connectivity

If your home or village isn't internet-connected, INS can lay the infrastructure framework to provide IP technology delivering voice and internet services either via current Copper, CAT or Fibre cabling, via INS LifeGuard's 3G or 4G M2M SIM service, or our exciting new wireless WiFi technologies. Call for more information.

\* Not available in all areas.

## LifeGuard Intuito® User Interface

The LifeGuard SmartHome IPD features our custom LifeGuard Intuito® user interface, which is designed to be clear, easy to use and intuitive. The personal emergency/medical alarm functionality consists of a large, easy-to-read HELP button, both on the screen and on the dock itself. It also works with our standard wrist or pendant transmitters, and a host of other optional accessories (see page 15).

## Additional Benefits for Village and Community Care Operators

- No need to connect to an expensive NBN contract.
- We can provide an innovative, dedicated intranet site that allows you to broadcast notifications or information to one resident, specific groups, or all residents; issue evacuation alerts in real time; access real-time reports; and conduct TeleHealth / remote care via audio/video calls.
- Our *Telephone Service* can allow for free calls between residents.

## Features

- Fully-featured medical alarm. Pressing the HELP button on the IPD screen or dock, on the pendant or wrist transmitter, or a range of other transmitters, triggers an alarm.
- Can monitor smoke detectors, infra-red security beams (PIR), call points, etc.
- Can be used to control nearby electrical devices, lights, doors, etc.†
- You can schedule a virtual face-to-face visit with a nurse via audio/video call.
- Ability to schedule a virtual face-to-face visit with a GP via audio/video call for a review, pharmacy scripts, or referrals.
- Monitoring of vital signs as part of our TeleHealth Service. Results are securely transmitted to our Emergency Response Centre, where a nurse will monitor them and follow-up if any concern.
- Medical Information / Chat Line, Medication Reminders.
- Battery backup (40+ hours‡)
- IP-based. Connect via Ethernet, secure WiFi or LifeGuard's 3G or 4G SIM Service.
- 3G or 4G Backup, or primary link.
- NBN-compliant (does not require analogue ports)
- Meets Australian Standard AS4607.

### IPD Version 2

- 8-inch Display
- Ethernet / WiFi / 3G
- 4G / LTE



Specifications subject to change at discretion of INS LifeGuard.

† Requires addition of the Home Automation Service.

‡ Dependent upon use.

# Mobile Alarm Systems

*Feel free to get out and enjoy life, knowing help is always available wherever you are.*

Remain independent; free to go wherever you like and do the things you love without causing your loved ones to worry with a mobile alarm from INS LifeGuard. With the press of a button, you're in contact with a nurse wherever you are. ***That's unique to INS LifeGuard.***

Our nurse can speak to you via speakerphone and assess the situation. All models feature a

built-in GPS locator, ensuring we'll be able to locate you in an emergency and send help at once – even if you're not able to respond.

Our mobile alarms are fully-featured, stand-alone systems, not tethered to a base unit in your home. They don't require a telephone line or broadband connection. Choose the solution that best meets your needs.



## LifeGuard SmartMobile with included SmartDock

- Two-way voice communication; can auto-answer in an emergency so we can talk to you.
- Whilst docked, it's charging wirelessly and features enhanced audio quality via the microphone and speakers in the dock.
- Buy the system as is or download the app for your existing phone.\* Can purchase dock separately.

## LifeGuard SmartTracker

- Works using the same cellular technology as a mobile phone, but without the complicated features.
- Also functions as a fall detector
- Comes with a docking station for easy charging
- Waterproof IPX6, so it can be safely worn in the shower (but is not submersible in water).

## LifeGuard SmartWatch

- Much more than just a watch, it's also a medical alarm with fall detection capabilities.
- Measure heart rate, blood pressure, and even steps taken.\*
- Location tracking in real-time
- Geo-fence notifications
- Also functions as a mobile phone

\* Intended for use as a fitness/wellness device. Sensors are not clinical-grade and not suitable for medical assessment. May incur additional charges.



## Family & Carers App

*Our new Family & Carer's App is a free mobile app your family and carers can download and, with your consent, they can then receive alerts and monitor any vital signs recorded via our free TeleHealth Service (see page 13).*



# The SmartHome Mate

*This clever companion comes with our SmartDock for enhanced audio.*

This unique, high-quality, low-cost smart companion has many features of the SmartHome IP Dialler. The SmartHome Mate provides added functionality as a voice activated call point (or you can press the HELP button), and also supports many of the features and functionality of the SmartHome IPD, allowing you to access support from different areas of the home. The SmartHome Mate is your personal assistant.

We have partnered our unique platform with Samsung's high-quality tablets, and offer a range of options and specifications.

- Portable – easily move it to any room in the house
- Compatible with Google Assistant, Google Home and LifeGuard SmartAlert voice activation, allowing you to command the device via voice\* (e.g. say "Ask LifeGuard Nurse for Help" near the SmartHome Mate to trigger an alarm†)
- WiFi connectivity to SmartHome IPD or through home WiFi
- Optional 4G/LTE version for stand-alone, portable use
- Can make and receive mobile calls via LifeGuard's optional data network, potentially achieving significant call cost savings
- Health Information Portal / push notifications
- View messages, alerts and notifications
- Conduct audio/video calls with our nurses
- Up to 15 hours battery back-up (depending on use)
- Conduct voice and video calls to family and friends\*
- Play music or keep up with current events via a newsfeed\*
- Works with our Telephone Service, Internet Browsing, TeleHealth Service, Home Automation, and My Concierge\*
- Compatible with the new Mia pendant\*



\* In development

† Always press the HELP button to send an alarm if you can. You must be in close proximity of the SmartHome Mate to use voice activation.

# Innovative Web Portals

*These secure web portals empower clients and add key functionality for Village Managers, Aged Care and Community Care Organisations*

## Client Portal

The LifeGuard Client Portal is a secure intranet site that allows clients, as well as their family members and primary caregivers (with client consent) to update the information held by INS LifeGuard themselves at any time, thus doing away with paper forms. This helps empower clients in-line with Consumer Directed Care.

- Update personal details, including home phone and mobile numbers
- Update property details, including the security key holder code
- Edit GP and Pharmacy details, as well as medical information and medications
- Set up tasks and reminders
- View messages, listen to podcasts, browse news feeds and other interesting information

There is no charge for using the Client Portal, and you can choose to nominate trusted persons who will be able to log-in and update information on your behalf. Simply call 1800 636 226 and request access.

## Manager's Portal

The LifeGuard Manager's Portal allows village and community care managers to update the information held by INS LifeGuard, broadcast information to residents/clients, generate reports, and so much more.

- Access real-time reports\*
- Update resident/client information\*
- Update village procedures and protocols
- Set up Super User accounts with a global view across multiple sites, as well as individual users within each site
- Distribute communications, concierge services and more across one, several, or all sites
- Manage My Concierge services and fees
- Set up tasks and reminders for individuals, groups, or all residents/clients
- Broadcast messages, newsletters, podcasts and more to one individual, specific groups, or all residents/clients
- Issue evacuation alerts in real time

*\* subject to primary consent*



*The Manager's Portal lets you provide remote TeleHealth Services via existing SmartHome IPDs. So there's no need to purchase additional equipment, software, training, or internet connections. INS RNs can provide the service, or your own nursing staff.*

# Activity & Safety Monitoring

*INS LifeGuard offers passive Activity and Safety Monitoring as well as Home Security Monitoring – at very competitive pricing*

This service uses one or more low-cost Infra-Red (PIR) motion detectors to passively monitor a user's surroundings. It then reports back to a friend, family member or carer who can check on the user to ensure all is well.

Signals from the PIR motion detectors are sent to the LifeGuard SmartHome IPD where they are recorded and checked against pre-set criteria to detect whether assistance might be required. The criteria that triggers an alert can be set up via our secure Client Portal at any time.

For example, you could install PIRs in the rooms you wish to monitor, then set triggers for conditions such as:

- User hasn't left their bedroom by 8 AM (to detect whether someone is up and about)
- User hasn't entered or exited the bathroom
- User hasn't moved around the lounge between 8 AM and 11 AM (to ensure they are active and moving about the home)
- User hasn't walked into the kitchen between 11 AM and 2 PM (to detect significant changes in behaviours, e.g. they may not have eaten)
- User hasn't entered the bedroom by 9 PM (to check if they've gone to bed)
- User turns on Home Security Monitoring, arming all detectors (indicating they've activated Home Security / Burglar Mode)

Once the conditions are set, notifications will be sent whenever they are triggered. This can include displaying the notification in the Client

Portal as well as sending a notification to family or carers.

Activation data can also be displayed as a graph or chart in the Client Portal to easily identify changes over time, as well as to create a profile to learn their routine and report any exceptions using artificial intelligence.

Please call for more information about this exciting new service offering.



## *Home Security Monitoring*

When the SmartHome IPD is connected to monitored Infra-Red Beams (PIRs), it can provide home security by monitoring movement in and around your home. This can provide added peace of mind, helping to ensure your family and home are safe.

Simply install Infra-Red beams in the locations you wish to monitor, and alarms can be triggered whenever an intruder is detected.

# Optional Products and Services

*These optional products and services can be added at any time. Just give us a call.*

## Telephone Services

Calls to or from INS LifeGuard are free. The LifeGuard SmartHome IPD can also be used as your standard home telephone. Simply add our optional SIP Telephone Service for a low monthly fee and you can make low cost local, national and international calls.\*

You can store your favourite contacts to call them with just one touch. The service can be shared across the LifeGuard SmartHome IPD, SmartMobile and SmartWatch as well.

You can even keep your current phone number and transfer it to this service. This may incur a cost, which varies by provider.

Research confirms social isolation can negatively affect both mental and physical health. INS LifeGuard's SmartHome IPD can help maintain participation in family, community and social spheres. This service helps you stay connected with family and friends, especially important for those who may live far away.

## Virtual GP Consults

You can request an audio/video call for a virtual face-to-face consultation with a GP without leaving your home. This service is available any day of the week at a time that best suits you. Pay for one-off consultations as required, or take advantage of our subscription service to receive low-level prescriptions and referrals to other allied health professionals.

We keep a comprehensive electronic patient record including medical details, medications you may be taking and any allergies.

With your permission, we can share the outcome with your regular GP or specialist.

## Internet Browsing

The LifeGuard SmartHome IPD can be used for basic internet browsing and social media applications, such as Facebook, YouTube and email. Stay up-to-date with the latest news, listen to your favourite music, and much more for a low fee with our managed 3G or 4G M2M mobile service.



*Villages and Community Care Providers can opt to use their own clinical staff to provide TeleHealth Services by leveraging existing LifeGuard SmartHome IPDs - no additional equipment is needed!*



## TeleHealth Services

TeleHealth assists with monitoring the health of those with medical conditions in their own home. Clients can record their vital signs – either wirelessly using our range of monitors (e.g. blood pressure, blood sugar levels, pulse, and various other measurements) which are stored in their secure client record. We then offer two monitoring options.

### Free TeleHealth Monitoring

Our LifeGuard SmartMobile (or SmartMobile App) and SmartHome Mate allow clients to record vital signs and have them monitored by family or carers, either via our secure Client Portal or our new Family & Carers mobile app, both of which are free to use.\*

*\* Estimated to be available in Q2 of 2020.*

### Professional TeleHealth Monitoring

With this optional service, the measurements are sent to a registered nurse at INS LifeGuard for monitoring. If the readings are of concern, our nurse will take action and follow-up with you. This service includes a monthly review by a registered nurse and is available via the LifeGuard SmartHome IP Dialler, LifeGuard SmartMobile (or SmartMobile App), and the LifeGuard SmartHome Mate.

You schedule the monthly reviews at a convenient time. During the review the nurse initiates an audio/video call, discusses any health issues, reviews your previous month's data, and with your permission forwards a report to your medical practitioner. Additional reviews can be added for an additional fee.

### TeleHealth Accessories

The devices at right are Bluetooth capable and send your results to the SmartHome IPD automatically. If you prefer, use your existing equipment and enter the results manually.

### Blood Glucose Monitor

The MyGlucoHealth wireless BSL meter from Entra Health Systems is the world's first integrated Bluetooth-enabled blood glucose meter. With rapid testing results available in 3 seconds or less, smallest blood sample size (0.3µL) and automatic coding of test strips, it's the most technically advanced diabetic patient care product on the market today.



### Blood Pressure Monitor

The TD-3218B blood pressure monitor features comfort inflation technology, the ability to detect irregular heartbeat, and an automated averaging function as well as automatic data transmission.



### Ear and Forehead Thermometer

The TD-1261F ear and forehead thermometer features a two-colour backlight screen, fever range warning, and has optional probe covers for sanitary ear use.



### ECG (hand-held)

This TD-2202 hand-held 5-lead EKG/ECG cable features a PHC event reading option, SD memory card, 3.5" colour TFT LCD, touch screen, and a buzzer reminder function.



### Sp)2 Pulse Oximeter (hand-held)

This TD-8201 hand-held Pulse Oximeter measures oxygen saturation and pulse rate, and features IPX2 water resistance, shock resistance, and an alarm warning.



### Weight Scale

This TD-2551B scale measures weight and BMI, and features a low-battery indicator. Maximum capacity is 180kg, though it measures in kilograms, stones and pounds. Height range is 100-250cm.



## Home Automation & Security

The LifeGuard SmartHome IPD can be used to provide home automation features, e.g. to automatically turn on/off power points and lights, or even to lock or unlock your doors. You can control these features from the device, or the nurse from INS LifeGuard can control them if needed during an emergency (e.g. to unlock your front door to allow emergency services to enter).

There is no cost for our Home Automation Service, but depending on the features you wish to use, you will need to purchase specific accessories. The most common accessories are shown at right.

### Home Security

The SmartHome IPD can also be connected to monitored Infra-Red beams (PIRs), thus providing home security by monitoring movement in and around the home. This can provide added peace of mind to help ensure your family and home are safe.

This service does incur a monthly fee and requires purchase and installation of one or more PIR beams.



### Inline Light Controller

This allows the user to turn lights on or off automatically via the SmartHome IPD touch screen (e.g. if you need to get out of bed at night and want to turn the light on or off, or for use in common areas within villages).



### Door Strike

The door strike lets you automatically lock or unlock doors right from the SmartHome IPD touch screen. Can be used in private homes or retirement villages.



### Remote Power Switch

The remote power switch turns power on or off at specific power points (e.g. to turn off an appliance that was left on) without having to get up or even be in the same room.



### Security Key Holder

A Security Key Holder is used to hold spare keys to your doors, and INS LifeGuard strongly recommends their use. The fixed model is usually mounted near the household electricity box, or the front or rear door. The portable model can be attached to a railing, pipe or other fixture and can easily be removed and relocated.



In the event of an emergency, we will advise emergency personnel of the Security Key Holder's location and the code so they can enter the residence to provide assistance.

### Infra-Red Beams (PIRs)

INS LifeGuard's Infra-Red Beams are wireless. They are easy to install and use, and can detect movement during specified hours of the day or night, thereby providing a monitored household security system.



## My Concierge Service

Having a personal concierge isn't an expensive luxury. It's a practical and convenient way to help manage everyday tasks so you have more time to relax and enjoy life.

With this optional service, for one low monthly fee you can simply press a button to get assistance arranging a wide variety of services, including such things as:

- Home maintenance (electrical, plumbing, painting and more)
- Health care (nursing care, personal care, domestic assistance and more)
- Organising, decluttering and decorating
- Flower deliveries and gift shopping
- Mobile hairdressers
- Personal shoppers
- Relaxing massage or spa visit
- Taxi bookings

Many more services will be added in future. You can supply a list of providers or use our preferred partners to provide the services.

## Transmitters & Accessories

The SmartHome IPD comes with one Standard Transmitter, which can be worn as a pendant, or on the wrist like a watch.

We have various types of transmitters and other accessories available to enhance your emergency response service, and you can add those at any time. The most common ones are shown at right and on the next page.

### Standard Transmitter

The system comes with our Standard Transmitter, which can be worn as a pendant or on the wrist like a watch.

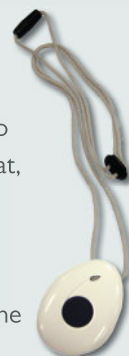
The raised, tactile button makes it very easy to press, so it's suitable for those who may have conditions such as arthritis, lupus or fibromyalgia.

These transmitters are waterproof and can be worn at all times, even when in the shower. You can use them to summon assistance at any time of the day or night. You can add additional transmitters or, for a small fee, swap the Standard Transmitter for a Fall Sensor.



### Fall Sensor

A simple fall can have devastating consequences. With INS LifeGuard's Fall Sensor, assistance can be summoned without delay. Should a fall be detected and there is no sudden movement within 10 seconds after that, an alarm is sent to our Emergency Response Centre. You can also press the button at any time if you need help. Of course not all falls can be detected, so you should always push the button after a fall, if you're able to.



### Fixed Wireless Call Point

These devices are useful in common danger areas where there's a higher risk of slips and falls, such as bathrooms, ensuites and bedrooms. They can even be fixed to outdoor patios, etc. They require no electrical wiring and can be installed in minutes.



### Smoke Detector / Indoor Strobe Light

Every home should be protected by a smoke detector. On detecting smoke, our detectors will sound an audible alarm and then transmit a signal to our Emergency Response Centre so appropriate action can be taken. If the battery runs low, the detector will chirp intermittently for up to 30 days to alert the user. For those who may be hearing impaired, our optional indoor strobe light can be linked with our 240V smoke detector and will then flash to attract attention when the smoke alarm goes off.



## Water Sensor

This will detect unexpected floods caused by home appliances, a ruptured pipe or natural disasters. It's waterproof, battery powered and features an extended probe design.



## Outdoor Strobe Light

This unit is battery-operated for completely wire-free operation. Upon receiving a signal from a transmitter that's been triggered, this innovative device responds by activating its siren and strobe light, attracting attention to the unit. Village staff or emergency services will know exactly which unit to go to.



## Special Needs Transmitter

For those who may be unable to press a normal transmitter button, this is a tube that you can breathe into to send an alarm signal.



## Residual-Current Device (RCD)

An RCD is a device that disconnects an electrical device whenever it detects that the electric current is not balanced between the energised conductor and the return neutral conductor.

Such an imbalance may indicate current leakage through the body of a person who is grounded and accidentally touching the energised part of the circuit.

A lethal shock can result from these conditions. RCDs are designed to disconnect quickly enough to prevent injury caused by such shocks.



## DECT Cordless Handsets

If you're searching for a cordless phone that's suitable for use with our diallers, or just an additional phone, we recommend DECT (Digital Enhanced Cordless Telecommunications).

The most widely used worldwide digital cordless technology, DECT offers amazingly clear sound, long range and maximum voice security. DECT operates on the 1.8GHz frequency which eliminates potential interference from other common wireless devices, such as wireless networks (WiFi), Bluetooth and cordless computer devices.



## Managed WiFi Network

In addition to the in-built WiFi that the SmartHome IPD can offer, INS LifeGuard can offer site-wide\* WiFi as part of a managed network.

A scalable option for village sites to deliver technologies across a secure, managed network with the added security of power backed-up hardware devices. Robust hardware that is able to be installed inside and outside of individual premises offering a purpose-built network for high priority medical alarms.

INS LifeGuard is now able to offer a tailored solution to offer site-wide WiFi using a range of technologies including remote management, and long-range directional antennas. Connection management for advanced security, point-to-point transmission, multi-frequency broadcast and advance channel hopping.





## *INS LifeGuard SmartVillage*

INS can deliver the latest feature-rich technologies to make your village a 5-star site. The scope includes delivering managed data tails to the site, infrastructure (capital) requirements, optional elements, as well as resident end user functionality. Many of these can be added optionally at any time.

INS can lay the infrastructure framework to convert your village to IP technology and deliver voice and internet services either via current copper, CAT or fibre cabling to residents' homes via LifeGuard's M2M 3G SIM

Services, or now excitingly we can also use our new wireless WiFi technologies within the village.

These managed services allow easy conversion of current analogue Medical Alarms in the resident homes to our new IP-based SmartHome IPD technologies, whilst also offering very cost-effective delivery of managed voice and internet services throughout the village. This can be done in stages, if desired.





# The INS LifeGuard SmartHome Ecosystem

*We do much more than provide HELP in an emergency!*



# You can feel confident in choosing INS LifeGuard

## Our Guarantee

We are so sure of our services, products, and commitment to customer satisfaction we are also prepared to offer you this guarantee:

If you are not totally satisfied with your decision to use INS LifeGuard, you may cancel and we will refund any unused portion of your subscription fee.\*

\* Does not include special establishment fee offers, some short plans, or the cost of hardware and equipment. A discontinuation fee may apply in the first year.

## We're a member of PERSL

INS LifeGuard is a member of Personal Emergency Response Services Limited and complies with its code of practice.



## We adhere to these Standards

- AS 4607:1999 Personal Response Systems
- AS 5205:2019 Australian Health Contact Centres
- AS/NZS ISO 9001:2016 Quality management systems – Requirements
- Australian Charter of Healthcare rights, 2008
- Australian Privacy Principles Act 1988

And soon we will also comply with *ISO/IEC 27001:2013 Information technology – Security techniques – Information security management systems – Requirements*.

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 LifeGuard is an Australian-owned, family-run business.*





**INS LifeGuard**

**1800 636 040**

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