

“To those of you who helped my Dad in any way over the years whether it was simply a monthly check in or helping him out when he needed assistance, you always treated him with kindness and respect.”

J Ritchie  
NSW



## Can I use BCS Care Call? short term?

### Yes, our short term clients include:

- People who need post or pre hospital transitional care
- Families needing a break who look after loved ones
- Carers needing short term respite

Having a personal alarm does not mean a loss of independence. A personal alarm allows you to remain independently in your own home for as long as possible with the knowledge that if something happens, there is always someone there to help.

Many of our clients tell us it's an expression of their desire for independence and their will to live life to the fullest.

It means one less thing to worry about for your family as well.

# Contact

## BCS Care Call Emergency Response Service

Baptist Community Services - NSW & ACT

157 Balaclava Road  
Marsfield NSW 2122

**Phone** 1300 130 100

**Fax** (02) 9870 8640

**Email** [info@carecall.com.au](mailto:info@carecall.com.au)

**Website** [carecall.bcs.org.au](http://carecall.bcs.org.au)

If you live in the Sydney Metropolitan Area contact us to arrange a free demonstration in your home with a trained consultant.



BCS Care Call uses telecare equipment supplied by Tunstall, a worldwide supplier of assistive technology products.

Tunstall was established in the UK in 1957 and is known internationally for its ongoing commitment to people in need.



# Care Call

EMERGENCY RESPONSE SERVICE



# Care Call

EMERGENCY RESPONSE SERVICE

Immediate, Personal, Caring



# 1300 130 100

Baptist Community Services - NSW & ACT

# Why should I choose BCS Care Call?

The BCS Care Call service provides a monitored system so your call for assistance is ALWAYS answered by a caring professional 24 hours a day, 7 days a week. The operator will stay on the line until help arrives and we know you are safe.

BCS Care Call is part of Baptist Community Services - NSW & ACT (BCS) who have been caring for people in the community for over 65 years. BCS Care Call commenced in 1999 and has grown to become a well known and respected provider of personal alarms and other assistive technology.

**People at all stages of life can benefit from the Care Call service.**

**Our clients include:**

- Frail aged singles and couples
- People with a disability
- People with mobility problems
- Anyone at risk of falls
- Lone workers as a duress alarm
- Active people who live alone



## Should I have a monitored system?

Yes. The very best practice in managing emergency situations is to have the call for assistance answered by call centre personnel who have been trained in emergency procedures and are always available. The ongoing fee you pay also represents our ongoing relationship with you. We consider you a valued client and we are here to help you with any problems or issues you have as long as you are with us.

## Getting you connected

Connecting to Care Call is very simple. All you need is a power point and a telephone phone socket. Care Call has licensed technicians who will ensure your phones and alarm unit are working correctly when your unit is installed. The equipment is fully maintained by BCS Care Call and in the unlikely event of a fault, we will attend to the problem as soon as possible.

## How does it work?

You will be given a button on a neck cord or a wristband and when you press the button it sends a signal to the alarm unit near your phone then uses your phone line to dial through to the response centre.

You are then in contact with a response centre operator who will get help to you. All your information has been programmed into the machine so the operator knows who you are and where you live, even if you can't speak. You will never have to worry about reaching the telephone.

*The button is waterproof so you can even wear it in the shower!*

## Care Call Products



### Alarm Unit & Pendant

Care Call Alarm unit with one pendant. Extra pendants are available if needed.



### Fall Detector

People who are prone to falls due to conditions like diabetes, epilepsy or stroke may be unable to press a pendant. The fall detector ensures that if a client does fall, the Fall Detector will automatically contact the Care Call Operator who will get help immediately.



### Wellbeing Package

The PIR detects movement in the home. It can be set to alert the response centre if there has been no activity in a certain area of the home, for example the kitchen or bathroom.



### Wand Switch

A slight movement of the cheek or hand is all that is required to initiate an assistance call using the wand switch. The wand switch and articulated arm can easily be attached to a wheel chair and adjusted to suit individual needs.