

LifeGuard Products Available to Eligible DVA Clients

The following personal safety devices are designed to support independence while ensuring rapid emergency response. Below is a feature comparison to help you decide which device is best suited for different lifestyles



Feature	LifeGuard SmartHome LGX (4G)	LifeGuard L-401	SmartLink Medi-Guardian (4G)	LifeGuard SmartTracker V3 (4G)	LifeGuard SafetyWatch V3 (4G)	INS LifeGuardian® App
Best for	Home Monitoring	Home Monitoring	Home Monitoring	Home & Away	Home & Away	Home & Away
24/7 Nurse Emergency Response Direct access to a qualified nurse anytime, day or night	✓	✓	✓	✓	✓	✓
Included 24/7 Chat Line Call anytime for support with your mental and physical well-being.	✓	✓	✓	✓	✓	✓
GPS Tracking Allows us to locate you in an emergency, even if you can't respond. (Your location is only shared with INS when an alarm is triggered.)	✗	✗	✗	✓	✓	✓
Geofence Alerts Carers receive notifications if a user exits a designated safe zone managed through the INS LifeGuardian Connect® App.	✗	✗	✗	✓	✓	✓
Fall Detection A wearable sensor that detects falls and raises an alert if no movement is detected within 10 seconds. Can be included or used instead of a standard transmitter.	✓	✓	✓	✓	✓	✓ <i>*Requires client to have their own compatible Apple Watch with fall detection (not yet available for Android)</i>
Waterproof Transmitter Wear it at all times, even in the shower	✓	✓	✓	✓ <i>Meets IP67 — dust-tight, water-resistant up to 1m for 30 mins</i>	✓ <i>Meets IP67 — dust-tight, water-resistant up to 1m for 30 mins</i>	✗
INS LifeGuardian Connect® App Keeps carers and family connected with real-time alerts, geofence setup, task management, and welfare checks.	✓	✗	✓	✗	✗	✓

INS LifeGuard is Australia's only nurse-monitored personal and medical alarm response service. By accessing our service, you have 24/7 support at your fingertips whether facing an emergency, a health concern, or simply needing the comfort of a reassuring chat, knowing someone is always there for you.

To learn more, contact your provider or visit our website.