

# Support at Home

## Funded Personal Alarms



### How to get a personal alarm fully or partially funded through Support at Home

INS LifeGuard offers personal alarm solutions monitored by real nurses 24/7, and may be fully or partially funded through Support at Home, including the Assistive Technology and Home Modifications (AT-HM) Scheme for eligible equipment.

Unlike traditional alarms that just ring a call centre, INS LifeGuard connects clients directly to our 24/7 Emergency Response Centre staffed by qualified nurses and healthcare professionals.

**Real Nurses. Real Care.**  
**Always There.**



**Emergency Response**  
**by Healthcare**  
**Professionals**



**Support at Home**  
**Eligible**



**100%**  
**Australian-Based**  
**Monitoring**



### How funding works

#### Get assessed

Start through My Aged Care and complete an aged care assessment.

#### Fund the monitoring

As Australia's only nurse-monitored personal alarm provider, INS LifeGuard may be easier to justify for funding through the Support at Home care budget when included in the support plan and aligned with clinical needs or safe independent living goals.

#### Fund the device

The personal alarm device and setup may be funded through the AT-HM Scheme, depending on the client's support plan.

#### How to ask for it

When completing a My Aged Care assessment, be specific about the support you need. "I require a nurse-monitored personal alarm system, like INS LifeGuard, because of my [health condition / falls risk / safety needs]."

### Already assessed?

Ask your provider whether INS LifeGuard can be added to your support plan and whether funding can be applied to both the device and ongoing monitoring.

### Can it be fully funded?

Yes — for some eligible participants, a personal alarm may be fully funded through Support at Home.

In other cases, a contribution may apply depending on the type of support, the client's assessment, and their financial circumstances.

### Already have a personal alarm?





INS LifeGuard can also monitor selected compatible equipment supplied by other providers.

### Already on a Home Care Package?

If a client transitioned from a Home Care Package, they may still be able to access funded equipment through the current pathway.

In many cases, unspent package funds are used first, and further AT-HM funding may then be allocated if needed.

# Choose the right personal alarm

OPTION	BEST FOR	GPS	FALL DETECTION	HEALTH MONITORING
 <p>INS LifeGuardian® Watch</p>	Home and away	✓	✓	Premium plan
 <p>INS LifeGuardian® App</p>	Smartphone users	✓	With compatible smartwatch	Optional
 <p>SmartTracker &amp; SafetyWatch</p>	On-the-go support	✓	✓	—
 <p>In-Home Alarm Systems</p>	Home-based support	—	Optional	—

\*App fall detection is available when paired with a compatible smartwatch. Available on Apple iPhone with Apple Watch. On Android, fall detection is currently available only when paired with a compatible Samsung Watch.

All options connect to INS LifeGuard's 24/7 Emergency Response Centre staffed by qualified nurses and healthcare professionals.

## Support for family and carers

Available via the free **INS LifeGuardian® Connect app**.

Clients control whether family members or carers can access or edit their information.

## Have questions?



Whether you're a provider, participant, or family member, our friendly team is here to help.

Contact INS LifeGuard  
**1800 636 226**  
www.inslifeguard.com.au

Speak to our team to learn more about funded personal alarm options, Support at Home pathways, and the right INS LifeGuard solution.

**Stay safe. Stay independent.**  
**Stay connected to real nurses 24/7.**

## Premium Monitoring Plan

Available with the **INS LifeGuardian® Watch**, or with the **INS LifeGuardian® App** paired with a compatible **BYO smartwatch**.

- Fall Prevention Monitoring (Apple only)
- Continuous Health Data Monitoring
- Alerts for Abnormal Readings
- Nurse alerts for critical readings
- Optional monthly nurse health review

INS LifeGuard is the only nurse-monitored personal alarm provider in Australia, helping support stronger justification for ongoing monitoring where clinical oversight or proactive health monitoring is needed.

## Additional accessories

- **Security Key Holder** — fixed or portable options for faster emergency access
- **Fixed Wireless Call Point** — extra call point for higher-risk areas
- **Special Needs Transmitter** — alternative option for clients unable to press a standard button
- **Smoke Detector** — monitored home safety add-on
- **Seizure Mat** — monitoring support for clients living with seizures
- **Chair and Bed Exit Mat** — alerts when a client leaves a chair or bed

## Frequently Asked Questions

### ❓ Can a personal alarm be fully funded through Support at Home?

For some eligible participants, yes. Others may have a contribution depending on their circumstances.

### ❓ What is the difference between AT-HM and Support at Home funding?

The device may be funded through AT-HM, while monitoring may be funded through the Support at Home care budget.

### ❓ Can monitoring be funded too?

Yes. Monitoring may be funded where it is approved by the provider and included in the support plan.

### ❓ Will the client need to make a co-contribution?

Possibly. Some clients may pay nothing, while others may make a contribution depending on the type of support and their assessment.