

## PERSONAL ALARMS GOODS AND SERVICES – INDIVIDUAL PRICE LIST

Prices valid from 1 November 2016

We provide purchase and rental options for our Personal Alarm equipment. The total upfront costs and ongoing monthly fees are as follows.

PURCHASE OPTION		RENTAL OPTION	
Personal 3G Alarm	\$499.00*	Personal 3G Alarm Deposit	\$50.00*
Administration Fee <sup>5</sup>	\$53.50	Administration Fee <sup>5</sup>	\$53.50
<b>Total Upfront Costs<sup>3</sup></b>	<b>\$552.50</b>	<b>Total Upfront Costs<sup>3</sup></b>	<b>\$103.50</b>
24/7 Monitoring and SIM Card Fee	From \$23.80	24/7 Monitoring and SIM Card Fee	From \$23.80
<b>Total Monthly Fees<sup>4</sup></b>	From <b>\$23.80</b>	Personal 3G Alarm Rental Fee	From \$16.40*
		<b>Total Monthly Fees<sup>4</sup></b>	From <b>\$40.20</b>

ACCESSORIES	
Additional/Replacement Pendant	\$99.00*
External Extension Antenna (booster for Personal 3G Alarms, if required)	\$30.00*
Key Safe	\$71.50

\* Item does not incur GST

### Notes

- The prices in the above table are applicable to individuals who complete our Personal Alarm Application Form and agree to the Terms of Supply.
- GST (if applicable) is included in the prices shown above. Items that do not incur GST are marked with \*.
- Upfront costs are payable prior to your application being processed.
- Ongoing monitoring services and rental fees (if applicable) are charged monthly in arrears. Our preferred payment method is direct debit.
- We will waive the Administration fee if you collect your alarm from our office and/or select to have a technician install your alarm.
- Installation services are available by approved and licenced technicians if required, however in most cases it is easy to self-install your alarm. If you would prefer that a technician installs your alarm and key safe, prices start from \$150.00 (including GST). Please call our friendly team for more details.
- All prices shown above are subject to change as outlined in the Terms of Supply.
- All alarm units come with one standard pendant however you may purchase extra pendants to be programmed into your alarm.

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CLIENT DETAILS			
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other:			
First Name:		Surname:	
Date of Birth:			
Street Address:			
Suburb/Town:		State:	Post Code:
Email:			
Home Phone:		Mobile:	
<input type="checkbox"/> Lives Alone OR <input type="checkbox"/> Lives With:			
Language: <input type="checkbox"/> English <input type="checkbox"/> Other:		Interpreter Required: <input type="checkbox"/> Yes <input type="checkbox"/> No	
How to gain access in the case of an Emergency:			
		Key Safe Code (if applicable):	
CLIENT MEDICAL DETAILS			
<input type="checkbox"/> Diabetes Type One	<input type="checkbox"/> High Blood Pressure	<input type="checkbox"/> Asthma	<input type="checkbox"/> Epilepsy
<input type="checkbox"/> Diabetes Type Two	<input type="checkbox"/> Low Blood Pressure	<input type="checkbox"/> History of Stroke	<input type="checkbox"/> History of Falls
Weight Range:	<input type="checkbox"/> Up to 70 kgs	<input type="checkbox"/> 70 to 100 kgs	<input type="checkbox"/> Over 100 kgs
<input type="checkbox"/> Hearing Impaired (specify):			
<input type="checkbox"/> Heart Problems (specify):			
<input type="checkbox"/> Mobility Problems (specify):			
<input type="checkbox"/> Breathing Problems (specify):			
Other Health Conditions:			
Life Dependent Medication:			
Allergies:			
SPOUSE DETAILS (if applicable)			
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other:			
First Name:		Surname:	
Date of Birth:			
Will they be using the Alarm: <input type="checkbox"/> Yes <input type="checkbox"/> No		Is a 2nd Pendant Required: <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please attach any relevant medical history, including any allergies and life dependant medication			

OFFICE USE ONLY							
Received by:			Date:			Client PID:	
Alarm Type:			Alarm ID:			Telecare:	
<input type="checkbox"/> Purchase	<input type="checkbox"/> Rental	<input type="checkbox"/> Key Safe	<input type="checkbox"/> TOS Signed	<input type="checkbox"/> Direct Debit	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Funded	
<input type="checkbox"/> SA Rebate	Notes:						

## EMERGENCY CONTACTS

In priority order please list the details of people who have agreed to be contacted in the event that you require assistance. Your nominated contacts should:

- Live within a reasonable distance;
- Be contactable by phone; and
- Be willing to respond in the event of an emergency.

Emergency services will be automatically added to your list of contacts.

### EMERGENCY CONTACT ONE

Mr    Mrs    Ms    Miss    Other:

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_ Travel Time to Client: \_\_\_\_\_

Available:  24/7    Day    Night   Does this contact have access to a key:  Yes    No

### EMERGENCY CONTACT TWO

Mr    Mrs    Ms    Miss    Other:

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_ Travel Time to Client: \_\_\_\_\_

Available:  24/7    Day    Night   Does this contact have access to a key:  Yes    No

### EMERGENCY CONTACT THREE

Mr    Mrs    Ms    Miss    Other:

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to Client: \_\_\_\_\_ Travel Time to Client: \_\_\_\_\_

Available:  24/7    Day    Night   Does this contact have access to a key:  Yes    No

OPTIONS:		
<input type="checkbox"/> Approved for SA Rebate	Purchase Approval Code: P _____ Monitoring Approval Code: M _____	
<input type="checkbox"/> Purchase 3G Alarm		
<input type="checkbox"/> Rent 3G Alarm (subject to availability)		
<input type="checkbox"/> Purchase Additional Pendant/s. Please specify the total of pendant/s required: ____		
<input type="checkbox"/> Purchase Keysafe		
<input type="checkbox"/> Installation required by Technician		
PAYMENT OPTIONS (refer to Price List for breakdown of costs)		
Upfront Costs: <input type="checkbox"/> Credit Card <input type="checkbox"/> Direct Debit <input type="checkbox"/> Cheque <input type="checkbox"/> Cash		
Ongoing Monthly Payments: <input type="checkbox"/> Direct Debit <input type="checkbox"/> Invoice		
If you have selected credit card or direct debit please complete the enclosed request forms.		
PERSON RESPONSIBLE FOR PAYMENTS (if other than client)		
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other:		
First Name:	Surname:	
Address:		
Suburb/Town:	State:	Post Code:
Home Phone:	Mobile:	
Email:		
Signature: _____	Date:	
DELIVERY OF EQUIPMENT (if different to home address)		
Name:		
Address:		
Suburb:	State:	Post Code:
Home Phone:	Mobile:	

Information collected on this form will be shared with our monitoring centre, emergency services and installation subcontractors where necessary. It is important for you to contact us on 1300 854 365 if any of your personal, medical or emergency contact details change at any time.

I have read and agree to the enclosed Terms of Supply

Full Name of Client/Authorised Representative \_\_\_\_\_

Signature of Client/Authorised Representative \_\_\_\_\_

Date \_\_\_\_\_

## SECTION A - YOUR DETAILS

SURNAME:  GIVEN NAME/S:

ADDRESS:

PHONE NUMBER:  MOBILE:

EMAIL ADDRESS:  PID (IF APPLICABLE):

## SECTION B - DETAILS OF THE ACCOUNT TO BE DEBITED

NAME AND ADDRESS OF THE FINANCIAL INSTITUTION:

BSB #  ACCOUNT #

ACCOUNT NAME:

I request and authorise Royal District Nursing Services of SA Limited (RDNS SA) (User ID 063105), through the Bulk Electronic Clearing System, to debit the nominated account described in this direct debit request, and as per our agreement for services, and in accordance with the terms described in the Silver Chain direct debit service agreement.

ACCOUNT HOLDERS SIGNATURE/S (ALL SIGNATORIES MAY BE REQUIRED TO SIGN ON JOINT ACCOUNTS): \_\_\_\_\_ DATE: \_\_\_\_\_

PLEASE TICK ONE OF THE FOLLOWING TWO OPTIONS:

THIS DD IS FOR ALL OUTSTANDING AMOUNTS PLUS FUTURE AMOUNTS  THIS DD IS FOR ALL FUTURE AMOUNTS ONLY

## SECTION C - DIRECT DEBIT SERVICE AGREEMENT

### Definitions:

**Financial Institution** - the financial institution where your nominated account is held

**Nominated Account** - means the account held at your financial institution from which RDNS SA is authorised to arrange for funds to be debited

- By signing the direct debit request, you have authorised Royal District Nursing Service of SA Limited to arrange for funds to be debited from your nominated account
- RDNS SA will only arrange for funds to be debited from your account as authorised in the direct debit request
- If the debit day falls on a weekend or a public holiday, funds will be deducted on the first business day thereafter
- RDNS SA may vary this agreement at any time by giving you at least fourteen (14) days written notice
- You may request that we cancel or alter the direct debit request by contacting us and providing at least seven (7) days notice of any requested changes. These changes may include deferring the debit, altering the debit dates, stopping an individual debit, suspending the direct debit arrangement or cancelling the direct debit completely
- It is the responsibility of the account holder to have sufficient clear funds available in the account on the due date to permit the payment of debit items initiated in accordance with this direct debit request
- If there are insufficient clear funds in your nominated account you may be charged a fee by your financial institution and by RDNS SA
- If your payment is dishonoured due to insufficient funds we will contact you to

arrange payment by another method or arrange for sufficient funds to be in your account by an agreed time so that we can process the debit payment

- If you believe that there has been an error in debiting your nominated account you should notify us by phoning the contact number below and confirm that notice to us in writing as soon as possible. Alternatively you can take this up directly with your financial institution
- If RDNS SA concludes as a result of our investigations that your nominated account has been incorrectly debited, RDNS SA will respond to your query by arranging for your financial institution to adjust your nominated account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted
- If RDNS SA concludes as a result of its investigations that your nominated account has not been incorrectly debited, RDNS SA will let you know the reasons and any evidence for this finding
- You must ensure your nominated account can accept direct debits as not all accounts do
- You should check the nominated account details against a recent statement from your financial institution to ensure their accuracy before submitting to RDNS SA and check with your financial institution if uncertain
- RDNS SA will keep all information relating to your nominated account at your financial institution confidential except to the extent that it is required to process direct debit transactions
- RDNS SA will only disclose information that we have about you to the extent specifically required by law or for the purposes of this agreement (including disclosing information in connection with any query or claim)

Please complete below if you would like to use this method of payment for upfront costs.

CREDIT CARD DETAILS	
Card Type: <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa	
Card Number __ __ __ __ - __ __ __ __ - __ __ __ __ - __ __ __ __	
Expiry Date __ __ - __ __	
Name on Card:	
Cardholder Signature: _____	Date: _____

***\*Note: Credit cards can only be used for payment of the initial upfront costs.***

OFFICE USE ONLY:	
Clients Name:	Clients PID:
Biller Name:	Biller PID:
Received By:	Date Received:
<input type="checkbox"/> Deposit	<input type="checkbox"/> Purchase 3G Alarm
<input type="checkbox"/> Administration Fee	<input type="checkbox"/> Keysafe
<input type="checkbox"/> Additional Pendant/s:	<input type="checkbox"/> Other

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## RDNS PERSONAL ALARM TERMS OF SUPPLY

**It is important to us that you understand your rights and obligations when you purchase our products and services.**

This document sets out the terms and conditions between you and Royal District Nursing Service of SA Limited (ABN 21 588 603 824) trading as RDNS (**RDNS, we, us**) for alarm and any other monitoring equipment and monitoring services which you purchase or rent from us. RDNS is part of the Silver Chain Group.

In these Terms of Supply:

**Alarm** means the alarm or alarms which are provided by us to you under these Terms of Supply.

**Alarm Application Form** means the form completed by you or one of our representatives on your verbal advice to order the Alarm and the Services.

**Equipment** means security and monitoring equipment (including Alarms and pendants) which are provided by us to you under these Terms of Supply.

**Fees** means the fees payable by you for the Equipment and Services set out in the Price List.

**Price List** means our price list of Fees for Equipment and Services, as updated from time to time in accordance with clause 5 (a) below.

**Rebate Scheme** means any scheme by which a government or private organisation funds or partially funds the purchase of the Equipment for you and/or the ongoing Alarm Monitoring Fees.

**Services** mean the monitoring services provided by us under these Terms of Supply.

### 1. Purchase of Equipment

- (a) If you purchase the Equipment, you will own it when you have paid for it in full. The Equipment will be your responsibility from the time it is delivered to you.
- (b) Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. If you have purchased the Equipment, we will pass on the benefit of any manufacturer warranty available at the time of purchase.
- (c) We will meet our obligations to you in relation to the repair or replacement of faulty Equipment and failure to provide Services to you as required by the Australian Consumer Law (**ACL**). Nothing in these Terms of Supply are intended to remove or limit your rights under the ACL.

### 2. Rental of Equipment

- (a) If you are renting Equipment:
  - (i) You must pay the deposit amount for the Equipment you have rented set out in the Price List.
  - (ii) You must pay the rental fee agreed with us and set out in the Price List.
  - (iii) The deposit will be refunded to you at the end of the rental period provided that you return the Equipment in good working order (fair wear and tear excepted) and your account is paid in full.
  - (iv) You may not sell the Equipment or give it to anyone else to use.

- (v) If the Equipment requires repairs, you must return it to us and we will arrange for it to be repaired or provide you with another alarm that is the same or similar to the Equipment initially rented by you in accordance with clause 3 below.

### 3. Maintenance of Equipment

- (a) You must test your alarm at least monthly to ensure it remains in good working order.
- (b) Subject to clause 6, we will notify you if the Equipment needs to be replaced. If you have purchased the Equipment, you will need to pay for the cost of replacing or repairing the Equipment, unless it is covered by warranty.
- (c) Subject to clause 6, if you are renting the Equipment and it is faulty or needs replacing, it will be replaced by us at no cost to you.
- (d) If you lose any of the Equipment (whether rented or purchased), you are responsible for the cost of replacing it.
- (e) If you need replacement Equipment posted to you, you must ensure the Equipment is installed promptly and is then tested to ensure it is working correctly.

### 4. Monitoring

- (a) We will provide you with a 24 hour a day, 7 days a week monitoring service for the applicable Fees set out in the Price List. We will respond to an alarm signal from the Equipment in accordance with our alarm activation procedures. Where Services are provided to you over a mobile network, there will be an additional fee to cover the cost of the mobile SIM card.
- (b) Unless we have agreed to an alternative arrangement with you, we will charge you for all Services provided, including where mobile SIM Fees are applicable, monthly in arrears.

### 5. Fees and Cancellation

- (a) Fees for Equipment and Services are set out in the Price List. We will confirm the Fees applicable to you in writing following receipt of your Alarm Application Form, and otherwise when your arrangements change, or our Fees are updated.
- (b) We may change our Fees from time to time by updating or replacing the Price List. If we change a Fee which applies to your Equipment or Services, we will give you at least 30 days' notice in advance. You may cancel the Services at any time pursuant to clause 5 (c) below if you do not agree to the changes. If we do not hear from you, you are deemed to have accepted these changes and new Fees will be applied to your account when you are next charged.
- (c) You can cancel the Services for any reason by contacting us and advising us that you no longer require the Services.
- (d) If you purchased the Equipment, the Equipment must be disconnected at the time you advise us that you are cancelling the Services.
- (e) If you cancel the Services and you are renting Equipment from us, you must return the Equipment as soon as possible. You will continue paying Fees until the Equipment arrives back at our office. We will advise you where to send the Equipment when you cancel the Services.
- (f) We may cancel the Services on 14 days' notice to you if your Fees remain unpaid for three calendar months or longer.
- (g) To cover our costs, we may impose cancellation Fees if you:
  - (i) purchase Equipment and subsequently cancel the order with less than 10 Business Days' notice of the supply date; or

- (ii) purchase Services and subsequently cancel the order with less than 6 Business Days' notice of the supply date.

## 6. Liability of RDNS

- (a) You agree to use a surge protector with your Equipment at all times.
- (b) We will provide the Equipment and the Services with appropriate care and diligence. However, there are some situations where we may not be able to provide the Services to you due to your location, or telecommunications failures or issues. Subject to any limitations in law, if the Equipment fails or the Services are not fully functional due to circumstances beyond our reasonable control, we will not be liable for any damage, loss or injury sustained by you. These circumstances include:
  - (i) damage to the Equipment due to fire, water, earthquake, vandalism or theft or weather condition;
  - (ii) where the Equipment is damaged as a result of your negligence or lack of care;
  - (iii) where you do not replace or properly install the replacement Equipment;
  - (iv) where you elect to install the Equipment yourself or have the Equipment installed by someone other than an RDNS approved installer, and the reason for any failure of the Equipment to work properly is faulty or incorrect installation;
  - (v) faults or suspension in external services or utilities including if the mobile network goes down or National Broadband Network (NBN) faults occur or are in a black out area;
  - (vi) power surges; and
  - (vii) faults caused by any service or modification to the Equipment which is not supplied by us or an authorised agent or contractor of ours on our instructions.
- (c) Subject to clause 6 (b) and 1 (a) to (c) above, all warranties and guarantees implied by law are expressly excluded.
- (d) Under no circumstances are we liable for any loss of profits, loss of revenue or loss of opportunity or any consequential, incidental or special loss or damages, or for punitive or exemplary damages however it arises.

## 7. Self-Installed Alarms

If the Equipment needs to be hard wired, we recommend that an RDNS approved technician is used to install the Equipment. If you choose to install the Equipment yourself, we will not be liable to you if the Equipment does not function because you do not have a separate dedicated telephone line with mode 3 wiring for the Equipment and your phone is left off the hook.

## 8. Access to Premises

You agree to provide us and our employees and contractors with safe access to your premises to install and, if required, to remove the Equipment.

## 9. Refunds

- (a) Provided the Equipment is returned to us in reasonable condition (less fair wear and tear), we will refund you any rental deposit you have paid, less any deductible Fees owing to us.
- (b) If you cancel your Services, any Fees which you have paid in advance (including any deposit) will be refunded to you, less any deductible Fees owing to us.
- (c) If a refund is payable to you, we will endeavour to process this request as quickly as possible.

## 10. Privacy Statement

- (a) Your personal information (including sensitive information) will be used by RDNS and its related bodies corporate for the purpose for which you have provided it and for further communications regarding any of our products and services. If you do not wish to receive further communications about this or any products and services that may benefit your security and wellbeing, you may contact us on 1300 854 365.
- (b) We will store your personal information securely (either in Australia or overseas). Information about how we collect, use and store your personal information is contained in the Silver Chain Group Privacy Policy and Collection Statement which are available on our website at [www.silverchain.org.au/sa/privacy](http://www.silverchain.org.au/sa/privacy). If you would like a copy of our Privacy Policy or Collection Statement sent to you, you may contact us on 1300 854 365.

## 11. South Australian Rebate Scheme Clients

- (a) Notwithstanding anything else in these Terms of Supply, if you are receiving Equipment and Services through the South Australian Rebate Scheme, the following terms apply:
  - (i) unless the Rebate Scheme provides otherwise, if the Equipment is damaged and the damage is not covered by the manufacturer's warranty or any implied warranties under Australian Consumer Law, you will be required to pay any repair costs for the Equipment; and
  - (ii) if at any time in the future the Rebate Scheme ceases or you are no longer eligible for the Rebate Scheme and you still wish to keep the Equipment and receive the Services, you may be required to pay a monitoring fee as advised to you by us.

## 12. Amendments to These Terms and Conditions

We may vary these Terms of Supply from time to time upon no less than 14 days' notice to you. If the variation is material to you, we will give you no less than 30 days' notice in advance. If you do not agree to the variation, you may cancel your Services at any time in accordance with clause 5 (c). The current Terms of Supply are available on our website at [www.rdns.org.au/alarms](http://www.rdns.org.au/alarms).

## 13. Authorisations and Acknowledgements

- (a) You authorise RDNS and its related bodies corporate, authorised agents and contractors to use or disclose your personal information (including sensitive information) when disclosure is considered necessary for your care or welfare, to provide the Services, or if it is required by law.
- (b) You authorise RDNS and its related bodies corporate, authorised contractor to call an emergency service (including ambulance, fire or police) on your behalf if there are reasonable grounds to indicate, or if you or someone with you at the time advises RDNS, that emergency services are required. Any ambulance fees will be met by you.

- (c) You authorise the entry to your residence by any emergency responders and the use of reasonable force necessary to gain entry to your residence. You will not hold them or RDNS liable if damage is caused to your residence in doing so.
- (d) You authorise RDNS or its related bodies corporate, authorised contractor to record all incoming and outgoing telephone calls made to and from the Alarm response centre.
- (e) You understand that any charges to your telephone account are your responsibility. If your alarm works through a landline you understand that any testing or activations will appear on your telephone account as a 1300 number.
- (f) You understand that it is your responsibility to ensure that your emergency contacts are able to gain-access to your home in the case of an emergency.
- (g) You authorise RDNS or its related bodies corporate to communicate with you about other products and services which may benefit your security or welfare.