

Application Form | Support at Home

Client Details

First name		Last name			
Title		D.O.B			
Street address					
Suburb/Town		State		Postcode	
Phone		Mobile			
Email					

Authorising Provider Details

Your name		Position			
Agency name					
Street address					
Suburb/Town		State		Postcode	
Phone		Mobile			
Email					
Billing email					

Products & Pricing (inc. GST)

Please tick the products you wish to order for the client:

Item	Device cost	Monitoring fee	Select
Home Alarm options			
Monitored Home Alarm with Standard Pendant	\$0	\$33 per month	
Monitored Home Alarm with Falls Pendant	\$140	\$33 per month	
Monitored Home & Mobile Alarm Bundle	\$385	\$45 per month	
Add a Mobile Alarm to an existing Home Alarm <i>This monthly monitoring fee is in addition to the home alarm monitoring fee totalling \$45 p/m.</i>	\$385	\$12 per month	

Item	Device cost	Monitoring fee	Select
Solo Connect Watch Alarm options			
Monitored Solo Connect – Cream 40mm	\$795	\$50 per month	
Monitored Solo Connect – Green 40mm	\$795	\$50 per month	
Monitored Solo Connect – Silver 44mm	\$825	\$50 per month	
Monitored Solo Connect – Green 44mm	\$825	\$50 per month	
Monitored Home Alarm & Solo Connect – Cream 40mm	\$795	\$65 per month	
Monitored Home Alarm & Solo Connect – Green 40mm	\$795	\$65 per month	
Monitored Home Alarm & Solo Connect – Silver 44mm	\$825	\$65 per month	
Monitored Home Alarm & Solo Connect – Green 44mm	\$825	\$65 per month	
Personal Alert Victoria (PAV) clients only			
Monitored Home Alarm & Solo Connect – Cream 40mm	\$795	\$20 per month	
Monitored Home Alarm & Solo Connect – Green 40mm	\$795	\$20 per month	
Monitored Home Alarm & Solo Connect – Silver 44mm	\$825	\$20 per month	
Monitored Home Alarm & Solo Connect – Green 44mm	\$825	\$20 per month	

Additional information for the Solo Connect watch

The Solo Connect is built on the Samsung Galaxy Watch7. It is certified to Australian Standards and comes with a 12-month warranty that covers manufacturing faults or defects.

The Solo Connect uses 4G technology and relies on the Telstra mobile network. It needs good mobile reception and will not work in areas with poor or no coverage.

We recommend that clients who live further than 1 km from a Telstra tower get the Solo Connect and Home Alarm bundle.

Please consider the following when recommending the Solo Connect to your clients:

Mobile phone

Clients must have a mobile phone so we can contact them if needed during an emergency.

Raising an emergency alert

Clients must be able to raise an alert. Please consider any medical conditions, dexterity, memory decline, vision/hearing impairment, cognitive issues, speech impairment or language barriers.

Technology

Clients need to be comfortable with using a smartwatch with a digital interface as alerts are raised via the icon on the touchscreen.

Battery life

The Solo Connect has a battery life of 10-12 hours, which means the watch will need to be recharged daily for 3-4 hours at a time. We recommend this is done overnight or while the client is engaged in low-risk activity.

Additional items	Cost	Select
Installation		
Self-installation & postage (1 item / 2 items)	\$29 / \$39	
Professional installation (Home alarm only) <i>Please note: MePACS may use subcontractors for professional installations.</i>	\$140	
Extras		
Key safe	\$80	
Additional standard home alarm pendant	\$70	
Additional fall detection pendant	\$140	
Daily welfare call	\$6 per month	

MePACS have a duty of care to ensure our clients can access the service and easily raise an alert on the most appropriate device for them in the event of an emergency.

I confirm that I have discussed the MePACS Service with the listed client and received their consent to order.

Who should we contact to complete the application and collect the client's medical and emergency contact information?

Client

Provider

Other (specify)

Phone

Payment Terms

The Provider must pay MePACS for the amount invoiced within 30 days from the invoice date. Accounts that are not settled within 7 days after the due date will be forwarded to the client.

It is the responsibility of the Provider to advise MePACS' Accounts Department in writing when they cease to be the Client's Provider within 7 working days of the change via accounts@mepacs.com.au

Full name		Date	
Signature of authorised person			

Submit this form

By email: sales@mepacs.com.au

By fax: 03 9788 1852

Information and Enquiries

Referrers hub: www.mepacs.com.au/referrers

Sales enquiries: 1800 685 329