

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
Monitored Home Alarm options			
Home Alarm with Standard Pendant	\$0	\$33 per month	
Home Alarm with Falls Pendant Annual fee incl replacement pendants for low battery	\$249 per year	\$33 per month	
Home & Mobile Alarm Bundle	\$385	\$45 per month	
Add a Mobile Alarm to an existing Home Alarm This monthly monitoring fee is in addition to the home alarm monitoring fee totaling \$45 p/m.	\$385	\$12 per month	

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

Additional information for the Solo Connect

The Solo Connect relies on the Telstra mobile network and may not work in areas with poor reception.

For clients living further than 1km from a Telstra tower we recommend the Solo Connect & Home Alarm Bundle.

- Certified to Australian Standards. 12-month warranty.
- Waterproof. Can be worn in the shower or bath.
- A 14-day refund applies from date of receipt, if returned with packaging in original condition.

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

Device technology

The Solo Connect uses a touchscreen interface, with alerts activated by tapping an icon on the screen.

It may not be suitable for clients with physical or cognitive impairments.

It is best suited to clients who are comfortable using touchscreen devices.

Mobile phone

Clients must have a mobile phone as a backup option for contacting them in an emergency.

Battery life

With a battery life of 10-12 hours, the device requires daily charging for 3-4 hours. Charging is recommended overnight or during periods of low-risk activity.

Additional items	Cost	Select
Installation		
Guided Self-installation & postage (1 item / 2 items)	\$61 / \$71	
Professional installation (Home Alarm only) <i>Please note: MePACS may use subcontractors for professional installations.</i>	\$155	
Extras		
Key safe	\$80	
Additional standard home alarm pendant	\$76	
Additional fall detection pendant <i>Annual fee incl replacement pendants for low battery</i>	\$249 per year	
Vibrating pendant	\$80	
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