

# Louise's story

**Tunstall**

Life Changing, Life Saving

Louise lives at home on her own, proud of her independence.

However, she began to experience dizzy spells and other health concerns. Once Louise had a serious fall, her children became concerned about her safety, especially when living alone at home.

## The solution

Her son Tony looked for a solution which could help. Knowing RDNS's reputation for quality care, Tony looked at an alarm package from RDNS, support by Tunstall's 24/7 monitoring service. Tony was impressed by the information and support provided by RDNS, and in the end it was an easy decision.

RDNS was able to provide a fully-funded alarm package for Louise. The South Australian Government Personal Alert Systems Rebate Scheme is open to Pension Concession Card holders who are residents of SA and meet certain other eligibility criteria.

Clients who meet the eligibility criteria are entitled to an alarm system and on-going monitoring costs. RDNS is proud to be one of the approved suppliers for the Scheme ensuring that vulnerable members of society and their families can enjoy peace of mind in knowing that help will be on the way at the press of a button.

“ We know just how vulnerable someone like Louise can be, so we take her care very seriously. We're committed to finding the right care solutions for everyone, and a personal alarm can be truly life saving.

**John Kalaitzis, Alarms Service Representative**

**RDNS**

## How it works

First established in 1894, RDNS is a renowned care provider for people across South Australia, and is a part of the wider Silver Chain organisation. RDNS Alarms gives peace of mind to thousands of clients across Australia.

With the 24/7 monitored service and the added benefit of the trained operators staying on the line until help arrives, they are pleased to offer high quality products and service.

Although she was initially hesitant to rely on a new device in her home, Louise found the alarm surprisingly simple to use.

Several months later, Louise finds having the alarm a great comfort, and will often check that she still has her pendant with her. It's important to her to know that someone is always available to help.



 **RDNS**

# The results

Testing the alarm has always been a pleasant experience, and Louise has never had a problem connecting to the monitoring centre. Both Louise and Tony have always found the care consultants "...helpful, informative and caring, everything you'd expect from the service".

Last year RDNS Alarms assisted over 3000 people with getting an ambulance in their time of need and had nearly 2000 other assist calls alone. Many of their clients have said that they couldn't live without their alarm and that it makes them feel safe living home alone.

Thankfully Louise hasn't had any emergency situation so far, but she's confident that if help is needed, it just takes the press of a button.



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