

# Call Direct closure on 30 June 2024

**What is Call Direct?**

The SA Ambulance Service (SAAS) Call Direct personal alert system enables people to call for help in an emergency if they are unable to access or use a phone. The system includes a unit and pendant.

**What is going to happen?**

SAAS Call Direct will exit the personal alert system market on **30 June 2024** due to Telstra's 3G Wireless Network closure. From this date, all Call Direct units and pendants will no longer work. This means that all Call Direct clients will need to find an alternative provider prior to the 3G Network shut down. SAAS thanks its Call Direct clients for their patronage and will continue to support them as they switch to another provider if they so choose.

**Why is Call Direct closing?**

SAAS is unable to upgrade its Call Direct infrastructure to support the 4G Network. Having contemplated various options, SAAS has decided to exit the personal alert system market.

**When is Call Direct closing?**

Call Direct will close on **30 June 2024**. This means the units and pendants will no longer work after that date. All Call Direct clients will need to find an alternative provider as soon as they can if an alert service is still required.

**Who does this affect?**

This market exit will affect existing Call Direct clients. All clients and their nominated contact persons have been notified of the closure, and SAAS will continue to communicate with clients and provide support until 30 June 2024.

**Will Call Direct fail as the 3G Network winds down?**

SAAS is not expecting failure of the Call Direct system as the 3G Network winds down. SAAS will continue to undertake daily remote checks on all its units to ensure they are in working order. After Sunday 30 June 2024, when the 3G Network is closed, all Call Direct units and pendants will not work.

**What happens after 30 June 2024 when Call Direct closes?**

If you do not have an alternative medical alert system installed, clients must call Triple Zero (000) in a medical emergency using a telephone or mobile phone. The Call Direct unit will not work and connect the client to the Triple Zero (000) call centre.

**What is SAAS doing to support clients?**

The Call Direct team is available to answer any questions you have about this market exit. Please call us on 1800 512 213 (Monday to Friday, 9am to 4.30pm). If no one answers, please leave a voicemail and we will get back to you as soon as we can. You can also email us on [HealthSAASCallDirect@sa.gov.au](mailto:HealthSAASCallDirect@sa.gov.au).

**Where else can I get support or find out more information?**

Personal AlertSA is run by the Department of Human Services. Some Call Direct clients may be eligible for a personal alert system through this program. We recommend that you visit the website [www.sa.gov.au/concessions/pasa](http://www.sa.gov.au/concessions/pasa) or call 1300 700 169 (Monday to Friday, 9am to 5pm) to find out more.

**Further advice:** information to assist with selecting a new provider can be found at:

- Personal Emergency Response Service Limited (PERSL): [www.persl.com.au/about-us](http://www.persl.com.au/about-us)

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- Catalyst Foundation: call (08) 8168 8776
- Independent Living Centre South Australia: [www.ilcsa.com.au](http://www.ilcsa.com.au) or call 1800 445 272

To find a list of features to consider and questions to ask when selecting a new alert system, please go to the SAAS website (<https://saambulance.sa.gov.au/call-direct>). Under *Where can I get support?*, the Independent Living Centre South Australia tab offers a Personal Alarm Systems **factsheet**. Please call us if you don't have internet access and wish to receive a printed copy of the factsheet.

### **Which provider do you recommend we switch to?**

As a government agency, SAAS has a duty **to act impartially**, hence we are unable to advise which company to select. However, there are a number of personal alert system suppliers which can be found in the Yellow Pages, listed under Personal Alert System.

### **Do I have to wait until 30 June 2024 to leave Call Direct?**

No. You can stop your Call Direct membership at any time. In fact, we recommend that you start looking for an alternative provider sooner, rather than later. This will give you plenty of time to choose a product that is right for you and your family.

### **How do I close my Call Direct membership?**

Please call the Call Direct team on 1800 512 213 (Monday to Friday, 9am to 4.30pm) where our friendly team will help you close your account.

### **What happens to my key box and the code?**

Despite SAAS exiting the personal alert market, you can keep your key box. No key boxes are to be returned. When you contact SAAS to cancel your Call Direct membership (call 1800 512 213), please advise us if you would like your key box details to remain on record.

### **Will I be refunded?**

When you notify SAAS that you wish to close your account, if you are entitled to a refund, we will advise you accordingly. Please note SAAS has a no refund policy for Call Direct units which have been purchased.

### **How can I return my Call Direct unit and pendant?**

After cancelling your membership, the Call Direct unit will be obsolete, so you can return the unit and pendant(s) to SAAS for recycling at our headquarters located at 205 Greenhill Road, Eastwood. Or you can call us on 1800 512 213 to receive a reply-paid large envelope to place the unit and pendant in and drop it off in an Australia Post Box or at an Australia Post Office.

### **Is my personal information safe?**

Any information SAAS has about clients, including medical information, will not be shared with any other personal alert provider.

### **How do I get more information?**

- Phone: 1800 512 213 (Monday to Friday, 9am to 4.30pm)
- Email: [HealthSAASCallDirect@sa.gov.au](mailto:HealthSAASCallDirect@sa.gov.au)
- Website: [www.saambulance.sa.gov.au/call-direct](http://www.saambulance.sa.gov.au/call-direct)

### **Non-English speaking**

For information in languages other than English, call the Interpreting and Translating Centre on 1800 280 203 and ask them to call SA Ambulance Service. The service is available at no cost to you.

