



# Welcome to VitalCall

*VitalCall* is supplied by DVA to eligible veterans so they can remain safe and independent in the comfort of their own home.

## What happens in an emergency?

If an emergency situation arises you should not delay in pressing your *VitalCall* pendant. There is no need to pick up your phone - our response operators will speak to you through the base unit, assess your needs and send help immediately if required.

## Using your VitalCall

If no voice contact is made, *VitalCall* will attempt to contact you via your telephone. If no contact is made, we will notify the emergency services.

Please note: Each time you are connected to *VitalCall* the cost of a local call will be billed to your telephone account.

## The help you need in three easy steps



### Press

Simply press your *VitalCall* button on your pendant to send a call to our response centre.



### Response

A caring *VitalCall* response operator will answer your call to assess your situation.



### Help

Based on your requirements, our response operator will contact a family member, friend, neighbour or emergency services to ensure you get the assistance you need as soon as possible.

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## Testing your VitalCall

You should test your *VitalCall* pendant every month. An easy way to remember is the day of your birthday. If your birthday falls on the 17th March, you should test your pendant on the 17th day of every month.

**Step 1** Test your *VitalCall* by pressing the button on your pendant down for 3 seconds.

**Step 2** Wait for the operator to respond and inform the operator you are testing.

## Prolonged absence from home

If you anticipate being absent from home for more than a few days, please notify *VitalCall*. Upon your return, please test your *VitalCall* pendant to ensure everything is in working order and advise operators that you are now back.

## Moving premises permanently

If you are planning to relocate, please call *VitalCall* on 1300 360 808. We will help you unplug your unit safely. Once you have settled into your new premises, please give us a call again and we will arrange one of our representatives to reconnect your *VitalCall*. DVA subsidies may apply.

## Wearing your pendant at all times – including in the shower or bath

*VitalCall* pendants come as neck, wrist or brooch options and should be worn 24 hours a day for your safety. As many accidents happen around slippery surfaces, *VitalCall* pendants are waterproof, so you can wear it in the shower or bath. They are also small and lightweight, meaning you keep them tucked in under your clothing when you are sleeping.

## Looking after your VitalCall unit

You must ensure your *VitalCall* base unit is kept dry, clean and away from liquids. If the pendant is misplaced or damaged by accident please contact *VitalCall* as soon as possible for a replacement of your pendant.

## Mode-socket removal

The mode socket is the connection between your *VitalCall* unit and the phone line. If a mode socket has been installed and needs to be removed after the service has ceased, the removal will be at your cost.

## What to do when you no longer require VitalCall

If the *VitalCall* service is no longer required, please contact us on 1300 360 808 and we will provide you with instructions on how to disconnect and return the *VitalCall* at no cost to you.

## We would love to hear from you

We are always looking for ways to improve our service. If you would like to share your feedback, please call us on 1300 360 808. If you would also like to refer a friend or family member, please let us know.

## Contact details

1300 360 808  
[www.vitalcall.com.au](http://www.vitalcall.com.au)  
[customer.service@vitalcall.com.au](mailto:customer.service@vitalcall.com.au)