



Clinical Assistance Guide

SureSafeGO Anywhere 4GX Personal Alarm &
SureSafeGo PLUS Smart Watch

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SureSafe has a strong record as Australia's trusted provider of affordable, high-quality personal alarm devices and emergency response solutions. Now proudly part of the Aidacare family, the SureSafe team continue to offer the same excellence in customer care for their products. The range is now available to trial in 90+ Aidacare showrooms throughout Australia, and for purchase through the showroom and Aidacare online shop through a dedicated portal to streamline the ordering and set up process.

SureSafeGO Personal Alarms are discrete wearable assistive technology devices that promote confidence and support independent living and aging in place. They utilise the latest SMART mobile phone technology providing fully mobile coverage within the home, garden, community or even when away on holiday, and don't require the wearer to be in range of a landline or receiving unit to facilitate emergency calls. Set up can be easily programmed by the user or support person or can be arranged through SureSafe so that they are ready to use straight out of the box.



The **SureSafeGO Anywhere 4GX Personal Alarm** is a pendant, which can be worn on a lanyard, belt clip or wrist strap allowing easy access to a push button call feature.



The **SureSafeGO PLUS Smart Watch** is a fully mobile personal alarm for individuals preferring a watch option and has additional health promoting benefits such as a heart rate monitor and step counter.

Both devices have advanced features such as

- falls detection
- two-way communication, and are
- geolocation
- water resistant for continued care in showering

HOW THEY WORK

When the wearer needs assistance, they press the SOS button on the front of the pendant or the side of the watch. In addition, if the wearer has a hard fall, potentially impairing consciousness or mobility, the following process is automatically activated:

1. A pre-alert message is voiced through the alarm (watch or pendant). If this is not cancelled,
2. An SOS text message alert is sent to the saved emergency contacts. The text includes a Google Maps link which shows the location of the wearer at the time of activation.
3. The SureSafeGO then calls the contact numbers in the order they have been saved. When answered, a two-way speech feature allows the wearer to talk into the pendant or watch, directly communicating with their contact to let them know what has happened, and what help is required.
4. If the call isn't answered within 10 seconds, the alarm will call the next listed number until a contact answers. Smart technology enables it to recognise if it has connected to a machine or recorded message and it will continue through the call sequence.

Additionally, each SureSafeGO has a unique mobile phone number, written on the box, that enables carers and contacts to:

- Find out where the SureSafeGO is at any time by simply sending it a text message. The device will automatically reply with an update on its location with a Google Maps link.
- Call the device to communicate with the wearer at any time.

MONITORING OPTIONS

The purchase price includes everything required to charge and use the device, including a \$40 yearly SIM that covers all emergency calls for the first year. The SIM can be recharged for the following year by calling SureSafe on 1300 739 991. If requested, SureSafe can send an SMS recharge reminder to the purchaser or email to a funding body case manager.

A simple set up process enables emergency contacts to be saved by the user, or carer (see User Manual or video link below) or the purchaser can request set up at the time of purchase. SureSafe will follow up to ensure that the alarm will be delivered with emergency contacts programmed and the device ready to use straight out of the box. This provides a low cost, non-monitored option when there are family and friends nearby and available to assist in the case of an emergency.

The SureSafeGO also has the flexibility to easily switch between a non-monitored or 24/7 monitored service by calling the customer service number directly on 1300 739 991. This can be useful when family carers are away, if the user is planning surgery and would like short term, post operative monitoring to provide the confidence of being able to call for help if needed, or if the person's health or support needs change and they would benefit from a monitored service. For 24/7 Monitoring, SureSafeGO personal alarms are linked to a dedicated monitoring centre operating day and night, every day of the year. Trained operators respond promptly to alerts to assess the situation and take appropriate action. This may include contacting a nominated family member or carer, coordinating emergency services, or staying on the line to reassure the person until help arrives. This service is \$35 per month.

FUNDING OPTIONS

SureSafe can be funded through GEAT2GO, Support at Home, Local CHSP funding, NDIS plans and many more state-based funding programs. For monitoring services, privately funded monitoring is billed at \$35 each month, or funding bodies are billed every 6 or 12 months to meet plan requirements.

ONGOING SUPPORT

The SureSafe customer service team can be contacted directly on 1300 739 991 for follow up support including to answer questions, update emergency contacts or adjust settings remotely.

FEATURES

Shared Features

One-touch Personal Alarm	<ul style="list-style-type: none">allows the wearer to call for help at the press of a button
Communicate	<ul style="list-style-type: none">full two-way communication is available through both the pendant and smart watch, when a carer calls the device
Automatic Fall Detection	<ul style="list-style-type: none">the SureSafeGO alarm activates automatically when it senses a fall. It is designed to detect serious falls which have resulted in someone being unconscious after falling from standing. This ensures that help can be summoned even when the fallen person is unable to push the buttonfall detection sensitivity can be adjusted to suit the wearer's level of activity, or disabled entirely if preferred
GPS Positioning	<ul style="list-style-type: none">Google Maps location is sent to nominated contacts when alarm is activated.
GPS Find Me Function	<ul style="list-style-type: none">Quickly finds where the pendant is located by sending a PING request. This is an invaluable function for people who wander and get lost easily.
Showerproof	<ul style="list-style-type: none">both the watch and pendant alarms are rated at IPX67 for Water Resistance making them safe to use in the shower, however they cannot be fully submerged in water
Easy to Use & Set up	<ul style="list-style-type: none">on request the alarms can be set up prior to delivery or can be simply set up by the wearer or their carer
Language options	<ul style="list-style-type: none">on request the automated message sent to contacts can be programmed in selected languages

ADDITIONAL FEATURES

Pendant

SOS two-way communication 'Talking Pendant'	<ul style="list-style-type: none">If you press the SOS on the pendant, it will activate a voice call and send its location to 5 emergency contacts via google maps link. You can then talk into the pendant to provide more details of your situation.
Long Life Battery Standby	<ul style="list-style-type: none">Depending on the use of the battery, the SureSafeGO 'Anywhere' personal medical alarm will last approximately 2-4 days.
Charging Cradle	<ul style="list-style-type: none">The hyper-charging cradle will re-power the device to full power in about 1 hour.
Flexible Wearing Options	<ul style="list-style-type: none">the pendant is supplied with a lanyard, wrist strap and belt clip to suit the preference of the wearer

ADDITIONAL FEATURES

Watch

Heart Rate Monitor & Step Counter	<ul style="list-style-type: none">enables the wearer to keep track of activity and monitor their heart rate while on-the-go
Customisable display	<ul style="list-style-type: none">supports analogue or digital time display
Advanced voice feature	<ul style="list-style-type: none">allows the SOS Smart Watch to tell the wearer what's happening with the alarm. If the battery gets low or the alarm is activated, a verbal notification will be played to confirm exactly what is happening
No Movement Alarm	<ul style="list-style-type: none">if the user doesn't move for a set period, the smartwatch will notify emergency contacts through a text alert

ACCESSORIES

The **Magnetic Watch Band** for SureSafeGo Plus is an optional extra for users who find it difficult to manage a watch clasp. Each side of the watch band is lined with magnets that snap into place to secure the watch to the wearer's wrist. It is available in 2 colour options.

Keysafe provides a safe way to store keys outside of the home that can give quick and easy access to friends, family and the emergency services in the event of an emergency.



BEA007784 – Black



BEA007782 – Lilac/White



BEA007792 SureSafe – 4 Digit Keysafe

IDEAL USER CONDITIONS

NOT JUST FOR SENIORS AT RISK OF FALLING

Personal alarms are frequently recommended for frail older adults living alone who have a history of, or a high risk of falling. Expansion of funding options and affordable and flexible monitored and non-monitored options have enabled improved access to these low-cost, easy to use solutions that support aging in place and independent living for people with a wide range of different support needs.

Conditions and situations that may benefit from a personal alarm include:

Medical conditions that may require immediate help

For those living with a chronic illness or medical condition, a SureSafeGO alarm can connect the person to support in the event of a fall, fainting, or sudden medical episode.

- Frail elderly with a high falls risk or deconditioning following an acute health episode
- Heart disease or stroke risk
- Epilepsy or seizures
- Diabetes especially if at risk of falls or hypoglycaemia
- Neurological conditions such as Parkinson's disease, MS, MND
- Dementia, including Alzheimer's disease
- Asthma or Chronic obstructive pulmonary disease (COPD)
- Organ Donors or Transplant Recipients

Severe allergies requiring fast intervention:

Anaphylaxis can occur quickly and without warning. SureSafeGO personal alarms enable alerts even if the user is unable to speak.

- Food Allergies (Peanuts, Shellfish, Dairy, Wheat, Eggs)
- Medication Allergies (e.g., Penicillin, Sulpha drugs)
- Insect Stings (Bees, Wasps)

Mental Health Support

Mental health conditions like PTSD, bipolar disorder, or severe anxiety can escalate into emergencies. SureSafe alarms offer discreet protection and the reassurance of knowing someone can be contacted simply if help is needed.

Learning Support needs

- **Intellectual Disability** – supporting independent living and public transport use
- **Carers** – caring for someone who would be unable to call for help if the carer requires emergency assistance

CLIENT OUTCOMES

Support for independent living and aging in place

- Having an easy-to-use wearable personal alarm can increase confidence in users living alone, knowing that they can summon help from anywhere in case of a fall, medical emergency or if feeling unsafe
- Increased confidence supports wearers to engage in their usual activities whether that is with showering, gardening or walking to the local shops
- Two-way communication may reduce anxiety through connecting to a familiar voice to ask for assistance or reassurance until help arrives

Carer Support

- The wearer may also be the primary carer for a partner with dementia or an intellectual disability who is unable to call for help in the case of an emergency. The SureSafeGo provides security that help will be summoned, even if they are unconscious
- For non-resident carers, the ability to call the device can assist them to check in through the day, remind their loved one about an appointment or provide other essential prompts when they are unable to be physically available
- Geolocation provides confidence for primary carers of users with memory support needs, or those who may wander and get lost, to be able to easily locate them through a wearable device
- Geolocation and two-way communication provide support to users with an intellectual disability or anxiety about independent use of public transport to access the community or usual occupations. It can enable reassurance from a familiar voice and the ability to provide information if the usual route has been interrupted. Families can locate their loved ones and contact them using the two-way voice communication to assist their security and safe wayfinding. This can enable the wearer to maintain independence or build confidence in accessing their local community
- The 24/7 monitoring option provides peace of mind to carers who work or do not live nearby, to ensure that help can be provided in a timely manner

Improved health and wellbeing

- Improved confidence can promote mobility and occupational engagement and maintain the associated health benefits of activity
- Providing a means for the wearer to call for help when needed may reduce the need for frequent welfare checks, supporting dignity and autonomy
- Improved independence and control can have positive impacts on health and wellbeing

SPECIFICATIONS

SureSafeGO Anywhere 4GX Personal Alarm

Code Colours	● BEA007786 - Blue
	● BEA007788 - Pink
	● BEA007790 - Black

Total Length 45mm

Total Width 17mm

Total Height 62mm



SureSafeGO PLUS Smart Watch & Magnetic Watch Band

Code Colours	● BEA007780
	● BEA007782 - Lilac
	● BEA007784 - Black



COMPLIANCE

Rated IP67 for use in the shower

WARRANTY

1 YEAR WARRANTY

AIDACARE KNOWLEDGE HUB

Aidacare website link:

[SureSafeGO Anywhere 4GX Personal Alarm | Aidacare](#)
[SureSafeGO PLUS 4GX Alarm Watch | Aidacare](#)

Video Library:

[SureSafeGO Anywhere 4GX Personal Alarm](#)
[SureSafeGO Plus SOS SmartWatch](#)

Brochures and Manuals:

[Aidacare Brochure](#)
[SureSafeGo Personal Alarm User Manual](#)
[SureSafe Go Plus SmartWatch User Manual](#)