

## 為什麼我要使用平安鐘 客戶分享

Why I use the safety pendant

我安裝了平安鐘三年，從未使用過。有天深夜我突然感到呼吸困難，於是按緊急按鈕，職員立即接聽並為我致電救護車和通知家人。很快救護車已到達並為我進行急救，他們說幸好及時治療，否則有生命危險。想不到首次使用平安鐘就救回自己一命！很感謝你們為我提供的服務！

I hadn't used the safety pendant since having it for three years. Feeling a bit short of breath in the small hours of one night, I pressed the SOS button, immediately the staff answered my call then called an ambulance and informed my family members. Soon the ambulance arrived to give me first aid. They said I had been lucky enough to have been treated on time, otherwise my life would have been at risk. Never had I thought that my first use of the safety pendant saved my life. My heartfelt thanks for your service!

Ms LAM (客戶 Customer) ★★★★★

去年我丈夫在家摔倒，我按平安鐘緊急按鈕求救，職員立即接聽並叮囑我不要移動丈夫身體，並迅速安排救護車和通知我女兒。經診治後，丈夫手和腳有多處骨折，幸好當日職員提醒我不要移動他，不然骨折情況可能更嚴重。謝謝你們提供的專業服務！

My husband had a fall at home last year. I immediately pressed the SOS button. A staff quickly answered my call, reminded me not to move my husband's body, called the ambulance and informed my daughter. My husband was diagnosed with fractures in the arm and leg. Luckily the staff had reminded me not to move my husband's body, otherwise the fractures might have been worse. Thank you so much for your professional service!

★★★★★ Mrs HO (照顧者 Carer)

## 一站式高齡服務

讓我們為你打點每個退休階段

- 3 Seniors Housing Premises 間高齡宿舍
- 13 Wellness Centres 間活動中心
- 5 Nursing Homes 間療養院
- Home Care Package 上門家居護理
- 24 HOURS 24/7 Speak Your Language Call Monitoring Service 全澳獨有華語平安鐘



ANHF Speak Your Language  
Call Monitoring Service  
gives you and your family peace of mind!  
一線牽平安鐘 居家安老必備  
讓您和家人安心更放心!

Call us for our Speak Your Language Call Monitoring Service!  
立即申請24小時一線牽平安鐘!

 (02) 9784 0859



[www.anhf.org.au](http://www.anhf.org.au)



## Speak Your Language Call Monitoring Service 專為華語長者而設 以您的語言為您服務

「24小時一線牽平安鐘」是為華語長者提供獨有的服務。長者只需按一個鍵，便可以7天24小時聯絡平安鐘支援熱線，以廣東話、普通話和英語尋求緊急協助。

SYLCM is an unique service for Chinese-speaking seniors. You can access this service through the Commonwealth Home Support Program, Home Care Package, or self-funding. By pressing one button, you can contact the 24/7 SYLCM Support Hotline to seek emergency assistance in their language.

## One Button Support 一鍵呼叫 聯絡求助

遇到緊急事故，只要啟動緊急求助鍵，除了接通平安鐘支援熱線之外，你更可以預設一位親戚好友手機號碼同一時間收到求助信息。

In an emergency, when you activate the SOS button, an alert will be sent to the SYLCM Support Hotline. You can also pre-set a relative or friend's mobile number to receive an alert via SMS simultaneously.

## Eight Features to Give You Peace of Mind 八大特色 完美為你生活提供保障



**迅速支援**  
Instant Response



**新州本地支援**  
NSW Local Monitoring



**24/7華語專人支援**  
24/7 Chinese-speaking support



**跌倒檢測**  
Fall Detection



**雙向通話 音量隨你調較**  
Two-way Adjustable Audio



**隨身佩戴 防水等級IP67**  
Water-Resistant with IP67 Rating



**定位追蹤 短訊提示**  
Built-in GPS with SMS Tracking  
(No App required)



**靈活計劃 無須鎖定合同**  
No Lock-in Contract, Flexible Plan

免責聲明：24小時一線牽：銀髮通服務不是一項緊急服務，如果因網路受阻、電量不足或其他原因，而未能聯繫到支援中心，應自行打000緊急服務求助。

Disclaimer: SYLCMS does not provide emergency services. If the Smartcare mobile pendant cannot contact ANHF Support Hotline due to internet disruption, insufficient battery or other causes, please call 000 emergency service for help.

## Speak Your Language Call Monitoring Service Price List

# 24小時一線牽：收費概覽

「聯邦家居支援服務」客戶：

For CHSP consumers:

平安吊墜 Device Cost	每月服務費 Monthly subscription
<b>\$0</b> (需繳交\$50可退還押金) (\$50 refundable deposit required)	<b>\$24</b> (已包括每月\$12智能卡費用) (including \$12 SIM card fee)

澳華療養院基金「家居護理服務」客戶：

For ANHF Home Care consumers:

客戶類別 Customer Grouping	平安吊墜 Device Cost	每月服務費 Monthly subscription
家居護理配套服務 1 或 2 級 Home Care Package– Level 1 or 2	<b>\$340</b> (不設退款) (non-refundable) *提供12個月保修 *12-month warranty	每天 \$1及智能卡每月收費\$12 \$1 Per day plus \$12/month SIM card fee
家居護理配套服務 3 或 4 級 Home Care Package– Level 3 or 4		每天 \$1.5及智能卡每月收費\$12 \$1.5 Per day plus \$12/month SIM card fee

非澳華療養院基金「家居護理服務」或自費服務客戶：

For non-ANHF Home Care Chinese-speaking consumers or private consumers:

平安吊墜 Device Cost	每月服務費 Monthly subscription
<b>\$399</b> (不設退款) (non-refundable) *12個月保修 12-month warranty	每天 \$1.5及智能卡每月收費\$12 \$1.5 per day, plus \$12/month SIM card fee

## 至尊服務 PREMIUM SERVICES

服務費只要提升至每天\$2，即可享受至尊服務。服務包括員工每天致電消費者一次（消費者可以選擇時間，範圍為早上9時至下午7時）。若無人接聽，員工會在10分鐘內嘗試撥打3次。如果仍然無人接聽，將會向緊急聯絡人發送訊息。

With an upgrade to a daily service fee of \$2, you can access our Premium Service. This includes a daily call from our staff to the consumer (the consumer can choose the time, between 9:00 AM and 7:00 PM). If no one answers, our staff will attempt to call three times within ten minutes. If there is still no answer, a message will be sent to the emergency contacts.

**SPECIAL OFFER**