

INFORMATION SHEET AND CONTACT DETAILS

My local organisation (group): name & telephone number	<i>Galway Contact</i> <i>091 867892</i>	
My supplier: name & telephone number	<i>Care Direct 24/7 Ltd.</i> <i>048 - 89531663</i>	
My monitoring provider: name & telephone number Year 1 <input data-bbox="236 1043 531 1099" type="text"/>	Same as supplier <input data-bbox="1303 857 1392 909" type="text"/> Alternative provider used: name & contact details <input data-bbox="1303 954 1392 1005" type="text"/> <hr/>	
My monitoring provider: name & telephone number Year 2 <input data-bbox="236 1379 531 1435" type="text"/>	Same as supplier <input data-bbox="1303 1193 1392 1245" type="text"/> Alternative provider used: name & contact details <input data-bbox="1303 1290 1392 1341" type="text"/> <hr/>	
My monitoring provider: name & telephone number Year 3 <input data-bbox="236 1715 531 1771" type="text"/>	Same as alarm provider <input data-bbox="1303 1529 1392 1581" type="text"/> Alternative provider used: name & contact details <input data-bbox="1303 1626 1392 1677" type="text"/> <hr/>	

ROLES & RESPONSIBILITIES

Local Community Organisation (Group)	<p>Our role is to help you to join the Seniors Alert Scheme (SAS). We are here to act on your behalf, and deal directly with Pobal & the supplier. We submit applications for alarms, provide support with the installation, and engage with Pobal where necessary, e.g., if you lose your pendant and require a replacement.</p> <p>We provide support to ensure you understand the Scheme, the costs involved, and how your personal details are used.</p>
Pobal	<p>The Scheme is funded by the Department of Rural and Community Development (DRCD). They also define the policy of the scheme.</p> <p>Pobal is responsible for managing the overall operation of the SAS on their behalf, including:</p> <ul style="list-style-type: none"> • Providing support & communications to the local organisations • Managing the application & approval process for the personal alarms • Liaising with the suppliers to the SAS • Providing support to the general public about the Scheme.
Supplier	<p>The supplier's role is to install the alarm equipment, following approval from Pobal. They are committed to meeting the monitoring service and equipment requirements set out in their contract, and to provide a good service and quality equipment to you, the participant.</p> <p>The supplier will test the alarm at the time of installation to ensure it is working correctly. You will be required to sign a delivery docket to confirm that the equipment was installed and a monitoring contract is in place.</p> <p>Suppliers should label the equipment clearly with their name & contact number.</p> <p>They will provide the first year monitoring service free as part of the Scheme.</p>
Monitoring Service Providers	<p>These are the companies that monitor the alarms i.e., answer the calls when the button is pressed.</p>

***Don't forget to update your supplier's contact details & label
so you have the information readily at hand***

USEFUL INFORMATION

What is provided under the Scheme?	<p>An alarm and a pendant plus the first year's monitoring charge are provided under the Scheme.</p> <p>The equipment supplier will provide the monitoring service. Alternatively, you may select a different monitoring provider, but there may be a charge, for which you will be liable.</p>
Charges paid by the participant	<p>Sim Credit: Applies to GSM and Digital alarms from the date the alarm is installed. It does not apply if you have a landline alarm. €66 per year</p> <p>Monitoring Service: Only applies from the second year onwards i.e., after the expiry of the free first year's monitoring. It applies to all alarm types – landline, GSM or Digital. You may choose to remain with your existing monitoring provider or switch to another provider. €66 per year</p> <p>Notes:</p> <ol style="list-style-type: none"> 1) The costs can vary depending on the provider; 2) Providers can also offer flexible payment options
Who can I contact if my pendant is lost or faulty?	<p>Contact us (your local organisation), and we can submit a replacement form to Pobal for a new pendant to be sent to you free of charge.</p>
Who do I contact if my alarm is not working?	<p>Contact your supplier (details are on page 1), and they will test your alarm.</p> <p>If the fault cannot be fixed under the supplier's equipment warranty, contact us, and we will arrange a replacement free of charge under the Scheme.</p>
If I move house, can I take my alarm with me?	<p>Yes, you can take the alarm with you. Contact us with your new address details.</p> <p>You will also need to contact your alarm supplier and monitoring provider with your new address details and to go through the steps required to ensure the unit is successfully re-connected.</p>
If I change telecoms company, do I need to notify anyone	<p>You will need to contact your monitoring provider to go through the steps required to ensure the unit is connected to the monitoring centre.</p> <p>Note: if you change telecoms company, a call-out may be required – this may incur a charge that is not funded under the Scheme.</p>
If I no longer want the alarm, what do I do?	<p>Contact us (your local organisation) using the contact details on page 1.</p>