

## **COVID-19: Essential Services Status for Medical Alarm Services**

The Personal Emergency Response Services Limited (PERSL) is the Australian peak body representing manufacturers, suppliers, monitoring services and consumers of 24/7 monitored Medical Alarms and Personal Response Services (PRS). We estimate there are circa. 300,000 aged and at-risk Australian's using professionally monitored medical alarms, both in their own homes and in residential aged-care facilities.

The medical alarm industry seeks to ensure that it can continue to maintain the highest possible level of service, standards and responsiveness during the COVID-19 pandemic.

Medical alarm monitoring employees monitor and respond to emergency calls within a call-centre environment. PERSL members advise that they are taking precautionary measures aligned with the latest medical guidance, including staff distancing, enhanced hygiene processes, suspension of unnecessary travel, and other measures to minimise the possibility of exposure to the COVID-19 virus.

Only essential work is being performed at medical alarm call-centres, and PERSL members providing alarm monitoring services maintain duplicate sites for receiving alarm calls in accordance with Australian Standard AS4607.

State Governments over the past 24 hours have announced the closure of State borders and the mandatory closure of a variety of businesses. These business closures primarily impact on places where people gather for worship or entertainment, such as churches, cinemas, club, pubs and restaurants.

However, PERSL notes that State Governments have not yet prescribed what they consider to be Essential Services that will not be forced to close.

We wish to draw your attention to the fact that medical monitoring services need to continue to operate during this emergency in order to protect aged and at-risk persons in the community.

PERSL requests that all companies involved in the provision of medical alarm services in Australia be classed as an Essential Service.

Yours sincerely



**Phil Wait**

**Chair, PERSL**

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