

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings November 2016
Communications Portfolio
NBN Co Limited

Question No: 183

NBN Co Limited

Hansard Ref: Written, 05/12/2016

Topic: Medical alarm subsidy scheme

Senator Chisholm, Anthony asked:

1. Please confirm the date when NBN Co management signed off on the establishment of the medical alarm subsidy scheme.
2. Did NBN formally notify the Government that the scope of the medical alarm subsidy scheme had been decided? If yes, on what date? And who was notified?
3. Please confirm at what level in the NBN organisation the decision about the parameters of the medical alarm subsidy scheme was signed off? And in which section of the organisation if below the CEO level?
4. How many alarm providers are currently eligible to receive a subsidy from the medical alarm subsidy scheme? Please list the providers.
5. How many non-monitored alarms are registered on the NBN medical alarm register? Please provide an estimate where exact numbers are not available.

Answer:

1. The medical alarm subsidy scheme was approved during 2015 in accordance with nbn's standard approval process, and launched on 1 September 2015.
2. nbn complied with all notification / reporting obligations in relation to the medical alarm subsidy scheme. The Ministers for Communication and Finance were notified on 5 March 2015.
3. The Chief Executive Officer approved the Medical Alarm Subsidy Scheme in consultation with the Board in accordance with nbn's standard approval processes.
4. 20 providers have both (1) applied to participate and (2) are eligible to engage with the Scheme. Others have applied but are still in the process of satisfying eligibility criteria, and a small number have declined to participate despite being eligible to do so. The eligible applicant list follows:
 1. Active Watch
 2. Australian Personal Alert Systems (APAS)
 3. Australian Personal Security (APS)
 4. Blue Force
 5. Calamity

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6. Central Monitoring Service
 7. Clarke Security
 8. JAG Security
 9. MEPACS
 10. Monitored Electronics
 11. Paul-Tec
 12. RAA Secure Services
 13. Rechenberg
 14. SA Ambulance Service
 15. Smart Security
 16. SOS Medi Alarms
 17. St John's Ambulance QLD
 18. The INS Group
 19. Tunstall Healthcare (and many downstream retail brands)
 20. Vitalcall
5. There is no agreed definition of 'non-monitored alarms'. However, nbn has been able to confirm that approximately 10,000 devices registered on the Medical Alarm Register are *not* professionally monitored medical alarms.