



Code of Practice

Personal Emergency Response
Services Association

April 2009



8 Code of Practice Acceptance Clause

I _____, as an authorised
representative of _____
hereby accept this Code of Practice as a
Standard of performance. We undertake to
comply with the Code of Practice and AS4607-
1999 Personal Response Systems.

Name	_____
Signature	_____
Date	_____
Witnessed by	_____
Signature	_____
Date	_____

Tear across here

Name Of Person Completing Checklist:		_____
Name Of Service:		_____
Contact Phone No:		_____
Signature:		_____
Date:		_____
OFFICE USE ONLY		
Membership Approved:	Yes / No	_____
Date:		_____
Comments:		_____

For more information please contact:

Flora Rohde
Secretary
Locked Bag 1, 985 Kingsford Smith Drive
Eagle Farm Q 4009

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Preface

This Code of Practice was initially developed by a Steering Committee appointed by the Association of Social Support Monitoring Services Incorporated, formed in Adelaide on 17 February 1995. The Association was registered as a Registrable Australian Body with the Australian Securities Commission on 28 August 1995, under Corporations Law, Sub-section 360 (1). The Association was incorporated in South Australia under the Associations Incorporation Act 1985, on 20 March 1995.

In June 1999 a full revision by Standards Australia of the AS4607 Standards was completed. The revised AS2999 Standard incorporated many of the features found in our 1996 Code of Practice.

After a period of hibernation the Association elected an Executive Committee at the July 2003 AGM with Office Bearers elected at the August 2003 meeting. The Executive Committee decided in July 2003 to undertake a revision of the Code of Practice and a working party was delegated.

7 Are procedure manuals available to staff that are regularly updated?

YES NO N/A

Service Response

8 Do procedures exist which ensure the client of prompt service in the case of their local unit malfunctioning?

YES NO N/A

9 If the client is left without a local unit while it is being serviced, are contacts notified so they are able to provide some level of support?

YES NO N/A

Network and Central Equipment and Technical Aspects

1 Does the equipment comply to Australian Standard 4607–1999

YES NO N/A

Installation Aspects

2 Is the trigger range tested from all areas of the client's home?

YES NO N/A

3 Is the voice performance demonstrated to the client on installation?

YES NO N/A

4 Are all existing telephones in the client's home tested after installation?

YES NO N/A

Other Aspects

5 Are user instructions easy to read and in no less than 12 type font?

YES NO N/A

6 Is equipment marked with the company name and call reference number?

YES NO N/A

In May 2004 the Executive Committee agreed to adopt Personal Emergency Response Services Association as the trading name and trading identity, with the acronym of PERSA.

The registered Trade Mark, based on the acronym PERSA with an associated stylised logo showing a "caring hand" design, can be used by financial members of the Association. The registered title of the Association of Social Support Monitoring Services Inc will be retained.

Other documentation that should be considered with this Code of Practice is the PERSA Constitution and the Australian Standards 4607-1999.



Definitions

Member	Financial member of PERSA
Consumer	Person in receipt of a service from a member of PERSA
Organisation	Member organisation of PERSA
Service Provider	Any business or department or individual that provides support services to the common consumer group in either a professional or voluntary capacity.
Local Unit	The equipment that responds to triggering and other signals and communicates with the Central Monitoring Facility.
Central Monitoring Facility	A facility that contains the monitoring equipment and a user information system for the receipt of alarm signals from the Local Unit and is staffed 24 hours every day of the year by personnel who can initiate and verify appropriate responses.

- 6.2 Customer service responses, including service provision and complaints management.
- 6.3 Human resource management including occupational health and safety, recruitment and selection, training and development.
- 6.4 Equipment maintenance.
- 6.5 Redundancy and recovery of operational data and safe storage of archived data.
- 6.6 Business development including advertising and marketing.
- 6.7 Continual Improvement.

7 Compliance Standard Agreement

The object of the CSA checklist is to aid members and applicants of the Personal Emergency Response Services Association (PERSA) to assess their suitability for membership.

Please complete the CSA and acceptance clause and attach to your membership application or renewal of membership invoice.

Please note that Associated Members do not need to complete the CSA.

- 4.6 Membership of PERSA implies that each and every member holds the ideals of the Association's Code of Practice as a standard. If any member is called upon to verify compliance with the Association's Code of Practice, the challenged member shall not hold the membership in common, the Executive, an employee, or any individual member of the Association legally responsible for any cost or losses incurred.

5 Insurance and Safety

- 5.1 A member of PERSA must have public liability insurance. Cover should be for a minimum of 10 million dollars.

6 Quality Management

PERSA acknowledges different categories of membership. Manufacturers must comply to relevant industry standards and with AS4607-1999 Personal Response Systems. A member of PERSA must have the following policies and procedures documented.

- 6.1 Daily service operational policies and procedures that are readily available to all personnel involved in the delivery of a member's service.

1 Code of Practice 2004

This Code of Practice has been developed to ensure:

- 1.1 The Association of Social Support Monitoring Services Inc trading as Personal Emergency Response Services Association (PERSA) members provide a consistently high quality of goods and services to recipients of Personal Emergency Response Services throughout Australia.
- 1.2 Industry, government and the community have confidence in member performance.
- 1.3 Consumers are supplied with relevant information regarding goods and services.
- 1.4 Appropriate responses to all calls are made, legal responsibilities are complied with and the industry's image and reputation are maintained and enhanced.

2 Compliance Requirements

The following minimum requirements must be met by PERSA members:-

- 2.1 Australian Standard for Personal Response Systems, AS 4607-1999.
- 2.2 PERSA – Code of Practice for Members.

- 2.3 In accordance with Clause 5.3 of the Australian Standard AS 4607-1999 members will have a fully developed and maintained Procedure Manual available for reference if called upon.

3 Compliance Mechanisms

- 3.1 All prospective and existing members of the PERSA are required to sign a Compliance Standard Agreement (CSA) document issued by the Association on joining and again on annual renewal of their membership.
- 3.2 Members are responsible for ensuring that they have the latest versions of documents as stated in Section 2 Compliance Requirements and that their organisation operates to these standards.
- 3.3 The Executive of PERSA will not accept a new member or renew membership of an organisation that does not sign and submit the CSA issued by PERSA.
- 3.4 The CSA should be signed by the delegated authority within the PERSA member organisation.

4 Compliance Performance

- 4.1 The executive of the PERSA shall take reasonable steps to ensure that an appropriately completed CSA has been received from each member of the association prior to renewal of that member's annual membership.
- 4.2 The executive of the PERSA shall monitor compliance of each member with the Compliance Standard Agreement (CSA).
- 4.3 The Association, whilst allowing self assessment and regulation by each member to PERSA standards and compliance requirements, reserves the right to demand any such information deemed necessary to assess the compliance of the member with the CSA and or Australian Standard 4607-1999.
- 4.4 A nominated period will be given for the member to respond to this notice and to provide information requested by the Association. The member must state in writing the steps taken and must certify that compliance has been achieved.
- 4.5 Where non-compliance is evident and conformity with the CSA and AS 4607-1999 is not able to be proved, the Executive, following a majority vote, may immediately suspend membership of the Association.