

Case Study: Restoring Confidence and Safety for Val and Wayne on Macleay Island

Participant Snapshot

First names: Val Cooper and Wayne Sawdy

Location: Macleay Island

Val – Date of Birth: 27 January 1959

Wayne – Date of Birth: 8 March 1950

Cultural identity: Val identifies as a “Forgotten Australian”

Living situation: A couple living together in their own home

Context: Island-based residence with ferry-dependent access to services

Val and Wayne reside together on Macleay Island. While Wayne does not experience mobility limitations, Val requires the use of a walking frame and had been experiencing ongoing anxiety prior to the pilot.

Identified Needs and Risks

Val:

- Mobility limitations requiring walking frame
- Ongoing anxiety related to safety
- Concern about falls
- Allergy to penicillin

Wayne:

- High blood pressure
- No mobility issues

Prior to joining the pilot, Val reported that she “constantly felt anxious.” Despite living with her partner, she did not feel confident that emergency support would be available quickly in an island setting if something happened.

This highlights an important insight:

Even individuals living with a partner may experience heightened anxiety about falls or sudden health events, particularly in geographically isolated communities.



L->R: Ian, Val and Wayne

Technology Provided

Technology solution: *Talius Wake & Well Kit*

Additional devices:

- Falls pendant (Val)
- Standard pendant (Wayne)
- Monitoring service: Intelligent Monitoring Services (IMS) – 24/7 professional emergency response
- Installation provider: Jim's Antennas and Security

The Wake & Well Kit provides:

- Emergency activation capability
- Falls detection for Val
- 24/7 monitoring and escalation
- Reassurance and structured oversight

The inclusion of a pendant for Wayne ensured both members of the household had access to immediate assistance if required.

Installation and Support Context

Installation was completed in-home, with full commissioning to the IMS 24/7 monitoring centre and end-to-end testing of emergency call functionality.

Both participants were oriented to pendant use, emergency procedures, and monitoring response pathways.

Early Experience and Observed Impact

The day after installation, Val sent the following message to the project team:

"Thank you again for yesterday. I cannot believe how much safer I feel with this emergency equipment. I hope my partner understands this and he can apply through DVA to have emergency support installed."

This immediate response indicates a rapid psychological impact of having structured safety infrastructure in place. Val reported that her anxiety reduced significantly once the system was installed.

End-of-Pilot Outcome

At the conclusion of the pilot, Val advised that she feels as though she has "a new lease on life."

She expressed a strong desire to retain the alarm and monitoring service and indicated she would seek charity funding to continue access beyond the pilot period.

The reference to DVA in her early feedback highlights awareness of existing funding pathways and the importance of clearer navigation support for veterans and their families.

Impact on Household Safety

The inclusion of pendants for both Val and Wayne strengthened whole-of-household safety. Even where one partner has mobility challenges, sudden health events can affect either person.

Professional monitoring ensures:

- Immediate response capability
- Reduced reliance on partner-only response
- Reduced anxiety burden within the household

Why This Case Matters

This case demonstrates that:

- Anxiety related to falls and isolation can be significantly reduced through monitored safety technology
- Even couples living together benefit from structured emergency response infrastructure
- Professional monitoring provides reassurance beyond informal partner support
- Rapid psychological impact is possible when safety gaps are addressed
- Funding navigation support (e.g. DVA pathways) is important for sustained access

Key Takeaway

This case illustrates that monitored emergency response technology can significantly reduce anxiety and restore confidence for older Australians living in island communities, even where informal household support exists.