

Tunstall Healthcare

Freedom to live *your* life

Personal alarms | 24/7 monitoring | Care & activity sensors



Tunstall



Who is **Tunstall**?

We are a world leading connected healthcare provider. With over 60 years of global experience, our assistive technology gives people the freedom to live safely and independently. Across Australasia, we employ over 100 people and care for more than 70,000 clients.

Tunstall offers a range of innovative products including home and wearable personal alarms, mobile apps, fall detectors, activity monitors and environmental sensors. Our solutions enable freedom and independence by unobtrusively monitoring risks to your safety within and outside of the home.

Freedom to live your life in a place of *your* choice.

Above: Managing Director, Lyn Davies.

How does the **Tunstall** monitoring service work?

A **Tunstall** alarm solution is Life Changing, Life Saving. Using a **Tunstall** personal alarm solution is simple, and our 24-hour monitoring service provides you with peace of mind that help is just a button press away should you require assistance.

You do not need to be next to your phone or the base alarm unit. The alarm has a powerful speaker and microphone which allows a two-way voice function. Our care consultants will be able to hear you and other happenings in your home; and they will ask you how they can best help. They will coordinate the most appropriate response for you; be it emergency services, a carer, friend or family member. Importantly, a **Tunstall** care consultant will always stay on the line with you, providing peace of mind until help arrives. We will also keep your family and support network informed should it be necessary for you to go to hospital.



Step 1

To raise an alarm, simply press the help button on either your **Tunstall** pendant or the base alarm unit.

Step 2

The alarm will dial our 24 hour monitoring centre and a **Tunstall** care consultant will communicate with you over the alarm.



Step 3

The care consultant calls the appropriate help.

Step 4

The care consultant waits on the line until help arrives.



Why is a Tunstall solution right for you?

We are a leading provider.

With over 60 years of global experience we are proud to be an innovation and technology leader, providing trusted personal alarm solutions. Our Australasian operations in Australia and New Zealand are long established providers to government, retirement villages and community care organisations.

We pride ourselves on our people.

We value person-centred care and put you at the heart of our operations. Our caring staff continually go above and beyond to assist on a daily basis, ensuring we are renowned for our exceptional customer service standards.



We care about getting you the right response.

Every situation is different. A **Tunstall** care consultant will always ask you how they can best help. They will listen and treat you with respect and courtesy, and will organise the most appropriate response for you; be it emergency services, a carer, friend or family member. Importantly, a **Tunstall** care consultant will always stay on the line with you, providing peace of mind until help arrives. We will also keep your family and support network informed should it be necessary for you to go to hospital.

We offer an end-to-end solution.

We are a unique provider as we offer an end-to-end solution; encompassing product development, installation, maintenance and monitoring. We are also one of the few monitoring centres with the capacity to immediately transfer calls between our Australian and New Zealand operations. Our business continuity solution ensures our life saving service will always continue uninterrupted during high call periods or unforeseen technical or environmental outages.

We are quality assured.

All of our products and services are quality assured and adhere to relevant industry standards including AS4607 and ISO 9001 certification. We are active members of key industry alliances and associations including the Personal Emergency Response Services Association (PERSA), the Continua Health Alliance (CHA), and Medical Technology Association of Australia (MTAA).



Quality
ISO 9001
SAI GLOBAL



Telecare



Medical Technology
Association of Australia

Am I eligible to receive a government funded alarm?

How do I apply?

If you are a Department of Veteran's Affairs (DVA) Gold or White card holder you may be eligible for a subsidised personal alarm package, including a medical alarm, GPS watch and/or fall detector pendant. To apply, simply complete and return the attached form and we'll arrange a Health Provider to complete an in-home assessment.

Tunstall has partnerships with a number of community organisations across the country, who may be able to assist with further funding options. Contact us or visit our website to find your local **Tunstall** partner.



Client details

DVA Gold Card holder?* Yes / No

Title Name

Phone

Email

Address

Alternative contact

Name

Phone

Referrer details (if applicable)

Title Name

Organisation

Position Phone

Additional comments

*Clients with a DVA Gold Card require a D9199 form to be completed during an in-home assessment with an Occupational Therapist.

Return to:

e: customer.service@tunstallhealthcare.com.au

f: 1800 435 570

p: Reply paid 74773, Eagle Farm QLD 4009

Apply now!

Tunstall

Tunstall Australasia Pty Ltd

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ACN 059 121 863

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Your local Tunstall partner: