

# KinCare caring for the community

KinCare has been working together with Tunstall Healthcare for the past four years to provide connected healthcare solutions to Australian seniors and people with a disability, allowing them to manage their health from home and remain independent for longer.

## Caring for our customers

KinCare is Australia's leading provider of in-home health and wellbeing services to older people and people with a disability. In particular, KinCare provides a Tunstall emergency alarm with every care package, giving support to seniors and those with long-term health concerns.

Sabine Tollis, regional manager of KinCare Sunshine Coast and Wide Bay, says the partnership with Tunstall provides KinCare customers with the support they need to remain in their homes for longer.

"Our goal is to provide the best care to ensure our customers can stay in their homes for as long as possible. We want to give people the choice to remain in the comfort of their own home as opposed to needing to visit a hospital or residential facility," says Sabine.



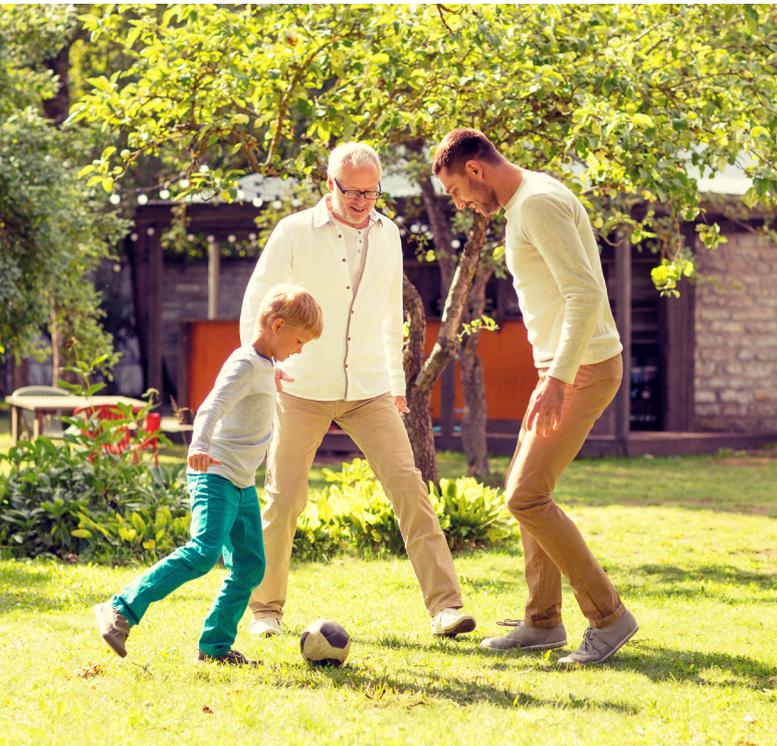
“ KinCare and Tunstall work to keep customers in their homes and independent longer.

– Sabine

## A beneficial partnership

KinCare provides a wide range of in-home offerings, ranging from government funded homecare packages and transition care programs to aged care and disability services. Aimed at keeping customers in their own homes, KinCare uses assistive technology to offer seamless services, and Sabine believes that's where the partnership with Tunstall works so well.





“ We can go to Tunstall with a problem and they’re able to suggest the right solution.

– Sabine

### Trusting in Tunstall

“We’ve set a standard at KinCare of what kind of service we want to provide, and we pick quality partners, so Tunstall fits the bill,” says Sabine.

“Tunstall has the best customer service - the products are really good and the prices are reasonable. At the end of the day we provide a service so the company we partner with is an extension of what we do. We want them at an equal standard of what we provide.

“Tunstall is hands-on and we have conferences, meetings and presentations from them, so for us, having that partnership with them is key. This partnership with Tunstall is great because they have a wide range of products that fit in with what we’re trying to do - getting creative with how customers can remain safe in their houses and keep their independence.

“Their expertise in prescribing the right product for us is really important. We can go to Tunstall with a problem and they’re able to suggest the right solution. It’s a very beneficial partnership for us,” she said.

“ We pick quality partners and Tunstall just fits the bill.

– Sabine

“Tunstall’s connected care alarms give our customers more security while also giving their family members peace of mind. The family can feel a little bit more relief that there is a mechanism that is in place in case their loved one is not well and cannot get to the phone. It gives them independence,” Sabine says.

“We’ve seen some troubling situations where customers - who don’t have any family living nearby or anybody visiting on a regular basis - have fallen with no help to get up. We do visit those customers once or twice a week, but if they had not had their Tunstall emergency button, they might have been alone until we could get to them. Tunstall’s reaction time is really quick once customers push their button, so they will receive the help they need - whether that be a visit from someone nearby or the ambulance.”

For more information about Tunstall’s connected care solutions, contact our friendly customer service team on 1800 603 377 or at [info@tunstallhealthcare.com.au](mailto:info@tunstallhealthcare.com.au)

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