

# Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

EDITION 1 | 2017

## TUNSTALL CELEBRATES 60 YEARS

We reflect on the evolution  
of Tunstall and what our  
future will look like.

60

YEARS OF TUNSTALL  
INNOVATION



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# Welcome...

...to the 60<sup>th</sup> anniversary edition of Tunstall's Connected Voice magazine



Welcome to our very special 60<sup>th</sup> anniversary edition of our Connected Voice magazine!

Tunstall has been leading the way for 60 years now, and we're proud of all that the company has achieved. On page 4, I take some time to reflect on the past and also the future of the company. Both our customers and our staff are incredibly important to us, and we always want to ensure they're appreciated. On page 12 we look at our customer satisfaction results, and on page 9 we celebrate the 2016 Tunstall staff awards.

And over on page 16, you can read about one particular customer, Tom, a veteran living in country Victoria who relies

on Tunstall's connected care service.

Recently, we've been working hard to establish connected health in China with the help of our partners Revlis Biotech and you can read all about the launch of their Smart Healthcare Centre on page 6.

On page 11 we welcome Tunstall Group's new Chief Marketing Officer Martin Jefferies, who'll be overseeing Tunstall's global image.

Last month, staff took on the febfast challenge, giving up sugar, alcohol or another vice for the whole month, in support of youth services. We have a full wrap up of the challenge on page 14.

This edition, on page 20, Geoff Feakes, Tunstall Group CIO, examines the future of mobile assistive technology and what we can expect from connected healthcare in the future.

If you've been looking for services and tools to help you or your loved one, we have a handy list with 9 of the best assistive technology apps and websites on page 18. Warren Duce, our resident tech expert, takes a look at falls management and options for care on page 22.

I hope you enjoy this special edition of our magazine, and join us in celebrating 60 sparkling years!

**LYN DAVIES**  
Managing Director

# 60

YEARS OF TUNSTALL  
INNOVATION

## TUNSTALL CELEBRATES 60 SPARKLING YEARS

In 1957, in a small Yorkshire town called Askern, Norman Tunstall launched his TV and radio shop venture.

60 years on, Tunstall is now the world's leading provider in telehealth solutions. Our MD Lyn Davies reflects on the evolution of Tunstall Healthcare and what our future will look like.

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## 9 great apps and websites for AT and disability services

Trying to find the latest AT devices? We've put our AT expertise to good use and found the best websites and apps for disability services and assistive technology.

## Introducing Tunstall Healthcare's new Chief Marketing Officer

Tunstall Group is proud to announce the appointment of the new Chief Marketing Officer (CMO) Martin Jefferies.



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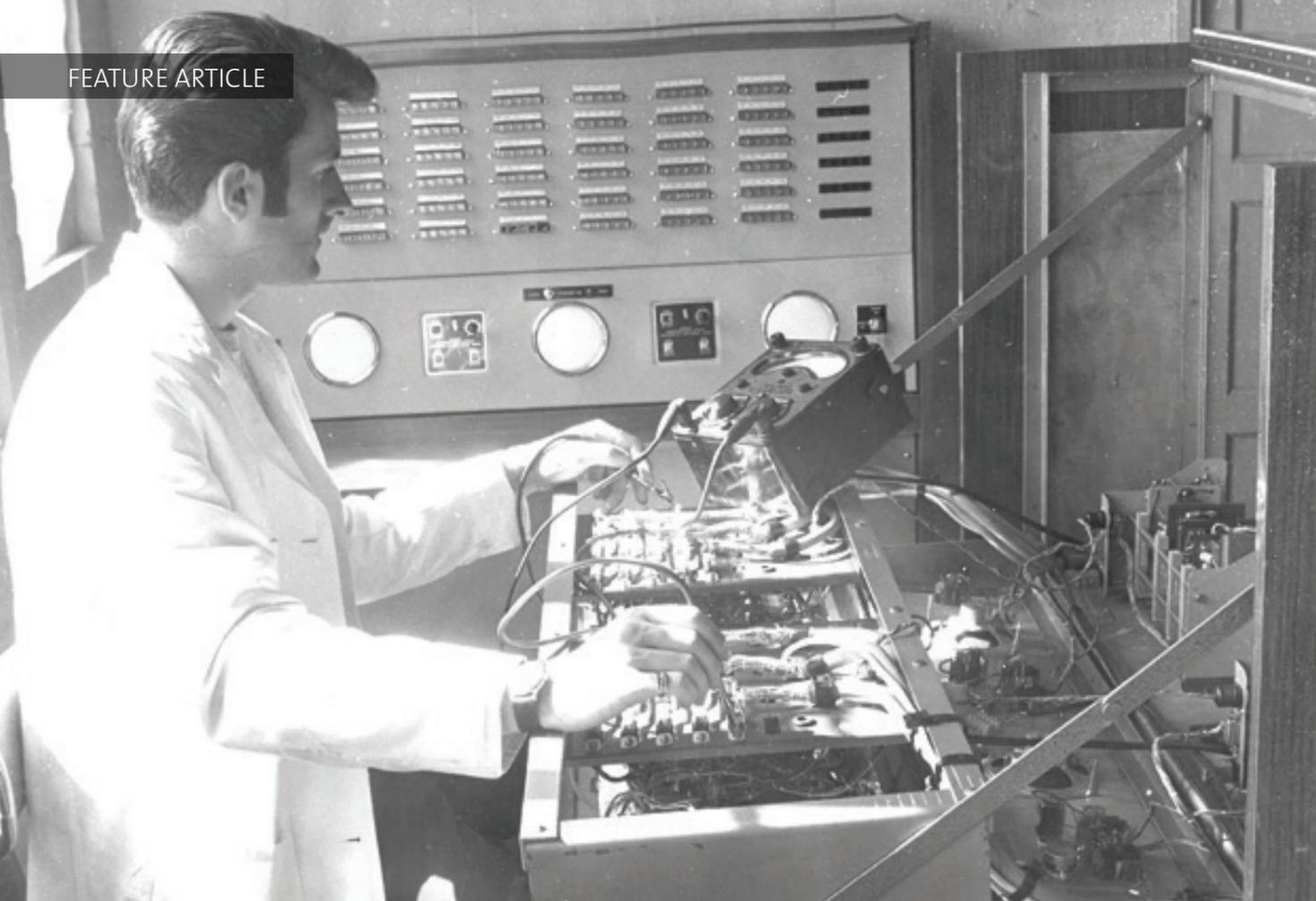


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## Connected care: Keeping veteran Tom safe

For Tom Hangan, an 87 year old veteran who lives in a small Victorian town, Tunstall's services could very well be life saving.





Feature article

# Tunstall celebrates 60 sparkling years



In 1957, in a small Yorkshire town called Askern, Norman Tunstall launched his TV and radio shop venture.

60 years on, Tunstall is now the world's leading provider in connected healthcare solutions. It's an extraordinary history to look back on and for the last 13 years, I have been part of this journey.

Joining in 2004, I have built my career with Tunstall - in a way growing up within the organisation. Throughout my time here, I have seen how pioneering new products and services provide innovative solutions that help people manage their own health conditions and remain safe

and independent.

So, in celebration of Tunstall's diamond jubilee, I'd like to acknowledge why I am proud to be a part of Tunstall Healthcare.

Innovation is the focus

At Tunstall, a lot of our work goes into investing time and effort into understanding customer needs. However, instead of traditional R&D approaches, we have an ongoing focus on Innovation and Design.

Rather than develop technology for the sake of it, we address major issues around chronic disease to help provide the best solutions for individuals. Service is therefore the core driver of innovation at Tunstall. After all, as a business, we know we need to be flexible and agile enough to adapt to the changing needs of our customers.

Because of this, while we manufacture our own systems, our technologies are always integration enabled, open to use with flexible platforms and

devices and all in order to meet the diverse requirements of customers. What this means is that we engage with third parties where relevant to ensure the best possible experiences for customers.

A pivotal year for Tunstall's digital health innovations

Connected healthcare services have been a key part of Tunstall for some years now. This year, we are going to fine-tune the services we already provide, whilst also taking care of those customers who are moving from traditional to digital services.

We have an obligation to help our clients transition and upgrade to new technologies which ensure they have the best possible experience. As a result, the pivotal point this year comes when we advance our connected health offering to reach even remote regions through digital technology and innovative solution-based services such as clinical consultancy delivered over video.

What does the future hold for health and social care?

We have evolved as emergency support for vulnerable people for 60 years now. As such, when you use Tunstall's connected healthcare solutions, you are speaking to a trained care consultant or nurse on the other end of the phone line who can give professional advice as part of our 24-hour support in both health and social care.

Tunstall has streamlined our connected health offerings to ensure the affordability of remote chronic disease management services with everything from video conferencing with a qualified nurse to clinical consultancy support. In essence, the goal is to provide more support to more people and provide essential systems and services for those who provide care and essential services.

But, it's much more than that. With Tunstall, our services and easy-to-use apps connect patients with life changing programs that help manage chronic disease. It's as simple as accessing a caring professional from the safety and comfort of

your own home, something that can also help you understand your own health better.

I believe the future will see this connected approach to health grow. Our role is to support individuals with chronic disease through cost effective solutions that help people live longer and healthier lives.

Each day, I get to work with an amazing team of people here at Tunstall, all driven by the goal to make a difference to people's lives. It's one of the reasons I am proud to be a part of this organisation and excited to see where the future leads. 2017 is going to be a pivotal year for us as we celebrate our diamond anniversary and drive the next generation of digital connected healthcare services to transform the healthcare landscape.

Lyn Davies

Managing Director

▶ View this article on LinkedIn



# Launching a new era of connected healthcare in Qingdao

Tunstall Australasia and Revlis Biotech are proud to announce the launch of the new Qingdao Connected Healthcare Centre in China.

The Centre aims to revolutionise healthcare across Asia with the introduction of connected health, supporting health monitoring for aged care in response to China's rapidly ageing population.

Tunstall Australasia Managing Director Lyn Davies recently attended the International Symposium on Parallel Care for Smart Ageing at the Connected Healthcare Centre and was pleased with the event's success. "Hosted by the Qingdao Academy of Intelligent Industries, the symposium attracted over 40 government officials and attendees were impressed with the connected healthcare initiative," said Ms Davies.

"China's ageing population requires effective and integrated healthcare, and the launch of the Centre will allow the provision of such solutions," she said. As part of the symposium, Tunstall Group Chief Information Officer Geoff Feakes and Revlis' nurse Eve, led a demonstration of the connected healthcare technologies encompassed within the Centre. "Throughout the symposium, we showcased Tunstall's ICP

patient management systems in the simple Chinese language versions developed specifically for Revlis," said Mr Feakes. "We demonstrated how connected health peripheral devices, including the Revlis Cmate® ECG, integrate with the Tunstall ICP system and how the connected health solution works for both patients and clinicians. "Attendees were quite impressed with the clarity of the video conferencing capabilities from China to Australia and could



see great benefit in the ability to conduct health evaluations remotely via video conference," he said.

Revlis Biotech's Chief Operating Officer Martin Chang said he appreciated Tunstall's continued support throughout the symposium.

"With the support of Tunstall, we aim to reach 32,000 connected health patients and

16,000 connected care clients by 2019," said Mr Chang.

"This is the first people-centred and integrated healthcare service of its kind in China and one that the aged care market greatly needs.

"Thanks to Tunstall's management software the Centre will be able to support a range of clients whether they require connected care

or connected health solutions hopefully alleviating some of the strain on China's healthcare system," he said.

Revlis expects to officially launch the Connected Healthcare Centre in early 2017.

▶ View this article on our website





**What we're tweeting ...**  
 @TunstallAPAC  
*We have all the big #AHW2017 tweets and news via our Storify.*  
<https://storify.com/TunstallAPAC/austhealthweek-2017>



# Giving thanks to our team in 2016

At Tunstall Healthcare we provide people with connected care solutions and support through a holistic approach. As a successful global organisation we need our staff to be passionate about what we do and maintain the excellent levels of service we are known for.

To recognise the exceptional efforts our employees dedicate to providing support to both colleagues and clients, we designed the Tunstall Special Thanks and Recognition (STAR) program. It encourages staff to live and breathe our values of choice, quality of life and person-centred care and facilitates the high level of service expected at Tunstall.

At the end of each year, at our Christmas events, we present our top employees with a certificate and trophy – their STAR award – to showcase that their efforts are valued.

Without further ado, here are our 2016 recipients of the STAR awards for Australia and New Zealand.

#### 1. The Enid Potter Award

Our first trophy recognises the point of difference a person makes in other's lives. It is awarded in memory of a valued Tunstall client, Enid Potter and nominated by the Managing Director.

This year, Lisa Capamagian was selected because of her commitment and dedication to upgrading more than 30,000 clients to mobile 3G alarms.

Putting Tunstall's clients at the centre of her work, Lisa remained an energetic and passionate leader throughout the long months of planning and resource management.

#### 2. Outstanding Client Service Award

We provide customer-centric support at Tunstall as a whole. Yet Jacqui Bauer was nominated by the executive team as going above and beyond and consistently prioritising our clients.

Described to have a "nothing is too much trouble" attitude, she deserves recognition for ensuring all outcomes meet Tunstall's commitment.

#### 3. Living Our Values (LOV) Award

Jacqui's efforts didn't go unnoticed by her co-workers either, receiving the most votes for embodying the Tunstall

values. Comments from voters highlighted her positivity and generosity, pointing towards her tendency to work longer hours to help other staff.

"I feel that Jacqui breathes and lives Tunstall – she is the most optimistic, approachable person. An incredibly patient individual and always willing to pass on her knowledge Jacqui is a great ambassador for Tunstall in and out of the office."

In short, her colleagues value the fact that the cheerful powerhouse sets an exceptional standard employees should strive for.

#### 4. Outstanding Professional Development Award

At Tunstall we are not only about our clients' positive development, but also encourage growth in a personal and career level for our staff.

In 2016, the executive team concluded that Leanne Watson-Hall deserved recognition for her efforts to continually improve everything she does.



knowledge and willingness to share it with others is unparalleled.

**2. Living Our Values (LOV) Award**

Linda Chappell won this people’s choice award based on her empathy and commitment to clients.

Her ability to translate her in-depth product knowledge in an easily understandable manner to colleagues in training, in addition to her willingness to help out whatever way she can has given her a reputation of ‘going the extra mile’ each time.

**3. Outstanding Professional Development Award**

In New Zealand as well, we encourage Tunstall staff to embrace our organisation’s values and support personal and professional career growth.

The executive team decided that in 2016, Aleisha Leitch-Diamond showed immense personal development as a Customer Care Consultant.

She has not only supported fellow employees – particularly the weekend team – but upped her skill set as an experienced professional.

Without our exceptional staff, we wouldn’t be where we are today. So thank you to all our amazing employees for being the productive, passionate individuals you are!

PICTURED: MD Lyn Davies awards Lisa Capamagian the Enid Potter Award.

ABOVE: Financial Controller Jamie Gibson awards Jaqui Bauer the Living our Values Award.

# Tunstall Group appoints new Chief Marketing Officer

Tunstall Group is proud to announce the appointment of the new Chief Marketing Officer (CMO) Martin Jeffries. Martin is based in the UK office and is responsible for Tunstall’s global brand positioning and group product strategy.



Martin has over 25 years of commercial experience gained in software and services organisations addressing complex operational challenges within the healthcare markets.

Most recently, he was CMO for Allocate Software – the market-leading provider of SaaS workforce management to healthcare markets across the UK, Sweden and Australia. He was responsible for transforming the company’s marketing capability; in particular digital marketing, product rationalisation and upskilling his teams.

Martin also brings broad healthcare experience gained through working with a number

of hospital and community care providers in the UK, Australia and the Nordics. One notable client being Cambridge University Hospital and Cambridge Social Care where he worked with the local teams to deploy and optimise patient flow technology to improve patient outcomes by reducing the length of time people aged over 55 stayed in hospital.

In his early career Martin worked at Dell Corporation as EMEA Head of Strategy and Programmes where he was responsible for the leadership of EMEA sales and marketing strategy across 13 countries. He was also a founding Director of a strategy and change

management consultancy and Head of Marketing and Business Development for Virgin Media Business a national cable operator in the UK.

Martin started his career in healthcare with pharmaceutical company GlaxoSmithKline working on the anti-viral and neurology portfolios.

Martin is joining Tunstall to lead and strengthen our marketing capability and to further develop our position in the connected healthcare market.

Tunstall Group is celebrating its 60th anniversary year, paying homage to 60 years of innovation and market leadership.

We are lucky to have someone like her striving to overcome each challenge, bridge knowledge gaps and be as effective as possible.

**5. The Brian Cassidy Award**

Dedicated to Brian Cassidy, Tunstall’s former Electrical Technician, this award celebrates outstanding innovation and solution design.

Nominated by the executive team because of his dedication to help the organisation push its position as industry leader, Zodian Casserly took home the trophy this past Christmas.

Zodian is known for his commitment and self-determination to increase the company’s portfolio, something that includes introducing new

dimensions to the Patient Portal, Video Conferencing as well as new telephony services (including PABX upgrades) and call centre features.

## New Zealand award winners

**1. The Don Barr-Smith Award**

Honouring Tunstall’s first New Zealand client, the Don Barr-Smith Award is the Kiwi recognition of an employee making a difference in the life of others.

In 2016, Tracee Scott was nominated by the Managing Director because of the value she adds to both her colleagues and clients.

Her seemingly limitless

# Tunstall's customer satisfaction rating revealed

When you're in a customer service industry – specifically one as high-touch as the healthcare sector – quality client satisfaction is the number one goal.

The little details matter, but no company will be able to work on building their services if they do not first listen to the people who are actually using their products on a daily basis. Here at Tunstall Healthcare we strive to better ourselves for your benefit each and every day, and we wanted to know what our clients were thinking of our services. So we asked!

Surveying a mix of our private clients and Department of Veterans' Affairs (DVA) clients, we ascertained client satisfaction information on Tunstall's alarms, 24/7 monitoring service and customer service.

We're pleased to report that Tunstall's bi-annual customer satisfaction survey showed consistent positive customer feedback. Lyn Davies, Managing Director of Tunstall Healthcare shared her excitement about the results.

"We are grateful to receive such positive customer satisfaction survey results that reflect our commitment and passion for providing high quality services and excellent customer satisfaction," she said.

What is it specifically that makes our clients so satisfied with our products and solutions? Well, let's get into the details, shall we?

How we measured up

Now, let's talk about the alarm and associated service. Overwhelmingly, about 94 per cent of our customers see the benefits of having the alarm on hand. And even more, 96 per cent, found that just having the alarm makes them feel safer. Many of our clients live alone, so the pendant gives them and their families peace of mind.

75 per cent of respondents stated that they wore their pendant every day.

It is especially important in places where accidents tend to occur most often, places which might not allow them to get to a phone to call for help readily. For example, 75 per cent of respondents stated that they wore their pendant every day; 33 per cent wear it in the shower and 54 per cent wear it to bed.

A big part of our service here at Tunstall Healthcare is the educational component. We like to ensure that all our clients

are able to use their devices for better management and care of themselves. Research also found that clients were adequately prepared to use the alarm in case of an emergency. This includes the knowledge of how to properly use the alarm with almost all customers (95 per cent) aware that they needed to test their pendant monthly.

Best of all was the breakdown of how our service meets customer expectations. 51 per cent of clients said that the Tunstall service meets their expectations and 47 per cent said that the service is exceptional and even exceeds expectations.

We were pleased that almost all of our clients – 98 per cent – found that our service is so beneficial to their safety and confidence in knowing that help is only a button-press away if they need it. And 85 per cent indicated that Tunstall Customer Care Consultants always provide them with adequate help, and would recommend Tunstall services to a friend or family member.

Client satisfaction in 2017

What does it all come too? Well, based on this survey our Net

Promoter Score (scaled -100 to 100), was strongly positioned at 71. But what is a Net Promoter Score? And how is it calculated? We'll tell you!

A Net Promoter Score measures the perception of your brand via customer loyalty. The score is calculated from three groupings of personalities who would be likely, or unlikely to recommend your brand to others:

1. Promoters (score 9-10): Customers who engage with the brand, continually buy and 'promote' the company to their friends and family.
2. Passives (score 7-8): Customers who are happy, but could jump ship to a competitor if there is a better deal, however, they could be turned into a promoter.

3. Detractors (score 0-6): Customers who are just plain unhappy, will move to a competitor and possibly spread damaging promotion to your potential customers.

Now, figuring out your NPS is a bit more than averaging these scores together. You have to add up the total responses from each of the groups, take each group total and divide it by the total number of responses. Once you have this percentage, you subtract the total percentage of Detractors from the total percentage of Promoters and there you have it – your NPS rating.

So as you can now see, we're thrilled with this score! Of course, we could not have gathered this valuable insight without the help of our valued clients. So we thank you!

We're not going to stop looking for ways to better your experience as our client just because we got some positive results, however! Tunstall is committed to ensuring customer satisfaction and continual improvement moving forward into the new year and beyond.

"We thank everyone who completed the customer satisfaction survey and provided us with valuable feedback about the Tunstall service," said Lyn Davies.

View our solutions for healthcare professional and refer a client online

Based on **The Tunstall Annual Client Survey**, our **Net Promoter Score** (scaled -100 to 100), was strongly positioned at **71!**

**Tunstall**



# No sugar? No alcohol? No problem.

Tunstall staff #PauseForACause this February in support of youth services.

What do Tim Tams, wine and coffee have in common? For one, they're delicious. Yet, we also have to admit that indulging in their goodness isn't always the best for our bodies and long-term health. However, cutting out sugar, alcohol and caffeine can be harder than it sounds. Often the motivation to push through the cravings and in extreme cases, withdrawal symptoms, is very hard.

Now what if we told you there is a cause worth pausing the consumption of your vices for? Let's talk about febfast and Tunstall's involvement in the initiative.

## What is the febfast challenge?

febfast is a national challenge that encourages Australians to pause drinking alcohol, eating sugary foods or change anything else in their life they would like to improve.

To help participants reap extra benefits and have support throughout the challenge, febfast teamed up with businesses and ambassadors across Australia, including Reid

Cycles, Genesis Fitness and Hello Fresh.

While the health aspect is a major part of the initiative, febfast is also a challenge aimed to raise funds for support of disadvantaged young people aged 12-25. Over the last 10 years, thousands of febfasters joined the challenge and have helped raise more than \$8 million!

It's one thing to be proud of raising funds for support of these organisations, but another to understand how much of a positive impact this can have for those who have experienced abuse, neglect, or even international conflict.

## Why support is important

Each dollar febfasters raise while spending February without whatever vice they choose goes towards support and advocacy services.

This means that since 2007, \$8 million have gone towards the services of Youth Support and Advocacy Services (YSAS), The Link, Youth Drug and Alcohol Advice Service (YoDAA),

Streetlink Youth Health Service, Swan City Youth Service Inc., Brisbane Youth Service (BYS) and the Ted Noffs Foundation.

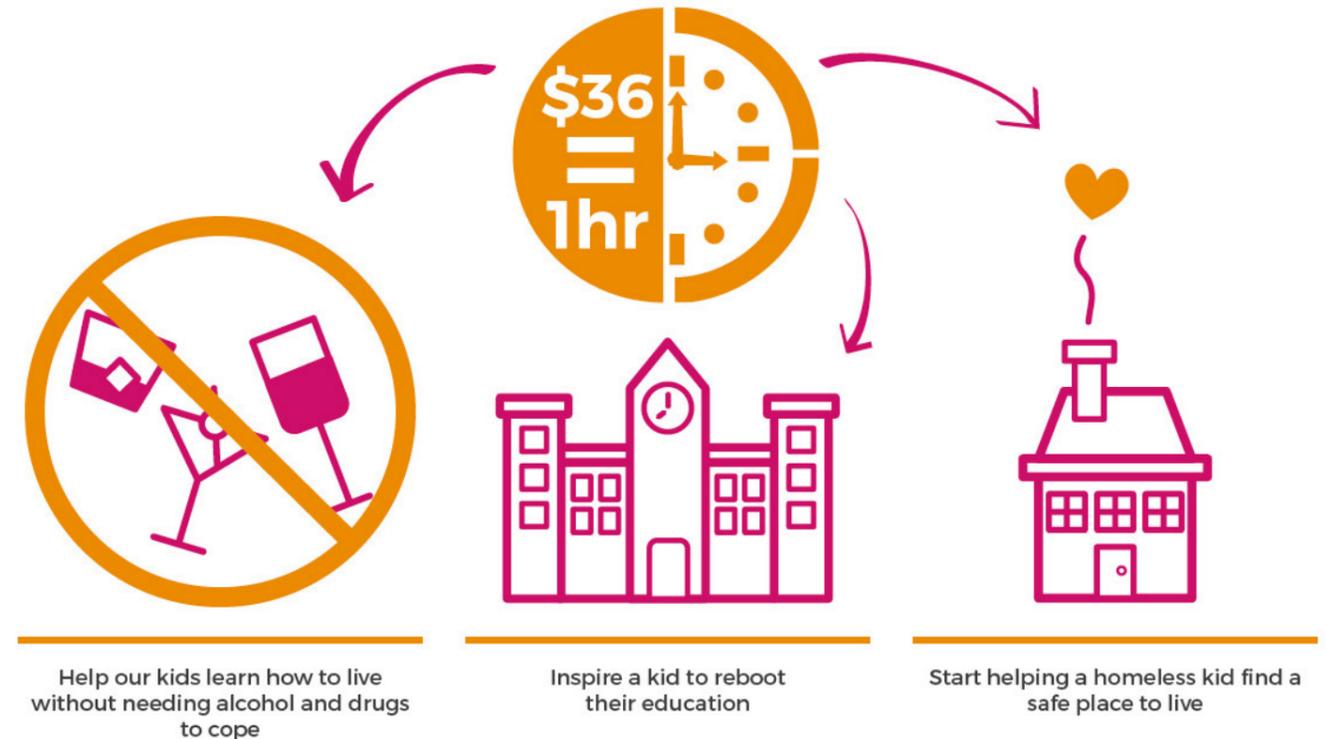
It's important to show youth that you believe in them.

Andrew Bruune, CEO of YSAS, emphasises the importance of providing disadvantaged youth with encouragement and showing them that someone is there to help them grow beyond their current situation.

"A lot of our kids suffer from a poverty of expectation – people see them as just someone with too many problems, so they stop expecting much from them," he said.

"But they need people around them to have hopes and dreams for them, to believe in them. And that's what our workers and our programs do – they show we believe in them and we're going to help them pursue and achieve their dreams."

**\$36 = 1 HOUR OF YOUTH WORKER SUPPORT FOR A YOUNG PERSON EXPERIENCING DISADVANTAGE. ONE HOUR CAN:**



Considering that youth can be particularly vulnerable to silent suffering, we believe the febfast movement is a cause worth supporting.

## Tunstall is taking on the challenge

At Tunstall we joined the challenge not only to raise funds for advocacy services, but also as part of a wider move towards better health and wellbeing within our workplace.

With 28 staff participating in febfast, we took action to pause from a wide range of vices – be it chocolate, fast food or coffee – and make healthier choices. While it's not an easy feat to give up the afternoon coffee for many, febfast helped participants get through the month with a lot of healthy recipes, guides and tips to make

the journey that little bit easier.

"Giving up sugar was a little harder than I thought. I didn't realise just how often I went to the sweet side of the street to have coffee and a cake, slice or scone with jam and cream," one of our Tunstall participants has pointed out. "Luckily, we have had febfast recipes to make the change to sugar-free alternatives. It has also made me eat more fruit with the natural sugars so another step in the right direction to a better lifestyle."

One key thing for our Tunstall febfasters is that we focussed on a positive change within our workplace to live more balanced.

The fact that participants could indulge their taste buds with sugar-free Ferrero Rocher, date and muesli slice, blueberry

piña coladas and mangorita mocktails was simply another extra motivator.

To close out the month of february, Tunstall febfasters hosted 'Tunstall's healthiest morning tea ever', in a effort to raise money. Each participant brought in a healthy plate of food, which was priced between \$1 and \$5. All proceeds were donated to febfast.

Here at Tunstall, we're passionate about living healthier, happier lives and supporting disadvantaged youth who need someone to reach out a helping hand. We also know that every dollar we raised as a team is giving those who have been dealt a bad set of cards in life the confidence to take charge of their own success.

# Connected care: Keeping veteran Tom safe

For Tom Hangan, an 87 year old veteran who lives in a small Victorian town, Tunstall's services could very well be life saving.

"I know people who have fallen over in their yards and no one knew and they just lay there," he says. With a personal alarm radio pendant worn around his neck and the ability to roam outside his home with the knowledge he's protected, Mr Hangan can rest assured he's in safe hands.

## A bit of background

Mr Hangan has used Tunstall's services since September 2011, when he had a Tunstall personal response system installed in his home. The Department of Veterans Affairs Gold Card Holder has the cost of this system, which also includes 24-hour monitoring, covered by the Department of Veterans Affairs under the Rehabilitation Appliances Program (RAP). The assessment took place in his home by a qualified health professional to ensure Mr Hangan was eligible for the funding, and the rest is history.

As of August 2014, Mr Hangan started having daily welfare calls with care consultants in the Tunstall Monitoring Centre. Each day between 8:30 and 9 a.m., Tom presses his pendant and is connected immediately to the centre, where he has a brief chat with operators to ensure everything is as it should be.



"What I do, I just call in and they say 'good morning Tom' and sometimes I say, 'good morning Vietnam,' or something silly. They ask me how I'm going and I say 'good' and I give them a rundown on the weather here and they give me a rundown of the weather in Brisbane," Mr Hangan says of the daily calls.

If he fails to make a call, a Care Consultant will follow set protocols to locate Tom and arrange any assistance required. Tom says this has happened in the past after he forgot to check in.

"Because sometimes I forget and sometimes they ring up half of Australia to find out where I am," says the Lakes Entrance resident.

## Why Tunstall?

"I used to call in only every three months, but my neighbour, a very good friend, is moving. She's a registered nurse so I decided to call in and do a check call every morning," says Mr Hangan.

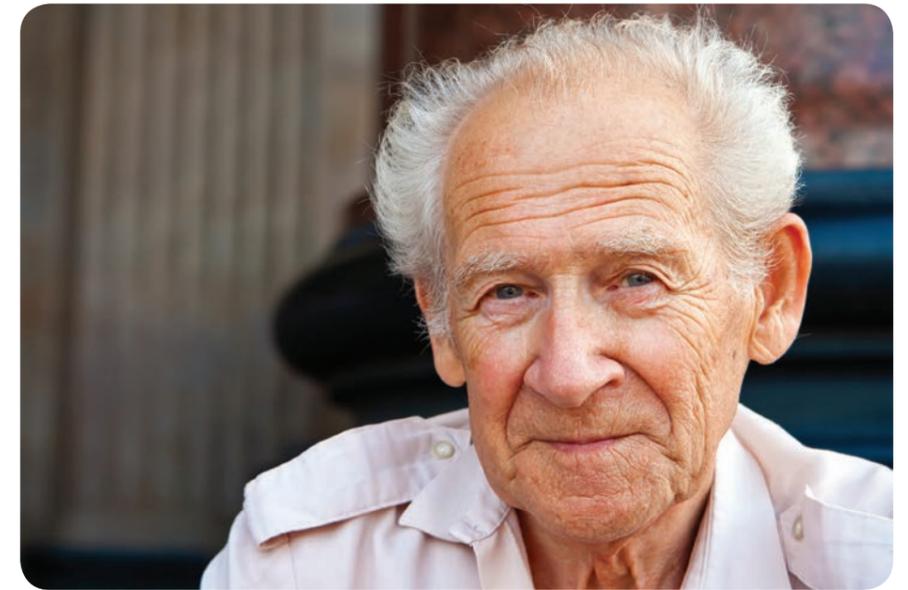
Tom lives by himself and his neighbour had been checking in on him, but as she's moving on he decided the additional security of a daily welfare call could benefit him.

He describes the service as being "like a flash" and has been very happy with it so far.

"As soon as I press the button the message is through. It's very good. It's very fast."

Mr Hangan has never had to use the alarm for medical purposes but says the care consultants at the monitoring centre are "lovely", and he has a good chat with them every day. In his small town of around 9,000 people, he was not surprised to find he knew the man who installed his alarm, and he found the process to be easy and pleasing.

The veteran believes Tunstall's response service is "quicker than 000" and says there's only a gap of seconds between pressing the button on his alarm and being contacted by someone at Tunstall.



"I've found these people very, very good; from day one, they've been good. Sometimes I lean over the decking unit and accidentally press the button because I wear it around my neck. They're on the ball straight away - within seconds they want to know what the problem is," he says. If he does accidentally activate his pendant, Mr Hangan knows it's not something to worry about. He just advises the operator that it was accidental and they are always happy to hear he is okay.

▶ Learn more about Tunstall's connected care solutions.

To request more information about welfare calls, contact our friendly customer service team on 1800 603 377 or at [customer.service@tunstalhealthcare.com.au](mailto:customer.service@tunstalhealthcare.com.au)

# 9 apps and websites for AT and disability services that could change your life

Are you trying to find the latest assistive technology (AT) devices that could help you or a loved one? What if you had the chance to use social media to connect with others who also live with a disability? Or, do you want to know how various disability services rate by their users, before engaging a service?

Look no further. We've put our AT expertise to good use and found the best websites and apps for disability services and assistive technology that allow you to do the above and more.

## 1 Equip Myself

This Equip Myself app is an initiative of the Independent Living Centre WA which was released in late 2016. Its purpose is to support Australians with disabilities in finding the most suitable assistive equipment and technology for their individual needs.

As such, it's a handy tool to plan your daily tasks on your personal profile, where you can also share your favourite equipment with your support team. What's more, it links to the Independent Living Centre's national equipment database of over 11,000 assistive technology solutions.

Equip Myself is free and easy to download on both the App Store and Google Play.

## 2 My Disability Matters

Connect with others who have a disability through My Disability Matters (MDM). MDM is a website that curates and republishes news. On the site, you can find all mainstream stories as well as niche blogs relating to disability and its advocacy. It's also a free social platform where users can connect with others who live with a disability.

MDM has a number of other social media channels you can connect with – including Facebook, Google+, Twitter, Pinterest, Instagram and YouTube. In short, MDM is somewhat of a one-stop wonder for all sorts of information about disability.

## 3 HouseMate

The HouseMate app – compatible with both iOS and Android devices – uses symbols resembling appliances in your house which you can control through the push of a button. All you need to do is install an external control switch, download the app and start using the app via your phone's touch screen.

## 4 Clickability

The Australian disability service directory, Clickability, is a website dedicated to showcasing ratings and reviews of different services from users. The digital platform is a great place to check out what other people are saying about their experiences with a service before you try something new or are in the research stage of finding the right fit for you and your loved ones.

## 8 Proloquo2Go

The Proloquo2Go, which you can use with iOS, is a useful app that can help people who have trouble speaking. The full-featured communication solution allows you to access an expansive vocabulary, symbols and text-to-speech voices to bring your message across effectively.

## 9 Balanced

This is an app aimed at motivating better life balance through goals and habits, where you can set up five activities for free.

Balanced helps you stay focused on your goals. By choosing how often you want to do a task, the app can remind you in regular intervals – whether that is twice a year or once a day. A smart way to stay motivated is the feedback feature of the app, where you can feel celebrated and rewarded if you stick to your plan.

## 5 Hire Up

Hire Up is a neat online platform for Australians with a disability to search for, hire and manage a support worker on their own terms. Easy to use, secure and flexible, the website matches support workers and the person who is searching based on shared interests as well as qualifications.

This allows you and your family to ensure a happier and healthier employment relationship between the person with a disability and a support worker from the get-go.

## 6 AbilityMate

Jumping on the 3D printing trend, AbilityMate is one of the coolest open-source suppliers of assistive technology. The website utilises crowdfunding and a co-creation approach to ensure the end product is tailor made to an individual's needs.



## 7 myCareTrack app

Our very own myCareTrack app is designed to provide a person with a disability the freedom to work alone and remotely without feeling vulnerable. Usable with both Android and iOS smartphones, the app checks in with a worker regularly through voice or an on-screen button.

If the individual doesn't respond to the check in, the app follows a customised alarm response procedure. There's also a SOS button in the app which, combined with GPS location details, lets Tunstall's care consultants respond to an emergency effectively.

# The future of mobile assistive technology

As technology has developed over the years, we have seen a push towards personalisation, aspects of commercialisation and experience ownership. This means that people look at something which, in their mind, is tailored to their personal requirements and lifestyle as opposed to the previous limited customisation of technology.

The mobile aspect of assistive technology (AT) in particular provides new depths of flexibility. In line with this, there is a real trend towards choice and flexibility and the ability to add more services on top of the basic offering. We are moving to a world of BYOD where we can ask ourselves, 'can I use my own device' and 'do organisations mandate what device I can use' inherently increasing our freedom of choice.

The heightened flexibility provided by AT means we're moving more and more towards a consumer directed model. This means customers can be more selective in what they want; embrace mobile technology where applicable to them; focus on the quality of the services provided; and be enabled with choice.

## What does the future of mobile AT look like?

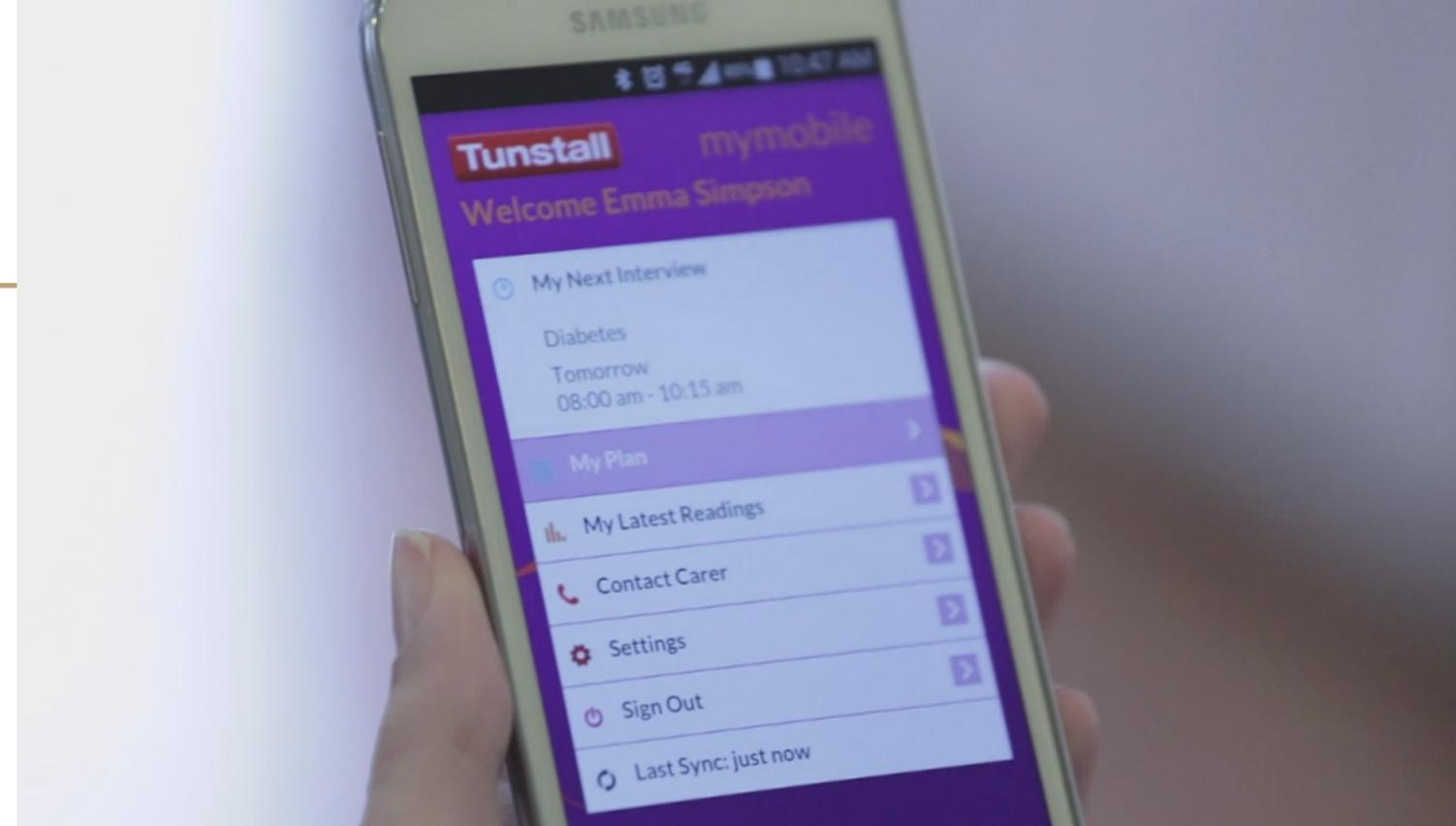
For the healthcare industry, changes to the way AT functions mean we need to emphasise the quality of the services and solutions our clients want instead of the previous sole focus on equipment. At Tunstall for example, our philosophy is to deliver world leading technology and services to give people

the freedom to live safely and independently in a place of their choice.

The beauty of mobile AT development lies in the fact that we can be more tailored and agile in working according to our vision. If we think back 10 years ago, the focus on assistive technology was predominantly for use inside the home with limited devices to support our client's lifestyles.

I believe we're now moving more towards the connected person, where the extension of AT with add-ons like GPS allows us to move with the person and provide assistance wherever they are. This also allows us to offer a lot more services in the realm of health – particularly in terms of remote patient monitoring – really tailoring solutions to meet clients' changing needs.

Another key trend we are beginning to see is the Internet of Things (IoT) which is revolutionising home automation and enabling new devices, which can be used in providing AT. Over time, IoT will definitely form part of the patient care continuum including connected health and AT.



From home security, air conditioning, activity monitoring, and other in-home automation with the IoT, to GPS tracking, mobile services, and remote healthcare management, individuals will benefit from truly connected healthcare services supporting freedom and independence while delivering peace of mind that assistance and support is always available.

Considering that we're an ageing culture with increasing health issues, we're now in a position to deliver personal support wherever our loved ones are located. In line with this, of course, is the issue of information privacy and security. We have to ensure that alongside the benefits of the connected person, we are still respecting their privacy and maintaining stringent information security practices.

## How can we expect Tunstall to adapt to future consumer demands?

As Tunstall is a global organisation, we are always looking at new innovations. Recently launched in China, our progressive connected healthcare solutions span across the world and provide support for millions of people. This year, we celebrate our 60-year anniversary, a significant milestone for any organisation.

Moving forward, we are focusing strongly on service delivery, supporting our end users even more so, and embracing options that enable the vision of Tunstall to be delivered. I believe the future will see us creating more engagement with the connected person, integrating IoT and other technologies, and essentially becoming an all-encompassing connected healthcare provider.

The key thing for us at Tunstall with this evolution of support and care is to continue our

brand journey and be the best at what we do. By this I mean that as much as technology can be our tool for new developments and service offerings, we need to ensure everything we deliver has the expected high quality known from our brand.

I imagine a world where we embrace the personal connection between individuals and carers through holistic support and care; to support people's flexibility with choice enabling them to have the right solutions for their needs.

I am really excited to be celebrating our diamond anniversary here at Tunstall and am proud to be part of such a leading global organisation. 2017 is going to be a pivotal year for us as we drive the next generation of digital connected healthcare services, helping to manage demand and transform the healthcare landscape.

## Geoff Feakes

Group Chief Information Officer  
Tunstall Healthcare

Considering that we're an ageing culture with increasing health issues, we're now in a position to deliver personal support wherever our loved ones are located.

▶ View this article on LinkedIn

# Warren's Wisdom

## Preventing a fall in the home



Each year, it is estimated that one in every four older people will have a fall, according to the Queensland Government. A fall can be a frightening moment for both the individual and their family members. While anyone can have a trip up from time to time, it's important to take the appropriate measures to support those for whom a fall can be a more serious matter.

### Minimising falls in the home

Various health and environmental factors may contribute to the risk of a fall. In many cases, a fall can be predicted and as a result minimised through careful management and vigilance.

This can be achieved by identifying hazards in the home environment. Here are some important questions you may want to ask when assessing a home for a fall hazard:

- Are the floors clear of items which could potentially be tripped over (i.e.: shoes, toys, pillows, blankets)?
- Are loose rugs secured to the floor with slip resistant backing?
- Are everyday items easily accessed without needing to climb, stretch or overreach?
- Are nonslip mats and grab bars used in bathroom areas such as in the shower and near the toilet?

### Establish a falls management plan

Although the above important steps will help to minimise a fall at home, a fall could still occur. This is why establishing a falls management plan is important. A falls management plan is a plan that determines how the person who fell will access and receive help.

If a fall does occur in the home, immediate contact

with a relative or the local emergency service may be necessary. Personal medical alarms are one option for ensuring there is quick and immediate access to help.

A falls management solution revolving around a medical alarm can monitor various sensors around the home. When a sensor detects a possible problem, such as a fall, or inactivity for an extended period of time, it automatically activates the alarm unit to dial a 24-hour emergency monitoring centre. A care consultant can then speak to the client and identify and organise the appropriate assistance.

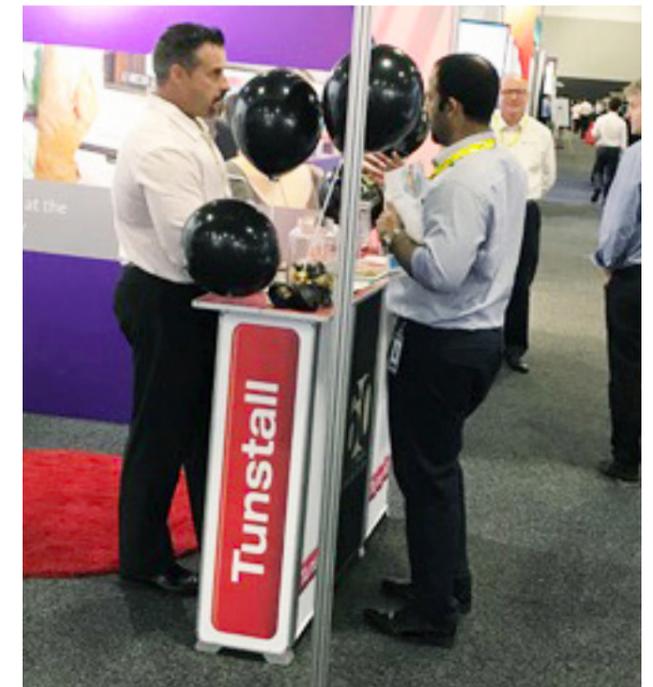
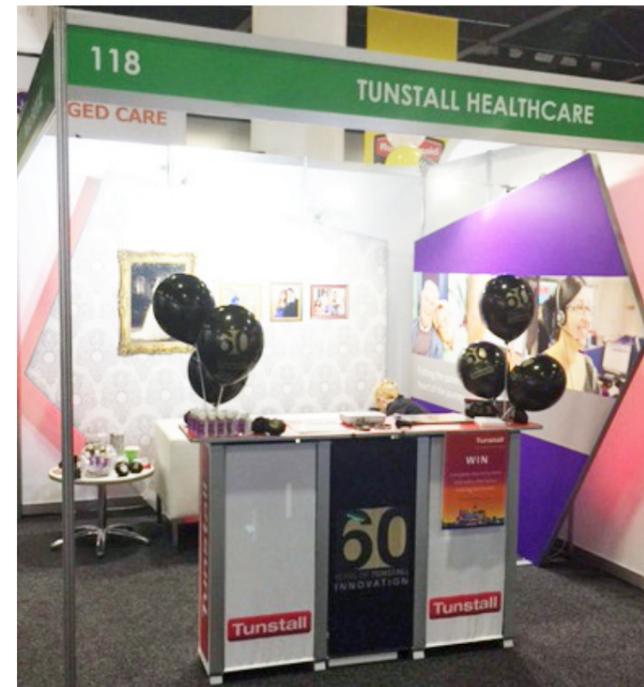
Additionally, a client can manually activate a call for assistance any time of the day or night via a personal pendant worn around the neck and wall pendants located in high-risk areas such as the bathroom. These manual triggers provide peace of mind to clients and their family, friends and carers and offers reassurance that help is always available.

So assess your home for hazards and establish your falls management plan. This may give you and your loved one peace of mind that should a fall occur the best possible plan is in place.

*Warren Duce is an expert in telehealthcare and aged care at-home technology. This article was originally published in Aged Care Report Card.*

# Australian Healthcare Week 2017

Tunstall recently attended the popular Australian Healthcare Week to talk everything #ConnectedHealth and #ConnectedCare. Visit @TunstallAPAC for more.



## What makes you SMILE?

Strive for excellence Make a difference Innovative and agile Listen and understand Everybody matters

Our brand values and goals are critical to the success of both the products and services we provide and need to be embraced and communicated positively by everyone who is a part of Tunstall.

This edition, **Paula Ridsdale, Business Development Manager** shares with us what makes her SMILE about working for Tunstall.

“Definitely the people and the company culture!

Tunstall has a really tight-knit family feel – everyone is so welcoming and supportive, and clearly passionate about the company and what we do.

It's refreshing to experience such a positive culture shared by all.”



# Life Changing, Life Saving

Tunstall Healthcare  
1800 603 377  
[www.tunstallhealthcare.com.au](http://www.tunstallhealthcare.com.au)

Tunstall New Zealand  
0800 488 678  
[www.tunstall.co.nz](http://www.tunstall.co.nz)



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