

# Connected VOICE

THE LATEST TUNSTALL AND CONNECTED HEALTHCARE INDUSTRY NEWS

EDITION 2 | 2017

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## FEATURE ARTICLE

### Safety on the go

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## INDUSTRY CORNER

The future is here:  
individualised, digital  
solutions put patients  
first

## CASE STUDY

Helping Mitch stay  
safe and independent

## PRODUCT SPOTLIGHT

Four benefits of  
technology for seniors

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YEARS OF TUNSTALL  
INNOVATION



The latest edition of our  
#ConnectedVoice is out  
now. Read all the latest  
#connectedhealthcare news

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## Making the most of GPS devices

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## Four benefits of technology for seniors

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We get to know Mitch, and find out how assistive technology helps him to live more independently.



## Safety on the go

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## MedTech 2017

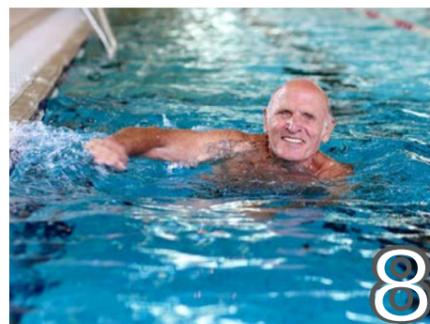
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With award-winning developments, backed by Tunstall's 24/7 monitoring, The Village Retirement Group are committed to quality retirement care.

# Welcome...

...to the latest edition of Tunstall's Connected Voice magazine



It seems like June is coming sooner and sooner each year, they must be shortening the calendar somewhere! As always, we've been busy with product development and service improvements, and we have a big edition for you. I'm always extremely proud of our achievements, and love sharing our stories with you.

Our 60th anniversary celebrations will be continuing throughout the year, and up first on page 4 we have 60 years of milestones, taking us from 1957 through to 2017. We also had a lovely chat with Kevin Avery, Tunstall's longest-serving team member who's apparently seen it all!

A recent report from CSIRO Futures gave a fascinating snapshot of current trends and future expectations for healthcare in Australia. We have our complete analysis of the report on page 10.

In my article 'Safety on the Go' on page 14, I explore the role of community in people's lives, and how mobile assistive technology can help seniors living independently to stay connected.

The Village Retirement Group have an amazing approach to retirement care. Over on page 8, we take a look at Tunstall's partnership with The Village Retirement Group, and what that provides their residents.

On page 6, LifeTec Australia have shared their research and findings on the function and possibilities for GPS devices in people's lives.

We've also got plenty to look forward to this year. In November, I'm looking forward to MedTech 2017, MTAA's annual conference. We have a preview of what to expect this year on page 16.

And coming up in July we also have OTA's national conference. We have an overview of the conference, including what we'll be presenting this year, on page 13.

And of course lots, lots more. Please enjoy!

LYN DAVIES  
Managing Director



# 60 years of Tunstall

2017 marks 60 years since Tunstall was first established in the UK. Throughout the year we'll be looking back at Tunstall's legacy of innovation, and ahead to the future of connected healthcare.



## 60 years of milestones

Since 1957, Tunstall has grown from a small TV and radio shop in Yorkshire to a global connected healthcare company.

We're proud to now support millions of clients around the world, offering the very best in connected healthcare for people from all walks of life.

We help families, retirees, people with a disability, carers, and patients all live safely and independently in their homes.

Over the years, we've made some incredible advances in the connected healthcare field. From intercom and monitoring systems, through to wireless and mobile technology, we're always looking to develop the best possible solution for our clients.

And we'll continue to push the boundaries of technology, improving the usability and convenience of connected healthcare for everyone.

Take a look at all our important milestones over the years

In 1963, Tunstall pioneered care technology with the first Warden's Intercommunication Call System at a small industrial estate in Askern, UK.

**1960s**

Tunstall launches **Talkback**, a warden call system that could be used in the field, and which could transmit alarm calls over the public telephone network.

**1970s**

The company also launches the world's first **dispersed alarm and monitoring centre software** to help manage calls.

**1980s**

Whitley Lodge becomes home of a state-of-the-art manufacturing facility and head office in the early 80s.

Another first, Tunstall introduces **real-time, multitasking monitoring** to its services in 1986.

**1990s**

Tunstall sets up shop in **Canada, Germany, Spain and Netherlands** - followed by the opening of Tunstall equipped response centres in **Australia and New Zealand**.



## Meet Kevin Avery

Here at Tunstall, we're fortunate enough to work alongside some pretty special people. And one of our most treasured staff members is Kevin Avery.

Kevin has been with Tunstall for over 44 years, first recruited by Tunstall founder Norman Tunstall himself.

Over the years, Kevin has worked across many areas of the company, from R&D to sales and customer service, always staying on the cutting edge of assistive and communications technology.

We sat down for a chat with Kevin recently, which was a fascinating journey through his career and the history of the company.



Read our full conversation with Kevin over on the blog

## COMING SOON: New Smart Hub features



Over the coming weeks, we'll be rolling out new updates to all our new and existing Smart Hub alarms.

For all the latest guides and new features, please visit our website

## New Appointment

Recently we welcomed Nicki Walsh to the team. Nicki has joined us as a Human Resources Advisor for 12 months, taking over from Aly Austin, who just welcomed a new addition to the family!

Nicki will be assisting with staff recruitment, management and wellbeing. Nicki has an extensive background in HR, working for more than 10 years across a number of industries.

Nicki says that joining Tunstall "provided me with the opportunity to spend 12 months with a great organisation, in a position that offers great work-life balance!"

We're certainly lucky to have Nicki on board!



► Keep up to date with the latest career opportunities at Tunstall

# Making the most of GPS devices: What do people really want from wearable location technologies?

With the development of GPS technologies, a number of wearable location devices have become available on the market. These technologies are seen as cost effective systems of support for people who wander or need to stay connected when navigating the community.

GPS devices have been designed as pendants, watches, or fobs and some have been integrated into clothing such as shoes. These devices provide information on the location of the wearer and allow support people to locate the person should they press a call button, fall, or move outside a safe area. Most allow two-way communication between the wearer and support person and some have additional alerts such as an inactivity or speed detector to advise when the person is not moving or has entered a vehicle.

## How can we support the uptake and effective use of location technologies?

GPS devices offer many potential benefits to older people, people with disabilities and carers. The location and tracking functions provide 'peace of mind' to the carer and the person wearing the device. But more importantly, recent research highlights the value of these technologies in promoting the safety and independence for older adults and people with a disability, enabling them to safely navigate the community and access support when needed. This is of tremendous value in encouraging people to remain engaged in the things they want and need to do. It also reassures family and carers who might otherwise discourage a family member from leaving the home or moving about in their community. However, the uptake of these devices has been disappointing, which suggests challenges to adopting these new technologies.

Initial research into the potential use of GPS

devices highlighted ethical concerns about monitoring people with dementia, and the potential stigma of wearing GPS devices. Concerns regarding autonomy, privacy, informed consent and capacity have been robustly debated from the point of view healthcare providers. However, caregivers of people living with dementia and wearers have been more concerned with safety than privacy. They see these devices as increasing safety and preventing harm rather than comprising their rights. Caregivers also believe that any decision about wearing a GPS device needs to be made collaboratively with the wearer and carer involved.

Through our research with consumers, LifeTec has found that the design of devices impacts on uptake and successful use. People show a preference for devices that are small, lightweight, waterproof, comfortable, and easy to wear, use and recharge. Reliability and accuracy of location data is another important consideration for many people who are contemplating a GPS device. Whilst these devices provide reliable information on the location of the wearer outdoors, location information indoors, in places like shopping centres where GPS tracking signals can be interrupted, is not always well defined. 'Real time' tracking notifies the support person of the location of the wearer on request. However this information may not be sufficient to determine where the person is headed. Continuous tracking provides valuable information of a person's path of travel which can be useful in an emergency.



People, especially older people, can be concerned about how to manage and use these technologies. The demands placed on carers and support staff can present a challenge to the uptake and effective use of location devices. Support and training can allay these concerns and ensure that the technology is set up to suit the wearer and carer and managed well. The immediate and ongoing costs of these devices can also present a challenge to people who have many competing demands on their budgets.

To promote the uptake and use of GPS location devices, it is important to explain the benefits and opportunities that GPS devices offer. We need to move from a traditional view of these devices, where they are seen as a mechanism for containing people with dementia and tracking wanderers and reducing care burden, to realising their true potential. A wellness perspective recognises the rights of all people to be involved in their communities and be socially included.

These devices provide a means of proactively managing risk and giving people the confidence and support they need to remain active and independent.

Whilst people recognise the value of these technologies, they can become overwhelmed when exploring these new technologies. As more devices enter the market, people benefit from practical guidance and expert support to guide them through the different options and explore how various features will work in their situation. Tailored solutions require careful customisation and set-up ensure they work well for the wearer and carer alike. Finally, people will be looking for guidance managing the technology in their current situation and into the future.

**Desleigh de Jonge & Zoë du Cann**

**LifeTec Australia**



LifeTec is a social enterprise that delivers dedicated, tailored and expert assistive technology services.

1300 543 383

[www.lifetec.org.au](http://www.lifetec.org.au)

Reference: Brittany Williamson, Tammy Aplin, Desleigh de Jonge & Matthew Gojne (2017): Tracking down a solution: exploring the acceptability and value of wearable GPS devices for older persons, individuals with a disability and their support persons.

# the village

## RETIREMENT GROUP

Tunstall has long been a driving force behind healthcare solutions that enable seniors to live active and independent lifestyles. The innovative assistive technology care solutions that Tunstall offers have been embraced by various organisations and care providers across Australia.

One of the places where Tunstall's connected care solutions have merged seamlessly with an overarching vision of independence for older people is in The Village Retirement Group's accommodation developments.

A family-owned Australian business with core values that reflect Tunstall's own, The Village Retirement Group has been going from strength to strength as they work to deliver a superior way of living for retirees. The team at The Village Retirement Group has established itself as a leader in retirement lifestyle.

Together, Tunstall and The Village Retirement Group are enhancing the lives of seniors in retirement accommodation.

### All about the Village Retirement Group

First formed by Michael Harrison after he failed to find satisfactory accommodation options for his mother, The Village Retirement Group has successfully fill the gap in quality retirement accommodation and lifestyle in Queensland.

From the beginning, the goal has been simple - to establish integrated lifestyle villages of the highest quality, where residents are secure, confident and valued within their community.

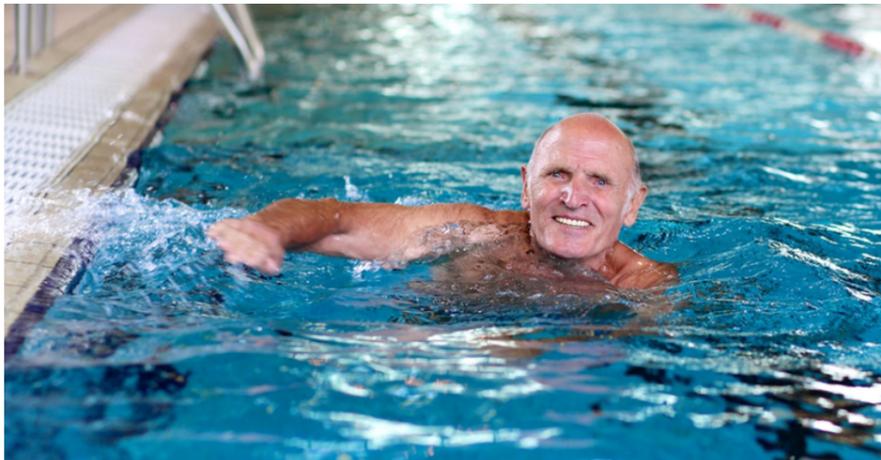
The Village Retirement Group has worked consistently to make this vision a reality, with villages now located in Yeronga,

Coorparoo, Redcliffe, Taigum and Toowoomba.

These developments go beyond providing a place for retirees to live - they offer an attractive lifestyle that incorporates social and wellbeing activities as well as in-home support and on-site independent aged care options which enable residents to enjoy a high quality of life.

Each location was carefully chosen to provide a beautiful setting that is convenient for access to shops, healthcare services and public transport. A strong sense of community is at the heart of each village, with first-class facilities enabling a range of social and wellbeing activities.

Happily, the central vision of The Village Retirement Group has so far proven to be an enormous success. The Village Coorparoo was recently awarded the Best Retirement Living Development in the 2017 National Property Council of Australia Innovation and Excellence Awards. This village has also been recognised with the Seniors Living Award, Medium Density



Development Award and the President's Award by the Urban Development Institute of Australia.

One of the factors behind this success is the approach to supported care within the retirement villages.

### The Village Retirement Group and aged care

The Village Retirement Group aims to create developments in which people can age in place.

Ultimately, The Village Retirement Group envision the creation of world-class integrated retirement villages where independent living units, assisted living units and aged care are co-located in the same precinct. One of the main aims is to make the transition from independent living to aged care as seamless as possible, so that seniors don't have to sacrifice the things they love the most.

The Village Retirement Group provides a variety of in-home services to support a healthy, active and independent lifestyle among retirees. This includes assistance in crucial areas such as cleaning, personal care, clinical care and transport. These services are provided exclusively to residents in the Villages and are delivered by trained and dedicated staff. In 2017, The Village Retirement Group registered The Village Care Managers as Commonwealth Government Approved Providers of home, residential, respite and transitional care.

This service was developed in recognition of the fact that residents already know and trust The Village Retirement Group and further support could be offered with the comfort of a familiar face, based on-site in their village, who knows them, their home and their needs.

### The Village Retirement Group working hand in hand with Tunstall

The approach to supported care and retirement living in the Villages embraces safety so that customers can be confident. Behind the safety measures is Tunstall's connected care solutions.

The Village Group selected Tunstall's connected care services to complement their on-site services in order to provide a scalable, locally supported, diverse solution to the 24-hour emergency care needs of their residents. Tunstall's innovative

approach to connected care means that solutions are accessible and adaptable, supporting retirees in the Villages.

Part of The Village Retirement Group's fundamental philosophy is enabling people to age independently. Working with The Village Retirement Group, Tunstall has provided a customised retirement village solution necessary to support this intention and allow residents to maintain their independence with confidence.

In the latest developments for The Village Retirement Group, residents are able to connect to the vital emergency services via a mobile 3G medical alarm rather than needing to have a home phone. This provides a level of choice and flexibility for residents, while still offering reliable and important support.

Tunstall's assistance gives the Villagers a unique peace of mind. The reassurance of knowing that 95 per cent of emergency calls will be responded to within 30 seconds, and that a person will stay on the call until emergency services arrive, is of particular importance to the residents of the Villages and their families.

To make sure the residents are confident that the system works and will be there when they need it, there is monthly testing initiated by the residents where they actually speak to a call centre operator. This also helps residents to be comfortable using the system should the need arise.

The in-home services provided for residents mean there is always a familiar, friendly face available to help them with their needs.

Together with The Village Retirement Group's retirement accommodation, Tunstall's healthcare solutions support people with a wide variety of needs so they can live independently and get maximum enjoyment from life.

To find out more about transitioning to retirement with The Village Retirement Group, visit their website

# The future is here: individualised, digital solutions put patients first

Connected healthcare advocates rejoice! The need for individualised, customer-driven digital healthcare solutions will shape the future of Australia's Medical Technologies and Pharmaceuticals (MTP) industry, according to an extensive roadmap report published by CSIRO Futures.

The CSIRO MTP Roadmap identifies significant trends that will guide Australia's healthcare industry in coming years. The kind of customer centred digital services Tunstall offers will be at the heart of this journey forward. Improved health and well-being is the primary goal of an evolving medical sector, but the economic benefits are also substantial.

## The trends

The worldwide MTP industry is already being shaped significantly by certain trends, many of which are driven by consumer demand for specialised, individualised healthcare solutions. If it wishes to thrive in the global market, the Australian health sector needs to consider these aims when developing and marketing new products.

CSIRO Future's Roadmap identifies seven megatrends currently emerging in global healthcare. A need for better, lower-cost management of chronic conditions, more rapid response to foreign transmissible diseases, integrated care and a shift in focus to new consumer markets

are all set to shape the future of MTP in Australia.

Three remaining trends focus on precision healthcare, customer control and a digital evolution. Each of these equate to the development of new products that allow customers to monitor and communicate their own health using precise and tailored digital devices.

“The Roadmap suggests that integrated, connected care is coming.”

## Precision healthcare

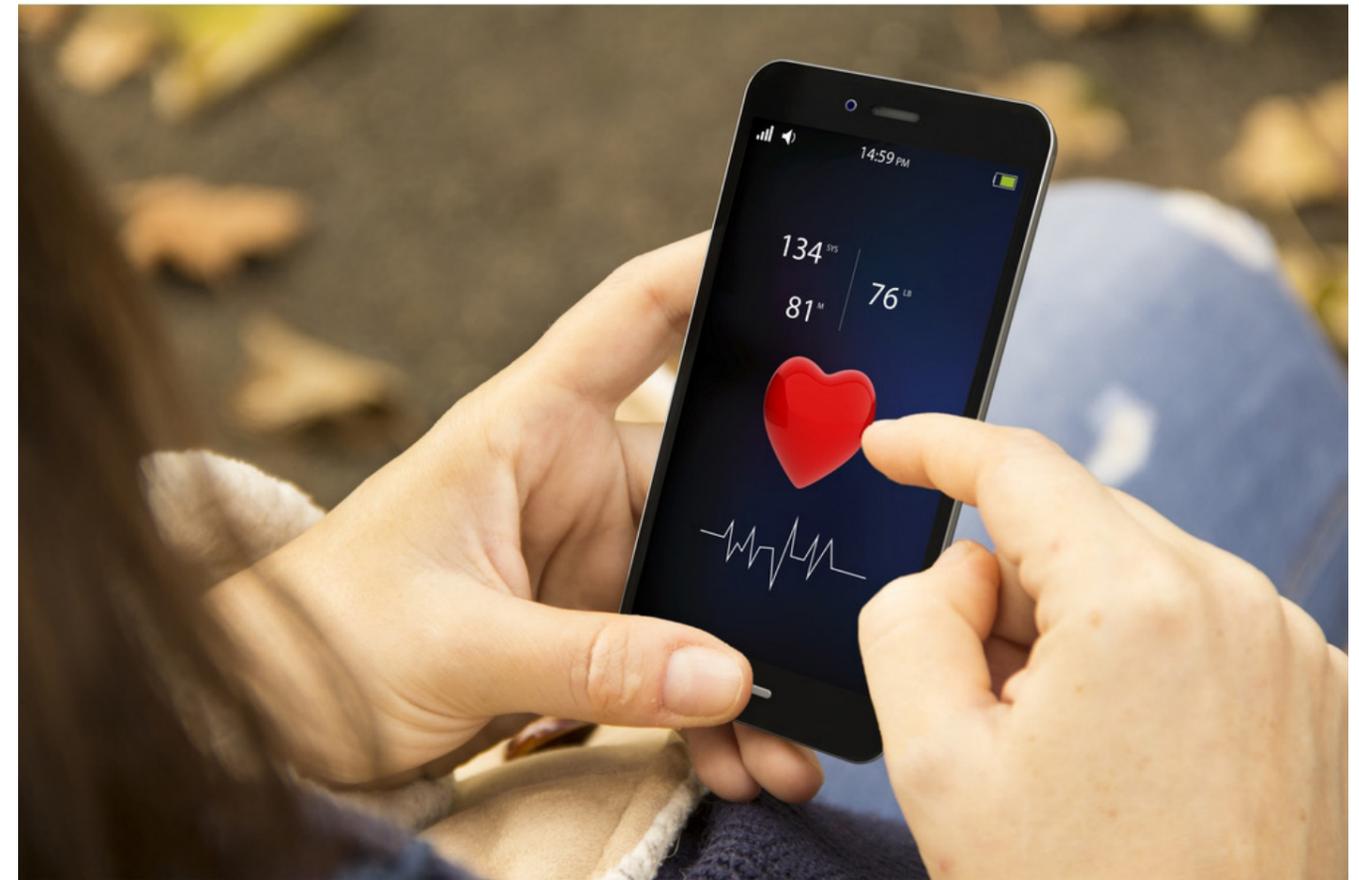
As the MTP sphere continues to research and develop new technology, it is more able to come up with healthcare solutions tailored to individual patients than ever before. An ageing population and a rising middle class make Australia a strong market for personalised medical technology.

Approximately 4.2 million Australians experience some form of physical disability, according to the Roadmap.

Among these, 30 per cent have severe core mobility limitations; 357,000 are blind or have extremely low vision; 30,000 have total hearing loss; and 20,000 are amputees. 2013 alone saw 42,000 hip replacements and 53,000 knee replacements.

These patients represent a demographic who need regular healthcare monitoring, but that doesn't necessarily mean they need to spend all their time in the doctor's office or seek live-in care. The Roadmap suggests that bionics, monitoring devices and personalised implants will allow people to meet many of their medical needs comfortably at home.

**This epilepsy sensor**, for example, can distinguish between normal movements and epileptic seizures. While the person sleeps, it also monitors heart rate and respiration. When it detects continued movements symptomatic of an epileptic seizure, it alerts relevant caregivers. Its biosensors are sensitive enough to pick up on hyperventilation and partial convulsions and issue a medical alert.



## Customer control

Patient control lies at the centre of these new devices, making 24/7 monitoring a reality for at-home data collection. People today want to take a proactive approach to their own health, and devices that allow them to collect data, monitor themselves, and communicate directly with clinicians enable them to do so.

Australia's current healthcare system is disjointed. Data flow is extremely fragmented because there are so many different avenues for collection and reporting. This is problematic for ageing or disabled patients, who are looked after by a wide array of practitioners and specialists.

Disparate data collection is also frustrating for patients who constantly need to make requests to have certain information sent to various

clinicians – a miscommunication could also be life-threatening in cases of misdiagnoses and inappropriate prescriptions.

If no single body of information exists, it's difficult for researchers and scientists to understand certain conditions. Poor data collection hinders the climate of growth and innovation vital to making Australia a key player in MTP.

The Roadmap suggests that integrated, connected healthcare is coming, and one of the best solutions is to make the patient the primary source of his or her own data collection. Devices that allow patients to monitor themselves at home and communicate with clinicians in a user-friendly interface will become more prevalent. Self-monitoring websites and apps keep data stays in one place,

rather than scattered around various collection silos.

## Digital evolution

Nationwide digitalisation of data collection ensures information will be organised and easily accessible. This not only means better health and well-being, but also further scientific and technological advancements. The Roadmap refers to an improved digital infrastructure that will “ensure the sector is prepared to adopt and realise benefits from emerging technologies”.

“One piece of the digital evolution will be the dawn of a national electronic health records system.”

**What Australia needs to do**

One piece of the digital evolution will be the dawn of a national electronic health records system, which consolidates health reports, discharge summaries, pharmaceutical records, referrals and specialist letters into a single automated database.

It's essential that Australia's MTP professionals consider upcoming trends in the industry. Millions of Australians stand to benefit from a thriving healthcare sector.

Around 48,000 Australians currently work in MTP, which includes medical technologies, pharmaceuticals and biotech and medical research. They work for 950 different companies, and their total gross value added weighed in around \$4.4 billion in 2015, according to the Roadmap.

Industry professionals aren't the only ones who stand to gain from a growing health sector! New products and services will directly improve patients' well-being by providing the best care possible. Things like comprehensive, specialised data

collection mean that doctors know how to take care of patients with certain conditions better than ever before.

Having more knowledgeable carers eliminates trial and error diagnostics and prescription writing that is costly, dangerous and inconvenient. Patients can also avoid expensive trips to the doctor by monitoring much of their own health at home.

Tunstall Healthcare has long been ahead of the curve in providing personalised, digital healthcare.

# Occupational Therapy Australia National Conference 2017

From 19 – 21 July 2017 Tunstall Healthcare will be exhibiting and presenting at the Occupational Therapy Australia (OTA) National Conference & Exhibition, which is being held at the Perth Convention and Exhibition Centre. The biennial National Conference has established itself as the must-attend event for occupational therapists working in a variety of sectors and is expected to attract over 800 delegates from across Australia, New Zealand and internationally.

Tunstall's Corporate Development Manager, Lisa Capamagian and Business Development Manager, Paula Ridsdale, are both looking forward to presenting this year with the program centred around the theme of Partnership, Inclusion and Innovation.

Showcasing the benefits of connected health, Lisa will present on day one of the conference on the 'Positive results for connected health pilot supporting Indigenous Health'. Lisa and Paula will also be displaying two e-Posters in the exhibition hall for the duration of the conference on the topics of, 'Using technology to address connected health needs for culturally and linguistically diverse patients' and 'How to prescribe the right assistive technology'.

Follow @otaust and #otaus2017 for all the conference news.

If you are curious about finding the right connected healthcare solutions for you or a loved one, please get in touch with our team

View the full program here and visit Tunstall at stand 58



# Safety on the go

Living independently shouldn't have to mean living alone. As a nation, we pride ourselves on our independent spirit, and we shouldn't need to forsake this as we grow older.

Fortunately, thanks to technological advancements, more people can maintain their freedom without living in isolation. With mobile technology becoming increasingly reliable, it's easier for people from all demographics to get the support they need, when they need it. Independent living is expanding beyond the home environment enabling seniors to continue to participate in the activities they enjoy, while staying connected to the support services they need to remain independent.

## The importance of community life

Maintaining independence while staying connected to the community is of great importance and key to achieving a fulfilling and healthy life. We all value our privacy and quiet time, but without the connections we build locally, whether a friendly chat with a neighbour or picking up 'the usual' from a local café, we start to lose the trust and safety that community living should bring.

Many older people live in rural areas in Australia and not all have family nearby, so engaging with the community is a way of ensuring their day-to-day wellbeing. Staying involved in the community is crucial not only from a safety point of view, but also from the perspective of social interaction and community engagement.

Quite simply, as humans we take comfort from knowing that we are connected to the outside world. Community is an important part of life, and having the opportunity to interact socially is crucial in building relationships and extending circles of support. I know I feel safer living somewhere people know me and value me as a person.

Many times I hear from my own parents and other seniors that they don't like leaving home too often because they don't feel confident enough. This could be due to mobility issues, health-related restrictions, access concerns and being away from support if they need it quickly. The ability to ensure safety on the go is pivotal in enabling older people to maintain social engagement.

## How mobile technology assists independent living

I want my mum to be able to go out to lunch with a friend whenever she likes, without her feeling as though it's the equivalent of an Everest expedition. Mobile assistive technology helps seniors to stay active and engaged outside of the home by providing them with constant support.



As technology becomes more prevalent in our everyday lives, we see seniors engaging with the community through Facebook and their mobile phones. Tunstall's mobile technology integrates seamlessly with this kind of everyday use, with designs that focus on usability and functionality to facilitate independent living both within and outside of the home.

Devices that are portable, easy to use and connected with 24/7 monitoring and GPS are giving older people new confidence in going about their day to day activities. We're introducing mobile technology and wearable devices in order to encourage independent living and more community engagement.

For example, we have devices that function like a mobile phone, but that can be worn on the wrist, with GPS tracking capability for additional support. If the user is away from home and they need help, the monitoring centre can respond.

Tunstall's mobile solutions include the myCareTrack app and the Find-me carers watch, which can provide 24/7 support as well as a range of other functions to assist individuals and carers. Solutions like these can offer a new level of safety for people who feel vulnerable, or who may need some extra assistance. The result is a greater sense of security and independence outside the home.

Essentially, the support that Tunstall provides is centred around the feeling of being connected in the event of an emergency. Tunstall's technology allows seniors to feel like there will always be someone to talk to when they need it most. Whether one of our clients is worried about a noise in their backyard late at night, is locked out of their house, or has suffered a fall, Tunstall is there to help.

Our aim is to help people with health problems or disabilities to live as independently as possible, with the goal of preventing emergency situations, and delaying hospitalisation by intervention. The services and technology we offer are new and innovative solutions already making a difference to the lives of many Australians, allowing seniors to enjoy life with their family and friends for longer.

## The future of mobile assistive technology

Looking to the future, we're bound to see further expansion and enhancement of the products and services that enable independent living. This means continued innovation in the already well-established assistive technology for the home, and more significantly the growth of mobile products as an area of increased importance for seniors, people living with a disability or others who may need support. With the introduction of more mobile technology and wearable devices, we are seeing people achieve new levels of independence - a trend we hope will continue in years to come.

The internet is playing an ever-expanding role in mobile technology. Our organisation is developing and investing in apps and devices that utilise the internet for increased connectivity and support in order to facilitate the needs of our clients not only at home but in the community as well.

I am excited to see the continuing evolution of mobile assistive technology help people to enjoy more fulfilling lives for longer.

You can follow the latest developments and innovations on our website

We all value our privacy and quiet time, but without the connections we build locally... we start to lose the trust and safety that community living should bring

▶ View this article on LinkedIn



This year, the Medical Technology Association of Australia (MTAA) will host MedTech 2017 in Sydney, bringing together the best and brightest in healthcare technology across two days in November.

The theme for this year is “The Value of Medical Technology to a Healthier Australia”, recognising the important role technology plays in improving healthcare and increasing service efficiency.

Healthcare is a crucial component within societies and economies, supporting economic productivity and personal wellbeing. Any modern, effective healthcare system should embrace new technology and systems, backed by strong government reforms and policies that nurture a culture of innovation.

MTAA’s annual conference is the premier medical technology event in Australia. At this year’s conference, a host of local and international experts will cover a range of key topics and areas, including:

- Sales disruption in healthcare
- Government reform
- How to becoming a preferred partner for

emerging Asian markets

- How to ensure long term sector success
- The future needs of the market
- Innovations - what’s next in MedTech
- ...And much more

Alongside the conference discussions, there will be great networking opportunities, with MTAA also hosting their Annual Awards Dinner.

2017 marks the 10th year of the Kerrin Rennie Award for Excellence in Medical Technology. MTAA has given this prestigious Award in honour of Kerrin Rennie - a long serving and highly respected member of the Australian Medical Technology community.

All this will be held at the historic Doltone House, on the foreshore of Sydney Harbour’s Pyrmont. With spectacular views of the Harbour Bridge, Darling Harbour and the city skyline, this will be an unmissable event.

To view the latest conference program, and to register, visit MTAA’s website

# Keep customers in the know with Tunstall’s Resource Centre

As our care partners take on the challenge of a consumer-driven competitive market, we want to support your consumer marketing activities with our Resource Centre.

Tunstall’s Resource Centre is the easiest way to keep customers up to date with all the latest connected care and connected health products and services from Tunstall.

We’ve made the Resource Centre available to all our corporate partners, providing the tools to produce professional marketing materials anywhere in Australia.

Using the Resource Centre web portal, you can order, customise and download a range of materials, information and brochures ready to

print or publish online. You can also review your current order status, order history, and manage delivery lists.

You can even add your organisation’s logo, contact information and customise pricing on some material, to ensure everything is relevant to your individual customers.

We’re adding and updating materials constantly, to make sure your customers have everything they need to understand and confidently choose your service.

To find out more about the Resource Centre, **email the marketing team** or call us on 1800 603 377.

## Tunstall Resource Centre

The easy way to create co-branded Tunstall brochures.

1. Select an item
2. Customise
3. Place an order



Create an account ▶

# Mitch's Story

Mitch is a 21 year old man who enjoys watching sports, action movies, hitting the gym, and hanging out with friends. And while he lives at home with his mum and step-dad for now, he's looking forward to moving out. He also lives with a disability.

At the age of 19, while at a party with friends, Mitch dove into a pool and sadly broke his neck in three places. After this accident, Mitch was declared quadriplegic, having only minimal movement in his neck and arms.

Mitch became reliant on assistance from carers for many tasks, including meals and personal care. Despite this enormous impact on his life, he continued to maintain a positive outlook, and wanted to stay proactive, realising that "...you can't just lay there and just suffer".

Mitch continued physiotherapy and exercise, eventually regaining some movement in his hands. As a result he could begin to take a more active role in his own care. Following this breakthrough, Mitch was keen to continue regaining his independence.

“Despite this enormous impact on his life, he continued to maintain a positive outlook, and wanted to stay proactive

### The solution

Upon returning home from hospital, the Princess Alexandra Spinal Unit referred Mitch to a transition care program that provided him with a Tunstall emergency alarm, reducing his need for round-the-clock carers while providing him with peace-of-mind that help is available if he needs it.

With limited movement, Mitch required a tailored alarm solution that would accommodate his disability. In addition to his personal pendant, worn around the neck, Mitch's wheelchair was



customised with a jellybean button, enabling him to easily activate his emergency alarm in any situation, from anywhere in his home. The jellybean button is ideal for people with limited mobility as it has a larger surface area and is sensitive enough to recognise the slightest touch.

When the alarm is activated in an emergency, it dials Tunstall's 24-hour monitoring centre, putting Mitch in contact with a care consultant, who can aid him by assessing the situation and contacting his emergency contacts to assist, such as a carer or family member.

In addition to the Tunstall service, Mitch also uses the HouseMate Home Control app to remotely control electrical devices such as the lights, air conditioner and television from his iPad, enabling Mitch to have greater independence and feel less reliant on his family and friends.

“I can press my emergency button and I'm guaranteed that there will be someone to help me at any time that I need it

### The results

Now, Mitch feels safer, more independent, and confident that he can manage more things on his own. He also knows that if anything does happen and he needs help, it's always available.

Mitch says, "If I have a spasm or need something when no-one is around, I can press my emergency button and I'm guaranteed that there will be someone to help me at any time that I need it."

Mitch is also appreciative of Tunstall's ability to provide tailored solutions, having customised Mitch's wheelchair with the larger, more sensitive jellybean button, to make it easier for him to press with his limited mobility.

"If I'm falling out of my chair I've got two options—I can press the jellybean button on my wheelchair controller or the pendant around my neck to activate the emergency alarm," says Mitch.

"The connected care technology helps me to be independent and it makes me feel safe knowing there is someone to get me help if I need it."

Thanks to all his assistive technology, Mitch can envision a more independent future, living on his own with minimal assistance from carers, as any young adult would wish.

Mitch also hopes to become a motivational speaker and inspire people of all ages through his story, reminding people that although life may not turn out the way you thought it would, with a positive attitude you can still do great things.

Mitch's assistive technology is accessed through self-directed support funded via Your Life Your Choice.



▶ You can watch Mitch's story on our YouTube channel.

For more information about Tunstall Healthcare's connected care solutions, visit our website

# Four benefits of technology for seniors

Today's tech-oriented world might seem like it's only designed for the young, but the 21st century's advances are making life for seniors easier than ever. Though the internet might seem like a confusing and scary world, it actually opens many doors and provides opportunities for seniors that they otherwise wouldn't have.

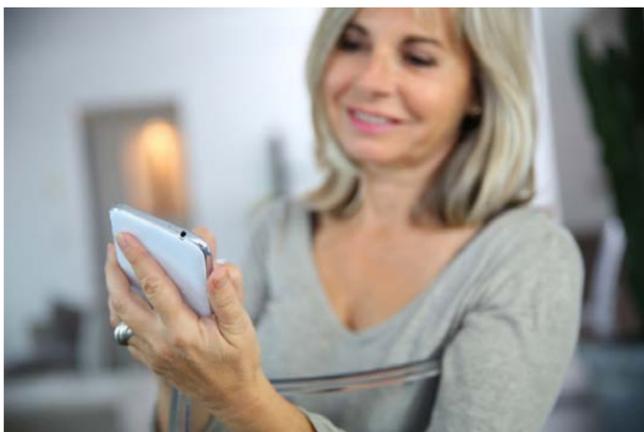
With advances such as health monitoring from home and other medical alert systems, your loved ones are able to maintain their independence while staying safe, happy and healthy.

## 1. Communication

One of the greatest features of the internet is the ability to communicate in real time with someone across the globe. Applications like Skype and FaceTime allow them to stay updated on the lives of their children and grandchildren from afar, which can be incredibly helpful for seniors who don't live close to their family.

Video chatting is also great in terms of healthcare; many home health systems such as Tunstall's myclinic and mymobile, allow seniors to speak face-to-face with a healthcare professional.

Email is also a helpful resource for older people who aren't quite tech-savvy enough to figure out video chat applications – communication tools like this allow seniors to maintain a network in a way they couldn't before.



## 2. Community

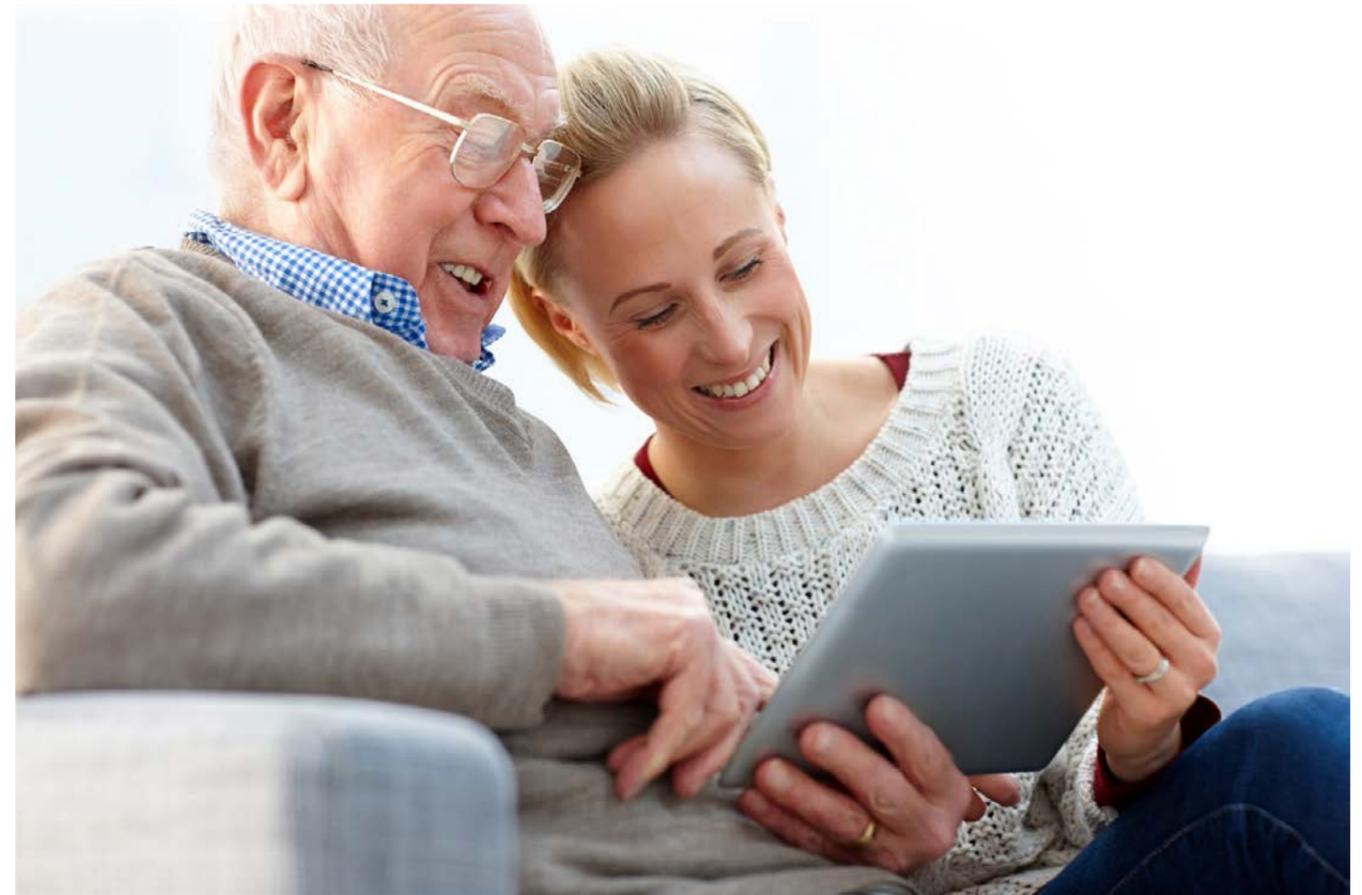
For many seniors, it can be quite difficult to meet new people, especially if they are living alone. The internet makes meeting new people much easier than it used to be. There are a number of websites, such as Stitch, that strive to help users over 50 meet and befriend similar people.

Studies show that many seniors are using Facebook as a community-building tool as well. Around 62 per cent of people aged 65 and over have active Facebook profiles according to Pew Research Centre, demonstrating the growing prevalence of social media among the older generations.

Senior dating websites are also great for older singles – through these platforms, people can find love and companionship, an integral part of life that some seniors might find themselves lacking.

Teaching yourself a new game will keep your brain active and give you a new activity to try with the grandchildren.

“ Around 62 per cent of people aged 65 and over have active Facebook profiles



## 3. Learning opportunities

If there's anything the internet does not lack, it's opportunities for learning. There are countless word games, puzzles, news articles, encyclopaedia pages and informative videos scattered across the web. These activities offer seniors a way to keep their brains agile and further expand their knowledge throughout their retirement.

One particularly handy device for older people are e-readers. Rather than going to the bookstore and then struggling to read the small print, they can conveniently buy books online and adjust the settings to their liking.

## 4. Health and safety

Arguably the most important advancement technology has made for seniors has been in assistive technology. With ground-breaking innovations like Tunstall's Integrated Care Platform (ICP) and the myMobile app, seniors are more able than ever to carry on their everyday lives knowing their health is in good hands.

Such home health solutions allow clients to reach out directly to healthcare professionals from the comfort of their own home rather than drive (in a potentially unsafe condition) to a doctor or hospital. These advancements make today's healthcare safer, easier and more convenient for seniors.

For more information on ICP and Tunstall's other solutions, get in touch with us today.

# Warren's Wisdom

## GPS Signals and Locations

The Global Positioning System (GPS) uses specialised satellites, which broadcast accurate time and position signals. GPS receivers then interpret these signals to determine their position on the globe.

Accurate GPS location requires a clear signal from at least 3 satellites, in order to pinpoint a specific point on the planet. A clear GPS signal requires line of sight to the satellites above. Examples of situations where this signal could be interrupted are in tunnels, large buildings, or certain extreme weather events.

GPS receivers can report an accurate location, provided that clear satellite signal is maintained and the receiver is continually updating. Certain products, such as the Find-me Tunstall carers watch, are not configured by default for continual GPS updates, unless the SOS button is activated or live updates are remotely activated. This preserves battery life, and ensures the watch continues to function throughout the day. Once the watch is activated, however, the watch will provide live updates to the monitoring service, and location can be accurately determined.

When using GPS devices, it's important to note what the update settings are by default, what settings are right for your situation, and how this may impact tracking of GPS location.



To find out more about Tunstall's range of GPS enabled devices, please give our friendly team a call on 1800 603 377



**View how-to films on our YouTube channel.**

**Have a question for Warren?**

Email [askwarren@tunstallhealthcare.com.au](mailto:askwarren@tunstallhealthcare.com.au)

# Calendar of events

We invite you to visit us at the following events to learn more about our products and services.

## JUNE

7-8 **Health Beyond Showcase**  
Cambelltown Catholic Club, NSW

12-18 **Men's Health Week**  
National

## JULY

19-21 **OTA National Conference**  
Perth Convention and Exhibition Centre

9-15 **Diabetes Week**  
National

## AUGUST

3 **Seniors Living Well Expo**  
St Theresa's Community Care, Rockhampton

6-9 **Health Infomatics Conference**  
Brisbane Convention and Exhibition Centre

## What makes you SMILE?

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

One of the many reasons we love our work is the clients we support, knowing that the work we do helps them to live happy and healthy lives safe in their home. We recently asked some of our clients how they felt about their service, and were overwhelmed by the kind words and lovely stories they shared with us. Here are a few of our favourites:

*Tunstall have been a huge help to me when [my husband] has needed an ambulance and been admitted to hospital. They have been wonderful to us and we would recommend them! – Mr & Mrs B., WA*

*Very pleasant & helpful each time I test my pendant. – Mrs G., WA*

*I have found Tunstall most helpful when I have needed them. The staff are always polite & very helpful. Having the alarm makes you feel safe when on your own. – Mrs H., VIC*



# Life Changing, Life Saving

Tunstall Australasia Pty Ltd  
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The Tunstall logo, consisting of the word "Tunstall" in white, bold, sans-serif font, centered within a red rounded rectangular border.