



Lone Worker Safety Solutions

Protecting your people wherever
they are

How can Tunstall help you protect your lone workers?

It is the legal obligation of all employers to provide safe working conditions for all employees, including lone workers.

The hazards of individual roles should be identified, the risks assessed, and processes put in place to ensure communication and access to emergency services is available 24/7.

To allow employers to reliably protect their employees, Tunstall has developed a range of mobile and fixed solutions, including the following products and services:

- 24/7 response centre
- myCareTrack
- Find-me Tunstall carers watch
- Alarm
- Fall Detection
- Activity Reporting
- GPS tracking

Our mobile or fixed location solutions are designed to provide a reliable and easy to use duress alarm system for people in lone worker situations.

“ It makes me feel safer knowing someone is there if something does go wrong. ”

Ozcare staff member.

Our range of lone worker products and services are designed to create the ideal solution to your specific business requirements, by:

- Providing safer working environments
- Providing easy to action duress call buttons
- Providing extra reassurance to workers, and supervisors
- Can be individually programmed depending on your business
- Supports workplace health and safety policies



Mobile Solutions: myCareTrack



myCareTrack is Tunstall's first personal safety app.

With GPS location functionality, myCareTrack makes monitoring lone worker safety more accurate than ever before.

How does it work?

For regular monitoring, the worker checks in with a simple check-in button on screen, then can advise their movements through voice or text.

If they do not update their status at the appointed checkup time, Tunstall's PNC call management system automatically dials the worker to check on them. Our system will ring them twice more if they do not answer their phone, before escalating the checkup to the monitoring centre, where the procedure will be customised depending on the individual client.

For emergency situations, the user can press their personal Bluetooth pendant. Alternatively, they can press the SOS button in the app. Either method will put the lone worker in contact with a Tunstall care consultant, who will assess the situation, and action required steps.

Mobile Solutions: Find-me Tunstall carers watch



An alert button, inbound mobile phone, boundary monitor, fall detector and GPS tracking device in one; the Find-Me Tunstall watch offers a discreet and unobtrusive duress activation device for lone workers.

How does it work?

The watch works by using a pre-installed SIM card and will function anywhere there is mobile network coverage.

The alert button is programmed to Tunstall's 24/7 Monitoring Centre, putting the wearer in contact with a trained care consultant who will assess the situation, and contact the necessary responder.

Using the last known GPS location details, in conjunction with real-time tracking, the care consultant is able to quickly ascertain the users location, and direct responders to the wearer.

Additionally, the watch is equipped with open voice communication, allowing the wearer to speak directly with the care consultant.

Fixed Location Solutions: Personal Alarms



Tunstall offers a range of personal alarms designed specifically for lone workers. These solutions are in the form of a personal radio trigger or sensor device which is linked to an alarm unit. It's worn by the worker, allowing easy activation in times of duress, and can also be linked to smoke and gas detectors.

Our technically advanced range includes the Smart Hub, our first 3G IP alarm, and the Liberty³⁰⁰ which relies on mobile, 3G or traditional telephone lines (POTS).

Tunstall's Smart Hub ensures a future-proofed solution, with greater communication speeds, and boasts over 40 hours of back-up battery life, ensuring lone worker safety in the event of power outages.

Each alarm is supplied with a personal radio trigger that can be worn on the wrist or around the neck as a pendant, so that the user can activate the alarm from anywhere in the work premises, without having to find a phone. Fall detector and vibrating pendants for hearing impaired workers are also available.

When an alarm is activated, our 24 hour response call centre is alerted, putting the user in contact with a trained care consultant. They will assess the situation, and contact the allocated responders or emergency services.



Our range of cutting edge products and services is designed specifically for staff working or travelling alone, or in hazardous environments.

What are the dangers for lone workers?

For those who work either alone or remotely for long or short periods of time, many risks are increased, including:

- Exposure to violence or confrontation
- Inadequate access to emergency facilities
- Injury from being required to perform work tasks alone.

A lone worker who is not monitored and supported can also suffer:

- Impaired performance
- Low morale
- Feelings of disconnection and isolation

Companies who don't equip their lone workers appropriately risk experiencing:

- Increased staff absences
- Mistakes and loss of reputation
- Poor retention or recruiting

These risks brings the issue of lone worker safety and security to the fore for business managers and owners, who are now increasingly aware that they need to protect their most valuable assets – the safety and wellbeing of their staff.

Tunstall can help business managers and owners to protect their people, by offering a range of technologically advanced products and services designed specifically for staff working on their own, travelling alone, or in hazardous environments.

Who is at risk?

If a person works alone without direct peer companionship or supervision, then they are a lone worker.

Sectors in which lone worker roles are prevalent include:

- All night service station and convenience store attendants
- Real estate agents
- Taxi Drivers
- Freight transport drivers
- Agricultural, farm, forestry and horticultural workers
- Health and community workers
- Electrical / Maintenance workers
- Hospitality staff
- Security & parole officers
- Delivery, home help, carers, and cleaners

The employers and managers for staff in these roles should provide a means of communication to a 24 hour response centre, for around the clock assistance if required.

The Tunstall range of products and solutions has been created specifically to tailor unique and reliable safety procedures.

We understand that each business is different, and may require a variety or blend of products or solutions.





“ We have a long-standing relationship with Tunstall and are confident in their products and services, so it made sense to expand our working relationship to include a staff safety solution. ”

Damian Foley, Head of Community Care, Ozcare

Tunstall Australasia Pty Ltd
ABN 44 059 121 863
ACN 059 121 863

t: 1800 603 377
e: info@tunstallhealthcare.com.au

Locked Bag 1, 985 Kingsford Smith Dr
Eagle Farm QLD 4009 Australia

Tunstall New Zealand Pty Ltd
Business No. 3502431

PO Box 13153, Tauranga 3110
Tel. 0800 488 678

