

Unicare Health case study

Unicare Health has expanded their offerings to include Tunstall medical alarms. Nathan Smith, Business Development Manager at Unicare Health, provides details about how the new partnership will benefit both Unicare Health and their clients.

A first for both parties

Unicare Health offer a broad range of products and services within the disability and aged care sector, and one of their big focuses is ensuring that their healthcare equipment is at the innovative, cutting-edge end of the scale, whilst remaining friendly to the environment. That's commendable in itself, but what else are Unicare Health all about?

“We're a family-owned business that is involved in the supply of both medical and rehabilitation equipment, from walkers right through to hospital beds, to mattresses and wheelchairs. Predominantly, we supply to retail, nursing homes, hospitals and service providers. We're the conduit between the profession and the end-user, if you like!”

As it happens, Unicare Health are the first disability and aged care equipment provider in Western Australia to retail Tunstall assistive technology solutions - so what kind of services do they provide?

“We offer sales, service rental and hygiene, so we cover every aspect. We've got aged care, post-op and rehabilitation care, amongst others, which are available for sale or rental. We also carry out repairs to personal equipment as well,” said Nathan.



“Unicare Health is an excellent partner for Tunstall Healthcare as they manage a variety of NGOs and end-users that can benefit from their local experience in deploying tailored solution offerings, including the Tunstall range of products and services,” added William Grant, Senior Business Development Manager at Tunstall Healthcare.

A winning partnership

Because Tunstall are always looking for fruitful new partnerships, working with Unicare Health seemed a perfect fit with their dedication to providing top-notch equipment across a range of medical sectors. However, a relationship works both ways, so why did Unicare Health choose to stock Tunstall's connected care range?

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"Look at it this way - Tunstall has a product that has been on the market for a long time, and the way that they offer support to their corporate clients, like Silver Chain, I was hoping that they would offer Unicare Health the same support - which they have. It's a pleasant partnership with Tunstall, and they've made it easy with their willingness to offer any additional help and assistance we may need."

Supporting excellence

Any relationship, whether business or personal, is built on a mutual support of one another. The partnership between Tunstall and Unicare Health is no different, and Nathan used the following anecdote to illustrate this point in perfect fashion:

"When I did my first Tunstall install, we didn't quite follow their standard procedure and I needed a little extra support, but as far as the support team goes at Tunstall, they were superb and sorted everything out for me. They also work very closely with the end-user client after doing the initial set-up with them, explaining it, and giving both the client and their family incredible peace of mind."

So, now that Unicare Health can offer Tunstall's assistive technologies to potential clients, how has this added value to their overall pitch?

"We didn't have any call or safety alarms to offer originally, and most of our clients either need alarms, or already had the option with someone else, so collaborating with Tunstall was the completion of our package offering," said Nathan.

"Our partnership eliminates the number of suppliers needed, so because a client is already dealing with us, it's one less account for them to worry about. Additionally, we're really looking forward to seeing Tunstall's new GPS watch!"

What do Tunstall have to say about this exciting new partnership?

"As CDC and the NDIS continue to take shape across Australia, the Tunstall and Unicare Health partnership can provide greater consumer choice in assistive technology offerings," said Senior Business Development Manager, William Grant.

We at Tunstall are certain that our partnership with Unicare Health will continue to bear fruit long into the future - and that can only mean good things for our clients.



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Please get in touch with us if you'd like to know more about our services.

For more information about Unicare Health, visit www.unicarehealth.com.au

For more information about Tunstall Healthcare, visit www.tunstallhealthcare.com.au

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Tunstall Australasia
1800 603 377
www.tunstallhealthcare.com.au

Tunstall New Zealand
0800 488 678
www.tunstall.co.nz

