

Connected care solutions for retirement living

Personal alarms | Care & activity sensors | 24/7 monitoring & reporting



Tunstall

A tailored **Tunstall** solution.

We are a world-leading connected healthcare provider. With over 60 years of global experience, our assistive technology gives people the freedom to live safely and independently. Across Australasia, we employ over 100 people and care for more than 70,000 clients.

Tunstall offers a range of innovative products including home and wearable personal alarms, mobile apps, fall detectors, activity monitors and environmental sensors.

We are a long established managed service provider specialising in tailored connected care solutions for independent living.

We pride ourselves on providing a truly end-to-end solution encompassing design and development; consultancy and service support; deployment and training; and triage and monitoring services.

Your retirement village is unique, so it follows that your **Tunstall** solution is too.





How may we help?

We care about finding the right solution for your village.

A key advantage of a **Tunstall** connected care solution is that it can be adapted to suit the individual needs of your village.

Our flagship **Tunstall** personal alarms are NBN and VoIP compatible and may be paired with a range of external care and activity sensors to support a safe and independent living environment for your residents.

We will carry out an initial assessment and make recommendations for a tailored solution. This may include 24/7 monitoring of your existing alarm or nurse-call system; the provision of backup-monitoring; after-hours call handling services; or a supported transition to a **Tunstall** end-to-end alarm and monitoring solution.

Throughout this process we believe that ongoing consultation with your key stakeholders is paramount to ensuring a successful solution for your village. We will engage in regular discussions to ensure your residents needs are met and any concerns are handled.

We offer a state-of-the-art 24/7 monitoring solution

Tunstall's monitoring service is available 24 hours a day, seven days a week. With our state-of-the-art call-handling platform PNC, we are one of the few monitoring centres with the capacity to immediately transfer calls between our Australian and New Zealand operations. Our business continuity solution ensures our life saving service is always available for your residents in the event of unforeseen technical or environmental outages.

In addition, our extended connected care services offer monitoring flexibility, backed by individualised reporting for your village.

After-hours and overflow monitoring

This service is an ideal support for businesses currently providing onsite day time response monitoring. Tunstall will answer response calls when the office is unattended, after-hours or during unexpected call peaks assisting your village to maintain adequate response time-frames and eliminating the need for shift and night workers. All calls will be answered on behalf of the organisation and a report will be provided for all incidents.

Emergency contractor concierge service

In the event after-hours contractor support is required, our Tunstall care consultants can arrange a nominated external contractor for your residents such as a plumber, electrician or animal control.

Emergency evacuation support

In the event of a village emergency or an external threat such as a bushfire or flood, Tunstall can coordinate an emergency evacuation procedure to assist the village management in locating residents.

After-hours GP home visit service*

Our trained care consultants will always ensure the most appropriate response is organised for your residents. In partnership with the National Home Doctor Service, we are able to coordinate a bulk-billed home doctor visit for non-urgent medical cases. Available after-hours, weekends and public holidays, this gold-standard service delivers peace of mind and convenience. Where clinically appropriate, attending doctors may supply urgent and episodic medications on-the-spot, meaning an additional trip to the pharmacy is not required for your residents.

* Available in selected Australian areas only.

Our experience is trusted

We are an established and leading provider. Over the years we have built a strong reputation as a trusted name, by delivering on quality products and service. We value person-centred care and strive to maintain strong relationships with our clients including leading government, community and retirement village groups:

- **Department of Veterans' Affairs** – Full service provision including installation of personal alarms, monitoring and maintenance support for over 11,000 clients nationwide.
- **Silver Chain Nursing Service** – Managed service provision, monitoring over 9,000 Silver Chain clients nationwide.
- **LendLease** – Managed service provision, monitoring thousands of clients residing in retirement communities across NSW, ACT, WA, VIC and QLD.
- **Uniting Care Community** – Managed service provision, supporting 2,000 clients through Cairns and Townsville.
- **Ingenia** – Emergency monitoring services to more than 42 retirement communities nationwide.
- **Churches of Christ Care Qld** – Emergency monitoring services to all retirement communities and community care branches across Qld.
- **Aveo Group** – Managed service provision, supporting thousands of clients nationwide.

Right: Managing Director, Lyn Davies





We are quality assured

When you work alongside our Tunstall team, you can rest assured that you'll be dealing with a quality-assured organisation that holds itself to the highest standards in the industry. This means that we are here to provide support when you need it most, and we are prepared to go the extra mile to ensure our services deliver every time.

All of our products and services are quality assured and adhere to relevant industry standards including AS4607 and ISO9001 certification.

We are active members of key industry alliances and associations including the Personal Emergency Response Services Association (PERSA), the Continua Health Alliance (CHA), and Medical Technology Association of Australia (MTAA).

The image displays several accreditation logos. On the left is the PERSA logo, featuring a green hand icon and the text 'PERSA Personal Emergency Response Services Association'. Next to it is the Continua Health Alliance logo, showing a green pill icon and the text 'Continua HEALTH ALLIANCE'. To the right is a red 'Certified System' logo with a white checkmark and the text 'Quality ISO 9001' and 'SAI GLOBAL'. Further right is a purple 'Telarc. Registered' logo with a white checkmark and the text 'Telarcare'. At the bottom center is the MTAA logo, a blue circle with a white pulse line, and the text 'MTAA Medical Technology Association of Australia'.



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