

About Your Monitoring Service

With over 65 years of global experience and operating in 19 countries, Tunstall Healthcare is a leading provider of Connected Care and Connected Health solutions.

Tunstall Healthcare provides a monitoring service that operates 24 hours a day, seven days a week. If a personal medical alarm or accompanying sensor is activated, a call is immediately activated to Tunstall's 24-hour Customer Care Centre where it is answered by trained Customer Care Consultants, with support available from our Registered Nurses.

Our Customer Care Centre

- Available 24 hours a day, 7 days a week
- Registered Nurses rostered on each shift
- Supported by Customer Service team
- 24/7 Technical Support team
- Emergency, welfare and social calls, pendant testing
- Business continuity and hot-site disaster recovery between Australia and NZ
- AS4607 compliant

Our Care Consultants

- Compassionate, assertive, proactive.
- Remain calm and in control during an emergency situation.
- Backgrounds in customer service, non-for-profit and community care industries.
- Benefit from a comprehensive induction process and full 3-month training program including first aid.
- Assessed on a regular basis via skills analysis testing, call monitoring and a bi-annual review process.
- Undergo a Federal Police check which is reviewed every three years.
- Provided with "Accidental Counsellor" training to provide mental health support.
- Have Registered Nurses available 24/7 to support with more complex medical triage.

How the service works



Step 1

To raise an alarm, simply press the help button on either your Tunstall pendant or the base alarm unit.

Step 2

The alarm will dial our 24 hour monitoring centre and a Tunstall Care Consultant will communicate with you over the alarm.



Step 3

The Care Consultant calls the appropriate help.

Step 4

The Care Consultant waits on the line until help arrives.



Our commitment to you

- We will answer your call any time of the day or night as our top priority.
- We will ask you how we can help.
- We will listen and treat you with respect, empathy and courtesy.
- We will do everything we can to help solve your problem.
- We will get you help even if we cannot hear you.
- We will stay on the line with you until help arrives.
- We will strive to go above and beyond your expectations with the highest standards of service.
- We will ensure your personal details remain confidential.
- We will listen to your feedback and constantly ensure we introduce improvements to meet your expectations.

Frequently asked questions

When should I activate my alarm?

You should press your pendant for any situation where you or someone else in your home needs assistance, whether you have fallen, feel ill, feel at risk (perhaps from an intruder), in the case of a fire or for any reason that you feel is important and you need help.

What if I accidentally press my pendant?

If you accidentally press your pendant do not worry, just advise the care consultant that it was accidental—we will be happy to hear that you are okay.

Can I wear my pendant in the shower?

Your pendant is water resistant and can be worn while in the shower. Make sure that you always wear your pendant when in the bathroom so you can receive help if you accidentally slip over.

Do I have to wear my pendant when I leave the house?

No. Your pendant is designed for you to use in and around your home. If you do take it off when you go out, try hanging it on the inside door handle so you can put it on as soon as you return home.

How do I turn the alarm off after a call?

You do not need to turn the alarm off after a call. The care consultant will always close the call for you.

Will my alarm still work if the power is out?

The alarm unit will alert you if the mains power has been disconnected, however the medical alarm has a backup battery and will continue to operate for at least 40 hours, as long as it also has an operational phone connection.