

# Welcome to Tunstall Healthcare

Connected Care  
solutions for  
retirement living



# A tailored **Tunstall** solution.

We are a world-leading Connected Care and Health provider. Our **Tunstall** solutions assist 3.6 million people worldwide, and locally we support over 70,000 people from our Brisbane and Tauranga based Customer Care Centres.

**Tunstall** offers a range of quality products including: home and mobile personal alarms; 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.

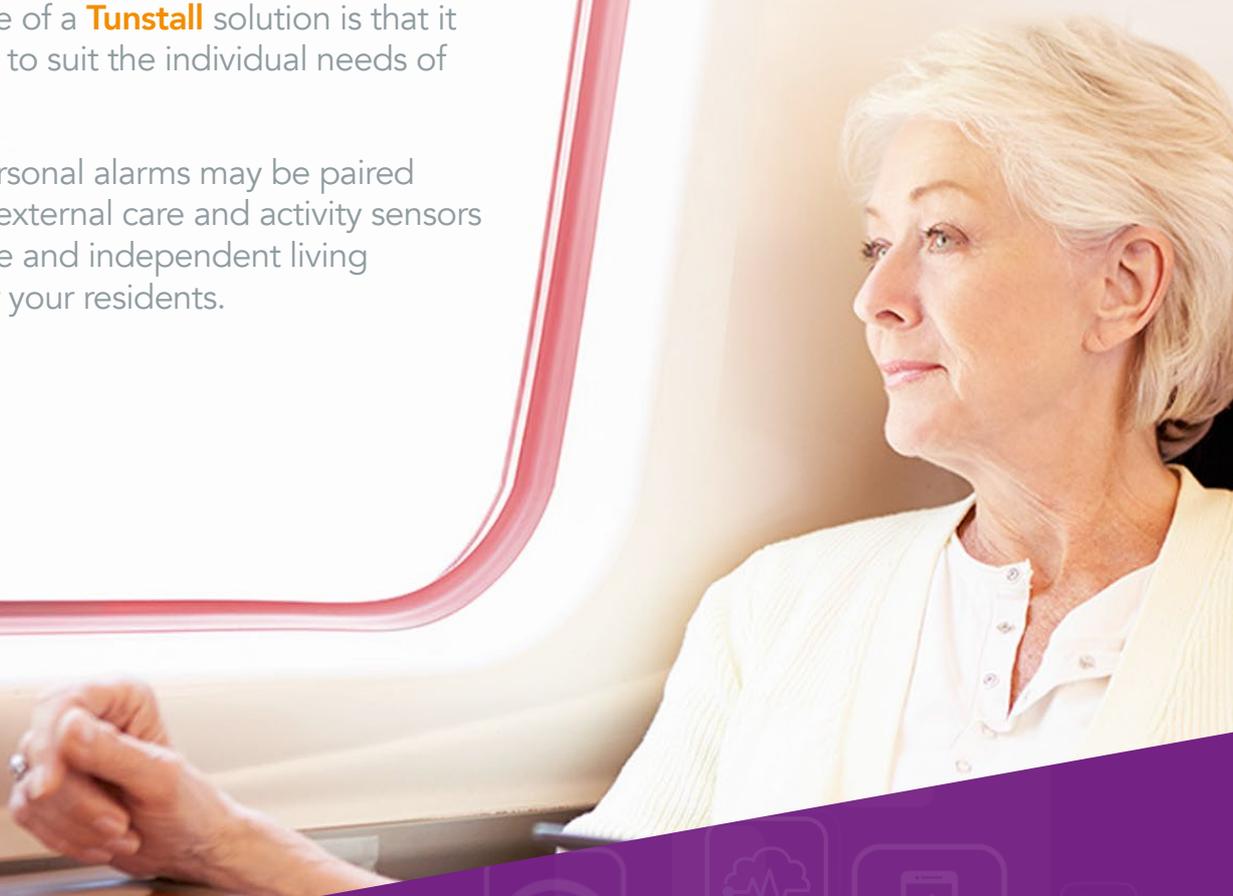


# How may we help?

We care about finding the right solution for your village.

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

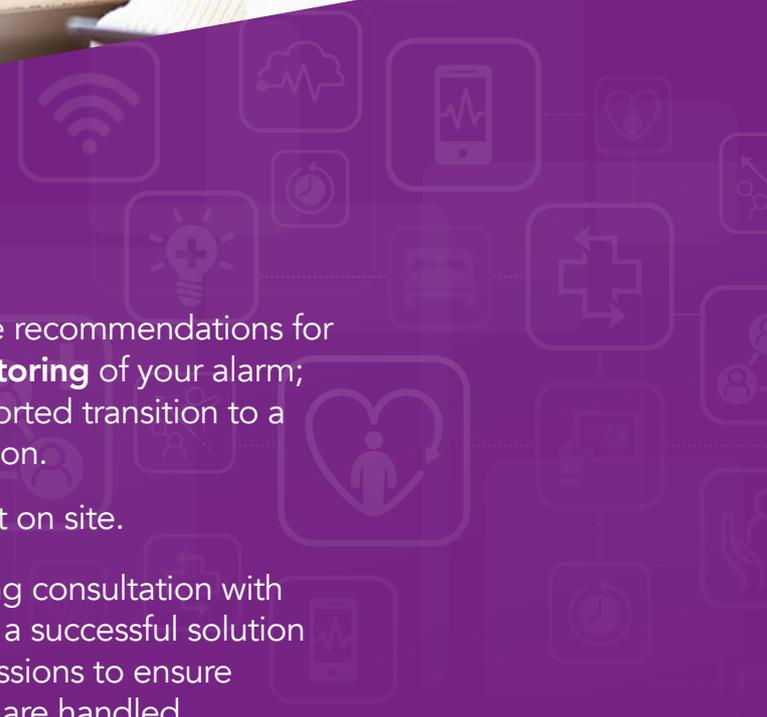
Our **Tunstall** personal alarms may be paired with a range of external care and activity sensors to support a safe and independent living environment for your residents.



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

Rest assured we will be there even if you are not on site.

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.



# Pro multi-level support for retirement villages

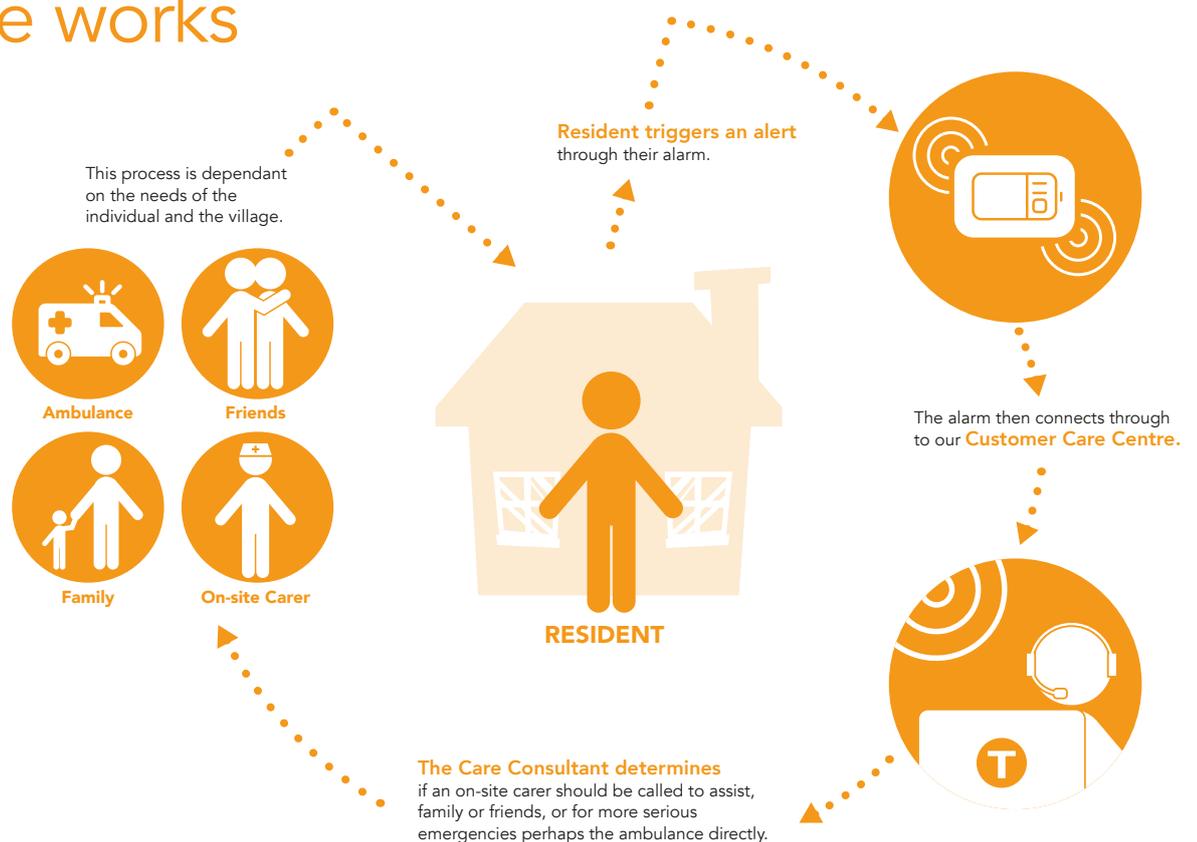
## Village Protocol

- Reporting
- Maintenance
- Evacuation plans
- Village access

## Individual Care Plan

- Next of Kin
- Property access
- Medical information
- Special care requirements
- Flexible support as your needs change

## How our alarm service works



# 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.

We provide complete transparency in our operations which includes **incident, monthly** and **contact reports** to name a few.

## **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.

## **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 areas only.





## Our products

We provide Connected Care and Connected Health solutions that play a key role in helping older people, and those with long-term health needs, to live safely and independently in their own homes.

Personal Alarms



Mobile Personal Alarms



Fall Detectors



Environment & Activity Sensors



# 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 7,500 clients nationwide.
- **Silver Chain Nursing Service** – Managed service provision, monitoring over 9,000 Silver Chain clients nationwide.
- **Lendlease** – Managed service provision, monitoring over 8,000 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.
- **Churches of Christ Care QLD** – Emergency monitoring services to all retirement communities and community care branches across QLD.
- **National Collective of Independent Women's Refuges NZ** - Domestic Violence monitoring to over 1000 clients to help keep Women and Children Safe.
- **Arvida Group NZ** - Managed service provision, monitoring multiple Retirement Villages across New Zealand.

## 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 in both Australia and New Zealand and adhere to the following industry standards certification:  
ISO 9001:2015 Quality Management System  
ISO14001:2015 Environmental Management System  
ISO45001:2018 Occupational Health & Safety

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)



