



Tunstall

About your monitoring service

Welcome



Welcome to the Tunstall alarm monitoring service.

Inside this pack, you will find information about our Tunstall history and what you need to know to get started using our service, details on how the service works, steps for how to test your pendant, and monthly testing reminder stickers for your calendar.

Available 24/7, we are here to help whenever you need; whether you have fallen, feel ill or unsafe, or for any other reason.

To ensure we can provide you with the best assistance at all times, it's important to keep us updated. If any of your details change, be sure to advise us.

We like to hear from our clients and their families telling us how the service has made a difference to their lives. Remember, we are always here to help. If you have any questions or comments please don't hesitate to call our Customer Service team or simply press your pendant to talk to one of our Care Consultants over the alarm.

A handwritten signature in black ink that reads "Lyn Davies". The signature is written in a cursive, flowing style.

Lyn Davies
Managing Director

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.

Our Care Consultants

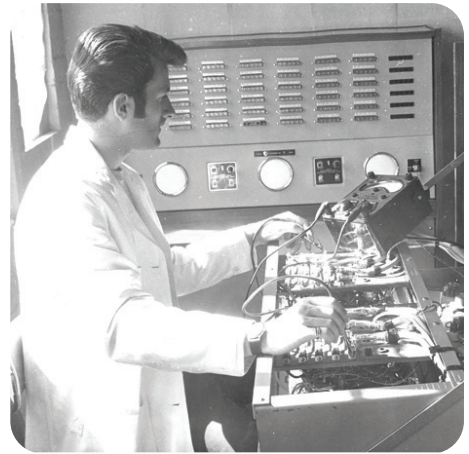
All Tunstall Care Consultants are required to complete police checks prior to employment and to hold a senior first aid certificate, which allows them to identify and understand the urgency of various situations.

Who is Tunstall?

Tunstall was established in the United Kingdom in 1957 by a gentleman named Norman Tunstall – an engineer who realised the need for a medical alarm, so that he could monitor his mother at home while he was at work.

In 1993, Tunstall Australasia was established, quickly becoming recognised for its quality service, premium range of telecare solutions and contribution to the field of assistive technology.

Today, Tunstall Healthcare is the world's leading provider of Connected Healthcare solutions and services. Operating in 18 countries and supporting millions of people worldwide, our technology and services play a key role in helping older people, vulnerable people and those with long-term health and care needs to live safely and independently in their own homes.



Our vision

A world where people have the freedom to live life to the full in a place of their choice.

Our mission

We provide market leading technology-based solutions and services, empowering more efficient and effective models for health and care management globally.

How the service works

Using your Tunstall personal medical alarm couldn't be easier.

To raise an alarm, simply press the help button either on your pendant or on the medical alarm. The alarm calls our 24-hour monitoring centre and one of our friendly Care Consultants will assist you. You do not need to be next to your phone or base alarm unit. The alarm has a powerful speaker and microphone which allows a two-way voice function. Our Care Consultants will be able to hear you and other happenings in your home; and they will ask you how they can best help.

If you need assistance, advise the care consultant (if you are able) of the situation and who you would like us to call. Our Care Consultants can contact emergency services or your nominated responders to attend depending on your needs. We can even conference call in the ambulance to speak with you if required.

We will always wait on the line with you until help arrives and will always contact your nominated next of kin if you are taken to hospital, even if they live interstate or overseas.

If you cannot speak to us, don't worry – we will know you need help and will organise assistance for you quickly.



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.



Test your pendant

To ensure you are familiar and comfortable with the service, we ask that you test your pendant every day for the first week, at whichever time suits you; the monitoring centre is available 24-hours a day.

To test, simply press your pendant and wait for the alarm call to go through to the monitoring centre. Once answered by a care consultant, just let them know that you are testing.

After the first week, please continue to test your pendant once a month. To help you remember, we have enclosed reminder stickers for your calendar. We recommend you pick a date easy to remember, such as your birthday. For example, if your birthday is on the 3rd of March, why not test on the 3rd day of each month?

Keep us updated

Please complete and return the enclosed 'client information form' detailing your medical information, home access and responder details. This information enables our Care Consultants to source assistance for you quickly and to pass on relevant medical information to emergency services, if required. If you have already completed this form, please disregard the included copy.

One important point to remember is to update us if any of your details change, for example any new medical problems, changes to your responder details, moving home or if you are going away on holidays. Just press your pendant or give us a call and inform us of the changes.

Our commitment to quality

All of Tunstall Healthcare's products and services adhere to industry standards. Tunstall holds a number of accreditations, demonstrating our commitment to providing quality products and services to our customers.

BS EN ISO 9001 Accredited design, manufacture and repair of electronic equipment for emergency communications for the elderly and infirm.

ISO 9001 Accredited for the provision of sales and rental services of telehealthcare equipment.

AS4607 Compliant with the Australian standard AS4607 for personal response systems.

Continua Health Alliance (CHA) A founding member of CHA, Tunstall is committed to collaboration to improve the quality of personal healthcare.

Safeguarding your privacy

Tunstall Healthcare ensures the full confidentiality of all client details and records due to the sensitivity of the information collected in the course of delivery of emergency services. Tunstall's practices comply with the national privacy principles of the Privacy Act 1998 (Cth.).

For the purposes of providing continuity of our emergency monitoring service, your information is securely stored in Tunstall's monitoring databases in Australia and New Zealand.

Frequently asked questions

When should I activate my alarm?

You should press your pendant for any situation where you may need 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.

You can also press your pendant if someone else in your home needs assistance. Tunstall will arrange for emergency services if your partner or a visitor to your home requires 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 bathing or showering. Make sure that you always wear your pendant when in the bathroom so you can receive help if you accidentally slip over.

What other wearing options are there for my pendant?

If you don't want to wear the pendant around your neck, you can wear it on a wrist strap (like a watch). The wrist strap should be located in your alarm box. If you ever need replacements, just give us a call.

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 medical alarm has a backup battery and will continue to operate for at least 40 hours so long as it also has an operational telephone connection. The alarm unit will alert you that it has lost power.

Will my alarm still work if the telephone line/GSM network is not working?

In the event that the telephone line/GSM network is not operational the medical alarm will not work, however the alarm will alert you that it has lost the phone/network connection.

Do I need to notify Tunstall if I move my alarm?

Yes, if you're moving home or relocating the alarm in your home, you must notify us, so that we can ensure the alarm continues to successfully connect to our monitoring centre.

Making a complaint

When making a complaint or providing feedback you have the right to remain anonymous. Tunstall will take the four A's approach when dealing with complaints.

The approach recognises that people who make a complaint are generally seeking one or more of these four outcomes:

- Acknowledgment
- Answers
- Action
- Apology

A complaint can be raised by the following methods:

- Accessing our website (www.tunstallhealthcare.com.au/ndis-complaint-process) and accessing the make a complaint or report an incident page and follow the prompts.
- Call our dedicated NDIS team on 1800 079 758 and one of our staff will assist you.
- Email us at ndis@tunstall.com.
- Use the QR code to access the NDIS Feedback Form directly.



Reporting an incident

As a Registered NDIS provider we are required to:

- Take all reasonable steps to prevent all forms of harm of people with disability.
- Record, respond to, and manage incidents in accordance with our incident management system and procedures.
- Implement an incident management system.
- Notify the NDIS Quality and Safeguards Commission of 'reportable incidents' within specific timeframes.

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- Email us at ndis@tunstall.com.
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