

Every call will be answered by a well trained and compassionate emergency response operator at any time, 24 hours a day, 7 days a week.

**Our operators will:**

- always ask how they can help
- listen and treat you with respect, empathy and courtesy
- do everything they can to help solve your problem
- encourage regular contact to ensure you can and will use the alarm in an emergency

**A helpful range of services & products designed with you in mind**

Tunstall has developed a full range of personal safety services and products designed to make life easier and safer. We can provide daily reminder and welfare calls at a specified time. We can also monitor a range of other alarms and sensors, such as smoke and gas alarms, fall detectors and much more. To view our entire range, visit our website or ask us for a brochure.



**Can I try before I buy?**

Where possible, we are happy to provide a no obligation, in-home demonstration, or you can visit a display centre. For a list of display centre locations, visit our website or give us a call.



**What's the next step?**

Contact us today to discuss the most affordable and convenient way of providing 24/7 monitoring for your continued independent and safe living.

Tunstall works with many local community groups and health care providers, offering special rates. If you're a Department of Veterans' Affairs DVA gold card holder, you may be eligible for a funded alarm. Please contact DVA on 133 254.

Seniors and Carers Card holders are also eligible for a discount. Check your discount guide for up to date details.



Contact Tunstall Healthcare  
[www.tunstallhealthcare.com.au](http://www.tunstallhealthcare.com.au)

Tunstall Australasia Pty Ltd t/a Tunstall Healthcare  
ABN 44 059 121 863 ACN 059 121 863  
Address: Unit 1, 56 Lavarack Avenue,  
Eagle Farm, Queensland 4009, Australia  
Mail Address: Locked Bag 1,  
985 Kingsford Smith Drive, Eagle Farm QLD 4009

**Sales Enquiries: 1800 611 528**  
**DVA Enquiries: 1800 603 377**  
**Tel: 07 3637 2200**  
**Fax: 07 3637 2255**



Your Local Tunstall Agent :



Life Changing, Life Saving **Tunstall**



### Tunstall Healthcare is suitable for

- supporting chronic health condition
- people with a disability or special need
- providing short term respite for carers
- people who need post or pre-hospital transition care
- older people
- people living on their own
- people working on their own



*... I must say this medical alarm is really a wonderful device and aid for people to have when needed, especially if alone. It has given us reassurance that help can be reached in an emergency, and we have been very grateful to have had the use of one in our home. Many thanks for this great service, from both my husband and myself.*

Betty, Brisbane

### So easy to use. So reliable

Using your Tunstall Healthcare personal medical alarm couldn't be easier. The alarm calls our 24hr monitoring centre and one of our friendly operators will assist you straight away. No struggling for the phone or dialing necessary. Just talk in your normal voice and the operator will get help for you, even if they can't hear you.

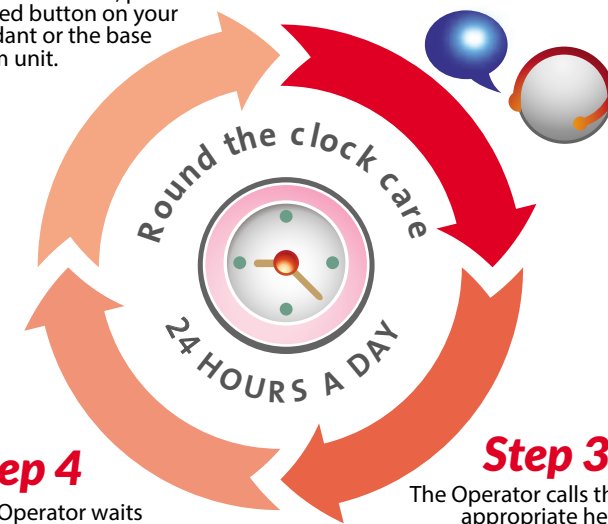


#### Step 1

To raise an alarm, press the red button on your pendant or the base alarm unit.

#### Step 2

Talk to the Monitoring Centre Operator "hands-free" via the powerful speaker and microphone on the base alarm



#### Step 4

The Operator waits on-line until help arrives



#### Step 3

The Operator calls the appropriate help



### Why choose Tunstall?

1. We manufacture our own alarms
2. The alarm has a minimum 5 year battery life
3. Our system automatically tells us when your batteries are low so we can arrange a replacement without putting you at risk
4. Australian standard for Personal Emergency Response Systems (AS4607) compliant
5. Our operators are highly skilled and trained to provide reassurance and confidentiality
6. We will get help for you even if we can't hear you
7. Our operators will stay on the line until help arrives
8. Your family and support network will be kept informed
9. We will remind you to test your pendant and regularly check your details with us
10. Water resistant pendant with 50-100 metre range

