# Tunstall

# Smart Care Technology

Life changing, life saving

# Who is Tunstall Healthcare?

Tunstall Healthcare is a leading provider of Connected Care and Connected Health solutions and services. With over 62 years of global experience and operating in over 47 countries, our assistive solutions give our clients the freedom to live safely and independently.

Tunstall offers a truly end-to-end solution, encompassing design and development, consultancy and service support, deployment and training, and triage and monitoring services.

Our Australasian operations in Australia and New Zealand are long established managed service providers to government, retirement villages and community care organisations.

With alliances and partnerships across the region, we provide a positive, reliable and consistent experience in dealing with Tunstall. Together we strive to care for as many people as possible by listening to our customers and offering market responsive solutions.

"Assistive technology has changed our lives. It gives us both such peace of mind, and a feeling of security. All we have to do is press a button and help is at hand."

Bob, Connected Care Client

Lyn Davies, Managing Director

## Our vision

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

## Our mission

To provide technology based solutions and services to improve our customers' ability to deliver new, more efficient and effective models for health and care management in the community setting.

## Our values

**Customer focus**

We are passionate about understanding and meeting our customers' needs and those of the people they support.

**Collaboration**

We work together as a team and in partnership with our customers to deliver excellence in everything we do.

**Innovation**

We have a heritage of innovation and we innovate with the purpose to continually improve and ensure our services and solutions are the best they can be.

**Delivery**

We are determined to succeed and deliver on our promises, staying focused to deliver results.

**Accountability**

We empower our people to take ownership and responsibility for their actions, doing what we say we will.

# Our heritage

The first Tunstall alarm was created in Doncaster, UK in 1957 by a gentleman named Norman Tunstall – an engineer who realised the need for a response alarm so that he could monitor his mother at home while he was at work.

Doncaster was the one town in Britain with a completely linked fireguard system, which had been used during the Second World War to warn of bomb outbursts in the town. Norman Tunstall and his business partner Jack Byers adapted the system to allow older people to notify their local warden when in need of assistance.

The technology was described by a newspaper of the time as being "years ahead of government thought." Tunstall and Byers continued to develop their alarm concept, creating the first commercial system in 1965.

Over 60 years later, Tunstall has grown to become the world's leading provider of Connected Care and Connected Health solutions. We have continued to pioneer new products and services and develop innovative approaches to help people remain independent and safe wherever they choose to call home.

Tunstall Healthcare opened its first Australian monitoring centre in Brisbane in 2001, followed by a monitoring centre in Tauranga, New Zealand in 2002.

| 1957 | 1966 | 1981 | 1999 | 2001 | 2017 | Today |
|------|------|------|------|------|------|-------|
| Tunstall Byers established as a TV and radio shop in Askern, near Doncaster. | Tunstall creates the world's first Warden's Inter-communication Call System (WICS). | Launch of Mark I, the first monitoring centre software to handle both dispersed and grouped alarm calls. | Tunstall achieves accreditation to internationally recognised quality standard ISO 9001 for the design, manufacture installation and service of Emergency Alarm systems. | Tunstall launches its first telehealth solutions, providing patients with the means to monitor their own vital signs and symptoms at home. | First global IP alarm launched in Australia | Tunstall has operations in more than 30 countries, employs over 2,000 people and its products and service protect and empower millions of people around the world. |

# Our solutions

## Connected Care

A Tunstall personal medical alarm is designed to support an independent lifestyle. In an emergency or distress situation a user activates their medical alarm by simply pressing the button on the base alarm unit or pendant to automatically call the 24-hour monitoring centre.

Our range of activity, environmental, and specialty care sensors can be used to provide a safe and supported living environment which satisfies the individual care needs of the user.

All of Tunstall's assistive technologies are monitored by our 24-hour emergency monitoring service. 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. This business continuity solution ensures our life saving service is always available in the event of unforeseen technical or environment outages.

Tunstall Healthcare provides connected care solutions to support people with a wide variety of care needs to live safely and independently in their own home. Our assistive technologies can be customised and adapted to meet the individual care needs of our clients.

## Social Engagement

Keeping users engaged in their community, fostering social inclusion and its associated benefits

## Monitoring & Response

Moving from reactive provision to personalised, proactive and predictive care

## Self Care & Wellness

Supporting users to take an active role in their wellbeing with positive lifestyle choices

## Condition-Specific Management

Providing services tailored to the unique needs of each patient, improving safety and user experience

## Activities of Daily Living

Reassuring friends and family and supporting greater independence for longer

## Care Planning & Administration

Reducing waste, automating common tasks and co-ordinating to maximize efficient use of resources

# Guardian 4G Alarm Range

## SmartLink Medi Guardian

The SmartLink Medi Guardian MKII 4G personal alarm has been designed to operate over the 4G/3G cellular network. It gives reassurance that 24/7 support is on hand at the touch of a button. It offers confidence to older people living alone, individuals recuperating after a hospital stay and anybody with reduced mobility or long term health conditions.

## Smartfall - Blue

Automatic fall detection as well as pendant call activation with inbuilt audible two way warning technology and cancel function.

## Vibrating Pendant

Two way vibrating tactile feedback technology pendant for sight impaired and or just general peace of mind that signal has been sent to unit and again received back at pendant for acknowledgement. Can be used as wristwatch or pendant.

## Pendant Wall Mount

Two way feedback on pendant that signal has been sent to unit & again received back at pendant for acknowledgement. Up to 300 metres range. Ultrasonically sealed to be water resistant.

## PIR

Infrared wireless detector for inactivity and/or security, the PIR has an inbuilt night light that glows in the dark when it detects movement to allow vision in emergencies and or just convenience when getting out of bed.

## Smoke Transponder

The Transponder is attached to the primary smoke alarm installed in a house; when the smoke alarm is activated the transponder sends a wireless signal to the alarm which raises are call to the monitoring centre. Smoke alarm brands that are compatible with this device include Brooks and PSA.

## Blow Switch

Blow Switch TWR (Spread Spectrum Two Way Radio) is a complete Radio transmitting device. It has a 3.5mm connection jack for any optional external Normally Open (NO) alarm devices to trigger an alarm.

An integrated beeper and flashing LED light also acts as reassurance for the client during an emergency situation.

# Smart Hub Alarm Range

## Smart Hub

The Smart Hub is a personal home alarm system using the 3G cellular network.

It is designed to assist people to maintain their independence in the home.

It has the capability of interfacing with up to 35 smart sensors and integrating with the sensor gateway to support legacy sensors, the Tunstall Smart Hub can monitor a wide range of situations in the home.

## Pendant

It is Bi-directional pendant. Pendant is IP67 water resistant to a maximum of 1 metre for up to 30 minutes. It is available with neck cord or wrist strap, allowing the client to activate an alarm call from anywhere in the home, without having to struggle to reach the alarm.

## Vibby Fall Detector

The Vibby fall detector is a sleek, contemporary and technologically advanced fall detector compatible with Tunstall Smart Hub medical alarm. It can be worn on the wrist or around the neck.

The Vibby fall detector will automatically raise an alert if it senses the user has fallen, and also enables the wearer to easily call for help manually.

It is water and shock resistant.

# Mobile Personal Alarms

## GO Pendant

GO is a wearable device with 3G cellular and GPS technology. When activated it sends an alert along with your GPS location data to our 24/7 monitoring team.

It has been specifically designed for summoning help beyond the boundaries of the home. Following a button press, a report is sent to monitoring centre and users can be located via SmartCare® Locate, which plots GPS data.

This multifunctional device includes a help button, handsfree speakerphone system, GPS location, and optional fall detection. It has the flexibility to be worn in different ways to suit the preference of the individual. Supplied with a hypoallergenic chain and split ring, it can be worn around the neck, fixed to a belt, key ring, or conveniently placed in a pocket. It is impact resistant and water resistant.

## Find-me Watch

The Find-me Watch works anywhere where there is mobile phone coverage and offers two way (hands free) voice communication, a panic alert, fall detector and assists to locate the wearer using GPS.

With no complicated touch-screens or set-ups, has its own SIM and works like a mobile phone. It can call two pre-programmed numbers, as well as the pre-set emergency or monitoring number.

It has fall sensors, medication reminders, is water resistant. The watch assists to locate the wearer by seeking out a GPS position once every 3 to 10 minutes.

Find-me provides independence for the wearer, but also independence for family members and carers, by giving them peace of mind knowing that loved ones are still safely monitored should they need assistance, wherever they are located.

# Specialty Care Peripherals

## Emfit Epilepsy

The Emfit epileptic seizure alarm is a sensor that monitors a person with epilepsy while they sleep. The sensor monitors a persons' movements including respiration and heartbeat. The sensor is used to alert an onsite carer when a person begins to seize during sleep and requires immediate

assistance. The sensor also detects hyperventilation and partial convulsions as seizures.

Epilepsy sensor monitors more than just vibration – reduces false calls. Sensitivity adjustment – adjusts to the individual's requirements.

## Jelly Bean and other switching devices

Jelly Bean and other custom switches allows people with limited dexterity to more easily trigger an alarm call.

Designed for people with limited or no use of their hands, the puffer switch activates an alarm call when the user blows in the tube. Similarly, the Jelly bean button requires only a little pressure or a tap on a large button to activate an alarm call. The special switches are available to suit different movement capabilities or flick of the wand to activate the alert.

# Bellman & Symfon

Bellman & Symfon®

## Door Transmitter

The Visit Door Transmitter helps you notice when the doorbell rings, even if you are several rooms away. It signals the Visit receiver that notifies you with your own choice of flashes, sounds and vibrations.

## Smoke Detector

The Visit smoke alarm transmitter helps the user detect smoke and smouldering fire at an early stage. It is mounted on the ceiling and sends a radio signal to the Visit receiver for alerting once activated by smoke.

## Telephone

The Visit telephone transmitter helps you to notice when the telephone rings. When activated the Visit receiver notifies you with you own choice of flashes, sounds and vibrations.

It can also be customised for many other applications and Tunstall sensors.

## Door Bell

The Visit push button transmitter works as a wireless doorbell and can be used as a personal alarm notifying the other residents of the comings and goings in your home or if the wearer needs assistance.

# Bellman & Symfon

## Pressure Mat

The contact mat together with the Visit multi-purpose transmitter is used to notify when someone gets out of bed or enters/leaves a room. When a person steps on it, the Visit transmitter signals the Visit receivers that notifies you. The doormat can also interface with a Tunstall alarm and be used as an activity sensor.

## Portable Receiver

The Visit portable receiver alerts the user with a range of different lights and sounds when various Visit transmitters send signals. When interfaced with Tunstall sensors the portable receiver becomes a convenient alerting device for onsite carers.

## Alarm Clock

The alarm clock awakes you with a loud sound or flash lights and bed shaker vibrations when its time to wake up or when a Visit transmitter is activated. In addition Tunstall sensors can also interface with the alarm clock to wake up sleeping carers.

## Bed Shaker

The bed shaker is placed under the pillow or mattress to alert a heavy sleeper of calls and alarms. It works with all Visit receivers and requires no internal battery.
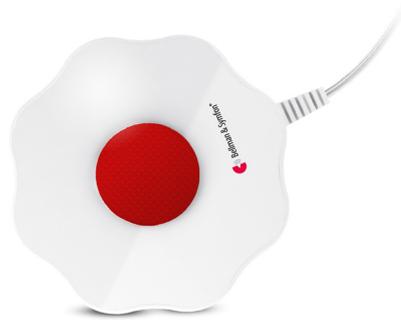
## Pager

The Visit pager notifies the user with vibrations and lighted signals when the Visit transmitter is activated. It is small, light- weight, can be carried in the pocket or on the belt. The Tunstall sensor can be interfaced to trigger the pager alerting the onsite carer. During the night, you can connect a bed shaker to the charger.

## Flasher

The Visit flash receiver attracts the users attention with bright flashes with different colored LED lights when Visit transmitter sends signals. This easy to use portable flash receiver comes with a mounted table stand and a wall bracket accessory.

## Reed-Magnetic Switch

The reed switch is affixed to a door or window and sends an alert to a Bellman receiver or a Tunstall alarm when the door or window is opened.

# Connected Health Overview

Connected Health leverages point of care testing devices, integrated with cloud-based technologies, to deliver health services and transmit client health information to our triage platform and care provider's medical record systems. The transmission of voice, data, images and reports are securely coded and enable diagnosis, treatment, preventive (educational) and curative aspects of healthcare services. These services are delivered to clients by trained care providers and educators or can be performed by Tunstall's 24/7 nursing team.

Clients (patients), supported by the clinical care providers are prompted to take their own vital signs readings and answer health interview questions using a Connected Health hub. This information is then transmitted via the 3G/4G mobile network or internet connection to the cloud hosted patient management system ICP triagemanager. A trained clinician accesses ICP triagemanager to review the readings, and where these readings fall outside of individually set parameters, the clinician will follow procedures to provide an appropriate intervention for that client.

Connected Health is focused on delivering a tailored solution to meet the needs of the individual. A care coordinator may determine that by using connected health the patient's/client's condition could be either: improved, stabilised, or in the case of palliative care tracked to support their decline.

**Tunstall's Connected Health Solutions is used to manage multiple health conditions including:**

- **Lung disease** e.g. cystic fibrosis, chronic obstructive pulmonary disease (COPD), Asthma – hub + pulse oximetry + Lung monitor + appropriate lung health interview.

- **Heart disease** - hypertension, congestive heart failure (CHF), cardio vascular disease (CVD) – hub + blood pressure + pulse oximetry + weight + relevant health interview.

- **Diabetes** – hub + blood pressure + weight + blood glucose + relevant diabetes health interview.

- **Weight management** – hub + blood pressure + weight + health and lifestyle interview.

- **Medication compliance** – hub + video conferencing + medication reminders.

- **Palliative care** – hub + video conferencing + Health interviews: K10, Pain management interview, peripherals as required. Multi-user setup to enable carer support.

- **Mental Health** – hub + health interviews: K10, pain interview, DASS 21.

Tunstall's Connected Health platform is tailored to the individual's health and lifestyle conditions, co-morbidities, and capable of supporting multiple dwellings and couples/families. Tunstall provides a range of standard health interviews for clinicians to select from (including multi-language), and the flexibility to design and record new health interviews to suit your program's requirements.

# Patient Interface

## Vital Signs Devices

A wide range of Bluetooth Low-Energy vital signs measuring devices interface with myMobile and ICP triagemanager.

- Blood pressure
- Pulse
- Oximetry
- Lung Capacity
- Thermometer
- Weight
- ECG
- Activity
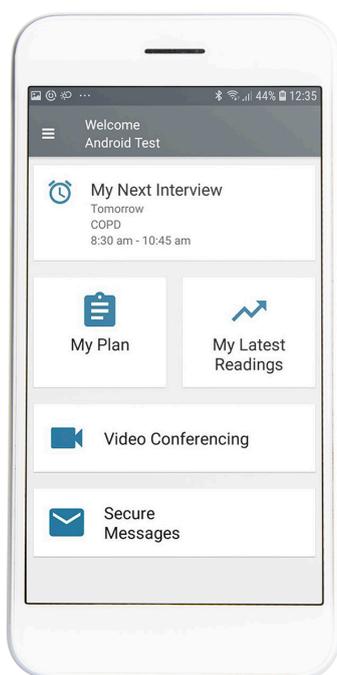
## myMobile Health App

### Enabling self-management

- Easy to use and intuitive Patient App
- Automatically updated readings via Bluetooth-connected devices and ability for Manual Entry
- Automated Alerts and activity reminders
- Health Questionnaires for non-device related clinical information
- Bi-directional Messaging for interactive patient communication
- Video Conferencing improving patient interaction
- Patient view of Monitoring Results for enabling better self-management
- Bluetooth Low Energy extending life between charges and improving usability

# Clinical Tool

## ICP triagemanager

### Clinical and patient management system

- **Enables Remote Monitoring** of patient by Clinical and Service teams

- **Automated Prioritisation Tools** helps triage urgent investigation

- **Traffic Light** system provides visual alerts to critical patient needs

- Customisable **Question Tree** templates creates structured patient engagement

- **Trend Graphs** for comparison of historic results and data-driven clinical decision-making

- **Summary Reports** for clinical management, auditing and regulatory reporting
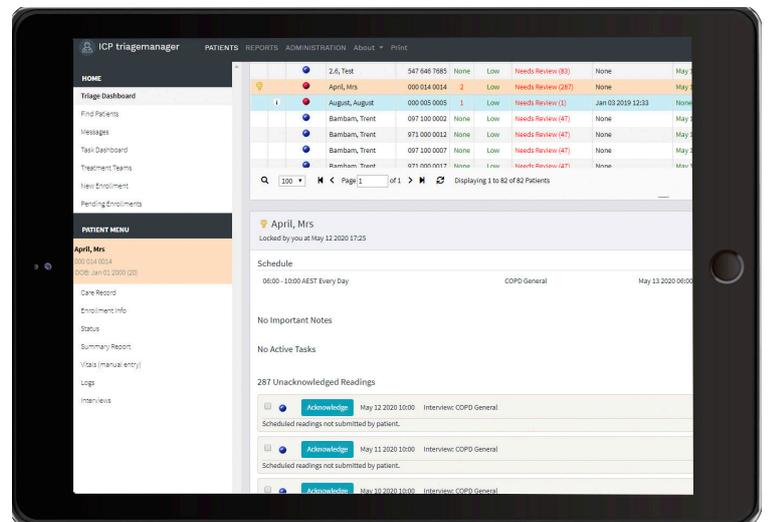
# Innovative Care solutions

## How Connected Healthcare supports special needs

Tunstall Healthcare has developed this guide to demonstrate how connected healthcare assistive technologies can be combined and used to create a variety of care solutions. Outlined here are ideas of how Telecare devices can be put together to meet the needs of various care scenarios.

This is by no means an exhaustive list; however it provides a starting point for building care solutions. For assistance in designing a unique care solution, contact your occupational therapist or Tunstall Healthcare customer service.

| Scenario | Risks | Care Objective | Solution Devices | Advanced Solutions |
|---|---|---|---|---|
| **Hearing Impairment** | Environment<br>Accidents | Reduce risk<br>Enable independence<br>Enable confidence for person and carers | Alarm and Pendant<br>24/7 Monitoring Service<br>Key Safe<br>Bellman Smoke Detector<br>Bellman Pager<br>+ advanced solutions according to individual and on site assessment | Bellman Telephone Transmitter<br>Pillow Shaker<br>Strobe Light<br>Doorbell<br>Flash Receiver |
| **Visual Impairment** | Falls management<br>Environment<br>Accidents | Reduce risk<br>Enable independence<br>Enable confidence for person and carers | Alarm and Pendant<br>24/7 Monitoring Service<br>Key Safe | Vibrating Pendant<br>Bellman Smoke Detector<br>Fall Detector<br>Bed Occupancy Sensor<br>PIR Movement Activity Sensors<br>K.I.T/Find-me |
| **Living Alone** | Social isolation<br>Depression<br>Safety<br>Dying alone | Reduce risk<br>Increase feelings of well being<br>Confidence | Alarm and Pendant<br>24/7 Monitoring Service<br>Key Safe | Welfare Check Phone Call PIR Movement Activity Sensor<br>Smoke Detector<br>Bathroom Help Button |
| **Prone to falls – frail, vertigo, syncope drop attacks** | Injury<br>Inability to get up<br>Reduced mobility<br>Hospitalization<br>Confidence and independence | Reduce risk<br>Speedy response<br>Hospital avoidance<br>Maintain independence and confidence | Alarm and Pendant<br>24/7 Monitoring Service<br>Fall Detector<br>Bathroom Help Button<br>Key Safe | Bed Occupancy Sensor<br>Chair Sensor<br>PIR or Floor Mat Movement Activity Sensors<br>Find-me/KIT |
| **Diabetes** | Falls management<br>Injury<br>Hospitalisation<br>Confidence and independence | Speedy response<br>Hospital avoidance<br>Reduce risk<br>Maintain independence and confidence | Alarm and Pendant<br>24/7 Monitoring Service<br>Fall Detector<br>Key Safe | Bed Sensor<br>Wall Mounted Help Button<br>PIR Movement Activity Sensors<br>Programmed Medication Reminder<br>myMobile Health App<br>- glucometer, weight, medication, BP<br>Clinical triage service and coaching |

| Scenario | Risks | Care Objective | Solution Devices | Advanced Solutions |
|---|---|---|---|---|
| **Dementia / Intellectual disability** | Safety due to wandering<br>Household environmental risks | Reduce risk<br>Enable confidence and independence for carers<br>Avoidance and/or delay of institutionalized care | Alarm<br>Bed Sensor<br>Door Exit System<br>24/7 Monitoring Service<br>Event/Medication Reminders Recorded Message<br>Key Safe | Bellman Transmitter and Receiver for onsite carer<br>Smoke Detector<br>Gas Detector<br>Property Exit Sensors<br>Out of Bed Sensor<br>Find-me KIT – GPS Tracking |
| **Epilepsy** | Injury<br>Falls Management<br>Hospitalization<br>Confidence and independence<br>Environment | Enable confidence and independence for person and carers<br>Hospital avoidance<br>Avoidance and/or delay of institutionalized care | Nocturnal Epilepsy Sensor<br>Bellman Telephone Transmitter and Portable Receiver for onsite carer | Alarm and Pendant<br>24/7 Monitoring Service (off site care)<br>Medication Reminder<br>Key Safe<br>KIT/Find-me = falls detection, SOS, GPS Tracking |
| **COPD** | Confidence and independence<br>Hospital admission<br>Medication compliance | Enable confidence and independence for person and carers<br>Hospital avoidance<br>Stabilise condition<br>Support palliative care | Alarm and Pendant<br>24/7 Monitoring Service<br>Programmed Medication Reminder<br>Key Safe | Bed Sensor<br>Fall Detector<br>PIR or Floor Mat Activity Sensor<br>myMobile Health App<br>- Activity tracking<br>- Lung capacity<br>- SPO2<br>- BP<br>- Weight<br>Daily clinical triage service<br>KIT/Find-me – mobile PERS |
| **Heart Disease - CHF, CAD, CVD, Hypertension** | Confidence and independence<br>Hospital admission<br>Medication compliance | Enable confidence and independence for person and carers<br>Hospital avoidance<br>Improve or stabilise condition | Alarm and Pendant<br>24/7 Monitoring Service<br>Programmed Medication Reminder<br>Key Safe | Find-me/KIT – SOS, no movement, falls detection – GPS Tracking<br>myMobile Health App<br>- BP, weight, SPO2, ECG<br>- Daily clinical triage |
| **Motor neuron disease** | Confidence and independence<br>Institutionalised care admission | Enable confidence and independence for person and carers<br>Hospital avoidance<br>Avoidance and/or delay of institutionalised care | PERS Alarm and Pendant<br>24/7 Monitoring Service<br>Easy Press Adaptor<br>Key Safe | Bed Sensor<br>Chair Sensor<br>Wand Switch<br>Jelly Bean Switch<br>Bellman Telephone Transmitter<br>Bellman Pager (for the carer)<br>Programmed Medication Reminder<br>KIT<br>myMobile Health App<br>- BP, SPO2, ECG, Sleep monitor<br>- Daily clinical triage |

# Innovative Care solutions (cont.)

| Scenario | Risks | Care Objective | Solution Devices | Advanced Solutions |
|---|---|---|---|---|
| **Palliative care** | Carer respite<br>Falls<br>Bed wetting<br>Deterioration<br>Institutionalised care admission | Enable confidence and independence for carers<br>Avoidance and/or delay of institutionalized care | PERS Alarm and pendant<br>Enuresis Sensor<br>Bed Occupancy Sensor<br>Bellman Telephone Transmitter<br>Bellman Pager (for the carer)<br>Programmed medication/treatment reminders<br>Key Safe | Chair Sensor<br>Wand Switch<br>Back up 24/7 Monitoring Service<br>myMobile Health App<br>- Pain management<br>- Carer support – video conferencing<br>- Daily clinical triage |
| **Post Hospitalisation – transition care** | Complications related to hospitalisation<br>Injury<br>Falls management<br>Medication compliance | Speedy response<br>Hospital avoidance<br>Reduce risk | PERS Alarm and Pendant<br>24/7 Monitoring Service<br>Key Safe<br>Programmed Medication/Treatment Reminders | Bed Occupancy Sensor<br>Chair Sensor<br>Wand Switch<br>Bellman Telephone Transmitter<br>Bellman Pager (for onsite carer) |
| **Spinal cord injury or brain injury** | Mobility issues<br>Falls management<br>Environment | Enable confidence and independence for person and carers<br>Hospital avoidance<br>Speedy response<br>Reduce risks | PERS Alarm and Pendant<br>24/7 Monitoring Service<br>Key Safe | Fall Detector<br>Ambient Temperature Sensor<br>Smoke Detector<br>Gas Detector<br>Bed Sensor<br>Chair Sensor<br>Wand Switch<br>Jelly Bean Switch<br>Bellman Telephone Transmitter<br>Bellman Pager (for the carer)<br>Programmed Medication Reminder<br>KIT<br>myMobile Health App<br>- Sleep Monitor<br>- ECG – stress/fatigue monitor<br>- Wound management<br>- Daily clinical triage |

"Gives a good feeling of safety, knowing at the press of a button assistance is available."

Mr. G, Client from Victoria

"Many clients have told me how grateful they were that we were there to help them during an emergency situation."

Narelle Hopper, Solutions Manager

# Connected Healthcare Matrix

| SCENARIOS / Solutions | Older person living alone | Older couple | Hearing impaired | Visually impaired | Falls risk | Intellectual impairment | Dementia offsite care | Dementia onsite care | Epilepsy onsite care | Epilepsy offsite care | Motor nueron | Physical disability | ADD/ADHD | Palliative care | Post Hospital Care | Diabetes | COPD | CHF | Mental Health Support |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 24/7 Response | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | O | O | ✓ | ✓ | ✓ | | O | ✓ | ✓ | ✓ | ✓ | ✓ |
| Nurse Triage | | | | | O | | | | | | | | | | | ✓ | ✓ | ✓ | ✓ |
| Welfare Call | O | | | | | | | | | | | O | | O | O | | | | |
| Find-me MPERS | O | O | O | O | O | O | ✓ | ✓ | O | O | O | O | O | O | O | O | | | O |
| GO MPERS | O | O | O | O | O | O | | | O | O | O | O | | O | O | O | | | O |
| Alarm | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | O | ✓ | ✓ | ✓ | | O | ✓ | ✓ | ✓ | ✓ | O |
| Pendant | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | O | O | O | ✓ | ✓ | ✓ | | O | ✓ | ✓ | ✓ | ✓ | O |
| Fall Detector | O | O | O | O | ✓ | ✓ | | | O | ✓ | O | O | | | O | ✓ | O | O | |
| Vibrating Pendant | O | | ✓ | ✓ | | | | | | | | | | | | | | | |
| Custom Trigger | O | | | | | | | | | | ✓ | ✓ | | O | O | ✓ | | | |
| Wall Mounted Help Button | O | O | | | ✓ | | | | | O | O | O | | | O | O | O | O | |
| Nocturnal Epilepsy | | | | | | | | | ✓ | ✓ | | | | | | | | | |
| Passive Infrared | O | | | | O | | O | O | | | | O | | | | O | O | O | |
| Floor/Pressure Mat | | | | | O | | O | O | | | | | O | | O | | O | O | |
| Door/Window Reed Switch | | | | | | | O | O | | | | | O | | | | | | |
| Smoke | O | O | | ✓ | | O | ✓ | ✓ | | O | O | ✓ | | O | | ✓ | | | |
| Gas | O | O | O | | | | O | O | | | O | O | | | | O | | | |
| Easy Press Adapter | O | | | | | | | | | | O | O | | | | O | | | |
| Key Safe | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | O | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Blow-Switching Device | | | ✓ | ✓ | | | | | | O | O | O | | O | O | | | | |
| BV Door Transmitter | | | O | | | | | | | | | | | | | | | | |
| BV Telephone Transmitter | | | O | | | ✓ | | ✓ | O | | | O | | ✓ | ✓ | O | | | |
| BV Smoke Alarm Transmitter | | | ✓ | | | | | | | | | | | | | | | | |
| BV Portable Receiver | | | O | | | O | | | ✓ | | | O | | O | | O | | | |
| BV Flash Receiver | | | O | | | | | | | | | | O | O | | | | | |
| BV Pager Receiver | | | ✓ | | | ✓ | | | ✓ | O | | O | O | ✓ | O | O | | | |
| BV Alarm Clock Receiver | | | O | | | | | | O | | | | | O | O | | | | |
| BV Bed Shaker | | | ✓ | | | | | | ✓ | | | O | O | ✓ | | O | | | |
| BV Door Contact Mat | | | | | | | | | O | | | | O | | | | | | |
| myMobile Health App & Devices | | | | | O | | | | | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

O Optional  ✓ Recommended

# Funding options

There are a number of funding programs that cover assistive technology (such as medical alarms), connected care and connected health solutions, available throughout Australia and New Zealand.

## Department of Veteran Affairs

Tunstall is an approved Personal Response Systems (PRS) supplier to the Department of Veterans Affairs' (DVA).

The Rehabilitation and Appliances Program (RAP) provides aids and appliances according to each individual veteran's assessed clinical need.

Funded medical alarms and care sensors are available to DVA Gold and White card holders assessed by an appropriately qualified health provider.

## Consumer Directed Care (CDC)

Consumer Directed Care (CDC) provides eligible consumers with a Home Care Package, which can then be applied to a various types of care and services from a range of providers.

## National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for eligible people with permanent and significant disability, their families and carers.

If you are a person with a disability who wishes to participate in the NDIS, you must first be assessed against the access requirements. For enquiries, visit **www.ndis.gov.au** or call **1800 800 110**. As a registered NDIS provider, Tunstall Healthcare can now offer funded products and services through the NDIS.

| Composite Codes | Support Item Ref No. | Description |
| --- | --- | --- |
| **Hearing Impairment** | 05_422_0105_1_2 | Delivery/Set up – Composite |
| | 05_427_0103_1_2 | Personal alarm – Composite |

| Capital Supports | | |
| --- | --- | --- |
| **Composite Codes** | **Support Item Ref No.** | **Description** |
| **Personal emergency alarm systems** | 05_222718261_0103_1_2 | Monitored alarm system that includes body-worn or auto-detect activation that is suitable for use beyond the domestic setting |
| **Personal emergency alarm systems** | 05_222718261_0103_1_2 | Participant-activated alarm system that alerts other occupants of a home |
| **Monitored phone alert system** | 05_222718265_0103_1_2 | Participant-activated alarm system that uses ICT to connect to a monitored service |

# Tunstall