

**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 at [www.tunstallap.com](http://www.tunstallap.com) or ask us for a catalogue.



**Can I try before I buy?**

Where possible, we are happy to provide a no obligation, in-home demonstration, or you can visit one of our displays. 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 gold card holder, you may be eligible for a funded alarm. Please contact the DVA on 133 254.

Seniors card holders are also eligible for a discount, check your discount guide for details.

**We respect your privacy**

Rest assured, your privacy is important to us. Tunstall will only collect information which is relevant to providing our service. Tunstall abides by the Privacy Act 1988 (Cth). A copy of our privacy policy is available on our website or by calling us.



**Contact Tunstall**  
[www.tunstallap.com](http://www.tunstallap.com)

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Your Local Tunstall Agent :

Stay independent and safe with Tunstall Response



All the reassurance you need



## Live independently and safely in your own home with Tunstall Response

Like to sit back and relax in the comfort of your own home, knowing that help is at your fingertips anytime day or night? A Tunstall Response Personal Alarm is designed to help you maintain your desire for independence and your zest for life. It offers you total peace of mind and the confidence to be by yourself. So if you need assistance, there's always someone on hand to help you.

## What kind of people use Tunstall Response?

People from all walks of life and of all ages use our response system, right around the world. In Australia we have provided monitoring services to people as young as 12 and as old as 104 years. While our clients use the system for different reasons, they have one thing in common - the confidence to feel safe and independent in their home.

Tunstall Response is suitable for:

- people who feel vulnerable
- those with chronic health conditions
- 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

## So easy to use. So reliable

Using your Tunstall Response Personal Alarm couldn't be easier. We provide you with a base alarm and a pendant (radio transmitter trigger device). Your home phone plugs into the base alarm unit, which is in turn connected to your phone socket.



To raise an alarm, simply press the red button either on your pendant or the alarm unit. The alarm calls our 24hr Response Centre and one of our friendly operators will assist you straight away. No struggling for the phone or dialing is necessary. Just talk in your normal voice and the operator will hear you clearly.

The pendant itself is small and lightweight, so you can wear it discreetly around your neck, on your wrist or clipped to your clothes.



## Peace of mind

*"... I must say this medical alarm is really a wonderful device and aid for people to have when needed, especially if alone, giving them quality 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."*

*Mrs L*

## How far away will it work?

You'll be amazed at how far away you can be from the base alarm unit and your pendant will work. The pendant has a range of up to 50 metres\*, so (provided you stay within that range) you can move around your home freely and even out to the garden, your mail box or clothes line without a worry. It's a good idea to wear your pendant at all times. It's very durable and it's water resistant too, so you can even wear it in the shower or bath!

*\*dependent upon building materials*

## Why choose Tunstall?

1. At Tunstall we manufacture our own alarms
2. Both the alarm and the pendant have 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