

About your monitoring service



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 connected care solutions and contribution to the field of assistive technology.

Today, Tunstall Healthcare is the world's leading provider of connected health and connected care solutions. With almost 60 years of global experience and operating in over 50 countries, our technology and services play a key role in helping older people and those with long-term health and care needs to live safely and independently in their own homes.

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.

How the service works



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

We ask that you test your pendant once a month. 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?

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.

If you would like us to send you some calendar stickers to remind you to test your pendant each month, please call our customer service team and we will be happy to provide them to you.

Have any of your details changed?

Please ensure to inform us if any of your details change, for example any new medical information, changes to your responder details, or if you are going away on holidays. Just press your pendant or give us a call to inform us of the changes.



Frequently asked questions

When should I activate my alarm?

You should press your pendant for any situation where you or someone else in your home needs 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.

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 in the shower. 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) or on a clip. The wrist strap and clip are 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 alarm unit will alert you if the mains power has been disconnected, however the medical alarm has a backup battery and will continue to operate for at least 40 hours, as long as it also has an operational phone connection.

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

In the event that the phone 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.