

Personal Response Systems

for your
DVA Clients



What are Personal Response Systems (PRS)?

Tunstall PRS support the wellbeing of veterans living independently or with the assistance of a carer. They create a smart home environment, linked to an alarm, that's monitored 24/7 by our Customer Care Centre – to provide assistance when veterans need it most. Mobile Personal Response Systems are also available, to provide safety outside the home.

Tunstall is a contracted PRS supplier to the **Department of Veterans' Affairs (DVA)**.

What is the Rehabilitation Appliances Program (RAP)?

The RAP provides aids, equipment and home modifications – according to each individual veteran's assessed clinical needs – to help DVA clients live safely and independently at home and in the community.

Medical alarms and care sensors are part of the National Schedule of aids and appliances available through RAP.

Which Tunstall products are funded by RAP?

All of Tunstall's leading Personal Response System are eligible for funding through the RAP – including medical alarm bases and radio trigger pendants connected to our 24/7 monitoring service, as well as standalone GPS personal units.

How do I refer my client to Tunstall?

To refer a client for a RAP-funded PRS, you must complete and submit a [DVA D9199 assessment form](#).

You can send completed forms via fax to (07) 3637 2255, or email to au.customerservice@tunstall.com

Is my client eligible for a RAP-funded Tunstall product?

Members of the veteran community are eligible if they have been assessed as having a clinical need for a Personal Response System by a qualified health provider, including:

- Occupational Therapist;
- Registered Nurse;
- Physiotherapist;

The client must also be a:

- Gold Card holder, or
- White Card holder (only for conditions accepted by the DVA as being related to service).

Personal Response Systems available through Tunstall

Tunstall's range of medical alarms and pendants provide the freedom and peace of mind that, should a veteran need help, it's available to them 24/7 at the push of a button.



Tunstall Lifeline Digital

4G Home Alarm Base

- Modern in-home alarm
- Trigger anywhere in the home, with a pendant
- Ethernet connection available



TX4 Pendant

Pendant

- Compatible with Lifeline Digital
- Trigger alarm anywhere in the home



Vibby Pendant

Fall Detector

- Compatible with Lifeline Digital
- Wrist or neck-worn
- Ideal for veterans prone to fall injuries



Wall-Mount Push-Button Key Safe

- Customisable code
- Secure storage of up to 5 keys
- Water and rust proof



Tunstall Gem4 Pendant

Mobile Alarm

- Help button, GPS tracking and fall detection in one
- Ideal for veterans living with dementia



Tunstall Gem5 Watch

Mobile Alarm

- Help button, GPS tracking and fall detection in one
- Ideal for veterans living with dementia



Tunstall SmartLink Guardian 4G

4G Home Alarm Base

- Unobtrusive emergency support hub
- Compatible with SmartLink peripherals



Smartfall - Blue Pendant

Fall Detector

- Compatible with Tunstall SmartLink Guardian 4G
- Neck-worn
- Ideal for veterans prone to fall injuries



SmartLink Pendant

- Vibrating.
- Ideal for veterans with hearing or sight impairment



Padlock Combination Key Safe

- Customisable code
- Secure storage of up to 5 keys
- Water and rust proof

Contact Tunstall

For more information, get in touch with us on [1800 603 377](tel:1800603377) or submit an enquiry at tunstallhealthcare.com.au/contact

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Find out more

For more information, please visit tunstallhealthcare.com.au/referrals/dva

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