



MISSION

To provide care solutions for those who need care and those who provide care, and to keep and provide safe and secure work and living spaces to our community.

Over 12 years Industry Experience



The iSupport team has many years of experience in designing, manufacturing, and servicing the healthcare industry. iSupport has grown considerably in the last few years. Known to many in the industry as the brand to go for Nurse Call Systems, Fall-Prevention, Security, Intercom and CCTV.

iSupport continues this work to deliver quality, care, and innovation.



QUALITY

Quality designs made well. Our products are designed and made with the user in mind.



SERVICE

Our team will continue to look after you well after the product has been installed or delivered.

Need a new pager? System malfunctioning?

We're happy to help.



At iSupport we strive towards the delivery of holistic care for aged care and disability care. Our products are designed to help healthcare providers better look after their end users with quality products and assistance, not only with quality technologies but knowledge.

Quality and innovation are the values that lie at our core. Based on market gaps, we have expanded our product range of assistive technologies, education modules and our new iSupport - Home Care division.

We are constantly improving our products and services to ensure that we are providing the best possible outcomes for our end users.



OUR MISSION

To provide care solutions for those who need care and those who provide care, and to keep and provide safe and secure work and living spaces to our community.

OUR VISION

To supply and serve the hospital, aged care facilities and home care community as well as the security sector with world class solutions and unequalled professionalism. We will be defined by the quality of our products, the depth of our knowledge, the sincerity of our service, the practice of good ethics and our respect for patients, customers, and suppliers.

OUR VALUES

Care and Kindness – for each other

Hard Work – to achieve each other’s goals

Respect – for each other’s needs and contributions

Doing the Right Thing – by each other

Innovation and Inspiration – to lift each other’s horizons



A collaborative approach is undertaken to reduce falls and harm from falls

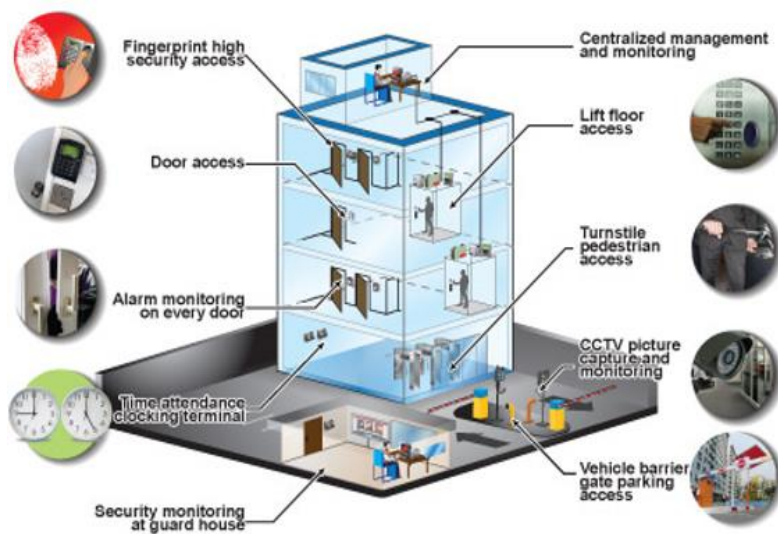


Security and Monitoring



iSupport offers 24-hour monitoring for any and all assistive fall prevention technologies.

We have assembled a highly qualified, licensed Security Installation Team, this team has the experience to install and design Nurse Call Systems, Security Alarms, Security Entrance Devices, Duress Alarms, Intercom Systems and CCTV



Service and Maintenance



iSupport offers preventative maintenance, breakdown repairs and audit services to all customers. We can offer service and maintenance on all items and all brands

PREVENTATIVE MAINTENANCE

- Regular planned visits by trained technicians to attend to general wear and tear of your equipment (select the equipment and frequency of your service visits)
- Immediate repairs can be attended to on the day, or quotes submitted
- Inspections and testing in accordance with AS/NZS Standards
- Written service reports with recommendations provided following each service
- Comprehensive service records maintained

BREAKDOWN REPAIRS

- Unplanned or emergency equipment repairs completed in a timely fashion
- Competitive rates for business hours and afterhours services available
- Replacement equipment available if the repair cannot be completed
- Quotes can be provided for major repairs or new equipment, if it is not cost effective to repair



AUDIT SERVICES

- Planning a Fall Prevention replacement programme?
- Do you require an overview of the number, types and condition of your bed fleet or mattress fleet or your air/day chairs, or any other equipment?
- Nurse Call system check
- We can provide a comprehensive written Condition Report on the selected equipment including equipment life expectancy, highlighting non-functioning equipment, quotes for repairs or cleaning and quotes for replacement equipment and systems.

EQUIPMENT COVERED

- Nurse Call Systems
- Bed Mats
- Chair Pads
- Pagers
- Pendants
- Door Alarms
- iBeam
- iCare Watch
- Sim Cards
- Electric Beds
- Lifting hoists
- Slings
- Day Chairs
- Air Mattresses
- Foam Mattresses
- Weigh Scales
- Shower Commodes
- Wheelchairs
- Other healthcare equipment
- CCTV
- Security and intercom



SERVICE CALL

Our lines are monitored 24/7

We classify our call outs as Priority -

- P1 - respond within 2hrs, resolve within 24hrs
- P2 - respond within 24hrs, resolve within 48hrs
- P3 - respond within 5 days, resolve within 7days
- P4 - non urgent, please schedule a service call
- We offer ALL our clients a FREE service check every year (full report included)

Call outs after hours (Mon-Fri after 4:30pm) ALL weekend and public holidays call outs are classed as URGENT and will be charged a call out fee.

Products

FALL PREVENTION

We supply fall prevention alerts and accessories for: Bed & Chair Pressure Pads, Weight Sensing Floor Mats, Wandering Alerts and iBeams

- Pad life indicator - eliminates the need for staff to check expiry dates on pressure pads.
- Easily interfaced with existing call systems.
- Provides staff & residents with extra safety and convenience with cordless pad monitor systems.
- Our Fall prevention systems are the most cost-effective in their class and are easily operated and maintained.



LONG RANGE CALL SYSTEMS

The LRCS requires no structural cabling and boasts a range of up to 1.5 km. It can be enhanced to provide services that were previously too expensive to implement.

These devices include the versatile, multi-level alarm Combo Call Point and Waterproof Call Points for wet areas. Fall prevention capabilities are also possible using cura1 bed pads, chair pads, wandering alarms and floor mats.



NURSE CALL SYSTEM

Residential, aged care, hospital and emergency service facilities can integrate their monitoring and communications system with ease, via the Nurse call system. The primary function of a monitored communications system in aged care is to contact a carer or nurse when the patient or resident presses their Nurse call button for assistance. This allows the correct response to be immediately activated either within the facility and/or remotely.

These units provide 24-hour emergency service at the touch of a button with both voice & data communications whether it is monitored locally or remotely off-site. Its wireless activation capability makes it an ideal system for elderly persons not wanting to be restricted in their movement around their home or facility.





We also provide wireless and hard-wired Nurse Call Systems which can be customised to cater for any application. Depending on the requirements of the proposed system the designer might choose to have wireless in certain areas and hard-wired in other areas where RF signals are not possible.

The use of our latest advanced communication monitoring platforms allows facilities to monitor a wide variety of sites through a varying number of communication mediums. Its powerful features allow users access to a wide variety of functions ranging from report creation and accountability to SMS and Email.



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