



CAPABILITY STATEMENT



INTERNATIONAL
STUDENT CARE

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International Student Care (ISC) was established in 2002 with the sole intention of raising the level of care and support on offer to international students attending educational or training facilities in Australia. It was viewed as essential this service was proactive and reactive and accessible 24 hours a day, 7 days a week.

As awareness of the service we were providing grew, we were approached by Government agencies and sectors of the private industry seeking our expertise to advise and assist with the implementation of their risk minimisation and crisis intervention strategies.

As a result of this, the service we now provide has expanded nationally to include the safety and welfare of staff, students and relevant stakeholders in the education sector on and off campus. We also develop and implement strategies to ensure the ongoing compliance with relevant legislation.

LOOKING OUT FOR YOU

ISC is in the unique position where we can provide you with an immediate and personalised response to your needs. All our Senior Partners are licensed security advisors and hold qualifications in Risk Management and Investigations.

We provide a broad and unique base of expertise with 100 years of cumulative experience from serving with Federal and State law enforcement agencies and the military.

By remaining fully conversant with Federal and State legislation we are able to provide expert advice on any issues that may arise.

OUR CORE VALUES

- We insist upon the highest standards of honesty and ethical behaviour in our dealings with each other, our clients and our community.
- We will serve our clients with knowledge, skill, loyalty and care.
- We are committed to ensuring the physical safety of all individuals placed under our care and encourage their growth and development through positive interaction.
- We are conscious of attaining our client's objectives and goals in the most efficient and practical manner.
- We encourage independence, strength of character and self-worth of individuals whilst embracing diversity within our work place.



OUR SERVICES

> SAFETY THROUGH TECHNOLOGY

National & International Response

ISC have harnessed the power of wearable technology and can now respond to the safety of staff and students on and off the campus nationally and internationally 24 hours a day 7 days a week.

> 24/7 CARE & WELFARE

ISC will assist in the preparation and implementation of your Critical Incident Policy and be able to respond to the needs of your staff and students both on and off the campus 24 hours a day 7 days a week.

> RISK ASSESSMENTS

ISC can conduct personalised risk assessments on individuals who are identified as at risk and provide immediate solutions.

ISC can also assist with ensuring compliance with all state & federal legislation such as The National Code 2018.

> INVESTIGATIONS

ISC have a team of fully accredited licenced investigators and security advisors who can respond to your needs nationally.

> SAFER2

ISC has partnered with the Salvation Army and can now offer the Safer2 program which combines cutting edge technology and other professional and qualified services to ensure the safety and welfare of your staff and students on and off the campus.



REFERENCES

WHAT OTHERS SAY ABOUT US



THE SALVATION ARMY

To whom it may concern

The Salvation Army works with International Student Care through our partnership with parent company Protective Group to deliver the 'Safer' programs across all Australian states and territories. Safer2 is a tailored end to end solution that enhances an individual's personal and technological safety as well as their home security, enabling them to go about their daily life safely and with confidence.

International Student Care's Mark Tully has provided services to our clients over many years and has done so with the utmost professionalism, reliability and genuine care. Mark is trusted and ethical and is always focused on going above and beyond to achieve the best possible outcome for our clients.

Yours sincerely

A handwritten signature in blue ink, appearing to read "R Roberts", written over a light blue horizontal line.

Robyn Roberts
General Manager



CONTACT US

INTERNATIONAL STUDENT CARE

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