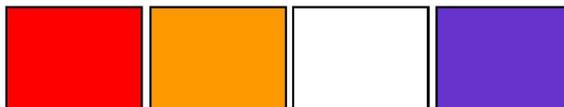


IRSA Update



IRSA

INDEPENDENT REHABILITATION SUPPLIERS ASSOCIATION of NSW. Inc

September 2008

Welcome to the IRSA Update

Our organisation continues to grow and become more active in many different spheres. It is great to see the interest in IRSA from within our industry as well as from Governments and disability groups. It has taken a while but more and more IRSA is being consulted to represent the views of rehab equipment suppliers on a wide range of issues.

Its fair to say that the NSW Upper House Inquiry into the NSW PADP funding scheme has occupied a great deal of our energies over the past 3 months and there is a full report on the Inquiry elsewhere in this issue. I was delighted to see the number of IRSA members who took the time to make a submission to the Inquiry. Thank you to GTK Rehab, Home Safety & Comfort, Invacare Australia, Northern Rivers Surgical, Otto Bock Australia, Seating Dynamics and the Specialised Wheelchair Company, all of whom formally made submissions. It was also good to see Amy Bjornson (Sunrise Medical) and George Ajaka (GTK Rehab) put forward their points of view.

A couple of months ago I went along with the IRSA Executive to the launch of the Spinal Seating Development Program website. We highlighted this great new training initiative in our last issue and it is now open for business. This is a brilliant tool to train anyone in the essentials of seating assessment for wheelchair users and its completely FREE!!! Check out the advertisement on page 5 of this newsletter to get the website address.

No one could ever say that things are dull in the NSW State Government. It only took a few days for the Deputy Premier to retire, the Treasurer to be sacked, then the Premier stood down and now we have a whole new team running NSW. This provides some real challenges for an organisation such as IRSA as we work hard to build relationships with Governments and then a new set of faces comes on the scene and we need to start a whole new process of

engagement. We are positive about the appointment of John Della Bosca as Minister of the vital health portfolio. Mr Della Bosca has previously held both the Aging/Disability and Commerce portfolios and has a great understanding of the disability sector and business. Elsewhere in this issue you will find more information on Mr Della Bosca.

There's just over 4 months to go until the 2009 Daily Living Expo and it looks like being a cracker. Make sure you read Tony's Top Tips for a successful Expo to help you get the most benefit for your business from this major public event.

Chris Sparks - Executive Officer

Australian Standards - what do they really achieve...

We would like to know about your experience with Australian Standards for rehab and other equipment.

Do they work? Are they demanded by funders? Are they up to date with modern rehab technology?

What relevance, for example, does the stability test have for a highly bespoke, custom wheelchair? Why do we still insist on manual brakes on our power wheelchairs?

Email us your feedback

What's in this issue -

- **Introducing the new NSW Minister for Health**
- **IRSA gives evidence to the NSW Upper House PADP Inquiry**
- **IRSA welcomes another 4 new members**
- **Next IRSA Professional Series coming up**
- **Important news from the TGA**
- **IRSA meets with the Federal Parliamentary Secretary for Disabilities**
- **2009 Daily Living Expo update**
- **IMeet a Member - SDL (Seating Dynamics)**
- **IRSA quoted in the Sun Herald's "Naked Eye" column**
- **IRSA's develops a WWW presence**

WHAT'S ON

- ♦ **22nd October 2008** - Physical Disability Council of NSW AGM at Glebe
- ♦ **24th October 2008** - NSW Upper House PADP Inquiry Public Hearing at NSW Parliament House
- ♦ **5th November 2008** - IRSA Professional Series at North Parramatta
- ♦ **3rd-5th March 2009** - IRSA Daily Living Expo at Rosehill Gardens

Comments or articles can be submitted to –
info@irsa.org.au

NSW Minister for Health - The Hon John Della Bosca, BA MLC



John Della Bosca is one of the most experienced politicians in the NSW Government entering parliament after the 1999 election following a long career in the political wing of the Labor Party.

His previous portfolios include Commerce, Industrial Relations, Workcover, Special Minister of State, Education and most importantly Disability Services. Minister Della Bosca was responsible for key reforms in Third Party Insurance and Workers' Compensation legislation.

He also held the position of Assistant Treasurer, sitting on the powerful budget committee.

You may recall that the workers' compensation reform sparked major opposition from the union movement, including a protest which led to MPs being blocked from entering Parliament House.

Former Premier Bob Carr was a big supporter of the Minister – who is an Upper House member and former General Secretary of the NSW Labor Party. He was a major player in Labor's victories Federally during the time of the Hawke and Keating Governments and he was also a key strategist during the Carr years.

Most importantly Mr Della Bosca has a very strong understanding of the disability sector. He is well known by the key disability groups and understands the pressures that exist in the delivery of services, including PADP. He was considered by most a strong advocate for the sector.

He comes into the job at an extremely challenging time, with the Health budget – which makes up approximately \$11 Billion of a \$40 Billion State budget – under real pressure. Costs are growing substantially and both the current and capital budgets have blown out.

The Minister also has a strong understanding of procurement, holding the Department of Commerce portfolio from 2003 until the 2007 election. He attended the Ministerial procurement meetings where agreement was reached on common use contracts. The Minister would be aware of the general purpose health aids equipment contract. As a senior member of the new Rees Ministry, he is likely to be a strong advocate for his portfolio. His detailed understanding of the disability sector, plus his Budget committee experience is also a plus given its complexity and myriad interest groups.

IRSA looks forward to working with Mr Della Bosca's office to further positive reforms in NSW health. The contact details for Mr Della Bosca in his capacity as Minister for Health are -

- Address The Hon John Della Bosca
NSW Minister for Health
Level 30 Governor Macquarie Tower
1 Farrer Place, SYDNEY NSW 2000
- Phone (02) 9228-4777
- Fax (02) 9228-4392
- Email office@smos.nsw.gov.au

Meet a Member - SDL (Seating Dynamics)



In Business:

Since 2001

Employees:

8

Top Products:

ROHO®, TiLite®,
Bodypoint®,
XSensor®

CEO/Owner:

Mal Turnbull

Why did you join the HME industry?

"As a wheelchair user I want to make a difference to the life styles and opportunities of other wheelchair users. My greatest job satisfaction is seeing great clinical outcomes for end users, and the relationships with therapists and dealers that have been forged."

Why is SDL an IRSA member?

"Lots of reasons, but here are a couple. For too long we, as an industry, have not taken responsibility for educating government and therapists of the important role suppliers play in the provision of rehab solutions and achieving great clinical outcomes. As a result, we have been shut out of critical decision making processes, such as the PWC report and the current EnableNSW review of PADP. We need an industry body that can represent us at all levels of decision making processes to ensure policies and funding schemes are equitable, efficient and sensitive to the issues we face as suppliers. As a distributor of product, I see being an active member of IRSA as a way SDL can support our dealers. IRSA is the only vehicle I have seen that can do this for our specific industry."

What is SDL's top priority for IRSA?

"At the moment my priority for IRSA is to be able to work closely with the EnableNSW PADP review committee to ensure the funding scheme reforms are as viable and equitable as possible. While this may be NSW centric, I am sure that experience gained from this process will be of great value in all States and can envisage a day when IRSA will be a national association."

IRSA Professional Series - 5th November 2008

Our last IRSA Professional Series back in June proved to be a great success with 60 therapists attending a full day of practical training in Seating Assessment Principles. In fact the course proved so popular that we had to turn away more than 40 therapists who applied a little too late.

We are pleased to confirm that we are staging another IRSA Professional Series on **5th November 2008** at the Northcott Conference and Function Centre in North Parramatta.

This time around we have changed the format slightly and made the day a little longer to allow time for more practical application of the principles taught. There are also two different course options for therapists to choose from -

1. **Seating Assessment Principles (Advanced)** presented by Amy Bjornson
2. **24 Hour Positioning for Children** presented by Jacinta Maurin and Joshua Colmer

The course costs just \$60 per head and this includes lunch and all course materials. IRSA members are most welcome to send staff along to benefit from the training.

To register, just go to the IRSA website (www.irsa.org.au) and follow the links to download the relevant form and fax it back to us.

Make sure you register as early as possible to avoid disappointment as the courses generally fill very quickly.

We will also run a Product Showcase as part of the event so that therapists can peruse the latest products to use with their clients. Participation in the showcase is limited to IRSA members and only costs \$100 which includes a space in one of the training sessions if required. Any IRSA members wanting to join in the showcase should contact Chris Sparks on chris.sparks@irsa.org.au.

IRSA
Professional Series

**Seating
Assessment Principles
(Advanced)**

Wednesday, November 5th, 2008
8.45am – 4.30pm

The Northcott Conference and
Function Centre
1 Fennell Street
North Parramatta, NSW 2151

Cost: \$60
Including lunch and course materials

Presenters
Amy Bjornson, PT, Sunrise Medical

IRSA
Professional Series

**24 Hour Positioning
for Children**

Wednesday, November 5th, 2008
8.45am – 4.30pm

The Northcott Conference and
Function Centre
1 Fennell Street
North Parramatta, NSW 2151

Cost: \$60
Including lunch and course materials

Presenters
Jacinta Maurin, PT, Otto Bock
Joshua Colmer, OT, GTK Rehab

PADP Payments

The NSW Department of Health has been most helpful in resolving issues with some IRSA members overdue PADP accounts. Please contact IRSA if you are experiencing any difficulties with long outstanding invoices and we will try to speed up the process.

IRSA meets with the Hon Bill Shorten MP

Most Australians will remember the actions of Mr Bill Shorten during the harrowing days of the Beaconsfield Mine disaster back in 2006. At the time he was the National Secretary of the Australian Workers Union and became the public face of the rescue efforts. However in 2007 Mr Shorten was elected to the Federal House of Representatives as the Member for Maribyrnong in Victoria.

In December 2007, Mr Shorten was appointed as the Parliamentary Secretary for Disabilities and Children's Services and recently found time in his busy schedule to meet with IRSA's Executive Officer, Chris Sparks, along with Steve Adolph and Shaun Jenkinson from Invacare.

Throughout the meeting, Mr Shorten was keen to discuss the different funding regimes that exist across the States and Territories and gain an understanding of any inequity that exists as a result of State administered funding arrangements. At the same time he sought to find out more about how our industry works, who are the major players and what challenges our industry faces to ensure a viable and competitive market that addresses the equipment needs of all Australians with a disability.

Our dialogue also touched on issues of efficiency and how to maintain the very high service levels required by those individuals with more complex equipment requirements.

With the predominance of Labour States, there is an opportunity for the State and Federal Governments to address issues of inequity and waste that currently exist in the different funding schemes. IRSA will report back to Mr Shorten in the near future to provide industry's point of view. We stressed that our main objective is to be part of any process of reform from the outset so that business can contribute to the debate.

If you would like to know more about Mr Bill Shorten MP take a look at his personal website - www.billshorten.com.au



NSW Parliamentary (Upper House) Inquiry into PADP

We reported in the last IRSA Update that a Parliamentary Inquiry had been announced into the NSW PADP system with broad terms of reference. This Inquiry was largely thanks to some outstanding lobbying work by Spinal Cord Injuries Australia (SCIa) and was strongly supported by The Greens and other members of the "cross benches" in the NSW Legislative Council.

In total the Inquiry received 77 submissions from all sectors of the community including organisations representing people with disabilities, carers, people with disabilities, equipment suppliers and therapists. It was good to see that 11 of the submissions either came from our industry or people working within it.

The Inquiry held public hearings on October 1st and 2nd and sought additional evidence from carers and consumers as well as groups such as SCIa, Motor Neurone Disease Association, Northcott and of course the NSW Department of Health (EnableNSW). EnableNSW spoke positively about the reforms they are implementing to PADP and placed a lot of emphasis on administrative savings (estimated to be approximately \$1M) through centralisation. However this will not be accomplished under their current plan until early 2011. The remainder of the evidence presented told a sorry tale of neglect typified by funding delays, ineffective administration, inequity based on where you live and countless hours of therapists time wasted performing re-assessments.

One care giver spoke about having a therapist come to do an assessment of her child's needs, seeking early childhood mobility and a simple grab rail for toilet training. The therapist wrote a report supporting the purchase and installation of a \$200 grab rail. It was approved by PADP, however funds would not be available for 18 months!!! Imagine the cost of the therapist doing all the work, writing a submission for what is a low cost, urgent item for the parents then to be told they will have to keep their child in nappies for another 1-2 years.

IRSA received a great deal of input from our members in regard to the issues suppliers face with PADP and this formed the basis of our 52 page submission. We argued for the urgent implementation of a pre-approved funding model, protection of rural/regional suppliers' interests, improved speed of payment and more open consultation as well as a number of other initiatives. You can download a copy of our submission by going to <http://www.parliament.nsw.gov.au/gpsc2> and following the links.

IRSA was invited to give evidence on day 2 of the Inquiry's hearings along with 2 suppliers who had also made submissions - GTK Rehab and Invacare. The Upper House Members had certainly done their homework and showed a great deal of knowledge about PADP and its impact on those it tries to support and were keen to hear the suppliers' point of view. It was a great opportunity for us to emphasise the critical role that suppliers play and provide the Inquiry with recommendations and solutions to improve PADP. You will find a transcript of the evidence provided by IRSA by going to the Inquiry's website.

When reading through the NSW Department of Health's submission to the Inquiry, we were delighted to find that EnableNSW is planning to conduct a "Pre-approval Pilot for complex seating and mobility equipment in early 2009". When fully implemented, this will save therapists and suppliers thousands of hours annually and we believe reduce costs to Government and business by more \$4,000,000 every year. IRSA has already communicated with EnableNSW to help get the pilot underway.

Years of waiting

It was also a week where disability hit the headlines thanks mainly to the support of the Sydney Morning Herald and Sun Herald newspapers. All in all there were some 5 or 6 articles and editorials published over a week or 2 that highlighted the difficulties faced by people with disabilities when trying to deal with PADP.

The Committee has scheduled another hearing for 9:30am on Friday 24th October 2008 seeking further evidence from the NSW Department of Health. The hearing will be held at NSW Parliament House, Macquarie Street, Sydney and is open to the public if you would like to attend. Once the public hearings are completed, the Committee will then prepare it's report to be tabled in Parliament. We expect that this process could take 6-10 weeks. IRSA will keep you posted on the Inquiry and the Government's response to its findings.

Quote Shopping

Remember that the practice of "Quote Shopping" where a supplier does an assessment & then finds that their quote is used to obtain competitors' quotes in order to drive costs down... **contravenes NSW Government policy and can be a breach of copyright & intellectual property laws.**

All IRSA members are encouraged to include a statement on their quotes to highlight this - contact IRSA for details.

Please let IRSA know if you have any instances of Quote Shopping and we will take it up with the NSW DOH.

>EDITORIAL

Shame of disability red tape

Wheel of fortune

Three men involved in the business of supplying equipment to disabled people gave evidence on Thursday to the NSW upper house's inquiry into a State Government program supposed to fund such things. They painted a ghastly picture of bureaucracy gone mad. Asked by Marie Ficara if he'd be happy to be part of a working party formed to streamline the process, wheelchair-bound Chris Sparks from the Independent Rehab Suppliers Association replied; "I would get down on bended wheel to be part of a working party".

Welcome New IRSA Members



HOSPITAL AT HOME

Ph (02) 9601-7757
Fax (02) 9601-7870
sales@hospitalathome.com.au
www.hospitalathome.com.au

Hospital at Home offer a broad range of mobility, pressure care, hospital, bariatric and daily living products. They have five offices throughout NSW located in Sydney (2), Newcastle, Wagga Wagga and Tamworth as well as two Queensland offices in Brisbane and Mackay. Hospital at Home promotes cost effective healthcare in the home environment.



INDEPENDENT LIVING SPECIALISTS

Ph (02) 9427-4995
Fax (02) 9427-4338
info@ilsau.com.au
www.ilsau.com.au

Boasting "One great team at 2 Sydney locations", ILS can provide all your homecare and medical equipment needs and also have an extensive range of respiratory products including CPAPs and home oxygen concentrators. They operate two Sydney showrooms in Lane Cove and Greystanes and employ qualified occupational therapists as part of their team.



LIFEHEALTHCARE

Ph 1300 133 120
Fax (02) 9618-5111
hospitalrehab@lifehealthcare.com.au
www.lifehealthcare.com.au

Founded in 2005, Lifehealthcare is one of Australia's largest providers of hospital and rehab equipment with 13 showrooms spread across NSW, Victoria, South Australia, Queensland and Tasmania. Their Hospital and Rehab division's extensive product catalogue covers all rehab equipment needs from basic bathroom aids right through to complex rehab technology.



SCOOTERS AND MOBILITY

Ph (03) 5368-2555
Fax (03) 5368-2655
yoram@elitescooters.com.au
www.scootersandmobility.com.au

The Scooters and Mobility group are a network of independent dealers with 23 outlets covering the eastern States of Australia. They carry a comprehensive range of scooters, electric wheelchairs, electric lift & recline chairs and stairlifts from the world's largest manufacturers such as Pride, Shoprider, Bruno and Invacare.

TGA announces the new eBS System

The Australian Therapeutic Goods Administration (TGA) has announced the release of their new electronicBusiness Services system (eBS) to replace the existing online system (SIME). eBS will be up and running from the start of business on **Wednesday 5th November 2008 AEDT**.

To enable the TGA to bring the new systems on line and migrate data, the TGA On Line Service web site **will not be available from COB Wednesday 29th October 2008** until the following Wednesday morning, 5th November 2008. This close down time is necessary as the transition to eBS requires a complete rebuild of their computing environment.

The eBS system will provide new and different functionality for managing your electronic lodgement applications with the TGA. It should be noted the changes may impact existing draft applications that remain through the transition due to new or amended information requirements. In some instances the applications will have to be revalidated and/or reformatted with extra information added. The TGA will be working with sponsors during this period to minimise any inconvenience or unnecessary delays to the progressing of applications.

To reduce the impact of any disruption to application processing, applicants are encouraged to complete, submit and pay for their pending therapeutic product applications **prior to the close-down date (COB Wednesday 29 October 2008)**.

For more information on the TGA's new eBS System, go to -
<http://ebshelp.tga.gov.au/>

The "New Release information" item will be updated progressively to provide more specific information about the proposed changes over the intervening weeks before implementation.

Free Training & Education

Would you like to get access to world class, online training for seating people with spinal cord injuries?



Then follow the Resources link at
www.health.nsw.gov.au/gmct/spinal/

All the learning & tools that you need, available 24/7 and at no charge

4th Daily Living Expo - 3rd to 5th March 2009

We close to filling our final spaces for the 2009 Daily Living Expo to be held at Rosehill Gardens in March next year. The 2009 Expo looks like being our biggest yet supported by an extensive public relations program to ensure we maximise the benefits to all exhibitors.



Expo Fast Facts

- More than 2,000 visitors attended each of the last 3 Expos
- 15% discount for financial IRSA members
- Setup from 2:00pm on Monday 2nd March 2009
- Expo concludes at 2:00pm on Thursday 5th March 2009
- FREE parking, FREE entry & FREE admission to all clinical presentations

This is the only Expo of its kind, run by the industry for the industry. One company generated over 145 sales leads at the last Expo and said this was more business than their sales team could drum up in a month - all achieved in just a couple of days.

Join the likes of Pride, Sunrise Medical, Mobility Matters, Accessible Transit, Mogo Wheelchairs and the dozens of other companies who have already booked their exhibition space.

As with the previous 3 Expos there will be an extensive program of clinical workshops featuring expert speakers from around the world. These presentations are a must see for therapists and clinicians.

There are just a few prime sites still available so get in now to guarantee your place at the 2009 Daily Living Expo.

Tony's Top Tips for a great Expo

IRSA member Tony Mason from Dejay Medical is one of the founding fathers of our association and a driving force behind the last three, highly successful Daily Living Expos. Tony believes the Expo is a great opportunity to generate business through meeting new potential customers and showcasing your products to a massive audience all in just a few days.

In these tough economic times it is vital that you get the most bang from your promotional buck so Tony has put together his Top Tips for a successful Daily Living Expo -

1. **Be prepared early** - Don't wait until the last minute to get ready for the exhibition.
2. **Display stock** - Have your display planned, mark out your booth size on the warehouse floor, choose your display items and order them early, make sure they are well adjusted and complete.
3. **Choose a theme** - Sometimes a theme will influence what you display, perhaps you need to choose a market segment and remember, too much stock can be detrimental to your display.
4. **Product knowledge** - An absolute must! Make sure you train every person who will assist in your presentation on every aspect of all the products on display.
5. **Join the clinical program** - organise a speaker or use the skills of someone within your organisation to do a presentation of interest to the therapists attending. This is a great way to raise the profile of your business.
6. **Promote the Expo in advance** - let all your customers and other business contacts (therapists etc) know about the Expo and invite them to come along.
7. **Be welcoming** - Don't sit at the back of a booth reading a book, this is a sure fire way to have prospects walk right on by - no interest generates no interest.
8. **Positioning** - There are a lot of people who won't walk to the back of a display stand, somehow they feel trapped. Meet, greet and guide your prospects to the items of interest.
9. **Equality** - Never pre-judge a prospect, treat every enquiry with the same enthusiasm, people generally will not stop at your booth unless there is some interest.
10. **Follow-up** - Sounds obvious, but too often never completed and too often the previous point comes into play - all enquiries deserve the same importance, a courtesy reply somehow jogs the memory bank for contact details.
11. **Get contacts** - Design a product inquiry form for your business for prospective customers and therapists to fill in - make sure you have a tick box that gets their permission to be added to your mailing list for future promotions.
12. **Embrace what you are doing** - Your success at the Expo will be tempered by your enthusiasm.

Good luck and have fun!!!

IRSA on the Web - www.irsa.org.au

Nikki McMahon from Invacare has been a tremendous aid to IRSA by helping out with a variety of marketing and promotional tasks including the layout of our brochures and other material. Now Nikki is starting to develop a simple website to promote our organisation and its members and to provide a point of contact for those seeking information about our objectives and activities.

At the moment it is just a single page with a brief introduction to IRSA along with links to our members' websites and some handy downloads. It will develop over time and become a convenient contact point for our members and others interested in what IRSA is up to.

As always we want the website to reflect our members, so if anyone would like to add some content please just email it to IRSA and we will make sure it goes on. In particular any useful links to organisations that you think would be worthwhile would be greatly appreciated.

Thanks again Nikki for lending IRSA a hand.



Our Members

Look who's part of IRSA

WELCOME TO THE IRSA WEBSITE

IRSA is the Independent Rehabilitation Suppliers Association, made up of a wide cross-section of manufacturers as well as large and small suppliers and suppliers in Australia, IRSA's aims are:

- To give rehab suppliers a voice that has a positive influence on Government policy through its representation, combined approach & education of Government and other stakeholders about our industry
- To improve the quality of equipment provision by:
 - Supporting the ongoing training and education of therapists and providers
 - Promoting ethical business practices that safeguard the interests of the end user
 - Participating in the development of appropriate and cost effective product standards
- To develop alliances with all industry stakeholders to:
 - Drive continued improvement in equipment fit and usage
 - Minimise the total lifetime costs of equipment
 - Ensure an open, fair and competitive market

Contact Us

Email: info@irsa.org.au
 Fax: (02) 9212 5247
 Address: 1/187 Lake Road, Port Macquarie NSW 2444
 Phone: (02) 6581-2400

Join IRSA

IRSA Professional Series
 Wednesday 28 November 2013
 24 Hour Positioning for Children
[Download 24 Hour Series](#)
[Positioning Assessment Principles](#)
[Download Positioning Form](#)

Coming Soon

IRSA DAILY LIVING EXPO
 Tuesday 26, Thursday 28th, Friday 29th, March 2014
 Meet Off-Base Coaches
 Meet Off-Base Coaches
 Grand Avenue, Canberra
 COMING IN MARCH 2014

IRSA Members Register

Dejay Medical

1 Prince William Drive
 SEVEN HILLS NSW 2147
 Ph (02) 9838-8869
 Fax (02) 9838-7869
www.dejay.com.au

Disability Hire Vehicles

49 Hession Road
 OAKVILLE NSW 2765
 Ph (02) 4573-6788
 Fax (02) 4573-6989
www.disabilityhire.com.au

E&S Wheelchair Sales

Unit 6 - 1 Field Close
 MOOREBANK NSW 22170
 Ph (02) 9822-4323
 Fax (02) 9822-4207

GTK Rehab

Unit 11 - 14 Boden Road
 SEVEN HILLS NSW 2147
 Ph (02) 9620-9177
 Fax (02) 9620-9081
www.gtkrehab.com.au

Home Safety and Comfort

2/187 Lake Road
 PORT MACQUARIE NSW 2444
 Ph (02) 6581-2400
 Fax (02) 6581-2422

Hospital at Home (Eniux Pty Ltd)

1/30 Heathcote Road
 MOOREBANK NSW 2170
 Ph (02) 9601-6909
 Fax (02) 9601-7870
www.hospitalathome.com.au

Independent Living Specialists

67 Mars Road
 LANE COVE NSW 2065
 Ph (02) 9427-4995
 Fax (02) 9427-4338
www.ilsau.com.au

Invacare Australia

1 Lenton Place
 NORTH ROCKS NSW 2151
 Ph (02) 8839-5333
 Fax (02) 8839-5353
www.invacare.com.au

Kalnin Corporation

PO Box R1751
 ROYAL EXCHANGE NSW 1225
 Ph (02) 8259-9600
 Fax (02) 9247-6990
www.agedcaretechnologies.com

Lifehealthcare Hospital and Rehab

4 Noonan Place
 INGLEBURN NSW 2565
 Ph (02) 9618-5000
 Fax (02) 9618-5111
www.lifehealthcare.com.au

Met-A-Lite Manufacturing Company

17-19 Mitchell Road
 BROOKVALE NSW 2100
 Ph (02) 9905-3947
 Fax (02) 9905-2213
www.metalite.com.au

Mobility Matters

35 Townsville Street
 FYSHWICK ACT 2609
 Ph (02) 6280-7244
 Fax (02) 6239-1281
www.mobilitymatters.com.au

Mogo Wheelchairs

Unit 5—42 Canterbury Road
 BANKSTOWN NSW 2200
 Ph (02) 9708-5255
 Fax (02) 9796-2479
www.mogowheelchairs.com.au

Northcott Equipment Solutions

1 Fennell Street
 NORTH PARRAMATTA NSW 2151
 Ph 1800 11-8481
 Fax (02) 9890-0924
www.northcottes.com.au

Northern Rivers Surgical

18 Endeavour Close
 BALLINA NSW 2478
 Ph (02) 6686-6644
 Fax (02) 6686-9383
www.intermobility.com.au

Otto Bock Australia

62 Norwest Boulevard
 BAULKHAM HILLS NSW 2153
 Ph (02) 8818-2800
 Fax (02) 8814-4500
www.ottobock.com.au

Peak Care Equipment

1/187 Lake Road
 PORT MACQUARIE NSW 2444
 Ph (02) 6581-2400
 Fax (02) 6581-2422
www.peakcareequipment.com.au

Pride Mobility Products

21 Healy Road
 DANDENONG VIC 3175
 Ph (03) 9706-4611
 Fax (03) 9706-4622
www.pridemobility.com.au

Scooters and Mobility Pty Ltd

23 outlets across Australia
 Ph (03) 5368-2555
 Fax (03) 5368-2655
www.scootersandmobility.com.au

Seating Dynamics

Unit 3 - 19 Boden Road
 SEVEN HILLS NSW 2147
 Ph (02) 9620-7839
 Fax (02) 9012-0087
www.seatingdynamics.com.au

Specialised Wheelchair Company

Unit 5 - 26 Wattle Road
 BROOKVALE NSW 2100
 Ph (02) 9905-5333
 Fax (02) 9905-2208
www.swco.com.au

Sunrise Medical

Unit 7 - 15 Carrington Street
 CASTLE HILL NSW 2154
 Ph (02) 9899-3144
 Fax (02) 9899-3244
www.sunrisemedical.com.au