



atsa
Assistive Technology
Suppliers Australasia

Update

From the Executive Officer

We're back... with a new, easier to read format newsletter supported by more resources to ensure our ATSA industry news is published regularly with the latest information on the world of assistive technology. Our thanks to Nikki McMahon who has been a tremendous support with ATSA's communications over the past few years and is about to become a new mum with a baby expected very soon. And we welcome Carla Taines and Stefan Jayawardana who will be assisting us with our newsletter, industry flashes, website upgrades and graphic design work. With so much happening in relation to AT funding and service provision it is important for ATSA to spread the word about what's happening across Australia and overseas.

The ATSA Expo is rapidly approaching and will return to Melbourne on 14–15 May at a great new venue, the Melbourne Showgrounds. This is set to be our biggest Expo yet with 89 exhibitors already registered and more lining up to be part of the event. I am delighted to see so many new and innovative organisations joining us including 2Mar Robotics, ClubMates Travel, Dress Easy Clothing and Neeki. Along with Disability Sport and Recreation Vic, they bring an added dimension to the event with lifestyle options for people with disability now on show. Yet again the Expo features an outstanding Clinical Education Program that will appeal to many prescribers, allied health professionals and people with disability. Entry to the Expo and the Clinical Program is free and there is plenty of free onsite parking. For all the latest Expo information visit www.dailylivingexpo.com.au.

There has been a lot of government focus on motorised mobility devices (MMDs) of late, including powered mobility scooters and electric wheelchairs. The NSW Legislative Assembly Committee on Law and Safety has released their final report into Non-registered Motor Vehicles which makes extensive reference to MMDs (www.parliament.nsw.gov.au). ATSA is also part of a working group looking at 'Construction Requirements for MMDs' that is developing new regulatory requirements which will govern MMDs throughout Australia and determine what devices can and can't be used on public infrastructure. Draft regulations are likely to come out this year and will no doubt attract a great deal of focus and comment from disability and seniors organisations as well as AT suppliers.

Retail giant Harvey Norman recently sent waves throughout the industry as they contacted a large number of AT suppliers as part of a plan to establish a nation-wide chain of retail AT outlets. They met with ATSA and many major industry players to gain an understanding of how our industry operates and what opportunities may exist for a Harvey Norman enterprise. After several weeks they contacted ATSA and advised us they were not going to proceed. Having met with many knowledgeable and highly skilled suppliers they found there are complexities and service levels required that would be difficult to deliver profitably. It highlights the generally slim margins and low profitability of the sector.

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Count me in

I SUPPORT THE NDIS,
It's time to make every Australian count



The Queensland Competition Authority (QCA) has released their final report into Disability Aids and Equipment Pricing (see article on page 5 of this newsletter). In summary, the QCA 'did not uncover any significant market power problems' and suggests that 'Excluding continence products, Australian prices were, on average, 6 per cent more expensive than overseas prices'. The report also highlighted the high cost of doing business in Australia and the fact that overseas internet prices do not include many essential services provided by local AT suppliers. ATSA endorses many of the report's recommendations with the exception of AT funders purchasing direct from overseas suppliers. If AT is going to be purchased directly from overseas, then perhaps we should also move the administration of programs such as SWEP, EnableNSW, DES, MASS and the NDIS to Vietnam or India and save a small fortune...???

New privacy laws came into force nationally on 12 March and all businesses, including AT suppliers, need to ensure they are compliant with the new regulations. ATSA is running industry specific seminars for AT suppliers (members and non-members) throughout May in Brisbane, Sydney and Melbourne. For a brochure on the seminars, simply contact admin@atsa.org.au. Get in early as places are limited.

The rollout of the NDIS continues and the team at the National Disability Insurance Agency (NDIA) is busier than ever with more trial sites set to kick off in July 2014 in WA and the ACT. There have been some confusing messages, both positive and negative, coming from senior politicians in both state and federal governments. In late March the Prime Minister stated clearly the NDIS would go ahead. Then Mr Abbott and WA Premier Colin Barnett signed a landmark agreement to roll out 3 NDIS trial sites. The federal Treasurer then flagged changes to the NDIS in the federal Budget saying he feared the scheme could end up "as big a farce". Finally the minister in charge of the NDIS, Senator Mitch Fifield, stated that the government is 'determined to implement the NDIS in full'. For our part, ATSA is working closely with the NDIA's AT Sector Reference Group to define a sustainable national service model for AT that will deliver real choice for NDIS participants and best value for the NDIA (see page 4 of this newsletter for more information).

Finally, I am delighted with the tremendous growth in ATSA membership over the past 6-12 months. Without the support of so many small and large businesses, we would not be able to do the work we do, trying to improve the quality and competitiveness of AT suppliers throughout Australia.

I look forward to seeing many of you in May at the ATSA Expo in Melbourne.

Chris Sparks
Executive Officer, ATSA

ATSA Daily Living Expo Melbourne 2014

This year the ATSA Daily Living Expo returns to Melbourne on 14-15 May at a great new venue – the Melbourne Showgrounds. The Expo is Australia's largest exhibition of products and services for people with disability and seniors and features a dynamic Clinical Education Program for therapists, AT prescribers and allied health professionals.

This year we will host more than 100 exhibitors featuring assistive technology, mobility solutions, modified motor vehicles, pressure care, employment support, lifestyle enhancers, accessible recreation/holiday ideas, and a whole lot more.

We are very excited about some of the newer exhibitors, such as 2Mar Robotics, ClubMates Travel, Hemmingway, The INS Group, Dress Easy Clothing, Neeki, Solve, Tyrex, Wheelies Van Rentals and of course Disability Sports. These exhibitors are helping the Expo to broaden the scope of the event and transition into a genuine lifestyle event for those with disability and seniors.

The extensive Clinical Education Program is a key component of the Daily Living Expo. As one attendee noted *The speakers are industry professionals who are giving valuable insights and information that really compliments the wonders that assistive technology can do in enhancing the quality of life of people with disability.*

The 2014 Clinical Education Program features local and international presenters and will cover a variety of topics including issues relating to disability or ageing, breakthrough technologies, techniques for client assessment and the latest research findings.

We expect over 1500 attendees to attend this year's Expo including allied health professionals, people with disability, staff of retirement villages and nursing homes, practitioners in home care services and community health, along with interested members of the public.

For more information please visit www.dailylivingexpo.com.au or call **1300 789 845**.

ATSA Code of Practice

Under the ATSA Code of Practice, all ATSA members commit to ensuring they act at all times with the best interests and welfare of the consumer in mind.

Clause 5.3 states: 'Advertisements must not give misleading indications about price, value or quality, nor about the organisation placing the advertisement, nor about any benefit that may be derived from the product or service offered. The consequence of responding to the advertisement should be clear.'

A copy of the ATSA Code of Practice can be downloaded from: www.atsa.org.au/CodeofPractice.aspx



A person-centred approach to AT

The not so new catch phrase for most things related to health, aged care and disability tells us that service providers need to implement a person-centred approach (PCA) within their service delivery models. But what really constitutes a PCA, what must providers do to achieve it and what does this mean in the real world when it comes to supplying assistive technology (AT)?

The UK's Helen Sanderson (www.helensandersonassociates.co.uk) describes a PCA as:

A process of continual listening and learning, focused on what is important to someone now, and for the future, and acting upon this in alliance with their family and friends. It is not simply a collection of new techniques to replace individual program planning. It is based on a completely different way of seeing and working with people with disability which is fundamentally about sharing power and community inclusion.

Also from the UK, we find a definition of PCAs from Valuing People – A New Strategy for Learning Disability for the 21st Century that concludes they are:

Ways of commissioning, providing and organising services rooted in listening to what people want, to help them live in their communities as they choose. People are not simply placed in pre-existing services and expected to adjust, rather the service strives to adjust to the person. Person centred approaches look to mainstream services and community resources for assistance and do not limit themselves to what is available within specialist services.

Lofty goals indeed, and in reality they make a lot of sense, both social and economic, when it comes to the provision of disability services – as this anecdote illustrates:

Some years back a state Minister for Disability Services spoke of a situation where a family living in a rural location needed a modified motor vehicle to transport their now adult child with cerebral palsy. No longer able to manually lift the child into the family car and living over 30kms out of town, the young person with disability was effectively becoming a prisoner in their own home. The available funded option was supported accommodation in town (which the person with disability did not want) at a cost of approximately \$65,000 per annum. The modified vehicle would have cost around \$70,000 and would have lasted 7+ years saving the public purse at least \$385,000 over the minimum life of the vehicle while delivering the outcomes desired by the individual and their family.

Such instances are not uncommon and in many ways they typified the old days of block-funded services with a one-size-fits-all approach.

For AT suppliers, a person-centred approach is a type of foundation on which the business approach is based. It is reflected in every conversation and communication with someone with disability, with family members, every prescriber and funder.

There are a few fundamental steps that AT suppliers can take to help ensure their business is conducted in a manner that is more consistent with the principles of a PCA.

1. Understand who is your customer – Supplying AT involves a myriad of stakeholders: the consumer/end-user, their family and caregivers, prescribers and often funding bodies. Suppliers walk a delicate line trying to keep all parties happy and in this process the needs/wants of the consumer can be diluted. If suppliers want to be consistent with a PCA they need to put the wishes of the consumer first and foremost – this is even more complicated when an individual is less able to properly represent themselves due to intellectual disability or mental illness.
2. Listen, listen and listen some more – Suppliers must go in with ears and eyes wide open and really listen to what the consumer (primarily) and their caregivers have to say, not just about how they live now, but what their aspirations are ('sure I don't work now but I need a motorised mobility device that will be OK for public transport as I really want to get a job').
3. Empower the consumer with knowledge – AT users have varied experience with the different types of AT, from a complete rookie to those with a great deal of expertise. Suppliers need to do all that they can to ensure the consumer and/or their representative(s) completely understands what their AT options are and what will be the likely outcomes both positive and negative of each option.
4. Make the consumer the centre of ongoing communications – Often suppliers provide a quote that is then queried/changed by funders or clarified/modified by prescribers and the consumer is left in the dark throughout the process. Recently one ATSA member was asked by a state funder to requote a number of custom AT devices and remove some of the options originally included. The member asked if the consumers had been advised of these changes and was told no. This lack of consultation and involvement of the person needing the service is completely at odds with a PCA. It is impossible for the person with disability and their caregivers to be empowered unless they are kept informed.

It has been well documented in a number of studies that one of the drivers for AT abandonment is that the consumer, the individual who will use the AT, was not properly listened to. AT abandonment is a complete waste of public funds, prescribers' time and can be very disheartening for the person who should be at the centre of the whole process.

When it comes to supplying AT, a PCA is not about giving someone a blank cheque to source the most expensive, glitzy or extravagant solution. It is about understanding that person's needs and aspirations, informing them of their options and ensuring they are actively involved in every part of the process.



ATSA member companies all subscribe to the ATSA Industry Code of Practice, which is designed to encourage AT suppliers to ensure needs and aspirations of the consumer are paramount. Suppliers must understand that a PCA is not about trying to convince someone your solution is best. A PCA is about the delivery of the most appropriate AT to meet the person's needs, or where you can't deliver that, referral to a supplier who more likely can.

Acknowledgement: Thanks to John le Breton (CEO Greystanes Disability Services) and Ruth Robinson (EO Physical Disability Council of NSW) for their critique of this article.

The NDIS and AT

The National Disability Insurance Agency (NDIA) is committed to developing and implementing a nationally consistent approach to AT. Current trial sites are utilising the existing state schemes (such as DES in SA and EnableNSW) to administer the provision of AT. While this tactic is not without some problems, it was probably the only practical way that the NDIA could quickly get AT provision for the trial sites up and running. It is expected that the NDIA will develop its own procurement structures and processes for AT before the full scheme is launched in July 2016.

Many AT suppliers have registered on the NDIS website and are now listed as NDIS providers. The major state AT schemes related to the trial sites are also considered 'providers' under the NDIS. A wide range of resources are available on the NDIS website, including specific information regarding AT such as:

- Operational Guideline – Planning and Assessment – Supports in the Plan – Assistive Technology www.ndis.gov.au/node/734
- Assistive Technology – FAQs for Prescribers: SA Launch Site www.ndis.gov.au/document/697
- Pricing and payment for supports www.ndis.gov.au/providers-3

The NDIA also established an AT Sector Reference Group that includes about 10 key stakeholders, including ATSA, to provide advice and comment on proposed AT service models and service approaches as they are developed. The first meeting was in February, and the group is expected to meet about four times a year. There are currently three projects underway that the group has been asked to provide comment on:

1. Investigate methods to improve supply-chain efficiency in order to manage the cost of equipment in Australia, including sourcing, procurement, reissue and refurbishment if appropriate.
2. Map current recommendations regarding assessment or prescription for AT of different complexity
3. Pilot 'AT Mentors', a project to skill up people with disability to Cert IV level to assist other people in selecting and using AT.

ATSA will keep its members informed about these projects as they progress and more information becomes available for public release.

The four current trial sites in NSW, SA, TAS and VIC, will be joined on 1 July 2014 by new trial sites in WA, the NT and the ACT. Also on that same date the NDIA National Office will relocate to Geelong, VIC.

Quarterly progress reports are available on the NDIS trial sites – see: www.ndis.gov.au/document/754. After six months, expenditure across all four trial sites has been lower than anticipated, largely because recruitment and development of approved individual plans has been slower than expected. Actual expenditure per plan is 15% higher than expected, at just over \$40,000, but original estimates do not include adjustments for inflation. The vast majority of participants have an intellectual/ learning primary disability (67%), compared to only 4% with physical disability and 20% with neurological disability. Expenditure on AT is relatively low as an overall proportion of expenditure – for example, the SA trial reported that personal mobility equipment was 6% of their individual plan expenditure. While some figures have been reported in relation to cash expenditure on AT, these are not particularly meaningful as most AT is being provided via 'in-kind' arrangements through the state AT programs, and no public data is available on this.

Finally, a review of the capabilities of the National Disability Insurance Agency was recently released, and can be found at www.ndis.gov.au/sites/default/files/documents/capability_review_2014_3.pdf. This review found some significant gaps that need to be addressed if the future roll-out is to be successful, but was also quite complementary about what the NDIA has been able to achieve to date.

ATSA Committee

Sam Garland (Aidacare) – *President*

Warren Robinson (Walk on Wheels) – *Vice-President*

George King (Home Safety & Comfort) – *Treasurer*

Jill Barnett (Magic Mobility) – *Secretary*

Rob Hogan (Country Care) – *Committee Member*

Ian Rothall (Scooter World) – *Committee Member*

Owen Dawes (Permobil) – *Committee Member*

Geoff Purtil (Invacare) – *Committee Member*

Alan Lipman (K Care) – *Committee Member*



Queensland AT pricing investigation

In mid-2013 an investigation into the pricing of 'medical aids and equipment' was commissioned by the Queensland government. ATSA responded to both the Issues Paper and the Draft Report (see our submissions at www.atsa.org.au/Downloads.aspx). The Queensland Competition Authority's (QCA) Final Report was released in mid-March and can be viewed at www.qca.org.au/Productivity/Completed-Reviews/Medical-Aids along with other related papers and submissions.

While the Final Report is not perfect, and many of the problems we raised regarding the Draft Report persist – including an unworkable recommendation for programs such as MASS to consider bulk purchasing from overseas suppliers – it is nonetheless an important and timely report. Among the main findings not reported in the Executive Summary is that when delivery costs are taken into account, online AT prices in Australia are 24% cheaper, on average, than overseas online prices (see p. 48). This is even cheaper than what ATSA's research found – namely, that on a selection of AT, recommended retail prices in Australia were 14% lower on average when compared to 6 OECD countries (see our initial submission to QCA for details). These figures indicate that Australian prices are reasonable and the AT market is competitive.

Additionally, without considering delivery costs and just focusing on retail prices, QCA found that AT price differences when comparing Australian prices with those in other countries were in line with price differences for other retail goods and were generally easily explained through basic factors such as the higher costs of doing business in Australia, including higher wages and rents. They found no evidence of the illegal exercise of market power by Australian AT suppliers or excessive profits.

Significantly, the QCA work also acknowledges the importance of the services delivered by AT retailers in ensuring a good match between the individual and the AT, and note that this makes price comparisons difficult as many overseas internet sellers would not be providing these services to Australian consumers.

Finally, one of the QCA's recommendations (9.2.c.) emphasises the importance of consumer choice, and notes that consumer-oriented programs (as opposed to bulk purchasing programs) 'tend to produce better outcomes for people with disability, and can increase competition and achieve lower prices'. This, along with the finding that AT prices in Australia are lower than prices elsewhere (when delivery costs are considered), should encourage government funders to look beyond their growing reliance on bulk purchasing programs that reduce consumer choice, and instead develop better consumer-centric individualised purchasing systems to increase market efficiency and improve consumer outcomes.

Queensland Medical Aids Subsidy Scheme (MASS) supplier consultation

Back in March, the team from MASS hosted a supplier consultation to discuss the soon-to-be released standing offer arrangement (SOA) for the trial and supply of assistive technology (AT). This new SOA will eventually replace several SOAs currently in operation and the large number of suppliers present evidenced the interest of those attending.

John Vasil (director of MASS) outlined some major changes that MASS will implement in the new SOA, as a result of feedback from MASS clients, prescribers and AT suppliers. The changes are designed to improve outcomes for MASS clients, deliver real efficiencies and start the process of aligning the MASS program to the NDIS.

The new SOA will be characterised by:

- *Increased choice for MASS clients and prescribers* – There will be a larger number of products available on the SOA for clients and prescribers to choose from. Choice and control is a cornerstone of the NDIS and it is important that this is the case when people are selecting appropriate AT. This will also reduce prescribers' workloads as there will be more options available without further justification required and will have the added benefit of increasing competition between suppliers.
- *A closer focus on KPIs* – Critical KPIs including delivery times for AT and prompt supply of spare parts will be monitored to ensure MASS clients are being properly serviced by suppliers.
- *Annual product review* – Products that are on the SOA but are not being requested by MASS clients and prescribers will be reviewed and possibly removed. At the same time, suppliers already on the SOA will have the opportunity to offer new technology and innovations for consideration to be added. This is a great step forward and will allow MASS to maximise clients' outcomes and offer the latest, best value and most appropriate AT solution.
- *Remote trial subsidy* – Suppliers who perform successful trials in remote, non-coastal locations may be eligible for a subsidy of up to \$200 on top of the purchase price of the AT. It is being initiated to address difficulties in accessing trial equipment in remote areas. This is a very fair initiative that acknowledges the costs associated with trials that escalate when the client is very remote. It will also enable suppliers to offer MASS better pricing on their mainstream business knowing there is some compensation when working in remote locations.
- *More balanced focus on third party quality accreditation (QA)* – Queensland Health insists that for contracts with a value of more than \$10,000, suppliers must have third party QA in place. This represents a significant cost to AT



suppliers and some would argue the real value to MASS and their clients. MASS have done a risk assessment on the different types of AT in the SOA and third party QA, although desirable, will not be mandatory across all AT types. Importantly, suppliers who are currently working towards third party QA and have a target date in place will also be accepted on the SOA.

There is no intention to relax the need for compliance with Australian Standards where they exist for a given range of AT.

The SOA is likely to be released sometime in May and it is anticipated suppliers will have 6 weeks to respond.

John made the point that a 'one size fits all approach' to AT procurement in Australia is unlikely to succeed. He compared the demographic spread of Queensland, where less than 50% of the population resides in and around Brisbane, with Victoria where some 76% live within or close by Melbourne. Combine this with the fact Queensland is more than 7 times the size of Victoria and it is obvious that different strategies will be needed to address the challenges faced.

These significant changes to the way MASS manages the SOA for AT received some very positive support from the suppliers who attended the consultation. One major metropolitan supplier said, 'If you are not happy with what has been said today, then you shouldn't be in the business...'

Similarly, ATSA is impressed with the way that John and his team have consulted broadly, genuinely listened to what was said and used the feedback as the basis for change. One thing is certain, it will not all be smooth sailing; however, given the positive way that MASS interacts with stakeholders as 'partners in the process', the future for AT looks bright in the sunshine state.

Stop press!

The Queensland government has just announced that two funding schemes, the Community Aids Equipment and Assistive Technology Initiative (CAEATI) and the Vehicle Options Subsidy Scheme (VOSS), will, as of 1 May, come under the administration of MASS. This step marks the start of a streamlining process which will hopefully lead to fewer schemes overall, less complexity and a single entry point for applicants.

The government has indicated that:

- There will be no significant changes to the business models that both CAEATI and VOSS currently operate.
- No changes to eligibility and inclusions and exclusions have been made.
- Supplier information sessions will be held for prescribers and suppliers.
- All applications received by Disability Services prior to 1 May 2014 will be processed by the CAEATI and VOSS team as usual.

Ongoing work with SWEP

ATSA Senior Policy Advisor Dr Michael Summers met with SWEP in early March for a very productive and wide-ranging discussion. The Victorian government has engaged consultants to evaluate whether the objectives of the redevelopment of the Aids and Equipment Program, which Ballarat Health now administers through SWEP, has been achieved. It is not clear if the consultants have or will be talking to suppliers (SWEP has encouraged them to do so).

Work is still underway finalising arrangements with the NDIS Barwon trial site for AT provision, which SWEP will continue to manage under the Victorian and Commonwealth governments' agreement to provide AT as an in-kind service provider. ATSA raised several issues including concerns about NDIS planners using a supplier's quote (with all relevant details/intellectual property) to seek quotes from other suppliers, and also about SWEP payment terms not being in line with the NDIS commitment to payment within 48 hours for registered providers. SWEP responded that they are obliged to follow the business practices of Ballarat Health Services in accordance with standard 30 day from end of month vendor trading terms.

SWEP's current practice includes client satisfaction surveys for equipment that costs more than \$1,000 before invoices are finalised. Ways of expediting this were discussed, and, as the SWEP statement below indicates, changes are on the way. However, this will not impact on SWEP's standard 30 day from end of month payment practices. ATSA will continue to advocate for invoices to be paid in 48 hours as per the NDIS commitment, especially as all stakeholders would like to see lower AT prices and slow payments impact on AT prices at a rate of about 1% per month.

Review processes are underway and on schedule for determining the outcomes of the recent joint SWEP/DES AT tender process. The outcome will be announced mid-year, and ATSA has requested that information about the transition process be made available as soon as possible. In particular ATSA has requested information on the standing of AT selection processes already underway, such as when a supplier and prescriber have successfully trialled AT in the client's home – will this supplier get the order or will it be provided under the tender? Customised equipment selection processes are addressed below, but trials and selection processes related to of non-customised equipment such as hoists or non-customised wheelchairs are less clear.

In the meantime, SWEP has provided the following statement:

In response to feedback recently received, SWEP is in the process of improving systems for suppliers and prescribers. Key changes include the introduction of proof of delivery processes for non-customised equipment and certificate of completion requirements for highly customised items. The introduction of these new systems will help expedite payment of invoices for our suppliers where possible. A separate survey will be undertaken to determine client satisfaction with their AT.

SWEP recognises the time and effort that prescribers spend during assessment and recommendation for specific AT. It is important to note that quotations prepared by suppliers for customised equipment are not impacted by this tender. The scope of this tender is for low-cost, high-volume non-customised equipment only.

Further changes in the near future will see SWEP introducing the expansion of their current pick lists for non-customised equipment, which will remove the requirement for prescribers to get a quote.

SWEP is planning the implementation of an Approval in Principle model for customised equipment, which will remove the requirement for supplier engagement at the start of the application process with the prescriber and client. When funding is imminent, SWEP will liaise with the prescriber to advise them to proceed with a formal assessment so that an order can be placed with the recommended supplier when all documentation is received.

Stop press! Following through on this statement, SWEP has just release an important communique to suppliers making it clear that they have been listening and working on some important solutions. See <http://swep.bhs.org.au/news/archive/2014/04/prescriber-and-supplier-communique> for details, to be effective 12 May.



atsa
Assisted Technology
Suppliers Australasia

DAILY LIVING EXPO

Australia's foremost Exhibition
for Rehabilitation and Aged
Care Equipment

14-15 May 2014
Melbourne Showgrounds
Victoria

12 March

- Start of new Privacy Act

30 April

- Tender: Queensland – Trial and supply of assistive technology

1 May

- Queensland funding schemes CAEATI and VOSS come under MASS
- ATSA Privacy Act seminar, Sydney (2.30pm, Dooleys Waterview Club, Silverwater)

5 May

- ATSA Privacy Act seminar, Melbourne (9.30am, Heidelberg Golf Club, Lower Plenty)

14-15 May

- ATSA Daily Living Expo, Melbourne Showgrounds

26-27 May

- CADR, Research to Action conference, Sydney Masonic Centre

28 May

- ATSA Privacy Act seminar, Brisbane (9.30am, Wynnum Golf Club, Wynnum)

11-15 June

- Conference: Rehabilitation Engineering and Assistive Technology Society of North America, Indianapolis, Indiana USA; www.resna.org/conference/

1 July

- New NDIS trial sites start in WA, the NT and the ACT
- The NDIA National Office relocates to Geelong, Vic

25-26 July

- Building futures through design and technology to transform the lives of people with a disability, Cerebral Palsy Alliance and the University of Technology, Sydney, at UTS, Sydney, NSW; facilitated by Enabled by Design and FutureGov; contact: rcummins@cerebralpalsy.org.au

6-8 August

- iCREATe (8th International Convention on Rehabilitation Engineering and Assistive Technology), Bangkok Thailand; www.icreateasia.org

20-22 August

- ARATA 2014 Conference: Actively Choosing Technology, National Convention Centre, Canberra

24-27 August

- 29th Japanese Conference on the Advancement of Assistive and Rehabilitation Technology (JCAART) sponsored by RESJA (Rehabilitation Engineering Society of Japan), Hiroshima Japan; www.resja.or.jp/eng

Notice Board

Tender: Queensland – Trial and supply of assistive technology

Offerors must provide services throughout Queensland, and must provide assistive technology for trial on request. The Assistive Technology Standing Offer Arrangements established by the tender process will supersede existing contracts once they are completed.

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For full details, see: www.secure.publicworks.qld.gov.au

Enquiries: Andrea Comerford (Technical)

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email: Andrea.Comerford@health.qld.gov.au

Small business tendering support

The Queensland government is now providing resources online to help small businesses meet tendering requirements. They include:

- guides for developing competitive tender responses and the process of supplying to government;
- a 'fit to supply' diagnostic tool to help businesses determine their supplier capability and a list of key resources to help enhance supplier capabilities; and
- a specialised search function for the 'Q-Tender' database of government open tender opportunities.

For access to the online resources, go to the Queensland Government Business and Industry Portal (www.business.qld.gov.au/industry/tourism/tourism-pathways/business-support/business-support/business-industry-portal/)

ARATA 2014 Conference: Actively Choosing Technology

Weds 20 August 2014 – Fri 22 August 2014 at National Convention Centre, Canberra

The conference will 'serve as a forum for issues in rehabilitation and assistive technology'. The program will include plenary sessions, papers, workshops and demonstrations, poster presentations, trade sponsors' and exhibitors' displays, and supplier instruction presentations. The keynote speaker will be Mark Hawley, professor of Health Services Research and head of the Rehabilitation and Assistive Technology Research Group at the University of Sheffield, UK.

For further information, see: www.arata.org.au/conference/

Seminars re changes to the Privacy Act

Vicki Grey, partner at Kemp Strang, will be leading seminars for ATSA members to explain and discuss how the amendments to the Privacy Act that came into force on 12 March 2014 impact your business. Particular issues that will be covered include how to: handle and process personal information; use personal information for direct marketing; and disclose personal information to people overseas. Dates for the seminars are:

- **Sydney:** Thursday, 1 May, 2:30pm at Dooleys Waterview Club Silverwater, Corner Clyde Street & Silverwater Roads, Silverwater
- **Melbourne:** Monday, 5 May, 9:30am at Heidelberg Golf Club, 8 Main Road, Lower Plenty
- **Brisbane:** Wednesday, 28 May 9:30am at Wynnum Golf Club, 64 Stradbroke Avenue, Wynnum

To register or for further information, see: www.atsa.org.au

Centre for Applied Disability Research (CADR), Research to Action conference

Mon 26 May 2014 – Tues 27 May 2014, Sydney Masonic Centre

100 of Australia's leading disability researchers from 20 Australian universities plus expert practitioners in the field will present papers covering the main conference themes: understanding how the disability market will work, research partnerships and outcomes measurement. For more information and details on registration, see: www.cadr.org.au/research-to-action-conference/

App to help resolve physical access issues

Snap Send Solve is a new free app that allows you to take a photo of a problem (e.g. pothole, or fallen branch over footpath), and send it directly to the relevant authority for action. The app works out where you are, who manages incidents in that area and then, using the user's email address, sends the relevant information such as location, incident type and any related image to the correct contact. Over 600 authorities Australia-wide – every single council, plus various water, gas and electricity companies, asset management bodies, and other organisations – are part of this incident-reporting app.

See: www.snapsendsolve.com



Welcome to our new ATSA Members



Blue Badge Insurance

Level 1, Suite 1, 30 Atchison Street, St Leonards NSW 2065
ph: 1300 304 802 fax: (02) 9438-4772 | www.BlueBadgeInsurance.com.au

Launching in May 2014, Blue Badge Insurance, Australia's first mobility insurance specialist, caters solely to people with disability and limited mobility, and aims to provide customers with innovative, specialised and expert insurance offerings.



Deutscher Healthcare

731 Creswick Road, Ballarat Vic 3350
ph: (03) 5339-5708 fax: (03) 5339-3189
email: cliftonp@deustcherhealthcare.com.au | www.deutscherhealthcare.com.au

The Deutscher company founded in 1904 made farm machinery. It is still an Australian, family-owned and operated business, and now manufactures a range of homecare, aged care and medical beds, and produces steel parts for medical chairs.



Elan Medical Supplies

6 / 63 George Street, Beenleigh Qld 4207
ph: (07) 3807-0551 fax: (07) 3807-5539
email: janice@elanmedical.com.au | www.elanmedical.com.au

Elan Medical Supplies services the Gold Coast, Brisbane, Logan and Bayside areas. Its products – from wheelchairs, over toilet chairs, incontinence products to hospital beds – are available to hire or buy. Equipment is delivered, installed and adjusted as necessary.



Franks Engineering Pty Ltd

84A Barkers Road, North Coburg Vic 3058
ph: (03) 9354-0400 fax: (03) 9354-0344
email: sales@franksengineering.com.au | www.franksengineering.com.au

Established in 1986, Franks Engineering provides advice and service regarding disability driving aids and vehicle modifications to help drivers with disability continue driving and maintaining their independence.



Guardian Mobility Pty Ltd

1/1-7 Waramanga Pl, Waramanga Shops, Waramanga ACT 2611
ph: (02) 6288-3538 fax: (02) 6288-3583
email: rose@scootersauscanberra.com.au | www.scootersauscanberra.com.au

Owner managers Rose and Anthony McDonald emphasise personalised customer service to assist people to maintain their mobility and independence. They provide comprehensive safety training for all equipment, especially mobility scooters, and can organise home demonstrations and home delivery.



Healthcare Lifting Specialist

3 / 56 Norcal Road, Nunawading Vic 3131
ph: (03) 9878-4448 fax: (03) 9878-4479 | www.healthcarelifting.com.au

Healthcare Lifting Specialist supplies lifting and transfer products to assist persons who have permanent or temporary disability. The equipment and furniture is designed to support people with disability and seniors in daily living activities, while maintaining the safety of carers.



ILS Rehab

67 Mars Road, Lane Cove NSW 2065

ph: 1300 366398 fax: (02) 9427-4338 email: damien@ilsau.com.au | www.ilsrehab.com.au

ILS Rehab provides mobility and seating equipment, specialising in complex scripted power and manual wheelchairs. ILS Rehab also services, modifies and customises equipment as required. Clients include wheelchair users as well as therapists and carers.



Melrose Wheelchairs Pty Ltd

2 / 17 Maroo Street, Hughesdale Vic 3166

ph: 0407502729 fax: (03) 9077-4767

email: bryce@melrosewheelchairs.com.au | www.melrosewheelchairs.com.au

Melrose Wheelchairs was established in 2003 to service Australian demand for Melrose products. With years of experience playing elite wheelchair sport, the staff understands the importance of properly fitted chairs whether for sport or everyday use.



Mobility Care

1 / 12 Marriot Street, Oakleigh Vic 316

ph: (03) 9568-8383 email: info@mobilitycare.net.au | www.mobilitycare.net.au

Founded in 1992, MobilityCare accesses innovative mobility and rehabilitation equipment, and seeks to provide solutions for customers in consultation with their occupational therapist, physiotherapist or other health professional.



Mobility Engineering

4/45 Salisbury Road, Asquith NSW 2077

ph: (02) 9482-4572 fax: (02) 9482-4571

email: amin@mobilityengineering.com.au | www.mobilityengineering.com.au

Mobility Engineering provides equipment and products for people with various kinds of disability, illnesses and injuries. It also provides engineering services including design of vehicles and components as well as mechanical and structural engineering.



Patient Care Products

21 Sir Laurence Drive, Seaford Vic 3198

ph: (03) 9786-3092 fax: (03) 9786-8186

email: mat@patientcareproducts.com.au | www.patientcareproducts.com.au

Founded in 1981, Patient Care Products (PCP) manufactures and imports rehabilitation equipment. The products are distributed nationally to aged care facilities, hospitals and the private retail sector.



Power Mobility Pty Ltd

Unit 3, 41 Deakin Street, Brendale Qld 4500

ph: (07) 3889-8921 fax: (07) 3889-8926

email: g.jorgensen@powermobility.info | www.powermobility.info

Power Mobility, a Queensland owned and operated business, focuses on an individualised rehabilitation approach. It provides a range of mobility equipment, including power and manual wheelchairs, and can build one-of-a-kind solutions to improve mobility and everyday living.



Push Mobility

341 George Street, Fitzroy Vic 3065

ph: 0433 388 502 email: shane@pushmobility.com.au | www.pushmobility.com.au

Push Mobility is a dealer and distributor of equipment for people with disability and is based in Melbourne. They are dedicated to providing a range of assistive technology that is fun and exciting, and pushes the boundaries.



R82 Australia Pty Ltd

Unit 1, Level 2, 13 Lord Street, Botany NSW 2019
ph: (02) 8213 6666 email: tka@r82.com | www.r82.com.au

R82 produces technical aids and appliances for children and young people with disability. Based in Denmark with subsidiaries and representatives elsewhere, R82 develops products tailored to individual needs to provide the child the greatest possible freedom.



Shopperider Pty Ltd

PO Box 2121, Malaga WA 6944 (warehouse: 1 Business Way, Malaga WA 6090)
ph: (08) 9248-4180 fax: (08) 9248-9452
email: marketing@shoprider.com.au | www.shoprider.com.au

Shopperider Australia is the importer and wholesaler for the Shoprider Brand of mobility scooters, electric bikes and electric wheelchairs, with a national dealer network. It also manufactures a range of accessories for most makes and distributes other daily living aids.



Special Needs Solutions

12 Everest Drive, Southport Qld 4215
ph: (07) 5527-9794 fax: (07) 5597-1442
email: info@specialneedssolutions.com.au | www.specialneedssolutions.com.au

Special Needs Solutions specialises in the distribution of paediatric equipment to a wide range of children with disabilities. Equipment is available for trial and can be demonstrated in-home, at schools, in hospitals, or wherever required.



Tunstall Australasia Pty Ltd

Unit 1, 56 Lavarack Avenue, Eagle Farm Qld 4009
ph: (07) 3637-2200 fax: (07) 3637-2255
email: gary.morgan@tunstallhealthcare.com.au | www.tunstallhealthcare.com.au

Tunstall provides both assistive technology to support people to live safely and independently in their own home and telehealth which involves the remote monitoring of a patient so the data then can be reviewed by a clinician.



Wicked Wheelchairs

Unit 1/11 Gateway Court, Coomera Qld 4209
ph: (07) 5500-0882 fax: (07) 5556-0102
email: info@wickedwheelchairs.com.au | www.wickedwheelchairs.com.au

Wicked Wheelchairs is a mobile service based in southeast Queensland, servicing clients between northern NSW and north Queensland. It provides custom-made, stylish wheelchairs and specialised seating for people with a variety of special needs.



Your Mobility

Unit 18, 2 Burleigh Street, Spotswood Vic 3015
ph: (03) 9391-9810 fax: (03) 9391-7357
email: info@yourmobility.com.au | www.yourmobility.com.au

Your Mobility has a wide range of products – mobility scooters, wheelchairs, recliners and chairs, as well walkers, commodes, ramps, etc. – in all price ranges, which are available for purchase or hire.



ATSA Members Registered

Ability in Motion

260 Leitchs Rd
Brendale QLD 4500
ph: 1800 994 408
fax: (07) 5335-1604
www.abilityinmotion.com.au

Aidacare Pty Ltd

4 Noonan Road
Ingleburn NSW 2565
ph: (02) 9618-5000
fax: (02) 9618-5111
www.aidacare.com.au

Astec Equipment Services

2/109 Hertford Street
Sebastopol Ballarat VIC 3356
ph: (03) 5336-3900
fax: (03) 5336-3977
www.astecservices.net.au

Austech Medical

Unit 1 / 88 Lear Jet Drive
Caboolture QLD 4510
ph: (07) 5495-8663
fax: (07)5495-8273

Auto Mobility

3/61-63 Canterbury Rd
Montrose VIC 3765
ph: 1300 660 773
fax: (03) 9762-2355
www.automobility.com.au

Better Living Care Pty Ltd

PO Box 502
Beecroft NSW 2119
ph: (02) 8853-1100
fax: (02) 8850-0114
email: hugh.kelly@betterlivingcare.com.au

Blue Badge Insurance

Level 1, Suite 1, 30 Atchison Street
St Leonards NSW 2065
ph: 1300 304 802
fax: (02) 9438-4772
www.BlueBadgeInsurance.com.au

Canterbury Concepts

ph: (03) 9580-1744
fax: (03) 9560-3466
www.grabrail.com

Care & Mobility

PO Box 6126
Port Macquarie NSW 2444
3/25 Central Rd
Port Macquarie NSW 2444
ph: (02) 6581-0018
fax: (02) 6581-0038
email: nik@careandmobility.com.au

Country Care

165 Ninth Street
Mildura VIC 3500
ph: (03) 5022-1680
fax: (03) 5021-5653
www.country-care.com.au

DeJay Medical and Scientific Pty Ltd

1 Prince William Drive
Seven Hills NSW 2147
ph: (02) 9838-8869
fax: (02) 9838-7869
www.dejay.com.au

Deutscher Healthcare

731 Creswick Road
Ballarat Vic 3350
ph: (03) 5339-5708
fax: (03) 5339-3189
email: cliftonp@deustcherhealthcare.com.au
www.deutscherhealthcare.com.au

Disability Hire Vehicles

Unit 1, 10-12 Wingate Road
Mulgrave NSW 2756
ph: (02) 4577-2225
fax: (02) 4577-5828
www.disabilityhire.com.au

Durable Medical Equipment Ltd

Unit 2, 19 Boden Place
Seven Hills NSW 2147
ph: 02) 9674-8904
fax: (02) 8212-5912
www.durmed.com.au

Dynamic Controls Pty Ltd

17 Print Place, Middleton
Christchurch NZ
ph: +64 21 224978
fax: +64 3 9628989
www.dynamiccontrols.com

Dynamic Wheelchair Solutions Pty Ltd

Unit 17, 14-26 Audsley Street
Clayton VIC 3168
ph: (03) 9548-8400
fax: (03) 9548-8411

Eden Healthcare Solutions

564 David St
Albury NSW 2640
ph: (02) 6041-9700
fax: (02) 6041-9711
www.bellevuemedical.com.au

Elan Medical Supplies

6 / 63 George Street
Beenleigh Qld 4207
ph: (07) 3807-0551
fax: (07) 3807-5539
email: janice@elanmedical.com.au
www.elanmedical.com.au

Endeavour Lifecare Pty Ltd

Unit 2, 37-41 Hallam South Road
Hallam VIC 3803
ph: (03) 9703-2900
fax: (03) 9703-3465
www.endeavourlifecare.com.au

Eniax Pty Ltd

1/30 Heathcote Road
Moorebank NSW 2170
ph: (02) 9601-6909
fax: (02) 9601-7870
www.hospitalathome.com.au

FAS Therapeutic Equipment

6 Bate Drive
Braeside VIC 3195
ph: (03) 9587-6766
fax: (03) 9587-6899
www.fasequipment.com

Fisher Lane Pty Ltd

26 Victoria Crescent
Abbotsford VIC 3067
ph: (03) 9419-2250
fax: (03) 9417-2074
www.fisherlane.com.au

Franks Engineering Pty Ltd

84A Barkers Road
North Coburg Vic 3058
ph: (03) 9354-0400
fax: (03) 9354-0344
email: sales@franksengineering.com.au
www.franksengineering.com.au

Freedom Healthcare

88 Parramatta Road
Underwood QLD 4119
ph: (07) 3801-3910
fax: (07) 3801-4792
www.freedomhc.com.au

**Geelong Wheelchair Services Pty Ltd**

Unit 18, 147 Marshalltown Road
Grovedale VIC 3126
ph: (03) 5244-0844
fax: (03) 5244-0850
www.geelongwheelchairs.com.au

GMS Rehabilitation

Lot 1, 48 Commercial Road
Lynbrook VIC 3975
ph: 1800 060 919
fax: 1300 734 998
www.gmsrehab.com.au

GTK Rehab

Unit 11, 14 Boden Road
Seven Hills NSW 2147
ph: (02) 9620-9177
fax: (02) 9620-9081
www.gtkrehab.com.au

Guardian Mobility Pty Ltd

Waramanga Shops,
1/1-7 Waramanga Place
Waramanga ACT 2611
ph: (02) 6288-3538
fax: (02) 6288-3583
email: rose@scootersauscanberra.com.au
www.scootersauscanberra.com.au

Healthcare Innovations Australia

Area 3, Michell Industrial Park
1506 Main North Road
Salisbury South SA 5106
ph: (08) 8285-8440
fax: (08) 8125-5990
www.hiaus.net.au

Healthcare Lifting Specialist

3 / 56 Norcal Road
Nunawading Vic 3131
ph: (03) 9878-4448
fax: (03) 9878-4479
www.healthcarelifting.com.au

Home Safety and Comfort

2/187 Lake Road
Port Macquarie NSW 2444
ph: (02) 6581-2400
fax: (02) 6581-2422
www.homesafetyandcomfort.com.au

ILS Rehab

67 Mars Road
Lane Cove NSW 2065
ph: 1300 366398
fax: (02) 9427-4338
email: damien@ilsau.com.au
www.ilsrehab.com.au

Independent Home Care Supplies

Unit 2, 21 Denison Street
Wollongong NSW 2500
ph: (02) 4227-4315
fax: (02) 4227-4316
www.ihcss.com.au

Independent Living Solutions

8 Keane Street
Currajong Townsville QLD 4812
ph: (07) 4728-1200
fax: (07) 4728-1201
www.living-solutions.com.au

Invacare Australia Pty Ltd

1 Lenton Place
North Rocks NSW 2151
ph: (02) 8839-5333
fax: (02) 8839-5353
www.invacare.com.au

K Care Healthcare Equipment

100 Mulgool Road
Malaga WA 6090
ph: (08) 9248-4444
fax: (08) 9248-4190
email: customerservice@kcare.com.au
www.kcare.com.au

Keep Moving Pty Ltd

PO Nox 37082
Winnellie NT 0821
ph: (08) 8947-5122
fax: (08) 8947-2531
www.keeppmoving.net.au

Liberty Healthcare

2/11 Commercial Drive
Ashmore QLD 4214
ph: 1300 885 853
fax: (07) 5571-2312

Magic Mobility Pty Ltd

2/16 Viewtech Place
Rowville VIC 3178
ph: (03) 9755-8100
fax: (03) 9755-8111
www.magicmobility.com.au

Maroondah Home Healthcare

32-34 Railway Avenue
Ringwood VIC 3135
ph: (03) 9879-8885
fax: (03) 9879-3133
www.homehealth.com.au

Medi-Repair Services

129 Holbrook Street
Invermay TAS 7248
ph: (03) 6334-8844
fax: (03) 6334-8855
www.medirepairservices.com.au

Medistore

Unit 11, 12 Mars Road
Lane Cove NSW 2066
ph: 1300 882 194
fax: 1300 882 197
www.medistore.com.au

Medix21 Australia

8 Wayne Court
Dandenong VIC 3175
ph: (02) 9970-7342
www.medix21australia.com.au

Megalong Positioning Service

Unit 1, 14-16 Livingston Street
Lawson NSW 2783
ph: (02) 4759-2800
fax: (02) 4759-2877
www.megalongpositioning.com.au

Melrose Wheelchairs Pty Ltd

2 / 17 Maroo Street
Hughesdale Vic 3166
ph: 0407502729
fax: (03) 9077-4767
email: bryce@melrosewheelchairs.com.au
www.melrosewheelchairs.com.au

Mobility Aids Australia

1/820 Princes Highway
Springvale VIC 3171
ph: (03) 9546-7700
fax: (03) 9546-7744
www.mobilityaids.com.au

Mobility Care

1 / 12 Marriot Street
Oakleigh Vic 316
ph: (03) 9568-8383
email: info@mobilitycare.net.au

Mobility Engineering

4/45 Salisbury Road
Asquith NSW 2077
ph: (02) 9482-4572
fax: (02) 9482-4571
email: amin@mobilityengineering.com.au
www.mobilityengineering.com.au

**Mobility Matters Pty Ltd**

PO Box 669
Fyshwick ACT 2609
ph: (02) 6280-7244
fax: (02) 6239-1281
www.mobilitymatters.com.au

Mobility Options

1/340 Pennant Hills Rd
Pennant Hills NSW 2120
ph: (02) 9875-5530
fax: (02) 9980-9358
www.mobilityoptions.com.au

Northcott Equipment Solutions

PO Box 4055
Parramatta NSW 2124
ph: (02) 9890-0186
fax: (02) 9898-0924
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

Novis Healthcare

Unit 12, 12 Mars Road
Lane Cove NSW 2066
ph: 1300 738 885
fax: 1300 738 886
www.novis.com.au

Omni Healthcare

206 Creswick Road
Ballarat VIC 3350
ph: (03) 5333-4006
fax: (03) 5333-3825
www.omnihealthcare.com.au

Otto Bock Australia Pty Ltd

Suite 1.0, Century Corporate Centre
62 Norwest Boulevard
Baulkham Hills NSW 2153
ph: (02) 8818-2804
fax: (02) 8814-4504
www.ottobock.com.au

Para Mobility

5 Chadd St
Galston NSW 2159
ph: (02) 9653-2719
fax: (02) 9653-3719
www.paramobility.com.au

Paragon Mobility

3/10 Tapnor Crescent
Brendale QLD 4500
ph: 1300 652 382
fax: (07) 3112-6125
www.paragonmobility.com.au

ParaQuad NSW

6 Holker Street
Newington NSW 2127
ph: (02) 8741-5685
fax: (02) 9735-0016
www.paraquad.org.au

Patient Care Products

21 Sir Laurence Drive
Seaford Vic 3198
ph: (03) 9786-3092
fax: (03) 9786-8186
email: mat@patientcareproducts.com.au
<http://patientcareproducts.com.au>

Peak Care Equipment Pty Ltd

3/10 Tannery Street
Unanderra NSW 2526
ph: (02) 4272-2688
fax: (02) 4272-2699
www.peakcareequipment.com.au

Peninsula Home Health Care

ph: (03) 9786-7004
fax: (03) 9786-8186
www.phhc.com.au

Permobil Australia Pty Ltd

Unit 312/14-16 Lexington Drive
Bella Vista NSW 2153
ph: 1300 858 424
fax: (02) 8883-2356
www.permobil.com

Power Mobility Pty Ltd

Unit 3, 41 Deakin Street
Brendale Qld 4500
ph: (07) 3889-8921
fax: (07) 3889-8926
email: g.jorgensen@powermobility.info
www.powermobility.info

**Pride Mobility Products
Australia Pty Ltd**

20-24 Apollo Drive
Hallam VIC 3803
ph: (03) 8770-9660
fax: (03) 9703-2720
www.pridemobility.com.au

**Problem Management
Engineering Pty Ltd**

6 Kookaburra Road
Hornsby Heights NSW 2077
ph: (02) 9482-2808
fax: (02) 9476-6046
www.pmeautoconversions.com.au

Push Mobility

341 George Street
Fitzroy Vic 3065
ph: 0433 388 502
email: shane@pushmobility.com.au

R82 Australia Pty Ltd

Unit 1, Level 2, 13 Lord Street
Botany NSW 2019
ph: (02) 8213 6666
email: tka@r82.com www.r82.com.au

Scooters & Mobility Pty Ltd

Unit 4, 166 Hannell Street
Maryville NSW 2293
ph: (02) 4962-4007
fax: (02) 4962-4004
www.scootersandmobility.com

Scooters Australia

PO Box 3012
Wheeler Hill VIC 3150
ph: (03) 9799-9077
fax: (03) 9799-9177
www.scootersaus.com.au

Scooters Australia Canberra

Waramanga Shops,
1-7 Waramanga Place
Waramanga ACT 2611
ph: (02) 6288-3538
fax: (02) 6288-3583
www.scootersaus.com.au

Scooter World Australia

81 Grange Road
Welland SA 5007
ph: (08) 8245-1111
fax: (08) 8245-1110
www.scooter-world.com.au

Seating Dynamics Pty Ltd

Unit 31-6 Boundary Road
Northmead NSW 2152
ph: (02) 9620-7839
fax: (02) 9012-0087
www.seatingdynamics.com.au

Shoprider Pty Ltd

PO Box 2121
Malaga WA 6944
(warehouse: 1 Business Way,
Malaga WA 6090)
ph: (08) 9248-4180
fax: (08) 9248-9452
email: marketing@shoprider.com.au
www.shoprider.com.au

Special Needs Solutions

12 Everest Drive
Southport Qld 4215
ph: (07) 5527-9794
fax: (07) 5597-1442
email: info@specialneedssolutions.com.au
www.specialneedssolutions.com.au

Specialised Wheelchair Company

11 Mitchell Road
Brookvale NSW 2100
ph: (02) 9905-5333
fax: (02) 9905-2208
www.swco.com.au

Statewide Home Health Care

ph: (03) 9541-6220
fax: (03) 9591-6292
www.shhc.com.au

Sunrise Medical Pty Ltd

6 Healey Circuit
Huntingwood NSW 2148
ph: (02) 9678-6600
fax: (02) 9831-2244
www.sunrisemedical.com.au

Total Mobility Solutions Pty Ltd

Unit 1A, 1-11 Burns Road
Heathcote NSW 2233
ph: (02) 9520-1866
fax: (02) 9520-4345
www.totalmobility.com.au

Tunstall Australasia Pty Ltd

Unit 1, 56 Lavarack Avenue
Eagle Farm Qld 4009
ph: (07) 3637-2200
fax: (07) 3637-2255
email: gary.morgan@tunstallhealthcare.com.au
www.tunstallhealthcare.com.au

Victorian Home Health Equipment

51 Lusher Road
Croydon VIC 3136
ph: (03) 9725-6577
fax: (03) 9725-8067
www.vhhe.com.au

Walk on Wheels Australia (Brendale) Pty Ltd

260 Leitchs Road
Brendale QLD 4500
ph: (07) 3205-5654
fax: (07) 3205-5467
www.walkonwheels.com.au

Walk on Wheels NSW Pty Ltd

7/301 Hillsborough Road
Warners Bay NSW 2282
ph: (02) 4954-8555
fax: (02) 4954-5017
www.wownsw.com

Watercomfort Company

42 Alexander Avenue
Taren Point NSW 2229
ph: (02) 9531-1699
fax: (02) 9531-1799
www.watercomfort.com.au

Wheelchair Sales

Unit 13, 2 Ash Rd
Prestons NSW 2170
ph: (02) 9607-3355
fax: (02) 9607-2233
www.wheelchairsales.com.au

Wicked Wheelchairs

Unit 1, 11 Gateway Court
Coomera Qld 4209
ph: (07) 5500-0882
fax: (07) 5556-0102
email: info@wickedwheelchairs.com.au
www.wickedwheelchairs.com.au

Your Mobility

Unit 18, 2 Burleigh Street
Spotswood Vic 3015
ph: (03) 9391-9810
fax: (03) 9391-7357
email: info@yourmobility.com.au
www.yourmobility.com.au

CONTACT

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Assistive Technology Suppliers Australasia Inc

Phone: (02) 9893 1883

Fax: (02) 8212 5840

Mail: Level 7-91 Phillip St,
PARRAMATTA NSW 2150

Email: info@atsa.org.au

Website: www.atsa.org.au