



Independent Rehabilitation Suppliers Association

April 2011

Submission to

Productivity Commission
Disability Care and Support

Comments on Draft Report

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1. Introduction

This brief submission is in response to specific questions raised by the Commissioners at the public hearings into the Disability Care and Support Draft Report, in regard to funding of assistive technologies (AT) –

1. Highlight the issues relating to centralised and regional functionality.
2. Suggest ways that IRSA could assist with the implementation of a new scheme.
3. Provide examples of funding shortfalls that typify some existing programs.
4. Recommend methods to avoid blowouts in the cost of AT.

This submission will also discuss the essential characteristics of an effective AT funding scheme and provide detail on the philosophies behind the Danish system that state –

- *“the allocation of assistive technologies is to contribute to the individual having the chance to lead as normal and independent an existence as possible”*
- *“(it) shall also, to the greatest possible extent, render the individual independent of the assistance of others in his/her daily life”*
- *“the allocation of assistive technology shall at the same time ensure that persons with long-term disabilities, should they require it, have the opportunity to develop or maintain a link with the labour market”*

IRSA and our members greatly appreciate the opportunity to contribute to the debate regarding the much needed reform of funding programs for people with disabilities and look forward to working with all stakeholders on this important public initiative.

The Independent Rehabilitation Suppliers Association (IRSA) is the largest organisation of its type representing the views and aspirations of AT suppliers throughout Australia. In May 2011, IRSA will formally adopt a new name, **Assistive Technology Suppliers Australasia (ATSA)**, which more accurately encompasses the broad range of products and services provided by our organisation’s membership.

2. Centralised and Regional Functionality

In both NSW and Victoria, work has commenced to centralise the administration of their respective AT funding programs (PADP and A&EP). The NSW process is now well advanced and illustrates some of the strengths and weaknesses of this approach.

Many of the positive objectives of the NSW initiative have now come to fruition.

- A fairer, more equitable program for NSW residents with disabilities.
- Reduced waiting lists.
- Consistent processes for all consumers, therapists and suppliers.
- Cost savings in administration allowing a greater percentage of the program's budget to be allocated to funding AT.
- More timely payments to suppliers.

There is still work being done to improve the program's information systems to enable clinicians to lodge requests online and to provide online access to waiting list data and other KPIs.

There has been anecdotal evidence of a loss of local skills and knowledge as many of the regional administrations had been in place for a long time and had extensive experience with the program.

Servicing and maintenance of equipment was one area that was impacted by centralisation and this loss of local knowledge. The structure of our industry necessitates a flexible approach to service and maintenance and one that understands the complexity of different technologies, the skills required and the various brands involved. It is also an area where bigger is not necessarily better, with many smaller suppliers providing excellent and responsive service.

It is important that the critical functions of consumer assessment, AT trial/selection, delivery, setup, training and service have all remained local.

3. Implementation of the New Scheme

Chapter 17 of the Commission's Draft Report outlines various strategies for a phased implementation of the new scheme. It highlights the need for the establishment of a taskforce to oversee the preparatory work and draw of the skills and knowledge of advocacy groups, service providers, people with disabilities and others with relevant expertise.

IRSA's Executive Officer is well credentialed to support the taskforce with regard to defining efficient systems for funding AT. Industry input to the "assessment toolbox" would prove invaluable to ensure the processes that are developed will work in the real world.

It would be easier to transition to the new scheme if there was greater alignment and commonality between the existing State/Territory AT funding programs. In the lead up to the commencement of the new scheme, consideration should be given to ensuring all State programs share some core principles.

- Appropriate AT must be fully funded. This will require subsidy programs such as Queensland's MASS and Victoria's A&EP to eliminate limits for the various categories of AT.
- A client-centred philosophy as to what AT will be funded. The International Standard ISO 9999 "Assistive products for persons with a disability – Classification and terminology" provides internationally accepted definitions of what does and does not comprise AT.
- Standard eligibility and priority criteria as to who will receive funding for AT.
- Transparent and efficient processes to allow for the evaluation and approval for funding of new technologies and innovations.

State/Territory budgets would need to be supplemented in the short term to be able to deal with the increased demands for fully funded AT. However the streamlining of State/Territory programs prior to being rolled into the new scheme would ensure a simpler, lower risk transition.

4. The Impact of Funding Shortfalls

Scope is a not-for-profit organisation providing disability services throughout Victoria to many children and adults with physical and multiple disabilities. Scope was formerly known as the Spastic Society of Victoria.

In 2007 Scope established a discretionary fund to assist people with disabilities that require AT. This fund has come to be used as a source of necessary top-up funds, as the gap between the actual AT cost and the Victorian Aids and Equipment Program (A&EP) subsidy rate has become progressively larger.

Data obtained by SCOPE (refer Appendix A) details some 189 cases over several years of the fund's operation. Of these 189 cases, there were 153 instances where A&EP provided partial funding and the average shortfall was 56% of the total amount required. Other subsidy style programs are likely to have similar outcomes to a greater or lesser degree.

Funding shortfalls of this magnitude contribute to the overall inefficiency of these programs, result in increased therapist/prescriber workload, are a major cause of delay and in many situations are why the programs completely fail those they are designed to assist.

5. Avoiding Cost Blowouts of AT

The new scheme will need to manage funding of AT to ensure it delivers value for money and avoids cost blowouts. There is understandable concern that essential funds could be wasted on more expensive or exotic AT solutions when a simpler and generally cheaper option could be just as appropriate.

These risks are reduced by the overall competitive nature of our industry, where businesses have to ensure they are not priced out of the market. There is evidence to suggest that Australia is one of the lowest cost AT markets outside of mainland USA.

The new scheme could also employ a system of price guidance by equipment category where AT is effectively categorised and allocated a realistic target price range that should be reviewed annually. Applications for AT priced outside the agreed range must still be possible and would be subject to a process of further review to ensure the additional expenditure is warranted in terms of consumer outcomes. Strict adherence to funding limits has been shown to dumb down AT prescriptions, impair outcomes and increase AT abandonment.

In the USA, AT is funded based on a system of reimbursement codes. Manufacturers develop products with as low a cost as possible and then price them to fit into a specific code for reimbursement. This has created an artificial market where the choice of AT is significantly influenced by reimbursement opportunities and not purely the needs of the consumer.

6. Characteristics of an Effective AT Funding Scheme

IRSA recently polled our membership to establish an informal “scorecard” for the different AT funding schemes currently operating in Australia. Members were asked to rate funders based on several basic KPIs.

- **Funding Level** – How does the available funding match the actual amount required?
- **Copayment** – Is the consumer required to make a financial contribution?
- **Means Test** – Is there an income/assets test as a qualifier for the scheme?

- **Assessment to Order Delay** – What is the typical time from performing a client assessment to receiving the order from the funder?
- **Waiting Time** – What is the waiting time due to funding shortfalls or inherent inefficiencies?
- **Administrative Efficiency** – Ease of understanding orders, prompt payment of invoices etc.
- **Breakdown Service** – Does the scheme allow for urgent repairs of AT?
- **Scheduled Maintenance** – Does the scheme fund regular maintenance as per manufacturers’ guidelines?
- **New Technology** – Is there a transparent and regular process for adopting new technologies?
- **Unfunded AT** – Are there any important/standard categories of AT that are excluded from funding?

The data from the survey is subjective but highlights the gaps in the existing schemes particularly in terms of under-funding, eligibility and unfunded AT. It also suggests unacceptably long waiting times and a general disregard for preventative maintenance.

Looking at international schemes, the Danish approach to funding AT is worthy of review. It is based on the simple premise that a person with a disability receives, to the broadest extent possible, compensation for the consequences of their disability. In this context, “compensation” does not refer to a once off financial settlement but to a lifelong process of funding whatever is most appropriate and reasonable to minimise the impact of an individual’s disability. It considers that people with disabilities should not have to cover additional expenses arising from their disabilities.

Under the terms of the Danish Social Services Act, individuals with long term disabilities are entitled to grants for AT, if the AT -

- could relieve the long-term effects of the disability to a great extent,
- could facilitate day-to-day home life to a great extent, or
- is necessary to allow the person in question to engage in employment.

The AT funding provided by Australia’s Department of Veterans Affairs (DVA) is also generally well regarded by AT suppliers. Eligibility is simply determined as a once off process, low cost goods are sourced easily and efficiently and funding to match need is guaranteed.

The fundamentals of Australia’s new AT funding scheme could benefit from looking at the philosophy behind the Danish model and the efficient processes employed by the DVA.

In place of a restrictive equipment list, there should be a flexible AT database that is built over time by information provided by suppliers along the lines of the Australian Independent Living Centres' databases. This would require suppliers to do the preparatory work to show the relevance and benefits of their AT which would then be lodged online. The applications should then be reviewed by an expert panel, prior to being listed on the database. The panel would either approve, reject or request further information from the supplier and an appeals process should be in place for rejected applications.

Once it has been listed on the database, the AT would then be available to be specified by accredited therapists/prescribers without further gate-keeping and costly bureaucratic processes.

Appendix A1 – SCOPE Victoria A&EP Funding Shortfall Data

	Date	Equipment Requested	Quote	A&EP Funding	Gap \$	Gap %
1	05-Sep-07	Electric Wheelchair	\$13,344	\$8,500	\$4,844	36%
2	05-Sep-07	Manual Wheelchair	\$3,210	n/a		
3	17-Sep-07	Shade Sail	\$5,691	n/a		
4	26-Oct-07	Electric Wheelchair	\$14,326	\$8,500	\$5,826	41%
5	29-Jan-08	Multi-stand	\$6,535	\$500	\$6,035	92%
6	29-Jan-08	Manual Wheelchair	\$7,652	\$3,750	\$3,902	51%
7	29-Jan-08	Bathroom Modifications	\$20,924	\$3,977	\$16,947	81%
8	06-Feb-08	Sling	\$556	n/a		
9	16-Jul-08	Bathroom Modifications	\$10,485	\$4,400	\$6,085	58%
10	16-Jul-08	Bathroom Modifications	\$22,149	\$4,400	\$17,749	80%
11	16-Jul-08	Electric Wheelchair	\$14,969	\$9,020	\$5,949	40%
12	21-Aug-08	Manual Wheelchair	\$4,495	\$0	\$4,495	
13	21-Aug-08	Manual Wheelchair	\$6,503	\$4,820	\$1,683	26%
14	21-Aug-08	Electric Wheelchair	\$11,873	\$8,500	\$3,373	28%
15	21-Aug-08	Manual Wheelchair	\$4,664	n/a		
16	18-Sep-08	Walking Frame	\$540	\$300	\$240	44%
17	18-Sep-08	Walker	\$1,653	\$550	\$1,103	67%
18	18-Sep-08	Manual Wheelchair	\$5,493	\$3,691	\$1,802	33%
19	18-Sep-08	Communication Aid	\$6,234	\$4,500	\$1,734	28%
20	18-Sep-08	Electric Wheelchair	\$14,141	\$8,500	\$5,641	40%
21	18-Sep-08	Electric Wheelchair	\$12,673	\$9,260	\$3,413	27%
22	18-Sep-08	Manual Wheelchair	\$6,813	n/a		
23	18-Sep-08	Walker	\$823			
24	28-Nov-08	Standing Frame	\$6,375	\$500	\$5,875	92%
25	28-Nov-08	Manual Wheelchair	\$3,566	\$2,232	\$1,334	37%
26	28-Nov-08	Manual Wheelchair	\$7,819	\$4,980	\$2,839	36%
27	28-Nov-08	Electric Wheelchair	\$14,685	\$6,000	\$8,685	59%
28	28-Nov-08	Communication Aid	\$10,112	\$7,000	\$3,112	31%
29	28-Nov-08	Electric Wheelchair	\$12,857	\$8,500	\$4,357	34%
30	28-Nov-08	vehicle conversion	\$32,650	\$10,000	\$22,650	69%
31	28-Nov-08	Footplates	\$703	n/a		
32	13-Jan-09	Walking Frame	\$2,224	\$300	\$1,924	87%
33	13-Jan-09	Manual Wheelchair	\$6,272	\$4,000	\$2,272	36%
34	13-Jan-09	Manual Wheelchair	\$9,169	\$4,820	\$4,349	47%
35	13-Jan-09	Manual Wheelchair	\$9,346	\$4,821	\$4,525	48%
36	13-Jan-09	Electric Wheelchair	\$11,115	\$8,785	\$2,331	21%
37	11-Mar-09	Walker	\$1,048	\$300	\$748	71%

38	11-Mar-09	Bath Chair	\$1,485	\$500	\$985	66%
39	11-Mar-09	Manual Wheelchair	\$3,362	\$1,903	\$1,459	43%
40	11-Mar-09	Manual Wheelchair	\$4,052	\$3,125	\$927	23%
41	11-Mar-09	Electric Wheelchair	\$10,558	\$4,000	\$6,558	62%
42	11-Mar-09	Bathroom Modifications	\$9,934	\$4,400	\$5,534	56%
43	11-Mar-09	Electric Wheelchair	\$13,003	\$8,750	\$4,253	33%
44	11-Mar-09	Walker	\$5,495	n/a		
45	11-Mar-09	Manual Wheelchair	\$13,067	n/a		
46	11-Mar-09	Second Skin splints	\$1,895	n/a		
47	15-Apr-09	Electric Wheelchair	\$15,783	\$9,588	\$6,195	39%
48	15-Apr-09	Second Skin splints	\$1,895	n/a		
49	15-Apr-09	Manual Wheelchair	\$3,552	n/a		
50	20-May-09	Walker	\$4,585	\$300	\$4,285	93%
51	20-May-09	Manual Wheelchair	\$6,285	\$1,360	\$4,925	78%
52	20-May-09	Bath Chair	\$4,678	\$1,500	\$3,178	68%
53	20-May-09	Manual Wheelchair	\$4,285	\$2,449	\$1,836	43%
54	20-May-09	Back Rest	\$4,943	\$2,750	\$2,193	44%
55	20-May-09	Bathroom Modifications	\$17,320	\$4,400	\$12,920	75%
56	20-May-09	Electric Wheelchair	\$12,711	\$8,500	\$4,211	33%
57	20-May-09	Electric Wheelchair	\$11,169	\$8,998	\$2,172	19%
58	29-Jun-09	Walker	\$5,576	\$300	\$5,276	95%
59	29-Jun-09	Walker	\$5,418	\$300	\$5,118	94%
60	29-Jun-09	Walker	\$897	\$300	\$597	67%
61	29-Jun-09	Seating for Wheelchair	\$9,105	\$550	\$8,555	94%
62	29-Jun-09	Manual Wheelchair	\$6,180	\$2,000	\$4,180	68%
63	29-Jun-09	Manual Wheelchair	\$4,180	n/a		
64	29-Jul-09	Manual Wheelchair	\$3,615	\$2,192	\$1,423	39%
65	29-Jul-09	Manual Wheelchair	\$12,033	\$4,820	\$7,213	60%
66	29-Jul-09	Manual Wheelchair	\$9,707	\$4,820	\$4,887	50%
67	29-Jul-09	Electric Wheelchair	\$17,480	\$8,827	\$8,653	50%
68	09-Sep-09	Home Modifications	\$2,563	\$0	\$2,563	
69	09-Sep-09	Chair	\$900	\$0	\$900	
70	09-Sep-09	Walker	\$4,500	\$300	\$4,200	93%
71	09-Sep-09	Electric Wheelchair	\$14,053	\$8,750	\$5,303	38%
72	09-Sep-09	Electric Wheelchair	\$12,295	\$8,750	\$3,545	29%
73	14-Oct-09	Bed	\$5,455	\$2,940	\$2,515	46%
74	14-Oct-09	Manual Wheelchair	\$12,227	\$3,750	\$8,477	69%
75	14-Oct-09	Manual Wheelchair	\$13,453	\$5,700	\$7,753	58%
76	14-Oct-09	Home Modifications	\$5,000	n/a		
77	25-Nov-09	Walker	\$4,734	\$300	\$4,434	94%
78	25-Nov-09	Pressure Mattress	\$2,015	\$1,070	\$945	47%
79	25-Nov-09	Commode	\$4,133	\$1,500	\$2,633	64%
80	25-Nov-09	Hoist	\$3,214	\$2,600	\$614	19%
81	25-Nov-09	Manual Wheelchair	\$4,650	\$3,385	\$1,265	27%

82	25-Nov-09	Hoist	\$8,167	\$3,600	\$4,567	56%
83	25-Nov-09	Bathroom Modifications	\$13,990	\$4,400	\$9,590	69%
84	25-Nov-09	Manual Wheelchair	\$9,971	\$4,820	\$5,151	52%
85	25-Nov-09	Manual Wheelchair	\$12,840	\$5,070	\$7,770	61%
86	25-Nov-09	Electric Wheelchair	\$14,927	\$9,094	\$5,833	39%
87	25-Nov-09	Attendant Motor	\$2,075	n/a		
88	25-Nov-09	Pressure Mattress	\$13,950	n/a		
89	25-Nov-09	Mattress Overlay	\$1,895	n/a		
90	25-Nov-09	Emergency Lifting Cushion	\$3,450			
91	27-Jan-10	Portable Ramp	\$594	\$400	\$194	33%
92	27-Jan-10	School (Kelly) Chair	\$681	\$500	\$181	27%
93	27-Jan-10	School (Kelly) Chair	\$931	\$500	\$431	46%
94	27-Jan-10	Stander	\$4,300	\$550	\$3,750	87%
95	27-Jan-10	Stander	\$3,900	\$550	\$3,350	86%
96	27-Jan-10	Shower Commode	\$4,144	\$1,000	\$3,144	76%
97	27-Jan-10	Manual Wheelchair	\$14,716	\$1,250	\$13,466	92%
98	27-Jan-10	Manual Wheelchair	\$5,468	\$3,520	\$1,948	36%
99	27-Jan-10	Hoist & Sling	\$5,498	\$3,600	\$1,898	35%
100	27-Jan-10	Manual Wheelchair	\$14,285	\$3,750	\$10,535	74%
101	27-Jan-10	Bathroom Modifications	\$22,480	\$4,400	\$18,080	80%
102	27-Jan-10	Electric Wheelchair	\$18,834	\$8,750	\$10,084	54%
103	27-Jan-10	Vehicle Conversion	\$32,549	\$10,000	\$22,549	69%
104	27-Jan-10	Arm Support	\$3,224	n/a		
105	27-Jan-10	Hoist	\$4,530			
106	23-Feb-10	Shower Chair	\$5,150	\$1,500	\$3,650	71%
107	23-Feb-10	Manual Wheelchair	\$4,385	\$1,786	\$2,599	59%
108	23-Feb-10	Manual Wheelchair	\$9,688	\$3,880	\$5,808	60%
109	23-Feb-10	Electric Wheelchair	\$11,195	\$8,977	\$2,218	20%
110	23-Feb-10	Electric Wheelchair	\$19,500	\$9,500	\$10,000	51%
111	23-Feb-10	Vehicle Conversion	\$31,900	\$10,000	\$21,900	69%
112	24-Mar-10	Manual Wheelchair	\$7,604	\$4,820	\$2,784	37%
113	24-Mar-10	Manual Wheelchair	\$4,539	n/a		
114	28-Apr-10	Standing Frame	\$4,923	\$550	\$4,373	89%
115	28-Apr-10	Shower chair	\$4,144	\$1,500	\$2,644	64%
116	28-Apr-10	Hoist & Sling	\$4,250	\$3,600	\$650	15%
117	28-Apr-10	Manual Wheelchair	\$6,060	\$3,750	\$2,310	38%
118	28-Apr-10	Electric Wheelchair	\$14,378	\$9,617	\$4,761	33%
119	28-Apr-10	Electric Wheelchair	\$17,619	\$9,820	\$7,799	44%
120	26-May-10	Manual Wheelchair	\$6,525	\$1,000	\$5,525	85%
121	26-May-10	Shower Chair	\$3,977	\$1,500	\$2,477	62%
122	26-May-10	Manual Wheelchair	\$2,303	\$1,870	\$433	19%
123	26-May-10	Manual Wheelchair	\$6,772	\$3,750	\$3,022	45%
124	26-May-10	Manual Wheelchair	\$9,709	\$4,806	\$4,903	50%

125	26-May-10	Electric Wheelchair	\$12,170	\$8,166	\$4,003	33%
126	26-May-10	Electric Wheelchair	\$15,868	\$8,750	\$7,118	45%
127	23-Jun-10	Manual Wheelchair	\$3,440	\$0	\$3,440	
128	23-Jun-10	Second Skin Garment	\$2,580	\$0	\$2,580	
129	23-Jun-10	Manual Wheelchair	\$2,550	\$500	\$2,050	80%
130	23-Jun-10	Wombat Seat	\$5,586	\$500	\$5,086	91%
131	23-Jun-10	Shower Chair	\$4,099	\$1,500	\$2,599	63%
132	28-Jul-10	Bath Chair	\$1,340	\$500	\$840	63%
133	28-Jul-10	Manual Wheelchair	\$7,114	\$4,500	\$2,614	37%
134	28-Jul-10	Chair	\$9,665	\$4,500	\$5,165	53%
135	28-Jul-10	Sleep system	\$3,500		\$3,500	
136	28-Jul-10	Bed	\$1,200		\$1,200	
137	25-Aug-10	Chair	\$5,260	\$500	\$4,760	90%
138	25-Aug-10	Stander	\$4,700	\$550	\$4,150	88%
139	25-Aug-10	Bathroom Modifications	\$10,450	\$4,400	\$6,050	58%
140	25-Aug-10	Manual Wheelchair	\$11,121	\$4,735	\$6,386	57%
141	25-Aug-10	Manual Wheelchair	\$9,310	\$4,820	\$4,490	48%
142	25-Aug-10	Vehicle Conversion	\$31,900	\$10,000	\$21,900	69%
143	25-Aug-10	Vehicle Conversion	\$32,590	\$10,000	\$22,590	69%
144	06-Oct-10	Portable ramp	\$590	\$400	\$190	32%
145	06-Oct-10	Seat Riser	\$3,945	\$998	\$2,947	75%
146	06-Oct-10	Vehicle Conversion	\$27,600	\$1,000	\$26,600	96%
147	06-Oct-10	Bathroom Modifications	\$9,330	\$2,277	\$7,053	76%
148	06-Oct-10	Bed & Mattress	\$3,835	\$2,350	\$1,485	39%
149	06-Oct-10	Manual Wheelchair	\$7,039	\$4,290	\$2,749	39%
150	06-Oct-10	Manual Wheelchair	\$10,362	\$4,514	\$5,848	56%
151	06-Oct-10	Electric Wheelchair	\$17,642	\$9,645	\$7,997	45%
152	27-Oct-10	Sling	\$410	\$0	\$410	
153	27-Oct-10	Slide Sheet	\$47	\$0	\$47	
154	27-Oct-10	Chair	\$7,157	\$500	\$6,657	93%
155	27-Oct-10	Pressure Mattress	\$1,485	\$1,125	\$360	24%
156	27-Oct-10	Manual Wheelchair	\$8,230	\$4,589	\$3,641	44%
157	27-Oct-10	Electric Wheelchair	\$11,549	\$8,099	\$3,450	30%
158	27-Oct-10	Electric Wheelchair	\$12,126	\$8,204	\$3,923	32%
159	27-Oct-10	Vehicle Conversion	\$37,800	\$10,000	\$27,800	74%
160	27-Oct-10	Chair	\$5,235		\$5,235	
161	24-Nov-10	Chair Skid & Wheel Base	\$2,303	\$500	\$1,803	78%
162	24-Nov-10	Chair	\$5,035	\$500	\$4,535	90%
163	24-Nov-10	Chair	\$2,550	\$500	\$2,050	80%
164	24-Nov-10	Chair	\$4,739	\$500	\$4,239	89%
165	24-Nov-10	Commode chair	\$6,728	\$1,500	\$5,228	78%
166	24-Nov-10	Commode chair	\$3,665	\$1,500	\$2,165	59%
167	24-Nov-10	Hoist & Sling	\$6,349	\$3,300	\$3,049	48%

168	24-Nov-10	Manual Wheelchair	\$9,985	\$3,570	\$6,415	64%
169	24-Nov-10	Manual Wheelchair	\$8,933	\$4,702	\$4,231	47%
170	24-Nov-10	Electric Wheelchair	\$25,579	\$9,000	\$16,579	65%
171	15-Dec-10	Walking Frame	\$4,352	\$300	\$4,052	93%
172	15-Dec-10	Standing Frame	\$7,140	\$550	\$6,590	92%
173	15-Dec-10	Standing Frame	\$7,364	\$550	\$6,814	93%
174	15-Dec-10	Eating Device	\$4,998	\$3,000	\$1,998	40%
175	15-Dec-10	Electric Wheelchair	\$11,546	\$8,750	\$2,796	24%
176	15-Dec-10	Electric Wheelchair	\$11,606	\$9,028	\$2,579	22%
177	15-Dec-10	Electric Wheelchair	\$17,067	\$9,605	\$7,462	44%
178	17-Feb-11	Shower Commode	\$4,492	\$1,500	\$2,992	67%
179	17-Feb-11	Manual Wheelchair	\$7,760	\$3,750	\$4,010	52%
180	17-Feb-11	Electric Wheelchair	\$16,994	\$9,800	\$7,194	42%
181	17-Mar-11	Stroller	\$7,197	\$2,707	\$4,490	62%
182	17-Mar-11	Manual Wheelchair	\$11,665	\$3,750	\$7,915	68%
183	17-Mar-11	Manual Wheelchair	\$8,294	\$4,270	\$4,024	49%
184	urgent	Electric Wheelchair	\$11,402	\$9,648	\$1,754	15%

AVERAGE	56%
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Appendix A2 – IRSA Members (April 2011)

Ability Healthcare

115 Silverwater Road
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Ph (02) 9648-1888
Fax (02) 9618-2228
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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

Country Care

165 Ninth Street
MILDURA VIC 3500
Ph (03) 5022-1680
Fax (03) 5021-5653
www.country-care.com.au

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

Durable Medical Equipment

Unit 2 – 19 Boden Place
SEVEN HILLS NSW 2147
Ph (02) 9838-8869
Fax (02) 8212-5912
www.durmed.com.au

Dynamic Controls

17 Print Place, Middleton
CHRISTCHURCH (NZ)
Ph +64 3 962-2519
Fax +64 3 962-2966
www.dynamiccontrols.com

Dynamic Wheelchair Solutions

Unit 17 – 14 Audsley Street
CLAYTON VIC 3168
Ph (03) 9548-8400
Fax (03) 9548-8411

E&S Wheelchair Sales

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

Endeavour Industries

Unit 2 – 37 Hallam South Road
HALLAM VIC 3803
Ph (03) 9703-2900
Fax (03) 9703-3465
www.endeavourindustries.com.au

Fisher Lane

26 Victoria Crescent
ABBOTSFORD VIC 3067
Ph (03) 9419-2250
Fax (03) 9417-2074
www.fisherlane.com.au

Franks Engineering

84A Barkers Road
NORTH COBURG VIC 3058
Ph (03) 9354-0400
Fax (03) 9354-0344
www.franksengineering.com.au

Geelong Wheelchair Services

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 Drive
LYNBROOK VIC 3975
Ph 1800 06-0919
Fax 1300 73-4998
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

Healthcare Innovations Australia

Unit 3 – 10 Carsten Road
GEPPS CROSS SA 5094
Ph (08) 8260-3789
Fax (08) 8125-5990
www.healthcareinnovations.com.au

Hills Healthcare

100 Mulgool Road
MALAGA WA 6090
Ph (08) 9248-4444
Fax (08) 9248-4190
www.hillshealthcare.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)

2/30 Heathcote Road
MOOREBANK NSW 2170
Ph (02) 9601-6909
Fax (02) 9601-7870
www.hospitalathome.com.au

Independent Living Solutions

8 Keane Street
CURRAJONG QLD 4812
Ph (07) 4728-1200
Fax (07) 4728-1201
www.living-solutions.com.au

Invacare Australia

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

Keep Moving

15 Swan Crescent
WINNELLIE NT 0820
Ph (08) 8947-5122
Fax (08) 8947-2531
www.keeppmoving.net.au

Magic Mobility

Unit 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 3178
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 88-2194
Fax 1300 88-2197
www.medistore.com.au

Megalong Positioning Service

2 Grose Street
LEURA NSW 2780
Ph (02) 4784-3971
Fax (02) 4784-3230
www.megalongpositioning.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 Aids Australia

Unit 1 – 820 Princes Highway
SPRINGVALE VIC 3171
Ph (03) 9546-7700
Fax (03) 9546-7744
www.mobilityaids.com.au

Mobility Matters

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

Northcott Equipment Solutions

1 Fennell Street
NORTH PARRAMATTA NSW 2151
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 1800 73-8885
Fax 1300 73-8886
www.novis.com.au

Omni Healthcare

304 Creswick Road
BALLARAT VIC 3350
Ph (03) 5333-4006
Fax (03) 5333-3825
www.omnihealthcare.com.au

Otto Bock Australia

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

ParaQuad NSW (BrightSky)

6 Holker Street
NEWINGTON NSW 2127
Ph (02) 8741-5685
Fax (02) 9735-0016
www.brightsky.com.au

Peak Care Equipment

Unit 2 – 21 Denison Street
WOLLONGONG NSW 2500
Ph (02) 4227-4315
Fax (02) 4227-4316
www.peakcareequipment.com.au

Permobil Australia

Unit 3 – 39 Stanley Road
INGLEBURN NSW 2565
Ph (02) 9618-2755
Fax (02) 9605-7267
www.permobil.com.au

Pride Mobility Products

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

Problem Management Engineering

6 Kookaburra Road
HORNSBY HEIGHTS NSW 2077
Ph (02) 9482-2808
Fax (02) 9476-6046
www.pmeautoconversions.com.au

Scooters & Mobility Group

18 Outlets Nationally
Ph 1800 72-6000
www.scootersandmobility.com.au

Scooters Australia

14 Outlets Nationally
Ph 1300 62-2633
www.scootersaus.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

Total Mobility Solutions

Unit 1A – 1-11 Burns Road
HEATHCOTE NSW 2233
Ph (02) 9520-1866
Fax (02) 9520-4345
www.totalmobility.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 NSW

Unit 7 – 301 Hillsborough Road

WARNERS BAY NSW 2282

Ph (02) 4954-8555

Fax (02) 4954-5017

www.wownsw.com.au

Watercomfort Company

42 Alexander Road

TAREN POINT NSW 2229

Ph (02) 9531-1699

Fax (02) 9531-1799

www.watercomfort.com.au