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## Welcome to the ATSA Update

**Chris Sparks - Executive Officer, ATSA**

Why is it that it feels like the Christmas break was only yesterday, yet the calendar reminds us we are almost at the half way point of 2012? They say it's a sign of age, however those of us who are starting to exhibit more and more grey like to believe the frenetic pace of life in general that makes the months fly by.

It has certainly been a busy start to 2012 with many funders releasing major tenders and/or requests for quotations to try to ensure best value for the public's investment in supporting those in need of assistive technology. The tender process is always a difficult and stressful time for suppliers due to the additional workload they have to deal with in accurately responding to the high level of detail now required by many funders. Tenders can also be a make or break event for businesses that rely on government funding for their continued viability. ATSA has been engaging with funders to illustrate the benefits of allowing more time for suppliers to finalise tender documents so they can offer the best possible package of products and services. ATSA

also argues that funders should be focusing more on total lifetime costs of AT than simply purchase price. My current wheelchair is now almost 10 years old and the frame is still as good as new. To me this represents great value compared to other chairs I have owned that were in need of replacement after just 3 or 4 years. We are also concerned about how tenders impact on service levels to consumers in rural and regional areas. If their local supplier is not "on contract", they usually ended up waiting weeks or months for an out of town supplier to service their needs. This can have very detrimental impacts on the individual particularly when their needs are urgent (ie pressure care).

There seems to be a lack of understanding of the importance of the AT trial process with some bureaucrats in charge of AT procurement. Moves by funders in some states have driven suppliers to ask the question of OTs when asked to do a trial, "Who will be funding the equipment if successful?". With funders understandably looking to utilise bulk purchase or reissue products, the supplier who performs the trial is left out of pocket as the AT is sourced elsewhere. This is adding to OTs workload and will likely end up in more equipment

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It's time to make every Australian count

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abandonment or consumers not getting the most appropriate equipment for their needs.

**Want to share something in the next edition? Comments, product updates and articles can be sent to [nikki.mcmahon\[at\]atsa.org.au](mailto:nikki.mcmahon[at]atsa.org.au)**



There is also a real dilemma facing our industry as prices of more standard AT are continually driven lower whilst the costs of running a business in Australia are escalating everyday. Wages, rent, insurance, compliance and utility costs are all increasing yet the price of a standard wheelchair, rollator or commode is significantly lower in real dollar terms than it was a decade ago. At the highly customised end of the AT triangle, high service levels, expertise and experience are all critical to getting it right for the consumer, yet there is little support from funders for the extra lengths suppliers go to in order to service their customers.

With ATSA's ever increasing workload engaging with governments, staging our Daily Living Expo, working to improve industry standards and trying to resolve day to day issues with our membership, it has been difficult to keep looking ahead and remain proactive driving positive change for our industry. To support ATSA's ongoing work on behalf of our members, we are delighted to announce the appointment of Dr Michael Summers as ATSA's Senior Policy Advisor. I have been fortunate to work with Michael in various arenas including the Victorian Aids and Equipment Action Alliance (AEAA) and the National Aids and Equipment Reform Alliance (NAERA). Michael has held senior roles influencing public policy and over the past few years has developed a great passion for reforming AT funding programs to improve efficiency and deliver better outcomes for consumers and other stakeholders. By joining ATSA, Michael will be

able to garner the knowledge of our members and focus his energies on developing and communicating how a world-class funding system can function in the Australian context. I am very excited about Michael joining our team and I look forward to working closely with him for the benefit of our membership.

The push for the NDIS continues to gain momentum and large rallies of support were staged across Australia just last month. Anyone involved in the provision of products and services to Australians with a disability know just how important this reform is for all Australians. It is hoped that the NDIS will include a national funding strategy for AT that could deliver much needed efficiencies and better outcomes for consumers. I am sure the likes of Pride Mobility, Sunrise Medical, Invacare, Hills and Aidacare would welcome one national marketplace instead of having to deal with the peculiarities of more than 100 funding schemes in a country with a population of just over 22 million. Most importantly consumers hope to see an end to subsidy style schemes that leave them out of pocket or waiting years for essential AT due to demand well in excess of funds available. To find out how to get behind the campaign for an NDIS you just have to visit the every Australian counts website [www.everyaustraliancounts.com.au](http://www.everyaustraliancounts.com.au).

Nikki McMahon has been doing some great work on our ATSA website [www.atsa.org.au](http://www.atsa.org.au) and will soon be updating it with a "Find an ATSA Member" section for consumers and therapists. There is a great deal of information already available on the site including past newsletters, ATSA's various

submissions to government and importantly our ATSA Code of Practice.

It is just a couple of weeks til the ATSA Daily Living Expo in Melbourne and this year's event looks like being bigger and better than ever. With a massive array of AT products and services under one roof this is a great opportunity for people with a disability, care givers, therapists and others to seeing the latest in AT innovation. The Expo also features an outstanding Clinical Education Program with a great array of local and international speakers. There is one presentation titled, "Sex, Lies and Assistive Technology" that appears to be generating a lot of interest. For all the latest information on the Expo visit [www.dailylivingexpo.com.au](http://www.dailylivingexpo.com.au) and make sure you pre-register online to avoid the queues on arrival.

I look forward to catching up with everyone in a few weeks at the Daily Living Expo.

## Why NDIS is for EVERY Australian

The push for a National Disability Insurance Scheme (NDIS) is promoted as a critical step forward to ensure the overall welling being and social inclusion of Australians with a disability, but what about everyone else? The fact is the majority of Australians are able bodied and do not identify themselves as having any disability, so what's in it for them.

The answer came to me a few years ago when I was attending an AT roadshow in New Zealand. I was catching up with an old

# MAKE IT REAL

# NDIS 2012



industry acquaintance from the USA, a wheelchair user himself and he used the term "TABS" when describing able-bodied people. I asked him what he meant by TABS and he replied "Temporarily Able Bodied" and it highlighted the importance to everyone of an NDIS.

The fact is everyone is at risk of acquiring a catastrophic disability that could potentially devastate their lives. If you dig around the internet for some information on the incidence of new disability you quickly find that each month in Australia –

- there are 40 new cases of cerebral palsy
- there are 3 new cases of muscular dystrophy
- 36 people suffer spinal cord injuries
- a staggering 50 people are diagnosed with motor neurone disease

Add this to the thousands annually who have an acquired brain injury, those who suffer amputation, burns, contract multiple sclerosis or incur a severe vision impairment... The list is endless and the numbers are huge. All people who just a short while ago never considered they would end up with a disability. And for each individual there are dozens more family members, friends, work colleagues and others who are impacted.

If this was a single disease it would be considered an epidemic and politicians of all persuasions would be jumping to action.

This is why we urgently need the NDIS and why it is an insurance scheme, not a social welfare initiative. It will be of great benefit to those who already have a disability but it is even more important for the "TABS" of today to help safeguard them against the risk of catastrophic disability.

We shouldn't kid ourselves that the NDIS will miraculously

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Register to attend the ATSA Daily Living Expo online at [www.dailylivingexpo.com.au](http://www.dailylivingexpo.com.au) or phone 1300 789 845, and you'll automatically go in the draw to win a prize pack of products for your facility – and a \$500 gift card for yourself.

resolve the trauma of disability but it will offer people a far better chance of re-establishing their lives and becoming fully engaged, contributing members of society. To get on board visit [www.everyaustraliancounts.com.au](http://www.everyaustraliancounts.com.au) and lend your voice to the campaign.

### **Dr Michael Summers joins the ATSA team as Senior Policy Advisor**



Dr Michael Summers

As of April 2012, ATSA have appointed Dr Michael Summers into the newly created role of Senior Policy Advisor. "The delivery of Assistive Technology in Australia is a hugely neglected area in desperate need of reform. It doesn't work for consumers, their families, professionals, governments or suppliers" said Michael at ATSA's board meeting this month. "With major government reforms underway in disability, aged care and health services, there's never been a better time to find a way to provide Assistive Technology."

Michael will be working with federal, state and territory governments to ensure that government policies and programs

regarding assistive technology are both effective and efficient.

His main priority in the immediate term is to ensure ATSA's members are engaged in the development of the National Disability Insurance Scheme (NDIS) and other major developments, including the national reform of aged care programs.

By working with ATSA's members, Michael will work to incorporate their joint expertise to deliver positive outcomes for consumers, government and suppliers.

Michael is currently the chairman of the National Aids and Equipment Reform Alliance, a group of over 30 national peak organisations with an interest in Assistive Technology, representing professionals, service providers, suppliers, consumers/ carers and experts from across the disability, aged care and health care sectors.

Previously, Michael held the position of Senior Policy Advisor with MS Australia. He's worked across a variety of roles across the disability, aged care, health sectors and academia on public policy development and implementation, program evaluation, case management systems and organisational change.

Assistive Technology Suppliers Australasia (ATSA) is the leading industry body representing the views and aspirations of assistive technology suppliers across Australasia. To learn more about ATSA, visit [www.atsa.org.au](http://www.atsa.org.au).





## 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 9.12 states that – “When required, demonstration of the safe use of equipment for its use under the conditions which the purchaser best describes as “normal” for his/her purposes must be offered prior to conclusion of a sale. The consumer must be encouraged to seek appropriate tuition/training from an independent healthcare professional.”

A PDF copy of the Code of Practice is available to download at <http://www.atsa.org.au/CodeofPractice.aspx>

## Melbournians, make the ATSA Daily Living Expo your must-do event for professional development this year

As a therapist, you want to ensure you get the most value for time spent with your clients. The better your knowledge, the better your equipment prescriptions- the better the results are for them.

In order to keep achieving the best outcomes for your clients, keeping up to date with the latest products, technologies and prescribing tools is important and there's no better place to do this than at the upcoming ATSA Daily Living Expo, which returns to Melbourne this May.

At Australia's foremost exhibition for rehabilitation and aged care equipment, you'll not only be able to network with other therapists in your specialty, but also learn about the most important developments from your industry's leading suppliers.

There are 24 free clinical education sessions to choose from, with practical advice on seating, positioning and wheelchair prescription, studies on innovation such as assistive robotics supporting people with disabilities and key changes in the recent

standards for Manual Wheelchairs and the rationale behind them.

Six international experts are being flown over to speak on topics including the use of internet-based cognitive therapy in outpatient settings by Frank Schultz, CEO of Hasomed, Germany and an introduction to Dynamic Control's iPortal, which connects power wheelchairs to Apple Devices by Mark Hewitt from NZ.

Consider the ATSA Daily Living Expo the key event for your professional development this year.

The ATSA Daily Living Expo runs from Wednesday 16 to Thursday 17 May at Caulfield Racecourse, Melbourne. Entry to the event and clinical sessions are FREE but pre-registration is required. To register, visit [www.dailylivingexpo.com.au](http://www.dailylivingexpo.com.au)



Automobility Kia Grand Carnival conversion

## More than 500 Queenslanders to benefit from vehicle modification subsidy scheme

Announced recently by Disability Services Minister Curtis Pitt, more than 500 Queenslanders with a disability will soon be able to get around their community more easily, thanks to a new \$1.8 million vehicle modification subsidy scheme.

Without access to a wheelchair-friendly car, whether as a driver or passenger, things we take for granted, like getting to and from work, visiting friends and doing the shopping can be a challenge for people with disabilities.

Over the next two years, the Vehicle Options Subsidy Scheme (VOSS) will provide subsidies for Queenslanders with a disability for a range of transport options including driving lessons, vehicle assessments and vehicle modifications.

“This new scheme is about increasing the independence of people with a disability and helping them to get more active in their communities,” said Mr Pitt.

This scheme supports the government's vision to develop an 'inclusive society', enabling people



## Greg Rendell from Total Mobility

Total Mobility was initially established in 1992, and was largely a supplier of specialist portable stair climbers and lift/recline chairs when it was purchased by Greg Rendell in December 2006. With Greg's background in bearings and parts, we asked what drove his decision to move into the Assistive Technology industry and he told us "It was in many respects a commercial decision, but has been one that has provided a significant degree of satisfaction, especially when you know that the service and equipment you provide really does make a difference in somebody's life".

With Topform Furniture one of their major suppliers, portable stair climbers and lift/recline chairs still account for a significant proportion of Total Mobility's sales but the business has since diversified in response to the requests of the therapists they work with. They now "supply everything from walkers and daily living aids, to beds, power chairs and sophisticated alternating mattresses" offering quality brands' products including Invacare, Otto Bock, Hills Industries, Sunrise Medical, Seating Dynamics and Novis Healthcare.

Today, Total Mobility employs 11 people across their head office in Heathcote (NSW) and a second branch in Canberra. Their coverage ranges from Newcastle, Central Coast, Sydney and surrounds, the Illawarra and South Coast, and across to Canberra and districts with the occasional interstate visit for the portable stair climbers.

The company was registered with the name 'Total Mobility Solutions Pty Ltd' and providing the best solution for clients' needs has defined Greg's approach to business from the start, always focusing on the "right 'solution'- not just selling the product". They place importance on after sales service as well, and ensure their team are as well equipped as possible to provide informed recommendations by participating in industry training and education like ATSA's Professional Series and Business Builder sessions.

Greg says "Of course, running a company necessitates making money, but we never lose sight of the fact that we are in a 'care industry'" and credits this philosophy, working closely with therapists, clients and suppliers to try and achieve outcomes that meet everybody's needs for being fundamental in their steady growth.

To view Total Mobility's website click <http://www.totalmobility.com.au>.

with a disability, their families and carers with improved access to participate in social and economic opportunities in their community.

Mr Pitt said the VOSS initiative was developed with input from an expert advisory committee including specialists from Queensland Health, Queensland Transport and representatives from the RACQ, Carers Queensland, and Queenslanders with a Disability Network.

For more information on the scheme, visit <http://www.communities.qld.gov.au/disability/support-and-services/our-services/vehicle-options-subsidy-scheme-voSS>

ATSA Member Automobility has over 10 years manufacturing wheelchair accessible vehicles for

drivers and passengers, specialising in Kia Grand Carnivals and Volkswagon T5 Transporters. To learn more visit [www.automobility.com.au](http://www.automobility.com.au).

### New wheelchair prescription guidelines available

Although there's no specific formula for prescribing a wheelchair or scooter, EnableNSW and Lifetime Care & Support Authority are helping to cut through the confusion with their recently published guidelines offering a series of new checklists.

Not only will a poorly matched wheelchair adversely affect an individual's potential, participation, lifestyle goals and health status but

also add to costs so it's important to get it right, the first time.

In a foreword from the Chair of National People with a Disability and Carers Council, Dr. Rhonda Galbally said that the guides are a "very useful tool for all wheelchair and mobility scooter users in lifting the standard of consumer choice... highly valuable".

Developed collaboratively with input from experts in the field of wheelchair prescription including reviews by ATSA, the evidence-based guidelines have been published to result in the most appropriate seated wheelchair or mobility scooter for an individual.

Providing best practice recommendations, the guidelines are intended for use by occupational therapists



and physiotherapists as well as professionals with specific expertise involving the prescription of wheelchairs, such as employees of ATSA member companies which provide scripted products.

To read more about the guidelines, or to download copies please click [http://www.lifetimecare.nsw.gov.au/Spinal\\_Cord\\_Injury.aspx](http://www.lifetimecare.nsw.gov.au/Spinal_Cord_Injury.aspx)

## **ATSA Executive Officer Chris Sparks appointed to NSW Disability Council**



Chris Sparks

Executive Officer of ATSA, Chris Sparks has just been appointed into the NSW Disability Council where he joins 13 other members in the official advisory body to the State

Government on disability matters.

In addition to advising the NSW Minister for Disability Services on disability matters, the council's role is to promote a positive vision of the future for all people with a disability by raising community awareness and promoting participation.

A long-term wheelchair user, Chris Sparks was born in Dorrigo, northern NSW and has worked for 21 years in senior executive roles in the Assistive Technology industry. Initially Chris was rehab dealer, then importer/ distributor before assuming the role of General Manager, Invacare Australia and later as an ex-patriot in the role of General Manager, Invacare Asia.

Chris was a Paralympian in Seoul 1988 and an Olympic torch bearer in Sydney 2000. He's previously been Chairman of NSW Wheelchair Sports (6 years), Vice President of the Northcott Society (5 years) and has lobbied for the rights of people with disabilities for many years.

Living and working abroad, plus general travel to more than 20 countries has seen Chris develop a broad understanding of human

nature and cultural differences across national and ethnic boundaries which make him a perfect fit for the Council.

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## **Better Business: Why your organisation needs a social media policy**

A decade ago, teens we were setting up hotmail addresses and MSN chat ruled their lives. That was the extent of social media uptake. Today, there are more than 10 million active Australian Facebook users, and 6.6 million of us check in daily.

If you have guidelines around the use of your business's Facebook page, then you're fine, right? Not so fast there. With the vast uptake of users to social media applications like Facebook, the line between our personal and work life is fast becoming blurred.

In a case mentioned by HWL Ebsworth, transport giant Linfox was ordered to reinstate a sacked employee after dismissing him for making derogatory and offensive remarks about Linfox managers on his Facebook page. These comments were discovered by one of the named managers, who said she was deeply upset by what she read.

Although Commissioner Roberts of Fair Work Australia found the employee's comments about Linfox managers and criticism about their conduct in recent enterprise negotiations were distasteful, he acknowledged that the page was "not a web blog, intended to be on public display. It was not a public forum." The Commissioner accepted evidence that his account was set up by his wife and daughter and had the highest privacy setting, or so he thought and took into the context of the comments concluding that they had "much the

### **2012 ATSA Daily Living Expo**

## **Free Advice: Prescribing a Power Chair from the Ground Up**

If you're new to wheelchair prescription, then you should join Permobil's Owen Dawes at the ATSA Daily Living Expo this May in Melbourne. On Wednesday 16th, head to Caulfield Racecourse to hear him speak about how each of the different components of a power wheelchair are put together to form a complete powered mobility solution for your clients.

You'll learn about functional differences between different drive styles (what?), seating platforms (huh?), power seat functions (um, okay) and finally the control system. Owen will be bringing along some of the unique products and options that Permobil offer which have the potential to make a remarkable difference to your clients' independence and life.





flavour of a conversation in a pub or cafe, although conducted in an electronic format”.

The most decisive factor in finding for the employee was said to be the fact that Linfox did not have a social media policy in place governing the use of social media at the time of the dismissal or 5 months later at the time of the hearing. Linfox had relied on their induction training and employee handbook, which were deemed insufficient.

In another case published in the Brisbane Times, a man was sacked after posting an expletive-laden rant against his senior work colleagues on Facebook. The update was taken as a threat to one of the managers and he was promptly dismissed. His unfair dismissal claim was rejected, despite the fact his page was set to the maximum privacy setting, his employer, Good Guys, was not mentioned in the update and he had already contacted the appropriate manager regarding his pay concerns for a one month period when he posted.

The comments Damien made were read by work colleagues he was

connected to on Facebook. Good Guy's employee handbook requires employees to be courteous and polite when communicating with other staff, including not resorting to personal abuse or offensive language. Fair Work Australia's Deirdre Swan ruled "The fact that the comments were made on the applicant's home, computer out of work hours, does not make any difference".

With the line between our work and personal lives blurred, it's never been more important to implement a social media policy so that you and your employees are clear where you each stand. For legal advice, you can contact a workforce relations law firm like HWL Ebsworth.

## Thanks Terry

Terry Gallagher, the always affable CEO of Otto Bock Australia is well known throughout the AT and prosthetics industries. Terry has also been a major supporter of ATSA since 2007, having served in various roles including treasurer and president over the past 5 years.

At our AGM last December, Terry was re-elected as ATSA's president, however he told the membership at the time that he would need to step aside mid-2012 due to his increasing workload with Otto Bock. Terry formally resigned at our committee meeting in April but the good news is he is prepared to remain an active member of our association's strategic management team.

Terry has done an outstanding job in helping to build ATSA and has generously contributed his talents and skills in many different areas. I am sure all our members would like to express their appreciation for his work over the years in helping to shape our organisation.

Terry will remain a member of ATSA's management committee and will also be helping to drive our policy group working with Dr Michael Summers.

Sam Garland from Aidacare has stepped up into the role of president and will no doubt bring a fresh perspective and new energy into the role. Sam is a relative new comer to our industry but has quickly established himself as a very savvy and down to earth

# DAILY LIVING EXPO

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businessman and earned the respect of competitors, customers and suppliers alike.

ATSA is indeed very fortunate to have people of such calibre prepared to volunteer their time to support our industry.

## ATSA Committee

President	Sam Garland (Aidacare)
Treasurer	George King (Home Safety & Comfort)
Secretary	Mark Wheeldon (GMS Rehab)
Committee	Jill Barnett (Magic Mobility)
	Owen Davies (Permobil)
	Terry Gallagher (Otto Bock)
	Richard New (Hills Healthcare)
	John Payne (Invacare Australia)

## ATSA

Executive Officer	Chris Sparks
Senior Policy Advisor	Michael Summers
Marketing Communications	Nikki McMahon

# Welcome to new ATSA members

ATSA has welcomed the following members since the last edition of the newsletter.



### Scooter World Australia

Ph: (08) 8245-1111 Fax: (08) 8245-1110 [www.scooter-world.com.au](http://www.scooter-world.com.au)

Quality of service is not just something Scooter World pride themselves on, it's something build their business around. They understand that the age and circumstances of their customers means that it's important to allow time to properly assess needs before rushing a sale and this is reflected in their sales process and after-sales service. Scooter World supply mobility scooters, wheelchairs and mobility equipment for the aged and disabled from Welland, Christies Beach and Salisbury Plain in South Australia.

### Bellevue Medical

Ph: (02) 6041-9700 Fax: (02) 6041-9711 [www.bellevuemedical.com.au](http://www.bellevuemedical.com.au)

Bellevue Medical is an Albury based organisation founded in 1988. A move to David Street in December 2009 saw them acquire a large showroom to display their broad product range which includes wheelchairs, mobility scooters, walking equipment, geriatric chairs and bathroom aids. Their team comprises ten experienced staff members who come together to offer you specialised product knowledge to assist you in finding the best item to meet your needs.



# atsa Members Register

Aidacare Pty Ltd  
4 Noonan Road  
INGLEBURN NSW 2565  
Ph: (02) 9618-5000  
Fax: (02) 9618-5111  
[www.aidacare.com.au](http://www.aidacare.com.au)

Bellevue Medical  
564 David St  
Albury NSW 2640  
Ph: (02) 6041-9700  
Fax: (02) 6041-9711  
[www.bellevuemedical.com.au](http://www.bellevuemedical.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](http://www.disabilityhire.com.au)

Dynamic Wheelchair Solutions Pty Ltd  
Unit 17, 14-26 Audsley Street  
CLAYTON VIC 3168  
Ph: (03) 9548-8400  
Fax: (03) 9548-8411

Astec Equipment Services  
Unit 2, 109 Hertford Street  
SEBASTOPOL BALLARAT VIC 3356  
Ph: (03) 5336-3900  
Fax: (03) 5336-3977  
[www.astecservices.net.au](http://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](http://www.country-care.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](http://www.durmed.com.au)

Endeavour Industries Pty Ltd  
Unit 2 - 37-41 Hallam South Road  
HALLAM VIC 3803  
Ph: (03) 9703-2900  
Fax: (03) 9703-3465  
[www.endeavourindustries.com.au](http://www.endeavourindustries.com.au)

Automobility  
Unit 3, 63 Canterbury Road  
MONTROSE VIC 3765  
Ph: 1300 660 773  
Fax: (03) 9762-2355  
[www.automobility.com.au](http://www.automobility.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](http://www.dejay.com.au)

Dynamic Controls Pty Ltd  
17 Print Place, Middleton  
CHRISTCHURCH NZ  
Ph: +64 21 224978  
Fax: +64 3 9628989  
[www.dynamiccontrols.com](http://www.dynamiccontrols.com)

FAS Therapeutic Equipment  
6 Bate Drive  
BRAESIDE VIC 3195  
Ph: (03) 9587-6766  
Fax: (03) 9587-6899  
[www.fasequipment.com](http://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](http://www.fisherlane.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](http://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](http://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](http://www.gtkrehab.com.au)

Healthcare Innovations Australia Pty Ltd  
Unit 3, 10-12 Carsten Road  
GEPPS CROSS SA 5094  
Ph: (08) 8260-3789  
Fax: (08) 8125-5990  
[www.healthcareinnovations.com.au](http://www.healthcareinnovations.com.au)

Hills Healthcare  
Unit J - 5 Butler Boulevard  
Burbridge Business Park  
ADELAIDE AIRPORT SA 5950  
Ph: (08) 8154-4105  
Fax: (08) 8154-4117  
[www.hillshhealthcare.com.au](http://www.hillshhealthcare.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](http://www.homesafetyandcomfort.com.au)

Hospital at Home  
1/30 Heathcote Road  
MOOREBANK NSW 2170  
Ph: (02) 9601-6909  
Fax: (02) 9601-7870  
[www.hospitalathome.com.au](http://www.hospitalathome.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](http://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](http://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](http://www.invacare.com.au)

Keep Moving Pty Ltd  
15 Swan Crescent  
WINNELLIE NT 0821  
Ph: (08) 8947-5122  
Fax: (08) 8947-2531  
[www.keeppmoving.net.au](http://www.keeppmoving.net.au)

Magic Mobility Pty Ltd  
2/16 Viewtech Place  
ROWVILLE VIC 3178  
Ph: (03) 9755-8100  
Fax: (03) 9755-8111  
[www.magicmobility.com.au](http://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](http://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](http://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](http://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](http://www.megalongpositioning.com.au)

Mobility Aids Australia Pty Ltd  
1/820 Princes Highway  
SPRINGVALE VIC 3171  
Ph: (03) 9546-7700  
Fax: (03) 9546-7744  
[www.mobilityaids.com.au](http://www.mobilityaids.com.au)

Mobility Matters Pty Ltd  
PO Box 669  
FYSHWICK ACT 2609  
Ph: (02) 6280-7244  
Fax: (02) 6239-1281  
[www.mobilitymatters.com.au](http://www.mobilitymatters.com.au)

Northcott Equipment Solutions  
PO Box 4055  
PARRAMATTA NSW 2124  
Ph: (02) 9890-0186  
Fax: (02) 9898-0924  
[www.northcottes.com.au](http://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](http://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](http://www.novis.com.au)

Omni Healthcare  
206 Creswick Road  
BALLARAT VIC 3350  
Ph: (03) 5333-4006  
Fax: (03) 5333-3825  
[www.omnihealthcare.com.au](http://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](http://www.ottobock.com.au)

Para Mobility  
5 Chadd St  
GALSTON NSW 2159  
Ph: (02) 9653-2719  
Fax: (02) 9653-3719  
[www.paramobility.com.au](http://www.paramobility.com.au)

ParaQuad NSW  
6 Holker Street  
NEWINGTON NSW 2127  
Ph: (02) 8741-5685  
Fax: (02) 9735-0016  
[www.paraquad.org.au](http://www.paraquad.org.au)

Peak Care Equipment Pty Ltd  
Unit 3, 10 Tannery St  
UNANDERRA NSW 2526  
Ph: (02) 4272-2688  
Fax: (02) 4272-2699  
[www.peak-care.com.au](http://www.peak-care.com.au)

Permobil Australia Pty Ltd  
Unit 312, 14-16 Lexington Drive  
Northwest Business Park  
BELLA VISTA NSW 2153  
Ph: (02) 8883-4292  
Fax: (02) 8883-2356  
[www.permobil.com](http://www.permobil.com)

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](http://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](http://www.pmeautoconversions.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](http://www.scootersandmobility.com)

Scooters Australia  
Unit 4, 355 South Gippsland Highway  
DANDENONG VIC 3175  
Ph: (03) 9799-9077  
Fax: (03) 9799-9177  
[www.scootersaus.com.au](http://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](http://www.scootersaus.com.au)

Scooter World Australia  
81 Grange Road  
WELLAND SA 5007  
Ph: (08) 8245-1111  
Fax: (08)-1110  
[www.scooter-world.com.au](http://www.scooter-world.com.au)

Seating Dynamics Pty Ltd  
Unit 3 - 19 Boden Road  
SEVEN HILLS NSW 2147  
Ph: (02) 9620-7839  
Fax: (02) 9012-0087  
[www.seatingdynamics.com.au](http://www.seatingdynamics.com.au)

Specialised Wheelchair Company  
11 Mitchell Road  
BROOKVALE NSW 2100  
Ph: (02) 9905-5333  
Fax: (02) 9905-2208  
[www.swco.com.au](http://www.swco.com.au)

Sunrise Medical Pty Ltd  
6 Healey Circuit  
HUNTINGWOOD NSW 2148  
Ph: (02) 9899-3144  
Fax: (02) 9678-6659  
[www.sunrisemedical.com.au](http://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](http://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](http://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](http://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](http://www.wownsw.com)

Watercomfort Company  
42 Alexander Avenue  
TAREN POINT NSW 2229  
Ph: (02) 9531-1699  
Fax: (02) 9531-1799  
[www.watercomfort.com.au](http://www.watercomfort.com.au)

Wheelchair Sales  
Unit 6 - 1 Field Close  
MOOREBANK NSW 2170  
Ph: (02) 9822-4323  
Fax: (02) 9822-4207  
[www.wheelchairsales.com.au](http://www.wheelchairsales.com.au)

