



## From The Executive Officer

Saturday 12 May 2018 marked a turning point for ATSA with the adoption of a new constitution that provides greater flexibility for us to respond to the moving climate that is unfolding in the supply of AT.

We have also launched a new website which allows the general public to find businesses that operate under our *Code of Practice* and allows ATSA members to post training events online. These sections are currently under construction and members will be asked to register shortly. The new website is another step by ATSA to raise the profile of its members in the competitive AT market. ATSA believes businesses that operate ethically should be recognised and rewarded for their efforts.

This year's ATSA Independent Living Expos were again a tremendous success, breaking records in attendance and exhibitor numbers. Both the Melbourne and Perth shows exceeded expectations and received positive feedback from attendees and exhibitors alike. I would like to thank everyone involved; without you, these events – which make a real difference in individuals' lives – would not happen.

Unfortunately, there have been several scam emails offering contact lists from the Expos. Please do not respond to these emails. Neither ATSA nor Interpoint offer contact lists, so please treat with great caution any persons offering such information.

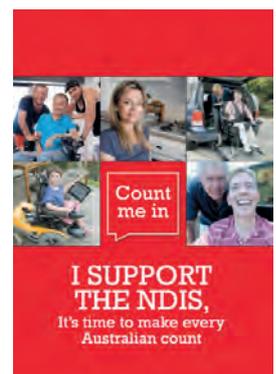
I wish to remind everyone that the General Data Protection Regulation (GDPR) that covers data protection and individual privacy within the European Union has come into effect. It also covers the export of personal data outside the EU. The Australian Government supports the EU and will most likely adopt the same regulations in the near future. The fines are high; four per cent of annual turnover or €20 million (whichever is greater). [Click here for more information.](#)

I strongly encourage all ATSA members to remain vocal on the Senate inquiry into “the need for regulation of mobility scooters, also known as motorised wheelchairs” with the underlining objective to restrict the speed and weight of all powered mobility. Public debate is growing and is divisive. Do not leave this to ATSA alone. Complacency on this matter will affect suppliers and users alike.

On a positive note, through persistence and support from several members, ATSA successfully changed the mind of the government on the adoption of all relevant Australian Standards for imported disability vehicles. I wish to pass on my special thanks to Jeff Watters, Tom Eley and Ali Akbarian for their expert assistance.

### In This Issue

- Code Of Conduct
- An Update From The NDIA And Its Approach To Meeting Needs Of Participants
- 2018 ATSA Independent Living Expo Wrap Up
- Best New Product Award
- Road Vehicle Legislation Moves To Next Stage
- NDIS And Insurance Considerations
- Get To Know A Member
- News Flash
- General Information
- Standards Australia Information



Changes to the Australian Register of Therapeutic Goods (ARTG) listing has come to the attention of ATSA, with charges of \$530 to be applied to listings of Class 1 medical devices on the ARTG. ATSA has taken this matter up with the TGA and will keep members informed when further information becomes available. In the interim, it would be wise to ensure you minimise the potential impact on your business and contact the TGA before listing any new products.

It is always good to finish with a great news story, so I'm excited to announce there is now a sister organisation of ATSA in New Zealand. Our cousins from across the ditch have for some time looked at ATSA and how well the Australian AT industry has come together to address issues with government, funding bodies and improving the industry standards. Now there is ATS-NZ, and ATSA will be giving a helping hand to assist them as they develop.

Regards,  
**David Sinclair**



## ASTA Committee

<b>President:</b>	Geoff Purtill (Invacare)
<b>Vice Present:</b>	Jill Barnett (Magic Mobility)
<b>Treasurer:</b>	Sam Garland (Aidacare)
<b>Secretary:</b>	Ian Rothall (Scooter World)
<b>Committee:</b>	Owen Dawes (Permobil) Chris Jones (Peak Care) George Ajaka (GTK)

### Pressure Injury Management Conference

Permobil is holding two interactive conferences covering pressure injury care related to a 24-hour trans-disciplinary positioning approach, with strategies and management options to improve client outcomes. The program is designed for physiotherapists, occupational therapists, doctors and nurses.

#### Wednesday 17 October:

Rydges Parramatta, 116-118 James Ruse Drive, Rosehill, NSW 2142

#### Monday 22 October:

The Brighton Savoy, 150 Esplanade, Brighton, VIC 3186

#### Registration details:

[www.pressureinjuryconference.com](http://www.pressureinjuryconference.com)

### Australian Vehicle Conversions Conference

Mobility Engineering is holding a two day educational training course covering all things surrounding vehicle modifications.

#### Thursday 30 August – Friday 31 August:

South Western Sydney TAFE NSW

#### Registration details:

[www.cvent.com](http://www.cvent.com)

### Universal Design 2018 conference

Under the theme of 'Home and Away', the two-day conference features three keynote speakers covering the economics of inclusion, future of transportation, and a UK perspective on inclusive tourism.

#### Tuesday 4 September and Wednesday 5 September:

Brisbane Convention and Exhibition Centre

#### Registration details:

[www.universaldesignconference.com.au](http://www.universaldesignconference.com.au)

### Opportunity...

The Board of Directors, AT Aust are pleased to announce 3 Scholarship opportunities to study the Cert IV in Assistive Technology Mentoring (10165NAT).

This opportunity is available to people with disability or carers.

Follow the link below for further information  
[www.at-aust.org](http://www.at-aust.org)

## Code Of Conduct

Under the Australian Consumer Law (ACL), most products and services bought in Australia (from 1 January 2011) come with automatic guarantees that the items or services will work and do what the consumer paid for.

Businesses must provide these automatic guarantees regardless of any other warranties they give or sell to consumers. If a business fails to deliver any of these guarantees, consumers have rights to:

- repairs, replacements or refunds
- cancelling a service
- compensation for damages and loss.

Consumers also have the right to expect that the goods they purchase from you will be safe to use. As a business, you have a legal obligation to ensure that the goods you supply are free from defects which may cause injury to consumers.

ATSA members should review the following to ensure they are continuing to meet their legal obligations as outlined above.

### **ATSA's Code of Practice; Section 10**

#### *Linked Goods and Services*

**10.1.** If the product will need servicing regularly, an explanation must be given as to what is entailed, and the likely costs thereof must be outlined. It must be made clear whether maintenance is offered or available or will have to be obtained elsewhere.

**10.2.** Where appropriate, arrangements for insuring the product should be discussed.

Some buyers may wish to discuss options for insuring the product to help cover some of the costs associated with accidents, damage and third-party liability.

**10.3.** Any optional guarantees/warranties must be explained, including who is offering them and what the benefits are, or leaflets that provide such information must be provided.

The Australian Consumer Law provides consumers with a comprehensive set of rights when purchasing goods or services, known as consumer guarantees. Suppliers and manufacturers automatically provide guarantees about certain goods and services they sell, hire or lease.

**10.4.** Clear and accurate information on the availability and price of all linked services must be provided in writing.

There are laws about the way prices are displayed. Prices should be genuine, and consumers should be able to easily see the total price of anything advertised. If multiple different prices are displayed on a product or in advertising, the business has to fix the display or sell the consumer the item for the lowest price.

## An Update From The NDIA And Its Approach To Meeting Needs Of Participants

As the National Disability Insurance Scheme (NDIS) market grows, so too does the assistive technology (AT) market. AT is a category of support which makes a significant difference by allowing people with a disability to reach their potential at home, in their community and in the workplace.

That's why we are supporting the National Disability Insurance Agency (NDIA) in developing its approach to meeting the growing needs of NDIS participants who access AT.

Almost half of all NDIS participants will need some type of AT or home modification (HM) funded in their NDIS plan. While the NDIA has committed to the value of AT and HM in addressing participant needs, it is important to recognise that many of these technologies are rapidly changing. Each year there are more innovative and sophisticated devices and software developed for the disability sector coming into the market.

The first NDIS [Market Insights](#) publication on AT released in late 2017 provides a useful assessment of the sector. The NDIS market is forecast to reach \$1 billion by full scheme in 2020. About three per cent of funds expended in the financial year 2016-2017 were for AT. As more participants enter the NDIS, demand for AT and HMs will increase.

This change in market dynamics is expected to drive improvements in AT service quality and innovation and create incentives for providers to be more responsive to the needs and preference of users. NDIS participants can already buy a wide range of AT products and services with their NDIS budget, giving them more choice and purchasing power.

The NDIA is currently designing a new approach to AT and HM to be piloted and tested over the coming months before being rolled out nationally.

The focus of the NDIA's work is to streamline and enhance the assessment and pricing processes to deliver more-timely and better outcomes for participants. New work practices to reduce delays and improve service experience are being developed. While some of the changes will happen quickly, others will take longer to design and implement.

Revising the NDIA's approach to AT and HM comes as part of the NDIA's Participant and Provider Pathway work to continually improve the experience that people with disability and service providers have with the NDIS. Improvements to the approach to AT and HM will bring with it new processes and changes to be implemented in three progressive phases.

### **Phase 1: Interim corrections/adjustments**

Focus on improvements with short-term implementation, which are not dependent on computer system change

### **Phase 2: Medium-long term solution**

Design, build and test through a staged pilot

### Phase 3: Staged roll-out of the preferred process national

Refine, adjust, train and inform, including the formation of a national panel of contracted specialised AT/HM assessors

The NDIA's new approach will produce several benefits to participants and providers including:

- streamlining and improving how decisions are made about funding reasonable and necessary AT and HM; including a specialised AT and HM needs assessment during planning where needed
- simplifying the process to include necessary funds for AT and HM in the plan at plan approval stage
- improving the NDIS pricing model to fund value for money, cost-effective solutions but without the need for pre-decision quotes for most cases
- reducing red tape and administration
- improving the consistency and correctness of NDIS planning decisions, and
- finalised plans that facilitate participant choice and control during implementation - including flexibility to get AT or HM from their preferred supplier.

A key feature of the NDIA's new approach will include the use of specialised AT and/or HM assessors to complete the assessment to inform planning (not select final solutions). A panel of external assessors will be formed to provide this specialised assessment. The NDIA will also provide guidance and training for assessors on the panel. These assessments will be funded by the NDIS and participants will also have funds included to assist with advice in selecting, trialling and learning to use the specific AT they require.

The process to redesign and then pilot the new approach to AT and HM will take several months to develop and implement. In parallel to this work, the NDIA is working to reduce the delays in decisions and where possible make improvements to current systems and processes in consultation with the sector. The recent changes to funding and participant choice and control for low cost AT and HM where needed, that was released in May, is an example of this.

The NDIA will continue to consult with peak bodies like ATSA and keep the AT community, providers and participants informed during the testing and implementation of the new approach. Updates will be provided on a regular basis on the [NDIS website](#) and the provider's [eNewsletter](#).

## 2018 ATSA Independent Living Expo Wrap Up

From the outset, this year's ATSA Independent Living Expos were destined to be a success with the high number of pre-registrations for both shows as well as the fact that the floor for our first ever Perth show was sold out in just a few weeks.

We had a record number of more than 2500 allied health professionals, carers and people with disability at the Expo in Melbourne and just over 850 visitors at the Perth event.

There was a consistent flow and genuine interest in what was being presented throughout the exhibition floor, and many of the conference sessions were filled to capacity at both shows.

May I offer my congratulations again to the award winners of this year's shows:

### Small Stand Award

- Melbourne: RBA Group
- Perth: TADWA (Technology Assisting Disability WA)

### Large Stand Award

- Permobil

### Best Exhibitor Marketing Campaign

- Melbourne: TabTimer
- Perth: Unicare

We received numerous requests for Dr Lloyd Walker's (NDIS Assistive Technology Market & Providers director) presentation following both ATSA expos in Melbourne and Perth. If you are interested in downloading the presentation, [click here](#).

Our principle supporter in Perth, The Independent Living Centre WA (ILCWA), has passed on its congratulations on the success of the show. According to CEO Steve Glew, the ILCWA received a lot of positive feedback over the two days, ranging from how amazing it was to have the event in WA, to how great it was to have such choice under one roof and that the event exceeded expectations from many perspectives.

I look forward to seeing you all at next year's ATSA Independent Living Expos, which will be held in Sydney at the Sydney Showground, Sydney Olympic Park on 8-9 May; Brisbane at the Royal International Convention Centre on 15-16 May and in Canberra (part of i-CREAtE) at the National Convention Centre on 27-28 August.

Stand bookings for the 2019 ATSA Independent Living Expos open this month. To book, contact Allison Miller on (02) 4646 1453 or [amiller@intermedia.com.au](mailto:amiller@intermedia.com.au)

## Best New Product Award

Quantum Reading Learning Vision took out this year's ATSA Independent Living Expo's Best New Product Award with the OrCam My Eye 2.0.

The announcement was published in the Freedom2Live e-newsletter on Wednesday 13 June.

This year was the first year we ran the Best New Product Award across the two shows. The award was highly contested with six finalists announced from 40 entries, which included: the OrCam MyEye 2.0 from Quantum Reading Learning Vision; the Dura Bedding System from Crystal Healthcare Products; assessPLUS from Simavita Australia; EyeMobile Plus from Link Assistive; Sentida 7-I from Unicare Health and LINX Electronics from Invacare.

EyeMobile Plus from Link Assistive and LiNX Electronics from Invacare were the two runners up for the award.

Introduced to the market in February this year, the OrCam My Eye 2.0 is an artificial vision device with a lightweight smart camera that instantly reads text aloud – from any surface – and recognises faces, products, and money in real time. The device has been designed for anyone of any age who is blind, has low vision, or struggles to read for any reason including dyslexia, stroke victims, acquired brain injury and many other conditions.

## Road Vehicle Legislation Moves To Next Stage

ATSA members will recall the Federal Government is overhauling the Road Vehicles Standards legislation. We have had significant input into the design of these new laws as they relate to mobility access vehicles.

The legislation will be debated in the House of Representatives in coming weeks, following a report by the Senate Rural and Regional Affairs and Transport Legislation Committee recommending that the Bill be passed.

In the Committee Report, ATSA's key submission point was specifically mentioned and has been generally supported.

ATSA argued that there is a need to maintain Australian Standards across all vehicles, whether for daily use or for a specific disability need. Such an approach would ensure that all vehicles adhere to appropriate safety standards, regardless of whether they entered through a Registered Automotive Workshop (RAW) or through a concessional import pathway.

### The Department responded:

*“In the case of differing international and Australian standards for mobility access vehicles, the new legislation will require ‘that the Australian Standards... be used as a compliance requirement – which can be done by a RAW using a Model Report.’”*

This policy direction, however, will be set in the technical details of the reforms, such as in the compliance requirements for vehicles that meet the mobility criteria for specialist and enthusiast vehicles, which will be contained in a mix of instruments that will sit underneath the Road Vehicle Standards Act. ATSA will need to ensure its continued input to the development of these rules and instruments.

The draft Road Vehicle Standards Rules set out the pathway for mobility vehicles that are on the Register of Specialist and Enthusiast Vehicles:

1. The vehicle type must be added to the Specialist and Enthusiast Vehicles register. This can only be done if it meets one of six criteria. Mobility is one of these criteria.

2. Individual vehicles of that type can then be imported into Australia by applying for a concessional RAV entry approval.
3. That vehicle must be modified by a RAW using a Model Report, to bring the vehicle to compliance with certain national road vehicle standards.
4. The technical requirements for model reports, such as the standards that mobility vehicles should meet, will be set out in the model report determination. This instrument has not yet been drafted.
5. The vehicle must be checked against the model report by an Authorised Vehicle Verifier. This is an independent third party inspection service to ensure the vehicle has been modified in accordance with the model report.

The clauses that ATSA is most interested in will be in the determination for model reports. This determination will be developed over the next 12 months in conjunction with industry stakeholders.

ATSA has been invited to send an expert to participate in two consultation groups: the Concessional RAV Entry group and the RVSA Tools group. The former will look at pathways for modified vehicles to be entered on the Register of Approved Vehicles and the latter will include discussions on model reports, which will be required for modifying vehicles.

ATSA has nominated Tom Eley of OT Solutions to represent members. Should anyone wish to have input on these technical discussions, please contact David Sinclair on 0418861847.



# NDIS and Insurance Considerations

*\*This article has been supplied by Marsh Advantage Insurance*

Businesses that provide products and services to NDIS participants should review their management of risk due to the consumer supply environment. One area where this will be particularly relevant is insurance. The NDIS's focus on consumer choice, revised contractual arrangements between product vendors, government and/or participants, and, increased regulatory scrutiny are likely to require members to review their insurance arrangements.

The ASTA Code of Practice provides guidance on how providers can protect themselves, and the role insurance plays should be considered in their risk management plans.

Specifically, some of the key risk areas:

## 1. Product failure

Even when product designs have been checked, tested and training has been provided, accidents and injuries can still occur, leaving providers open to potential claims. Product developments can also lead to additional complexity, which may in turn introduce new risks.

## 2. Contractual risks

Traditionally, many AT providers have been contracted to provide products and services through a government agency or procurement panel, however, under the NDIS they deal directly with the end user. The new approach increases the possible range of contracts and agreements being entered into and creates a direct relationship with the participant, which may increase the risk of consumer complaints and claims.

Furthermore, the specific terms and conditions of these contracts may also have implications for the insurance providers. Indemnities, waivers and hold harmless arrangements exist in many contracts and their acceptance (without prior agreement by your insurer) may void insurances in place.

## 3. Regulatory risks

While the NDIS is subject to its own evolving regulatory regime the new environment may see existing Australian Consumer Law and the Therapeutic Goods Administration have an increasing presence and relevance to assistive technology providers. In respect to the Competition and Consumer Act 2010, Australian based importers of products are considered to be deemed the manufacturer of the product(s). Depending on the origin of products there may be little to no right of recourse and that leaves such organisations with the responsibility for product quality and safety. Similar provisions exist within the Therapeutic Goods Act 1989.

In terms of insurance arrangements there are some basic principles worth remembering, particularly in relation to product liability.

## 1. What's covered?

Most insurers' public and product liability insurance policies provide coverage for legal liability to compensate third parties for personal injury and/or property damage arising from their business and products. That is, if a business' operations or products hurt someone or damage their property, and, they claim for compensation, the policy should respond (and cover legal defense costs).

## 2. Disclosure obligations

Before entering into an insurance contract, businesses have a duty to tell the insurer anything they know, or could reasonably be expected to know, which may affect the insurer's decision to insure them and on what terms. This obligation exists prior to placing or renewing insurance or varying aspects of insurance because of changes in the business or products.

A failure to meet these obligations can have far reaching consequences such as:

- a. Disputed claims which arise from activities or products not disclosed to insurers.
- b. Cancellation of the insurance contract or reduction in the amount they pay if a claim is made, or both.
- c. Refusal to pay a claim and treating the contract as if it never existed.

## 3. What's not covered?

Equally as important as knowing what is generally covered by a policy, is knowing what is not. Typical exclusions include:

- a. Product recall expenses – this is excluded as standard, but some insurers will provide limited coverage by negotiation
- b. Fines and penalties – again, excluded as standard but can be insured separately
- c. Lack of performance of products
- d. Financial loss coverage
- e. Professional liability – i.e. The rendering of or failure to render professional advice or service any related error or omission

Working with a broker or insurance adviser prior to renewing policies can help businesses to identify any areas where current insurance policies need to be improved or new insurance products considered (i.e. Product Recall Insurance, Statutory Liability, Directors' & Officers' Liability, Commercial Legal Expenses, Professional Indemnity).

As the AT industry enters a period of increased change and complexity, ensuring that appropriate insurance and risk management plans are in place could be key to safeguarding the financial stability of product and service providers.

For more information regarding risk management and insurance for AT providers, contact Graeme Hay, Marsh Advantage Insurance on 02 8864 7564 or at [graeme.hay@marshadvantage.com](mailto:graeme.hay@marshadvantage.com)

*\*Marsh Advantage Insurance is a leading provider of insurance broking services for businesses across Australia.*

## Get To Know A Member

### Cary Nathan – Managing Director, AC Mobility

Cary became managing director of AC Mobility when he purchased the business (originally called Avion Engineering) back in 1992.

Prior to acquiring AC Mobility, Cary – an electrical engineer by trade – spent several years working abroad for companies in Canada and the United States before returning to Australia in 1975.

AC Mobility has been a member of ATSA for more than four years, and Cary believes being part of an association with likeminded people has been extremely beneficial in terms of gaining expertise in various areas from other members.

*“You get to meet a lot of people, build friendships, and be exposed to different views and opinions. It’s been extremely beneficial being able to reach out to people to help answer a query or solve a problem. Since joining, it’s been absolutely fabulous.”*

One of the main reasons why Cary enjoys working in this industry is the fact that as an AT supplier, he is helping people every day.

*“There wouldn’t be many people in this industry who are just in it for the money. To work in this industry, you truly have to be compassionate and enjoy working closely with others.”*



## NEWS FLASH

ATSA has been asked to attend the public hearing for the inquiry into the need for regulation of mobility scooters, also known as motorised wheelchairs, on Monday 23 July 2018 at the Edinburgh Room, Stamford Plaza, 111 Little Collins Street, Melbourne.

## General Information

### MASS

An information pack has been prepared for MASS (Medical Aids Subsidy Scheme) clients and prescribers, which is also useful for suppliers and others affected by the rollout of the NDIS in Queensland. [Click here to view the document.](#)

### EnableNSW

Prescribers and suppliers of AT in NSW are encouraged to attend an educational event presented by EnableNSW, on Wednesday 12 September at Rosehill Gardens, Rosehill.

The event will provide the opportunity to meet with EnableNSW staff and hear about the latest developments, opportunities and challenges for AT provision in the health space.

The day will also feature an interactive panel discussion with involvement from government, health and AT industry leaders, covering many of the topics front of mind for prescribers and suppliers today – from rural prescription and service delivery challenges to addressing gaps between short and long term equipment provision.

Program and registration details available soon via [www.enable.health.nsw.gov.au](http://www.enable.health.nsw.gov.au)

## Standards Australia Information

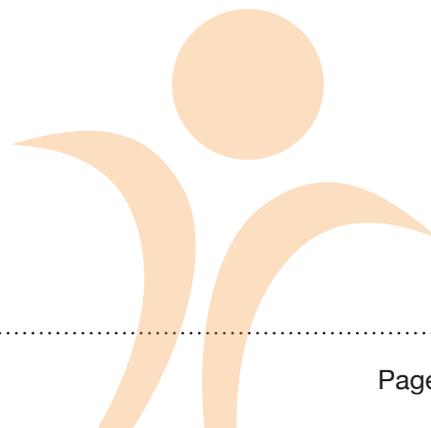
The following Standards Australia publication has been published:

**Publication Number:** SA TS 3695.3:2018

**Title:** Wheelchairs, Part 3: Requirements for designation of powered wheelchair and mobility scooters for public transport and/or road related area use.

**Publishing Date:** 22-06-2018

**Project Committee:** ME-067 Assistive Technology Products for Persons with Disability



## Welcome to Our New ATSA Members



**AbiBird™**

### **Abibird**

ph: 1300 13 21 21 web: [www.abibird.com.au](http://www.abibird.com.au) email: [enquiries@abibird.com.au](mailto:enquiries@abibird.com.au)

AbiBird is an activity monitoring system that uses a body heat motion sensor to monitor activity. It compares activity every hour to a pre-set routine and if activity stops, an alert will be sent via the smartphone app to family members or carers.



### **Active Scooters**

ph: 1800 55 48 27 web: [www.activescooters.com.au](http://www.activescooters.com.au)

Active Scooters start in 2008 as a specialist company offering mobility scooters in Brisbane. They help people throughout south-east Queensland become healthier and more active with a particular focus on programs for children and people with disabilities



### **Riverina Scooters and Mobility**

ph: (02) 6921 4444 web: [www.riverinascooters.com.au](http://www.riverinascooters.com.au) email: [sales@riverinascooters.com.au](mailto:sales@riverinascooters.com.au)

Riverina Scooters and Mobility are a one stop mobility shop that sell, hire and service a range of mobility equipment for seniors and people with disability. They have a 400m2 showroom/service centre and also offer in-home consultations from the Murray River to the Lachlan.



### **Therm-Oz Showers**

ph: 0439 992 011 web: [www.therm-oz.net.au](http://www.therm-oz.net.au) email: [info@therm-oz.net.au](mailto:info@therm-oz.net.au)

Therm-Oz Showers was set up to provide affordable, safe thermostatic showers to the Australian public. They have solved the challenge of coming up with a way to easily and cost-effectively replace existing two-tap showers with a system that features a thermostatic mixing valve for increased safety.



### **Wild West Wheelchairs**

ph: 0412 456 882 web: [www.wildwestwheelchairs.com](http://www.wildwestwheelchairs.com) email: [wildwestwheelchairs@gmail.com](mailto:wildwestwheelchairs@gmail.com)

Wild West Wheelchairs is a mobile repair service operating in the greater Perth metropolitan area. As well as providing in-home repairs and service, they also specialise in modifications and adjustments of equipment and seating to suit individual needs.

# ATSA Members Registered

## Abibird

ph: 1300 13 21 21  
[www.abibird.com.au](http://www.abibird.com.au)

## Ability in Motion

ph: 1800 994 408  
[www.abilityinmotion.com.au](http://www.abilityinmotion.com.au)

## Access Health

ph: (03) 9878-1399  
[www.accesshealth.com.au](http://www.accesshealth.com.au)

## Active Scooters

ph: 1800 55 48 27  
[www.activescooters.com.au](http://www.activescooters.com.au)

## AC Mobility

ph: (08) 9209-1777  
[www.acmobility.com.au](http://www.acmobility.com.au)

## Afikim Electric Vehicles

ph: (0447) 699-011  
[www.afikimscooters.com.au](http://www.afikimscooters.com.au)

## Age Prepcare

ph: (03) 9796-5156  
[www.ageprepcare.com.au](http://www.ageprepcare.com.au)

## Aidacare Pty Ltd

ph: 1300 133 120  
[www.aidacare.com.au](http://www.aidacare.com.au)

## Astec Equipment Services

ph: (03) 5336-3900  
[www.astecservices.net.au](http://www.astecservices.net.au)

## Astley Mobility

ph: (02) 9673-2212  
[www.astleymobility.com.au](http://www.astleymobility.com.au)

## Austech Medical

ph: (07) 5495-8663  
[www.austechmedical.com](http://www.austechmedical.com)

## Australian Comfort Living

ph: 0401 666 688  
[www.australiancomfortliving.com.au](http://www.australiancomfortliving.com.au)

## Automobility

ph: 1800 662 454  
[www.automobility.com.au](http://www.automobility.com.au)

## Autoslide

ph: 1300 288 675  
[www.autoslide.com](http://www.autoslide.com)

## Better Living Care Pty Ltd

ph: (02) 8853-1100  
[www.betterlivingcare.com.au](http://www.betterlivingcare.com.au)

## Blue Badge Insurance

ph: 1300 304 802  
[www.BlueBadgeInsurance.com.au](http://www.BlueBadgeInsurance.com.au)

## BrightSky Australia

ph: 1300 799 243 (DVA)  
or 1300 886 601 (non-DVA)  
[www.brightsky.com.au](http://www.brightsky.com.au)

## Canterbury Concepts

ph: (03) 9580-1744  
[www.canterburyconcepts.com.au](http://www.canterburyconcepts.com.au)

## Capital Special Vehicles

ph: (03) 9794-8888  
[www.csv.com.au](http://www.csv.com.au)

## Central Queensland Mobility

ph: 1800 201 070 or (07) 4926-1071  
[www.cqmobility.com.au](http://www.cqmobility.com.au)

## Comfort Discovered

ph: (02) 9987-4500  
[www.comfortdiscovered.com.au](http://www.comfortdiscovered.com.au)

## Complete Mobility and Rehab

ph: (07) 4032-1140  
[www.completemobility.com.au](http://www.completemobility.com.au)

## Country Care Group

ph: 1800 727382  
[www.countrycaregroup.com.au](http://www.countrycaregroup.com.au)

## Dejay Medical

ph: (02) 9838-8869  
[www.dejay.com.au](http://www.dejay.com.au)

## Deutscher Healthcare

ph: (03) 5339-5708  
[www.deutscherhealthcare.com.au](http://www.deutscherhealthcare.com.au)

## Disability Hire Vehicles

ph: (02) 4577-2225  
[www.disabilityhire.com.au](http://www.disabilityhire.com.au)

## Drive Medical Pty Ltd

ph: (03) 9551-1548  
[www.drive-medical.com.au](http://www.drive-medical.com.au)

## DRP International Healthcare

ph: (03) 5975-4153  
[www.drpinternational.com.au](http://www.drpinternational.com.au)

## Durable Medical Equipment Ltd

ph: (02) 9674-8904  
[www.dmedirect.com.au](http://www.dmedirect.com.au)

## Easy Tech Living

ph: (03) 5329-1335  
[www.easytechliving.com.au](http://www.easytechliving.com.au)

## Eden Healthcare Solutions

ph: (02) 6041-9700  
[www.edenhcs.com.au](http://www.edenhcs.com.au)

## Elite Mobility Scooters

ph: (07) 5561-1427  
[www.elitemobilityscooters.com.au](http://www.elitemobilityscooters.com.au)

## Emprise Mobility

ph: 1300 761 196  
[www.emprise.com.au](http://www.emprise.com.au)

## Everyday Mobility

ph: (02) 4454-5454  
[www.everydaymobility.com.au](http://www.everydaymobility.com.au)

## FAS Therapeutic Equipment

ph: (03) 9587-6766  
[www.fasequipment.com](http://www.fasequipment.com)

## Fisher Lane Mobility

ph: 1800 702 026  
[www.fisherlane.com.au](http://www.fisherlane.com.au)

## Freedom Healthcare

ph: (07) 3801-3910  
[www.freedomhc.com.au](http://www.freedomhc.com.au)

## Freedom Motors Australia & Freedom Access Vehicles

ph: 1800 672 437  
[www.freedommotorsaustralia.com.au](http://www.freedommotorsaustralia.com.au)

## Geelong Wheelchair Services Pty Ltd

ph: (03) 5244-0844  
[www.geelongwheelchairs.com.au](http://www.geelongwheelchairs.com.au)

## GMobility

ph: (03) 5623-6966  
[www.gmobility.com.au](http://www.gmobility.com.au)

## GMS Rehabilitation

ph: 1300 734 223  
[www.gmsrehab.com.au](http://www.gmsrehab.com.au)

## GTK

ph: 1300 485 485  
[www.gtk.com.au](http://www.gtk.com.au)

## Handi-Rehab

ph: (08) 8276-1300  
[www.equip4living.com.au](http://www.equip4living.com.au)

## Hartmann Australia

ph: 1800 805 839  
[www.hartmann.info/en-AU](http://www.hartmann.info/en-AU)

## Healthcare Innovations Australia

ph: 1300 499 282  
[www.hiaus.net.au](http://www.hiaus.net.au)

## Hospital at Home

ph: (02) 9601-7757  
[www.hospitalathome.com.au](http://www.hospitalathome.com.au)

## Independent Home Care Supplies

ph: (02) 4227-4315  
[www.ihcss.com.au](http://www.ihcss.com.au)

**Independent Mobility & Rehab**

ph: (02) 4952-2264  
[www.imr.net.au](http://www.imr.net.au)

**InterPoint Events**

ph: (02) 9660-2113  
[www.intermedia.com.au](http://www.intermedia.com.au)

**Invacare Australia Pty Ltd**

ph: 1800 460 460  
[www.invacare.com.au](http://www.invacare.com.au)

**Juel Health Services**

ph: 0402 242 193  
[www.juelhealthservices.com.au](http://www.juelhealthservices.com.au)

**Keep Moving Pty Ltd**

ph: (08) 8947-5122  
[www.keeppmoving.net.au](http://www.keeppmoving.net.au)

**Kevrek Australia**

ph: (08) 9248-5922  
[www.kevrek.com.au](http://www.kevrek.com.au)

**Liberty Healthcare**

ph: 1300 885 853  
[www.libertyhealthcare.com.au](http://www.libertyhealthcare.com.au)

**Link Assistive Technology**

ph: (08) 8330-4102  
[www.linkassistive.com](http://www.linkassistive.com)

**Life Mobility**

ph: (03) 9726-2000  
[www.lifemobility.com.au](http://www.lifemobility.com.au)

**Leef Independent Living Solutions**

ph: (03) 9532-8622  
[www.leef.com.au](http://www.leef.com.au)

**Local Mobility**

ph: (02) 4956-9993  
[www.localmobility.com.au](http://www.localmobility.com.au)

**Lodgesons (UK)**

ph: +44 (0)29 2043-6980  
[www.lodgesons.co.uk](http://www.lodgesons.co.uk)

**Mac & PC Doctors**

ph: (07) 3848-9438  
[www.macandpcdoctors.com.au](http://www.macandpcdoctors.com.au)

**Magic Mobility Pty Ltd**

ph: (03) 8791-5600  
[www.magicmobility.com.au](http://www.magicmobility.com.au)

**Medic Alert Foundation**

ph: 1800 882 222  
[www.medicalert.org.au](http://www.medicalert.org.au)

**Medi-Repair Services**

ph: (03) 6334-8844  
[www.medirepairservices.com.au](http://www.medirepairservices.com.au)

**Medix21 Australia**

ph: (03) 9041-7507  
[www.medix21australia.com.au](http://www.medix21australia.com.au)

**Megalong Positioning Service**

ph: (02) 4759-2800  
[www.megalongpositioning.com.au](http://www.megalongpositioning.com.au)

**Melrose Wheelchairs Pty Ltd**

ph: 0407 502 729  
[www.melrosewheelchairs.com.au](http://www.melrosewheelchairs.com.au)

**Metro Mobility**

ph: (08) 9258-8733  
[www.metromobility.com.au](http://www.metromobility.com.au)

**Merits Australia**

ph: (08) 8340-8344  
[www.meritsaustralia.com](http://www.meritsaustralia.com)

**Mobility Aids Australia**

ph: (03) 9546-7700  
[www.mobilityaids.com.au](http://www.mobilityaids.com.au)

**MobilityCare**

ph: (03) 9568-8383  
[www.mobilitycare.net.au](http://www.mobilitycare.net.au)

**Mobility Engineering**

ph: (02) 9482-4572  
[www.mobilityengineering.com.au](http://www.mobilityengineering.com.au)

**Mobility Matters**

ph: (02) 6280-7244  
[www.mobilitymatters.com.au](http://www.mobilitymatters.com.au)

**Mobility2You**

ph: (02) 4367-5751  
[www.mobility2you.com.au](http://www.mobility2you.com.au)

**Motum**

ph: (08) 9381-2087  
[www.motum.com.au](http://www.motum.com.au)

**Norden Group**

ph: (03) 9793-1066  
[www.norden.com.au](http://www.norden.com.au)

**Northcott Equipment Solutions**

ph: (02) 9890-0186  
[www.northcott.com.au](http://www.northcott.com.au)

**Novis Healthcare**

ph: 1300 738 885  
[www.novis.com.au](http://www.novis.com.au)

**Omni Healthcare**

ph: (03) 5333-4006  
[www.omnihealthcare.com.au](http://www.omnihealthcare.com.au)

**Onemda Association**

ph: (03) 9842-1955  
[www.onemda.com.au](http://www.onemda.com.au)

**Otto Bock Australia**

ph: (02) 8818-2800  
[www.ottobock.com.au](http://www.ottobock.com.au)

**Para Mobility**

ph: 1300 444 600  
[www.paramobility.com.au](http://www.paramobility.com.au)

**Paragon Mobility**

ph: 1300 652 382  
[www.paragonmobility.com.au](http://www.paragonmobility.com.au)

**Patient Care Products**

ph: (03) 9786-3092  
[www.patientcareproducts.com.au](http://www.patientcareproducts.com.au)

**Patient Handling**

ph: 1300 734 862  
[www.patienthandling.com.au](http://www.patienthandling.com.au)

**Peak Care Equipment**

ph: (02) 4272-2688  
[www.peak-care.com.au](http://www.peak-care.com.au)

**Pelican Manufacturing**

ph: 1800 641 577  
[www.pelicanmanufacturing.com.au](http://www.pelicanmanufacturing.com.au)

**Peninsula Home Health Care**

ph: (03) 9786-7004  
[www.phhc.com.au](http://www.phhc.com.au)

**Permobil Australia**

ph: 1300 845 483  
[www.permobil.com.au](http://www.permobil.com.au)

**PersonallIndependenceProviders**

ph: 1300 65 7016  
[www.haleberry.com.au](http://www.haleberry.com.au)

**Pinarc Disability Support**

ph: (03) 5329-1300  
[www.pinarc.org.au](http://www.pinarc.org.au)

**Power Mobility**

ph: (07) 3265-4663  
[www.powermobility.com.au](http://www.powermobility.com.au)

**Pride Mobility Products Australia**

ph: (03) 8770-9600  
[www.pridemobility.com.au](http://www.pridemobility.com.au)

**Problem Management Engineering**

ph: (02) 9482-2808  
[www.pmeautoconversions.com.au](http://www.pmeautoconversions.com.au)

**Professional Assistance for Living**

ph: (08) 8449-5462 or 0434 339 910  
[info@pafl.com.au](mailto:info@pafl.com.au)

**Push Mobility**

ph: 1300 721 328  
[www.pushmobility.com.au](http://www.pushmobility.com.au)

**Qld Rehab Equipment**

ph: 1300 743 710  
[www.qldrehab.com.au](http://www.qldrehab.com.au)

**Quingo Pacific**

ph: (08) 9379-2040  
[www.quiringo.com.au](http://www.quiringo.com.au)

**R82 Australia**

ph: (02) 8213-6666  
[www.r82.com.au](http://www.r82.com.au)

**RBA Group**

ph: 1300 788 778  
[www.rba.com.au](http://www.rba.com.au)

**Rehab & Mobility Wholesalers**

ph: 1300 368085  
[www.rehabandmobility.com.au](http://www.rehabandmobility.com.au)

**Rich Vale Trading**

ph: (08) 8330-4102  
[www.richvale.com.au](http://www.richvale.com.au)

**Riverina Scooters and Mobility**

ph: (02) 6921 4444  
[www.riverinascooters.com.au](http://www.riverinascooters.com.au)

**Scooters & Mobility**

ph: 1800 726 000  
[www.scootersandmobility.com.au](http://www.scootersandmobility.com.au)

**Scooters Australia**

ph: (03) 9799-6622  
[www.scootersaus.com.au](http://www.scootersaus.com.au)

**Shoprider**

ph: (08) 9248-4180  
[www.shoprider.com.au](http://www.shoprider.com.au)

**Simivita**

ph: 1300 746 736  
[www.simivita.com](http://www.simivita.com)

**Special Needs Solutions**

ph: (07) 5597-4321  
[www.specialneedssolutions.com.au](http://www.specialneedssolutions.com.au)

**Specialised Wheelchair Company**

ph: (02) 9905-5333  
[www.swco.com.au](http://www.swco.com.au)

**Statewide Home Health Care**

ph: (03) 9591-6234  
[www.shhc.com.au](http://www.shhc.com.au)

**Sunrise Medical**

ph: (02) 9678-6600  
[www.sunrisemedical.com.au](http://www.sunrisemedical.com.au)

**Think Mobility**

ph: 1300 88 1968  
[www.thinkmobility.com.au](http://www.thinkmobility.com.au)

**Therm-Oz Showers**

ph: 0439 992 011  
[www.therm-oz.net.au](http://www.therm-oz.net.au)

**Total Ability**

ph: 1300 858 410  
[www.totalability.com.au](http://www.totalability.com.au)

**Total Mobility Solutions**

ph: 1300 868 662  
[www.totalmobility.com.au](http://www.totalmobility.com.au)

**Tunstall Australasia**

ph: (07) 3637-2200  
[www.tunstallhealthcare.com.au](http://www.tunstallhealthcare.com.au)

**Tyrex Solutions**

ph: (02) 4956-6860  
[www.tyrex.com.au](http://www.tyrex.com.au)

**Uccello Designs**

ph: +61 (2) 408 098617  
[www.uccelodesigns.com](http://www.uccelodesigns.com)

**Victorian Home Health Equipment**

ph: (03) 9725-6577  
[www.vhhe.com.au](http://www.vhhe.com.au)

**Vital Living**

ph: 1300 761 630  
[www.vital.net.au](http://www.vital.net.au)

**Walk on Wheels Australia**

ph: 1300 766 266  
[www.walkonwheels.com.au](http://www.walkonwheels.com.au)

**Watercomfort Company**

ph: (02) 9531-1699  
[www.watercomfort.com.au](http://www.watercomfort.com.au)

**Wheelchairs & Stuff**

ph: (02) 4577-2225  
[www.wheelchairs.com.au](http://www.wheelchairs.com.au)

**Wheelchair Sales Indesign**

ph: (02) 9607-3355  
[www.wheelchairsales.com.au](http://www.wheelchairsales.com.au)

**Wicked Wheelchairs**

ph: (07) 5500-0882  
[www.wickedwheelchairs.com.au](http://www.wickedwheelchairs.com.au)

**Wila Innovations**

ph: (02) 9674-5315  
[www.wila-products.com.au](http://www.wila-products.com.au)

**Wild West Wheelchairs**

ph: 0412 456 882  
[www.wildwestwheelchairs.com](http://www.wildwestwheelchairs.com)

**Zyteq**

ph: (03) 9696-2944  
[www.zyteq.com.au](http://www.zyteq.com.au)

**atsa**

Assistive Technology  
Suppliers Australia Inc

**Phone:** (02) 9893 1883

**Fax:** (02) 8212 5840

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

**Email:** [info@atsa.org.au](mailto:info@atsa.org.au)

**Website:** [www.atsa.org.au](http://www.atsa.org.au)