

Welcome to the ATSA Update

Chris Sparks - Executive Officer, ATSA

2013 just seems to just be flying by. You only seem to recover from the Christmas break and next thing you know the year is almost half over and as the weather starts to cool that means we are getting close to the ATSA Daily Living Expo (www.dailylivingexpo.com.au) in May.

We alternate the Expos between Sydney and Melbourne so this year sees us return to Rosehill Gardens in Sydney's western suburbs. The event continues to grow in popularity and a couple of months ago was a complete sell-out. Unfortunately we have had to turn away more than 10 organisations who were hoping to exhibit at the event.

Many of the exhibitors are regulars but this year we also welcome a number of new companies and organisations who are keen to promote their products and services to people with disability, care givers and therapists. I am very pleased to see smaller organisations such as Fighting Chance Australia (www.fightingchance.org.au) joining us and also to have EnableNSW attending to provide information on AT funding.

We look forward to welcoming the Hon Andrew Constance MP, NSW Minister for Ageing and Disability Services who will be joining us on the first day of the Expo. The Minister has played a major role in the funding and establishment of the NDIS Launch Site in the Hunter region and has a solid understanding of the importance of assistive technology in the lives of people with disability.

As usual there is an extensive Clinical Education Program that runs alongside the Expo and the list of presenters this year is truly exceptional. Along with our outstanding local AT experts, this year's program will feature no less than 10 international speakers from Ireland, New Zealand, the UK, Denmark and the USA. I will be making a point of attending several sessions including Tom Eley's presentation on "Space Drive Technology" along with Narelle Higson's take on "Adult Oriented AT".

The big news is, at the request of our ATSA membership, we will be staging our first Brisbane Daily Living Expo on 23rd May at the Sheldon Conference and Entertainment Centre in Redlands. This event only runs for one day and also includes an impressive Clinical Education Program. If successful, we hope to make this a regular event, so that those north of the border can see what's happening in AT without the need to travel interstate.

One very positive aspect of the Expo is how it is bringing together so many groups associated with supplying AT in Australia. Many of the various state/territory AT funding bodies will be attending as will many members of ARATA. Businesses are also using the time around the Expo to invite their customers and/or business partners to conferences or training events as so many of them are already in town. I always look forward to the Expo and the chance to catch up with so many ATSA members.

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



Throughout the year the news media has highlighted the progress on the NDIS or DisabilityCare as it has now been rebranded. On 4th May the Premier of Victoria, Denis Napthine, announced he had come to an agreement with the Federal Government for the full implementation of the scheme in Victoria. This now brings the total number of states and territories to commit to the NDIS to 6, effectively extending the scheme to the majority of Australians once fully implemented.

It was pleasing to see the positive reaction of the Australian public to the suggestion that the Medicare levy be raised by 0.5% to help to fund the scheme. It is a very rare day when taxpayers seem to agree to a hike in their taxes and clearly this demonstrates just how many Australians believe we need an insurance scheme that covers us all in the event of a catastrophic disability.

Earlier in the year our ATSA team met with David Bowen, the CEO of the Launch Transition Agency for the NDIS. Mr Bowen is ideally credentialed to lead this enormous challenge having been one of the architects of the NSW Lifetime Care and Support scheme. With only a couple of months till the launch sites commence operation, Mr Bowen is someone with a lot on his plate now.

We were delighted to hear that Mr Bowen has appointed Ms Jackie Hiller-Broughton as Director Assistive Technology and Modifications for the NDIS Launch Transition Agency. Jackie is an occupational therapist with a great deal of experience in working with complex AT including mobility, positioning and pressure care. More recently Jackie was one of EnableNSW's senior clinical advisors and so understands the many challenges of effectively supplying and funding AT for people with disability.

Michael Summers, ATSA's Senior Policy Advisor, has been kept busy working on our project funded by the NDIS Practical Design Fund to develop an options paper that looks at credentialing for both AT prescribers and suppliers. Michael has been working with Dr Lloyd Walker from Tech4Life to examine how credentialing

is being done locally and in the USA, Europe and UK to see what sort of system would be practical and beneficial nationally in Australia. The paper is due to be completed at the end of May and has generated a great deal of interest from many different stakeholder groups.

ATSA has also just completed a submission to the NSW Government's Joint Standing Committee on Road Safety (StaySafe) for their inquiry into non-registered motorised vehicles. Electric wheelchairs and mobility scooters both fit into this category and fall under the various road rules of the states and territories. Submissions to the inquiry are effectively confidential until published by the Committee and ATSA's submission can be read when published on www.parliament.nsw.gov.au/staysafe. ATSA is also working with the consultative group established by AustRoads who are aiming to develop a consistent national regulatory framework for the use of motorised wheelchairs and other motorised mobility devices on public infrastructure such as footpaths.

The team from Victoria's Statewide Equipment Program (SWEP) have been leading the way when it comes to maintaining an open and positive dialogue with AT suppliers. In February ATSA and SWEP hosted an industry forum that was attended by more than 50 staff from AT suppliers along with the senior leadership of SWEP. We really appreciate the efforts made by Jeni Burton and her team to gain a closer understanding of the issues facing the industry in working with the funders. Jeni discussed some innovative ideas she was considering to help improve the outcomes SWEP achieves for Victorians with disability. We hope to make this a regular event to ensure our industry maintains a close working relationship with them.

I hope to see many of you throughout the next month at our Expos in Sydney and Brisbane and to seeing first hand the latest and greatest new AT gadgets.

Chris Sparks - Executive Officer, ATSA

ATSA Daily Living Expo 2013

ATSA is very pleased to be offering four tracks of Clinical Sessions in Sydney this year – with 36 topics there will be education to suit everyone over the two days.

A couple of the sessions already gaining strong interest are:

Space Drive Technology

by Tom Eley - Australia's leading expert OT in complex motor vehicle modifications – Tom's session is on Wednesday from 1pm

Shady Business, Adult oriented AT

by Narelle Higson - one of the few OTs to address issues of sexuality for people with disability – Narelle had a full house when she presented in Melbourne last year – Narelle's session is on Thursday from 1pm.

To Sit or Not to Sit

by Darren Hammond – Darren is visiting from the USA and is a very dynamic presenter and this not to be missed session starts at 9.15am on Wednesday 15th May.

Remember all sessions are free to attend – as is the expo of 65 leading suppliers – register now, lock it into your calendar – and tell everyone you know you are going so they can book too.

Registering is as simple as calling **1300 789 845** or going to www.dailylivingexpo.com.au.

Remember – Daily Living Expo is only held in Sydney once every two years – so don't miss it.

What's new on the show floor?

Total Ability is the Australian distributor for the complete range of FadielItaliana products. One of the new products they will have on display is a Wireless Satellite Accelerator.

The new innovative wireless Satellite Accelerator (AC2002) has been designed for any driving situation, giving maximum freedom of movement and precise acceleration.



Available for left or right hand and designed to be worn like a glove. Adjustable for any hand size thanks to changeable brackets and padding. The advanced design eliminates any interference when holding or turning the steering wheel. Thanks to the wide range of colours (for example, black satin, carbon fibre, brushed steel, pink, fuchsia, violet), the wireless Satellite Accelerator will match any vehicle.

In the business of the government

Good news for you and your business, the NSW Government is throwing open its arms and inviting you in with its NSW Procurement Reforms.

In something of a 'you scratch our back, we'll scratch yours' scheme, the new Small and Medium Enterprises (SME) Policy Framework means doing business with the government will get a whole lot simpler.

There is now greater (and easier) access for any enterprise looking to gain government business. This means easy to understand contracts, as well as online solutions and participation plans that allow government agencies to identify competitive local suppliers and support local industries.

More effective communication is a major highlight of the reform. Not only will SMEs appreciate the revamped Government procurement "one-stopshop" website with its easy access to information and opportunities for buyers and sellers; but there is now a helpdesk to provide advice and support for those seeking help with government procurement.

There are also other benefits including a more prompt payment system, purchasing cards and the removal of the State Contracts Control management fee.

This new policy framework is set to be implemented progressively as part of the reform of NSW Government procurement.



Dynamic clinical program, offering 30 sessions, featuring international speakers and covering a wide range of topics including breakthrough technologies, seating/positioning, sexuality and pressure care.

atsa
Assistive Technology Suppliers Australasia

16 -17 May 2013
Rosehill Racecourse, Sydney

FREE ENTRY

REGISTER NOW TO AVOID QUEUES & TO BE KEPT UP TO DATE

PRIZE POOL FOR THERAPISTS - pre register and attend Daily Living Expo and go into the draw to win a prize pack of products for your facility - and also a \$500 gift card for yourself.

- More than 100 exhibiting companies
- Dynamic Clinical Program with international speakers
 - FREE Parking
 - Easy public transport access
 - Opening hours 9am - 4pm both days

www.dailylivingexpo.com.au
1300 789 845

Products and services being exhibited include healthcare equipment solutions - bathing, dressing, kitchen and dining, wheelchairs, beds, lifters, travel services, sporting groups, associations, driving solutions and so much more.

atsa
Assistive Technology Suppliers Australasia
DAILY LIVING EXPO
WEDNESDAY 16TH MAY - 17TH MAY

Therapeutic Equipment Pty Ltd
Children with Special Needs

Queensland's Daily Living Expo Clinical program

Now is the time to register to attend the first Daily Living Expo clinical program to be held in Queensland on the 23rd May 2013. With 3 tracks of Clinical Sessions covering 15 topics, there will be an education to suit everyone.

To be held at Sheldon Conference and Entertainment Centre in Redlands, these free dynamic clinical programs are designed to support the ongoing

professional development of therapists and equipment prescribers.

A couple of the sessions that are already gaining strong interest are:

Pressure & Pain by Andy O'Sullivan

Andy is over from New Zealand and knows all there is to know about pressure care - this session starts at 9.15am in room 1.

Tone, Tonic Reflexes or Weakness by Catherine Mulholland,

visiting from the USA, Cathy is great on paediatrics - this session starts at 12.45pm in room 1.



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 6.2 states that - “Code Members’ staff must never purport to have medical training where this is not the case, nor represent that their product is endorsed or accredited by a specific body, authority or group unless such endorsement or accreditation can be evidenced in writing.”

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

Development of Standing & Walking by Mark Allen

Another presenter from the USA, this session is from 2.15pm in room 3.

All sessions are free to attend – as is the expo of 40 leading suppliers – register now, lock it into your calendar – and tell everyone you know you are going so they can book too.

Register by calling **1300 789 845**

Remember – this is the first time Daily Living Expo has been brought to Queensland – so don’t miss it.

Daily Living Expo will also be held in Sydney 15-16 May 2013.

www.dailylivingexpo.com.au

What we know about mobility scooter users of Australia

In an effort to work towards increased safety of mobility scooter users, around 3000 people last year participated in Australia’s first national survey on the topic.

Organised by the Australian Competition and Consumer Commission (ACCC), NRMA, CHOICE, EnableNSW and Flinders University among others, the survey’s results speak volumes about the whos, wheres, and whys of mobility scooter use in Australia.

The Mobility Scooter Usage and Safety Survey Report details findings from this Australia-wide online and paper-based

survey of 515 self-selected mobility scooter users; as well as a telephone survey involving 2406 people weighted to represent the Australian adult population.

The survey found that of the nation’s approximate 231,000 mobility scooter users, user demographics were inconsistent with the common stereotype of older Australians, with over 51 percent of users aged under 60.

Around 95 percent of respondents expect to be using their scooter for the long term and, not surprisingly, 93 percent said their scooter was a way for them to maintain their independence.

Based on responses, the vast majority of trips do not result in injury or damage of any kind, but 5 percent of those surveyed reported experiencing an incident ...

Though 88 percent of users feel safe while on their scooter, the survey does show that there is a wide variation between the quality and depth of safety training provided by therapists and stockists. Post-purchase training can range from something as simple as a rundown of the controls and supplying the user with an RTA leaflet; to a safety drive on road and footpath, road rules, battery charging, doorway maneuvering and so on. This highlights much room



DAILY LIVING EXPO

Australia's foremost Exhibition for Rehabilitation and Aged Care Equipment

23 May 2013

Sheldon Conference & Entertainment Centre, Redlands, Brisbane



for unification when it comes to training provided to customers and new users.

Scooter users take an average of 5.8 trips per week outside the perimeter of their home – 83 percent are on sealed footpaths or bike paths, 40 percent venture onto a sealed road, and a small number of users will use theirs in shopping centres, on unsealed footpaths or tracks and unsealed roads. Based on responses, the vast majority of trips do not result in injury or damage of any kind, but 5 percent of those surveyed reported experiencing an incident whether it be their scooter toppling over, collisions with stationary or moving objects, or a trip or fall from their scooter. Factors that users felt contributed to these accidents include cars backing out of driveways, scooters not being noticed on roads or parking lots, damaged roads and footpaths and confusion at intersections among pedestrians, scooter users and other road users.

These findings provide useful guidance to those developing and implementing education and training of scooter users.

ATSA meets with the NDIS Launch Transition Agency

Late last year ATSA's Executive Officer, Chris Sparks, attended the NAERA meeting in Melbourne and was asked to do a presentation on supplying AT within the context of the NDIS. After the meeting Chris was invited to meet with David Bowen, CEO of the NDIS Launch Transition Agency in Canberra. Chris, along with ATSA's Senior Policy Advisor Michael Summers, took the opportunity to meet with David and Jackie Hiller-Broughton, the Agency's Director Assistive Technology and Modifications.

The primary purpose of the meeting was to introduce ATSA and see how we could work with the Agency to help implement an efficient and effective means of supplying AT in the various NDIS launch sites scheduled to commence on 1st July.

Rome was not built in a day and David made it clear that the NDIS is a scheme that will have to evolve and grow over time to meet the needs of Australians with disability. It was enlightening to get his perspectives on how the scheme would roll out and also the many challenges that will confront this major social reform.

The responsibility for most disability services mainly resides with the states and territories. This includes most of the funding for AT. Many of the state/territory programs will need to be dismantled over time, either partially or entirely, and some of their functions taken over by the NDIS. This in itself is a massive undertaking and is further complicated by the differences that exist between the various jurisdictions when it comes to supporting people with disability. Combine that with the workforce readiness issues and you can start to see just how much work there is to make the NDIS a reality.

AT is just one of the supports that will be funded through the NDIS which is a scheme that will broadly help Australians with disability to achieve their life goals. However ATSA made the point that for those who require AT for their daily living, it is one of the most critical factors.

We look forward to working with David, Jackie and the rest of the Agency's staff to help implement this long overdue and much need reform to disability support.



David Bowen, CEO of the NDIS Launch Transition Agency

Saving a Buck with AT Procurement

You would have to have been Sleeping Beauty for the past decade not to notice that all governments, state/ territory and federal, are under extreme financial pressure. Justifiably this extends to those government bureaucracies charged with the responsibility of funding assistive technology (AT) for people with disability. After all, we're all taxpayers and we expect them to spend our money prudently.

Over the past few years AT funders have been looking at various procurement options, all with the goal of getting more bang for their buck whilst maintaining quality AT outcomes for their clients. It may be worthwhile to consider some of the pros and cons of the different models.

Contracts and Tenders – We have seen major mobility contracts issued by DES in South Australia and MASS in Queensland. SWEP in Victoria issued Chemtronics with a state-wide contract for equipment maintenance, service and reissue. The contract process is an expensive one for suppliers and it is often hard to justify the effort required for complex contracts outside the major markets of NSW, Victoria and Queensland. The methodology behind this process is to offer a once in an X-year opportunity (insert the number of years of the contract for X) for a supplier to get on contract so they need to offer very competitive prices.

There are however downsides to this concept –

- Reduced consumer choice. A therapist can usually recommend an item off contract based on clinical need (often an onerous process in itself for overworked therapists) but what about what the consumer actually wants?
- Too many essential specifications. There is a lot of great AT out there with different maximum/minimum widths and lengths, or weight capacity, or wheel sizes, or brake options etc. When the tender insists on too many "must-have" specifications, many potentially ideal,



quality products are excluded from the outset even though they may suit the majority of intended users and possibly cost less than those that fully comply.

- Where's the pressure to perform? Most tenders/contracts have KPIs for the successful supplier(s) to meet throughout the term of the contract, however it is questionable if they are strictly monitored and enforced. Some would suggest that once you have won the contract you are pretty much guaranteed to hold it for the contract period and often for an extension period as well.
- How do we know best value was really achieved? Value is hard to really nail down, the combination of the right products and service levels at the lowest possible price. Looking at the outcomes of some tender processes, the winners and losers, it is sometimes hard to imagine best value was genuinely achieved.
- Tenders/contracts and subsidy funding schemes. Both MASS (Qld) and SWEP (Vic) do not fully fund AT and many of the subsidy levels they offer fall well short of the real cost of AT. The consumer, often with the support of benevolent associations, picks up the balance. What made sense to the funder in terms of costs during the tender process may be totally unacceptable to the consumer who has to accommodate the funding shortfall.

Bulk Purchase of Standard AT

– This can be done via the tender/contract process or on a more ad hoc basis as we have seen used very effectively by EnableNSW. With no long term agreed contracts, suppliers have to constantly sharpen their pencil to have a chance of winning some business. As with most other things in life, there is always the flipside -

- Often the only thing that matters is price. It certainly keeps life simple, no real requirement for service levels such as immediate availability, repairs, stock of spare parts, trained technical staff, product knowledge etc. If that's needed it will be found elsewhere, usually at a price.
- What about the trial? But it's Standard AT we are talking about, you don't need

a trial. Fine, suppliers just wish someone would tell that to the therapists. The fact is that much of the so called "standard, noncustomised AT" often still needs a trial to ensure it works for the specific client, their needs/capability and their environment. Also many therapists struggle to effectively trial what may look like simple AT without the help of a supplier.

- Loss of value adds. Put simply, the multitude of added value services an AT supplier provides is rarely understood until they are not available. Free delivery and setup, loan equipment, immediate availability of a range of sizes or those other products conveniently out in the van that weren't thought of before the trial began. Even getting basic AT right is not always as easy as simply ordering it from a warehouse.
- The hidden costs. Though it's not always the case, bulk purchasing generally means the funder has to provide warehousing and distribution services. There's also the cost of handling returns and resupply when the first item sent was unsuccessful with the intended client. What about the costs of training staff so they at least have some basic knowledge of AT? Under a proper financial microscope we may find what is saved on the widget is more than accounted for in hidden costs borne by the funder.

Reissue is the Way – It just makes sense. If someone no longer needs their AT, get it back, clean it, service it, store it, catalogue it and when someone else needs it there is no need to purchase a new one. DES (SA) have turned AT reissue into an artform and most other states/territories have a clear focus on increasing their rates of AT reissue. Done properly, this means there are more funds remaining to meet the needs of other consumers, often with more specialised requirements. Could there be anything other than wins out of AT reissue -

- Fitting the individual to the AT. It should absolutely be the other way around but we continue to hear anecdotes from therapists that they are being pressured to take what's on offer from reissue as it's "close enough to what was requested".

- Reissue as a driver of new product purchases. There have been some alarming reports of funders encouraging therapists to try a different product to what was already successfully trialled, exhibiting a preference for those products the funder believes may be more suited to reissue down the track. Multiple AT trials are a source of frustration for consumers as well as being costly and time consuming for therapists and suppliers.

- The costs of reissue. How does a funder genuinely know what it costs to retrieve, clean, service, store, catalogue and reissue an item? What about the costs of staff training, consumables, depreciation of plant, running a vehicle fleet, warehouse rental etc? SWEP (Vic) are the exception of course as they have chosen to contract out their reissue program to a specialist third party organisation.

- Who configures it? Even a basic item may need to be setup to suit the individual and again therapists are not always competent at this task. Who will adjust the seat back height, change the amount of dump, fit the drop base, lock in the removable legs or screw on the seat?

- Safety for clients and care givers. **This is the big one.** Reissued equipment must be safe. Poorly trained or supervised technicians combined with a lack of real world experience can have disastrous consequences. Who trains the clients and care givers in safe use principles of something like a patient lifter? Safety is a definite issue when it comes to reissue.

The other model that has been developed is the rental contract established by the Department of Veterans' Affairs (DVA). It has some real benefits for the DVA such as no upfront capital costs, the supplier remains the legal owner of the equipment and with skilled negotiation, rental charges are fairly low and capped at 12 months regardless of how long the veteran uses the piece of equipment. However one of the major 5 contractors has already withdrawn from the contract and there are increasing concerns amongst the hundreds of small sub-contractors that



meet a member

Debbie Woodgate from Mobility Options

Surely there are many of you who can vividly remember the tragic Granville train disaster – still regarded today as the most devastating rail disaster in Australia’s history.

It was January 18, 1977 when a crowded commuter train on its way into the city derailed and crashed into the bridge supports at Granville. Eighty-three people died and 210 people were injured, while countless others to this day owe their lives to simply missing the train.

The opposite is true for Debbie Woodgate (nee Skow) of Mobility Options.

On her way to work as a police woman, her car broke down and she was left no choice but to catch the train. She was travelling in the carriage directly beneath the bridge and was buried for 12 hours beneath 400 tonnes of concrete in a train carriage that had been crushed to just 45 centimetres in height. She was the last rescued and was given around a one per cent chance of survival.

Today, it is quite clear that Debbie’s path in life has been shaped by that accident. After enduring 18 months in intensive care, an amputated leg and 11 years of rehabilitation, she emerged from it all and dedicated her life to helping others - from volunteering with a number of charities, to establishing Mobility Options nearly 11 years ago. Typical of Debbie’s giving attitude and outlook on life, she is committed to helping the aged and people with disability.

the contract is unsustainable, as when all factors are considered, they are actually losing money. It will be interesting to watch how this develops over the next 12 months.

There is no doubt savings can be made by funders through procurement practices that are efficient, innovative, consumer outcome driven and with a genuine measurement of real value.

The fundamental flaw ATSA sees in too many of the procurement initiatives that funders embark upon, is a basic lack of understanding of the supply chain, the costs involved and the real opportunities for savings through efficiency.

Australia is an expensive place to do business and like it or not, supplying AT in this country is heavily service oriented. Although the costs of many standard items of AT have plummeted over the past 2 decades (generally due to low cost Asian manufacturing), these are more than out weighed by the costs to the supplier of providing the multitude of value added services.

The temptation is to ignore the service aspects of AT supply and go ahead and purchase whatever is required at the lowest possible cost. The risks for good consumer outcomes are obvious and difficult to measure if they begin to decline.

There is a very important aspect of AT provision that should be of concern to organisations representing people with disability and the consumers themselves. How do the types of initiatives detailed above, align with a Person Centred Approach that is core to the NDIS and is becoming part of the DNA of all disability services in NSW, Victoria and other jurisdictions?

As a wheelchair user of some 50 years experience, there few things more connected with my identity, daily comfort, what I see when I look in the mirror and my general well being than the wheelchair I sit in everyday. I know under the NDIS it will have to be “reasonable and necessary” but to me things such as looks, reliability, colour and brand really matter, they really matter. I sincerely hope that AT will be viewed with the same person centred approach as other disability services, not just in the NDIS, but in all government run programs.

Chris Sparks – Executive Officer

Travelling in taxis with mobility aids

For a guide to identifying which mobility aids passengers can remain safely seated in [click here](#)

Information Sheet from Victorian Taxi Directorate

ATSA Committee

President	Sam Garland (Aidacare)
Secretary	Jill Barnett (Magic Mobility)
Treasurer	George King (Home Safety & Comfort)
Committee	Owen Davies (Permobil)
	Rob Hogan (Country Care)
	Warren Robinson (Walk on Wheels)
	Mark de la Mare (Invacare)

ATSA

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



Welcome to new ATSA members



Canterbury Concepts

Ph: (03) 9580 1744 Fax: (03) 9560 3466 www.grabrail.com/

Canterbury Concepts are based in Melbourne and supply the modular Canterbury Concepts Grabrail System. With superior performance, versatility and a stylish design, this easily installed system assists people returning to or staying in their own homes.



Statewide Home Health Care

Ph: (03) 9541 6220 Fax: (03) 9591 6292 www.shhc.com.au/

Statewide Home Health Care is a family-owned business that originated in St Kilda, Victoria. Statewide have established a wide range of independent living and rehabilitation products, including for pain management, fall prevention, asthma and allergy care and aids for daily living.



Peninsula Home Health Care

Ph: (03) 9786 7004 Fax: (03) 9786 8186 www.phhc.com.au/

Peninsula Home Health Care is an independent living and rehabilitation centre, stocking a wide range of assisted living aids equipment. All their staff are fully trained home health care consultants and deliver the highest possible standard of care.



Paragon Mobility

3/10 Tapnor Crescent, Brendale QLD 4500 Ph: 1300 652 382 Fax: (07) 3112 6125
www.paragonmobility.com.au/

Paragon Mobility was formed in response to a growing need for specialised mobility products. They distribute products from PDG Mobility, Motion Concepts, RAZ Design Inc and Meyra Ortopedia.



Mobility Options

1/340 Pennant Hills Rd, Pennant Hills NSW 2120 Ph: (02) 9875 5530 Fax: (02) 9980 9358
www.mobilityoptions.com.au/

Mobility Options are a wholesale and retail outlet for disability and rehabilitation aids based in Pennant Hills, New South Wales. Owner Debbie Woodgate and her husband import directly from the manufacturer as well as providing items from local big-name providers.



Medix21 Australia

8 Wayne Court, Dandenong VIC 3175 Ph: (02) 9970 7342 www.medix21australia.com.au/

Medix21 Australia Pty Ltd originally began in New Zealand under the name Medix21Ltd and has recently commenced exclusively importing European brands such as Joerns Oxford hoists, Roth portable hand rails, Nightingale bariatric beds and Easa shower trays and doors. Medix21 works closely with their suppliers to bring you the newest products at all times.



atsa Members Register

Ability in Motion

260 Leitchs Rd
BRENDALE QLD 4500
Ph: 1800 994 408
Fax: (07) 5335-1604
www.abilityinmotion.com.au

Aidacare Pty Ltd

4 Noonan Road
INGLEBURN NSW 2565
Ph: (02) 9618-5000
Fax: (02) 9618-5111
www.aidacare.com.au

Astec Equipment Services

2/109 Hertford Street
SEBASTOPOL BALLARAT VIC 3356
Ph: (03) 5336-3900
Fax: (03) 5336-3977
www.astecservices.net.au

Austech Medical

Unit 1 / 88 Lear Jet Drive
CABOOLTURE QLD 4510
Ph: (07) 5495-8663
Fax: (07) 5495-8273

Auto Mobility

3/61-63 Canterbury Rd
MONTROSE VIC 3765
Ph: 1300 660 773
Fax: (03) 9762-2355
www.automobility.com.au

Canterbury Concepts

Ph: (03) 9580 1744
Fax: (03) 9560 3466
<http://www.grabrail.com/>

Country Care

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

DeJay Medical and Scientific Pty Ltd

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

Disability Hire Vehicles

Unit 1 - 10-12 Wingate Road
MULGRAVE NSW 2756
Ph: (02) 4577-2225
Fax: (02) 4577-5828
www.disabilityhire.com.au

Durable Medical Equipment Ltd

Unit 2 - 19 Boden Place
SEVEN HILLS NSW 2147
Ph: (02) 9674-8904
Fax: (02) 8212-5912
www.durmed.com.au

Dynamic Controls Pty Ltd

17 Print Place, Middleton
CHRISTCHURCH NZ
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Fax: +64 3 9628989
www.dynamiccontrols.com

Dynamic Wheelchair Solutions Pty Ltd

Unit 17, 14-26 Audsley Street
CLAYTON VIC 3168
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Fax: (03) 9548-8411

Eden Healthcare Solutions

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

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Unit 2 - 37-41 Hallam South Road
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www.endeavourlifecare.com.au

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Fax: (02) 9601-7870
www.hospitalathome.com.au

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BRAESIDE VIC 3195
Ph: (03) 9587-6766
Fax: (03) 9587-6899
www.fasequipment.com

Fisher Lane Pty Ltd

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

Freedom Healthcare

88 Parramatta Road
UNDERWOOD QLD 4119
Ph: (07) 3801-3910
Fax: (07) 3801-4792
www.freedomhc.com.au

Geelong Wheelchair Services Pty Ltd

Unit 18 - 147 Marshalltown Road
GROVEDALE VIC 3126
Ph: (03) 5244-0844
Fax: (03) 5244-0850
www.geelongwheelchairs.com.au

GMS Rehabilitation

Lot 1 - 48 Commercial Road
LYNBROOK VIC 3975
Ph: 1800 060 919
Fax: 1300 734 998
www.gmsrehab.com.au

GTK Rehab

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

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

Home Safety and Comfort

2/187 Lake Road
PORT MACQUARIE NSW 2444
Ph: (02) 6581-2400
Fax: (02) 6581-2422
www.homesafetyandcomfort.com.au

Independent Home Care Supplies

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

Independent Living Solutions

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

Invacare Australia Pty Ltd

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

K Care Healthcare Equipment

Unit J - 5 Butler Boulevard
Burbridge Business Park
ADELAIDE AIRPORT SA 5950
Ph: (08) 8154-4105
Fax: (08) 8154-4117
www.hillshealthcare.com.au

Keep Moving Pty Ltd

PO Nox 37082
WINNELLIE NT 0821
Ph: (08) 8947-5122
Fax: (08) 8947-2531
www.keeppmoving.net.au

Liberty Healthcare

2/11 Commercial Drive
ASHMORE QLD 4214
Ph: 1300 885 853
Fax: (07) 5571-2312

Magic Mobility Pty Ltd

2/16 Viewtech Place
ROWVILLE VIC 3178
Ph: (03) 9755-8100
Fax: (03) 9755-8111
www.magicmobility.com.au

Maroondah Home Healthcare

32-34 Railway Avenue
RINGWOOD VIC 3135
Ph: (03) 9879-8885
Fax: (03) 9879-3133
www.homehealth.com.au

Medi-Repair Services

129 Holbrook Street
INVERMAY TAS 7248
Ph: (03) 6334-8844
Fax: (03) 6334-8855
www.medirepairservices.com.au

Medistore

Unit 11 - 12 Mars Road
LANE COVE NSW 2066
Ph: 1300 882 194
Fax: 1300 882 197
www.medistore.com.au

Medix21 Australia

8 Wayne Court
Dandenong VIC 3175
Ph: (02) 9970 7342
<http://www.medix21australia.com.au/>

Megalong Positioning Service

Unit 1, 14-16 Livingston Street
LAWSON NSW 2783
Ph: (02) 4759-2800
Fax: (02) 4759-2877
www.megalongpositioning.com.au

Mobility Aids Australia Pty Ltd

1/820 Princes Highway
SPRINGVALE VIC 3171
Ph: (03) 9546-7700
Fax: (03) 9546-7744
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

Mobility Options

1/340 Pennant Hills Rd
Pennant Hills NSW 2120
Ph: (02) 9875 5530
Fax: (02) 9980 9358
<http://www.mobilityoptions.com.au/>



Northcott Equipment Solutions

PO Box 4055
PARRAMATTA NSW 2124
Ph: (02) 9890-0186
Fax: (02) 9898-0924
www.northcottes.com.au

Northern Rivers Surgical

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

Novis Healthcare

Unit 12 - 12 Mars Road
LANE COVE NSW 2066
Ph: 1300 738 885
Fax: 1300 738 886
www.novis.com.au

Omni Healthcare

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

Otto Bock Australia Pty Ltd

Suite 1.0 - Century Corporate Centre
62 Norwest Boulevard
BAULKHAM HILLS NSW 2153
Ph: (02) 8818-2804
Fax: (02) 8814-4504
www.ottobock.com.au

Para Mobility

5 Chadd St
GALSTON NSW 2159
Ph: (02) 9653-2719
Fax: (02) 9653-3719
www.paramobility.com.au

Paragon Mobility

3/10 Tapnor Crescent
Brendale QLD 4500
Ph: 1300 652 382
Fax: (07) 3112 6125
<http://www.paragonmobility.com.au/>

ParaQuad NSW

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

Peak Care Equipment Pty Ltd

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

Peninsula Home Health Care

Ph: (03) 9786 7004
Fax: (03) 9786 8186
<http://www.phhc.com.au/>

Permobil Australia Pty Ltd

Unit 3 - 39 Stanley Road
INGLEBURN NSW 2565
Ph: (02) 9618-2755
Fax: (02) 9605-7267
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

Problem Management Engineering Pty Ltd

6 Kookaburra Road
HORNSBY HEIGHTS NSW 2077
Ph: (02) 9482-2808
Fax: (02) 9476-6046
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

Scooters Australia

PO Box 3012
WHEELERS HILL VIC 3150
Ph: (03) 9799-9077
Fax: (03) 9799-9177
www.scootersaus.com.au

Scooters Australia Canberra

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

Scooter World Australia

81 Grange Road
WELLAND SA 5007
Ph: (08) 8245-1111
Fax: (08)-1110
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

Specialised Wheelchair Company

11 Mitchell Road
BROOKVALE NSW 2100
Ph: (02) 9905-5333
Fax: (02) 9905-2208
www.swco.com.au

Statewide Home Health Care

Ph: (03) 9541 6220
Fax: (03) 9591 6292
<http://www.shhc.com.au/>

Sunrise Medical Pty Ltd

Unit 7 - 15 Carrington Road
CASTLE HILL NSW 2154
Ph: (02) 9899-3144
Fax: (02) 9899-3244
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

Victorian Home Health Equipment

51 Lusher Road
CROYDON VIC 3136
Ph: (03) 9725-6577
Fax: (03) 9725-8067
www.vhhe.com.au

Walk on Wheels Australia (Brendale) Pty Ltd

260 Leitchs Road
BRENDALD QLD 4500
Ph: (07) 3205-5654
Fax: (07) 3205-5467
www.walkonwheels.com.au

Walk on Wheels NSW Pty Ltd

7/301 Hillsborough Road
WARNERS BAY NSW 2282
Ph: (02) 4954-8555
Fax: (02) 4954-5017
www.wownsw.com

Watercomfort Company

42 Alexander Avenue
TAREN POINT NSW 2229
Ph: (02) 9531-1699
Fax: (02) 9531-1799
www.watercomfort.com.au

Wheelchair Sales

Unit 13/2 Ash Rd
PRESTONS NSW 2170
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Fax: (02) 9607 2233
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