

# Update



## From the Executive Officer

The dust barely settles on the successful Sydney and Brisbane ATSA Independent Living Expos and it is time to start planning for our Melbourne event in 2016. We will be returning to the Melbourne Showgrounds on 18th and 19th May and already over 75% of the available exhibition space has been booked. With more than 100 exhibitors and over 2,000 visitors the Expo is now the largest event of its type in Australia. In 2016 we hope to continue the trend from this year's events and welcome many more people with disability and their families. You can stay up to date with the exhibitor list and clinical program by registering through the Expo website [www.atsaindependentlivingexpo.com.au](http://www.atsaindependentlivingexpo.com.au)

ATSA's past-chairman Terry Gallagher has moved on after 10 years as managing director with the German prosthetics/AT manufacturer Otto Bock. Terry had previously established Invacare Australia and has been a great supporter of ATSA over many years. He served as ATSA chairman from 2010 to 2012 and treasurer prior to that. We are sorry to see Terry leave our ranks but I'm sure he won't be too far away from an industry that he has dedicated much of his career to.

Standards Australia and AustRoads hosted a forum in July to discuss additional standards for motorised mobility devices including electric wheelchairs, mobility scooters and power add-ons for manual wheelchairs. There was extensive and at times lively discussion of a draft Technical Specification that would be an addendum to the existing Australian Standard and would apply to devices used on public transport and road related areas such as footpaths. This is an extension of work commenced back in 2009 that was later picked up by AustRoads. People with disability and suppliers expressed concerns that the regulations will limit choice and increase cost if implemented (see detailed article of page 3).

Its all eyes on the NDIS at the moment and as this newsletter is going to press the announcement of the NDIA's strategy for assistive technology (AT) procurement is imminent. Since their AT discussion paper was published there have been some important appointments made by the NDIA including Matthew Massy-Westropp in the role of Director of Assistive Technology. Matthew previously headed up Domiciliary Equipment Services in South Australia where he established a major AT reissue program and it is possible the NDIA will be looking to develop something similar on a national basis.

On 1st August the NDIA released a new price guide for NDIS supports and shortly after an updated price guide for assistive technology. All AT items have now been separated and are listed in this document. ATSA has circulated the link to the guide and is collating industry feedback to the NDIA. The guide can be found on [www.ndis.gov.au](http://www.ndis.gov.au)

### In this issue

- Standards Australia and AustRoads Propose Additional Standards For Motorised Mobility
- AT Businesses Mergers & Acquisitions
- Record Attendance at the 2015 ATSA Expos
- ATSA Member Wicked Wheelchairs in the News
- Dr Michael Summers Retires
- From EnableNSW
- Jobs in the AT Industry
- From MASS (Qld)
- Highlights of the highlights: 7th NDIS Quarterly Report, 31 March 2015
- Changes to the NDIS Board
- Getting AT in NDIS Right
- Department for Communities and Social Inclusion, SA
- Improving Public Transport Access
- CanWheel survey
- Christopher Hills and Global Accessibility Awareness Day



The NDIA has also announced the dates for the NDIS New World Conference: Disability in the 21st Century which will be held in Brisbane on 27-29 October. The conference invites us to 'Join the national conversation about how technology can improve the lives of people with disability' and the conference program includes some sessions on AT. All the details are available on the conference website [www.ndisconference.com](http://www.ndisconference.com).

After more than 3 very successful years in the role, ATSA's Senior Policy Advisor, Dr Michael Summers, has regrettably retired due to health issues. Michael has been a tremendous asset to ATSA and did an outstanding job articulating the often complex issues that impact our industry and the extensive services we deliver to those who rely on AT. On a personal note, I want to express my sincere appreciation for Michael's hard work over the years and for his friendship and camaraderie. He will be sorely missed and I certainly hope he will stay involved at some level with AT policy development.



**Chris Sparks**  
Executive Officer, ATSA

## 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 9.2 states that:** 'Potential customers must be made aware, where appropriate, of AT goods and services offered by state, territory or federal government departments such as the Department of Veterans' Affairs, major charities and other agencies.'

A PDF copy of the Code of Practice is available to anyone by emailing [info@atsa.org.au](mailto:info@atsa.org.au) and can be downloaded at [www.atsa.org.au](http://www.atsa.org.au)

### Special Needs Solutions

#### 2015 Paediatric Road Trips

These road trips are designed to allow children with disability an opportunity to trial an extensive range of paediatric products. Bookings are essential via [info@specialneedssolutions.com.au](mailto:info@specialneedssolutions.com.au)

- Rockhampton/Gladstone/Bundaberg 25-26 August
- Northern NSW - Tuesday 8-9 September
- Sunshine Coast - Tuesday 13 October
- Gympie/Hervey Bay/Bundaberg 27-28 October
- Ipswich/Toowoomba - 1 December

#### LIFETEC, BRISBANE TRIAL DATES

- 18 August
- 15 September
- 20 October
- 17 November

#### Wicked Wheelchairs – Abilities Expo

**19th September 2015, 9:30am-2:30pm**  
**Unit 1, 11 Gateway Court, Coomera QLD**

This is a free community event for wheelchair users and their family, friends, carers and the wider community. It will showcase a range of assistive technology and community services.

For more information go to:

[www.wickedwheelchairs.com.au](http://www.wickedwheelchairs.com.au) or  
[www.facebook.com](https://www.facebook.com)

#### Personal Independence Providers (PiP)

**Victorian Product Launch 6th October**  
**2015 Doncaster Manningham City Square,**  
**Melbourne VIC 10am – 2pm**

Learn about new Bathroom Solutions and accrue CPD points. For more information email [lisasanders@haleberry.com.au](mailto:lisasanders@haleberry.com.au) or call 1300 657 016. Numbers are limited.

#### Aidacare Professional Training (APT)

The APT is a national program that offers healthcare providers educational training and the opportunity to accrue CPD points. For more information and to book a place visit [www.aidacare.eventbrite.com.au](http://www.aidacare.eventbrite.com.au)

- Sunrise Medical - 16 September  
Southport Sharks Club, South Port QLD
- Sunrise Medical - 21 October  
Royal Rehab, Ryde NSW
- Sunrise Medical - 4 Nov  
Aidacare, Geelong QLD
- Medifab - 10 Nov – Geelong VIC
- Pride - 11 Nov – Brisbane QLD
- Medifab - 12 Nov – Frankston VIC
- Pride - 13 Nov – Sydney NSW
- Pride - 17 Nov – Melbourne VIC
- Pride - 18 Nov – Adelaide SA

# Standards Australia and AustRoads Propose Additional Standards For Motorised Mobility

On 20th July Standards Australia and AustRoads held a forum to facilitate an in-depth discussion of a proposed Technical Specification that if adopted, will apply to all motorised mobility devices (MMDs) including electric wheelchairs, mobility scooters and power add-ons for manual wheelchairs. Unfortunately the Specification is not yet in the public domain but was provided for use on the day to those who attended.

The Specification lists additional compliance requirements for MMDs that are to be used on public transport and public road related areas such as footpaths, under transport authority regulations (Australian Road Rules). The Specification requires that MMDs –

- Meet certain requirements of AS/NZS3696.2
- Meet or exceed the requirements for a Class B device under the Standard
- Have an operator controlled 'high/low' speed switch with indicator
- Display additional labels indicating compliance
- Must comply with maximum dimensions for length, width, height and unladen weight

Additional standards have the potential to reduce the range of compliant MMDs available in Australia and therefore limit choice for consumers. Suppliers are concerned about the added costs of labelling and retesting MMDs to a standard that is not recognised internationally. Any increased costs will inevitably flow on to consumers through higher prices.

The requirement that MMDs must meet Class B performance characteristics will impact Class A devices which are generally smaller, more portable and lightweight. This would include numerous portable mobility scooters which many seniors use as a second device when travelling or on holiday. Suppliers reported that this type of device now accounts for almost 30% of the units sold in Australia.

Some people with disability who attended the forum argued that the suggested unladen weight limit of 170kgs was too low and some MMDs necessary for those with more complex needs would exceed this and therefore be non-compliant. They also suggested that there is a significant difference between wheelchairs and mobility scooters and the skill levels of those who use them. In their view a universal regulatory regime for such different device types was not practical.

One issue raised was that an individual who uses a power add-on for a manual wheelchair needs to be a minimum height otherwise they would need to have a flag on their chair similar to that employed by mobility scooter users. This was considered illogical as many users are able to manually propel their wheelchair faster than the power add-on does.

Overall many attendees, those with disability and AT suppliers, were of the view that the Specification was too black and white and failed to take into account the unique needs of individuals with disability.

There was broad support for the idea of an optional 'Blue Label' that would indicate a device complies with the disability standards for accessible public transport. These standards specify maximum dimensions and manoeuvrability characteristics that an MMD must meet to ensure it can safely be used on accessible buses, trains and ferries. This would provide users and transport operators with more certainty that a user with an MMD will be able to use public transport.

Dr Lloyd Walker from Tech4Life ([www.tech4life.com.au](http://www.tech4life.com.au)) is the chairman of the ME-067 committee responsible for progressing this work. Comments on the proposed specification can be sent to Lloyd or to ATSA [info@atsa.org.au](mailto:info@atsa.org.au) as we have an industry delegate on ME-067. A draft for public comment is likely to be released in early 2016 and will be open for feedback for 9 weeks. People can sign up to receive updates on the process by emailing [mail@standards.org.au](mailto:mail@standards.org.au).

## AT Businesses Mergers & Acquisitions

Over the past 12-18 months we have seen a hive of merger/acquisition (M&A) activity within the more complex end of the assistive technology (AT) industry. International brands, well known throughout Australia, have been bought and sold as companies try to complement their product portfolios and/or extend their reach into new markets.

Global companies including Pride Mobility, Sunrise Medical, Drive Medical and Permobil have led the charge, resulting in a change of ownership for brands such as Handicare, TiLite, RGK, Columbia Medical and ROHO. There has also been significant investment in our industry from private equity funds including Nordic Capital and Rockwood Equity.

|   |             |
|---|-------------|
| Permobil acquires TiLite                                | May 2014    |
| Qantum Rehab (Pride Mobility) acquires Stealth Products | May 2014    |
| Rockwood Equity acquires Altimate Medical (EasyStand)   | August 2014 |
| Aidacare acquires Mylestones Mobility                   | Sept 2014   |
| Drive Medical acquires Columbia Medical                 | March 2015  |
| Permobil acquires ROHO                                  | March 2015  |
| Sunrise Medical acquires Switch It                      | April 2015  |
| Drive Medical acquires Parkhouse Healthcare             | April 2015  |
| Sunrise Medical acquires RGK                            | April 2015  |
| Permobil acquires ROHO                                  | March 2015  |
| Advanced Health Care acquires PDG                       | June 2015   |
| Nordic Capital acquires Sunrise Medical                 | June 2015   |
| Stealth Products acquires Accessible Designs            | June 2015   |
| Permobil acquires Seating Dynamics                      | August 2015 |
| Sunrise Medical acquires Handicare's Mobility Business  | August 2015 |



Many of these M&As have an impact locally, as most of the acquired brands were previously imported into Australia by a number of typically smaller, independent AT businesses. A change in the parent company can often result in a change in the Australian distribution channel, particularly when the new owner already has an established business based in Australia. In turn this can mean changes to local AT retailers' access to products and can also have an impact on existing government contracts and tenders. The consumer will generally still have access to the AT they require, however at risk is the knowledge of suppliers that help to ensure optimal outcomes.

It will be interesting to watch as the dust settles on these M&As and to see which ones prove truly successful. One of the real strengths of many of the companies that have been acquired is their specialisation in a particular field of AT which brought great focus to their businesses. It is not always easy to maintain the passion and focus of the original innovators who established the business.

A few things are certain, change is always going to happen and our industry continues to attract investment and innovation which will only be positive for those who rely on AT.

## Record Attendance at the 2015 ATSA Expos

We nervously awaited the month of May, which is when we host the annual ATSA Independent Living Expos. This year we moved both the Brisbane and Sydney events to new locations. Even with the best of planning, new venues inevitably present unseen challenges that can frustrate exhibitors and attendees alike but fortunately our partners from InterPoint Events were on hand to resolve issues as they arose.

A move to much larger venues and a substantial increase in the number of exhibitors participating meant it was important we redouble our marketing efforts so that the Expos would attract the largest possible audience. Something obviously worked as record numbers of allied health practitioners, people with disability, their families and caregivers turned out to see Australia's biggest Expo of AT and allied services.



The large crowds did cause some unacceptable delays at the registration/entry points and this will be addressed for future Expos as we will streamline our processes to minimise queuing. We were delighted in the dramatic increase in the number of people with disability who attended but this meant there were insufficient accessible toilets, again something we will resolve for 2016 onwards.

The Expo has come a long way since it started some 15 years and the exhibitors should be congratulated on the quality and presentation of their displays. Our events are now arguably on a par with some of the major international expos and symposiums held in Europe and the US.

The clinical program that ran alongside the Expo featured some outstanding speakers and many of the popular sessions were fully booked. We are very grateful to the speakers, both local and international, who offered their support for the program free of charge. Also popular was the new stream of presentations specifically directed at consumers and their families; definitely something we will continue in future years.

The Expo heads back to Melbourne in 2016 and will return to the Melbourne Showground on 18th and 19th May. As well as addressing issues with queues and accessible toilets we will be working on some fresh ideas including a 'New Zone' showcasing breakthrough innovations and awards for those exhibitors who really help to make the Expo special.

There is no doubt the ATSA Expo is the largest such event of its type in Australia for people with disability and all AT stakeholders. Thank you to all who exhibited or presented at the clinical program and the thousands who attended. Also a special thank you to our good friends at InterPoint Events who make it all possible.



## ATSA Member Wicked Wheelchairs in the News

In our last ATSA newsletter we featured a story on the dozens of entrepreneurs with disability who are running businesses as AT suppliers, many of whom employ other people with disability.

Back in May, the [Gold Coast Bulletin](#) featured a story on Coomera based ATSA member, Wicked Wheelchairs, creating employment for a 43 year old Southport man desperate to land a secure job. Craig Pollard resorted to standing on a busy roadside, wearing his own homemade sandwich-board imploring people to give him a job to help him support his family. His photo was posted on Facebook and shared more than 4,000 times before he landed a fulltime job with Wicked Wheelchairs.

Dion Reweti, owner of Wicked Wheelchairs, was just about to advertise a full time job he came across Craig's photo on social media and decided to give him a call. 'Who wouldn't be impressed with a bloke that shows so much initiative, so I called him the night I saw the photo' Dion said.

Craig is now working in the Wicked Wheelchairs warehouse and is being trained by Dion to become an AT technician.



## Dr Michael Summers Retires

*For more than 3 years, Dr Michael Summers has been doing outstanding work in his role as senior policy advisor for ATSA. Sadly, due to health issues, Michael has chosen to retire and left his role with ATSA at the end of June. The AT industry has definitely benefited from Michael's efforts in supporting intelligent, evidence based public policy development. We asked him for his take on his time with ATSA and where he sees AT policy heading in Australia.*

### Where to from here?

This time next year the full NDIS roll-out will begin, and the reconfiguration of aged care funding and delivery is already being rolled out. Both reforms are based on putting consumers at the centre and in control.

In relation to AT this should mean that consumers will have direct access to the AT products and services that meet their needs and are of their choosing – if they are reasonable and necessary. This should include access to the full range of AT products currently available in Australia, and access to the AT retailer and repairer of their choice.

Consumer choice of both AT products and who provides the related services are central to ensuring: (a) a good fit between the product and the individual; (b) economic efficiency; and (c) maximising consumer outcomes in relation to social and economic participation, and well-being.

Time will tell if governments are ready to hand over control of AT purchasing, or keep clinging to the paternalistic ideals of centralised procurement. [The NDIA's 2014 AT Discussion Paper](#) suggests they may not be ready.

The ATSA response to the AT Discussion Paper provides extensive and detailed information about the unchallenged evidence and reasoning behind the paper (see this and other [NDIA AT Paper responses](#) on the ATSA website). ATSA's briefing paper, *Supporting Choice and Control: Assistive Technology Funding Reforms*, outlines a more appropriate market-based solution.

Irrespective of whether a centrally controlled purchasing scheme is utilised, or a more effective and efficient market-oriented scheme is employed, some AT providers will prosper and others will fail and fade away. But the problem with centralised control over AT purchasing is the poor outcomes it will deliver to consumers, and ultimately higher costs to AT funders over time. So how do we get AT provision on track to ensure a more efficient and effective market-oriented model? A combination of clear evidence-based messages and policy advocacy work through key alliances is the answer.

Key messages include:

- (a) The retail prices of AT in Australia are on average 24% lower than those elsewhere when shipping costs are included (see pg. 48 of [Queensland Competition Authority 2014](#)), and 14% lower when comparing recommended retail prices (see [ATSA 2014a](#) and [2014b](#)). So it is unclear what 'problem' is being solved via centralised procurement.
- (b) A significant component of the costs reflected in AT retail prices are the extensive range of services provided by both AT retailers and AT importers/manufacturers that all help to ensure a good fit between the AT and the individual user (see [AT in Australia](#)).
- (c) AT provision is often a highly personal process and many AT users have identified their preferred AT retailers and products. Centrally controlled AT purchasing systems and/or use of 'preferred providers' will disrupt these relationships and over-ride consumer choice and control.
- (d) In the short term centralised purchasing will lead to fragmentation and inefficiencies (as is already occurring in one state scheme with the wheelchair provided by one supplier; a seating system by another supplier and the pressure cushion by yet another supplier: or hoist provided by one supplier and sling by another - who is



then responsible for the final outcome, and what about the costs and inconvenience to consumers?). In the long term it will lead to over-consolidation in the marketplace with large providers squeezing out small providers – and it is useful to note in this context that many of these specialist small providers are owned by people with disability.

Given that AT users have the most to lose under a centralised purchasing and/or preferred provider scheme, it is vital that ATSA and AT suppliers generally develop strong alliances with both individuals with disability of all ages and the organisations that represent both people with disability and seniors. Additionally, the role of independent allied health practitioners (AHPs) such as OTs, physio's and rehabilitation engineers is central in a market-oriented model. The dynamic partnership between consumers–AHPs–suppliers is vital to ensuring good outcomes for most AT at the best possible price. Consequently active and strong alliances with individual AHPs and the organisations that represent them are also critical.

I am optimistic that this can be achieved and that a more appropriate market-oriented model will be implemented. But it will take a lot of hard work by all stakeholders, and I will be cheering you on from the sidelines as I have to leave this fight to others given my recent retirement due to health/disability issues (and be assured that if those get resolved I will be back!).

## From EnableNSW

### **ATSA representation on EnableNSW's Education and Training Steering Committee**

An EnableNSW survey of assistive technology (AT) prescribers identified that clinical services; professional associations; funding bodies; suppliers and manufacturers all have a role in providing education and training on AT and AT prescription.

In order to facilitate a collaborative approach to providing education and training in this area, EnableNSW has invited representatives from these stakeholders groups to participate in an Education and Steering Committee. ATSA was invited to send 2 representatives with the first meeting to be held in September 2015.

The Education and Training Steering Committee is building on EnableNSW's current prescriber education program which commenced in January 2015, with a focus on training and prescription in self-care and mobility equipment and has included videoconferencing for rural prescribers. To date, there have been 450 prescribers who have attended the education sessions (including 309 face-to-face and 141 videoconferencing).

### **ATSA assistance in relation to the EnableNSW enhancement spend**

In February/March 2015 the NSW Ministry of Health allocated an additional \$7.7M for the purpose of reducing waiting times for assistive technology funded via EnableNSW. It was through

a process of active communication between AT suppliers and EnableNSW that the additional funds were committed and spent. EnableNSW is very appreciative of the cooperation and support provided by Industry and in particular those organisations associated with ATSA.

## Jobs in the AT Industry

### **Rehab Solution Specialist**

Pride Mobility Products Australia requires a full time Rehab Solution Specialist to work with our Quantum Rehab team based at our head office in Hallam, Victoria. The role will be an internal role providing support to our agents/customers.

Our Quantum Rehab Division's primary focus is the production of customised power wheelchair solutions. Previous experience working with power wheelchairs is essential. An OT/PT qualification would be an advantage.

Please contact Andrew Gannan on 0418 525 534 or email [agannan@pride-mobility.com.au](mailto:agannan@pride-mobility.com.au) to discuss this exciting career opportunity.

**Confidentiality assured.**

## From MASS (Qld)

**MASS Assistive Technology SOA** – Some suppliers have provided feedback to MASS that implementing their KPIs have resulted in process improvements within their business, with several advising they are utilising the MASS format to show them when products are on trial and the existing demand. The feedback suggests this enables them to ensure that they maintain adequate stock levels of their popular products. Some are reporting increased sales while some are reporting reduced sales due to the greater choice available on this SOA.

**CAEATI/VOSS:** Department of Communities, Child Safety and Disability Services will provide an additional \$4.8M to MASS for FY 2015/16 to satisfy the increased demand for these two programs since they transitioned to MASS. This results in a total budget of \$9.8M across the two programs for FY 2015/16. Good news for CAEATI/VOSS clients and suppliers.



## Improving Public Transport Access

The second review (the first was in 2007) of the Disability Standards for Accessible Public Transport 2002 has, as noted by Deputy Prime Minister and Minister for Infrastructure and Regional Development Warren Truss, recognised 'the need to modernise the Transport Standards to be able to respond to rapidly changing technology'. While accepting there were obstacles to overcome – due to issues such as age of facilities and cost – Mr Truss indicated that there were 'a number of key recommendations which would create significant improvements in the accessibility of public transport systems if fully implemented'. To access the report and the government's response, see: [www.infrastructure.gov.au](http://www.infrastructure.gov.au).

## CanWheel Survey

CanWheel is a Canadian research team working to improve the mobility opportunities of older adults who use wheelchairs. Their *'current project aims to identify and describe the most common data loggers and their underlying technology features used to measure manual wheelchair use and activity, as well as physiological characteristics of wheelchair users'*. They are asking researchers and clinicians to complete an online survey (10–15 minutes). See [www.canwheel.ca](http://www.canwheel.ca) for information on the research group; and for further information about the research project and to complete the survey, see: [https://survey.ubc.ca/s/P4\\_manual/?code=kpxnngdabs](https://survey.ubc.ca/s/P4_manual/?code=kpxnngdabs)

## Christopher Hills and Global Accessibility Awareness Day

As part of an event at the Brisbane Apple Store to celebrate Global Accessibility Awareness Day, Sunshine Coast teenager Christopher Hills was invited to talk about the range of Apple accessibility features. Hills lives with athetoid cerebral palsy and is quadriplegic, and has been interested in computers since he was very young. He completed studies in video production at RMIT, is a qualified Apple Certified Professional in editing software Final Cut Pro X, and has started his own business. See his videos at: [www.youtube.com](http://www.youtube.com)

## Google Support for Emerging Technologies

In late May, Google announced a program of its charitable arm (Google.org) to award grants to non-profit organisations working on assistive technologies. The total pool of money could reach US\$20 million. The first two organisations to receive support were Enable Community Foundation, which creates 3-D printed prosthetic limbs for children, and World Wide Hearing, which is developing a hearing loss toolkit that will use smartphone technology. For further details about the program, see: [get.google.com](http://get.google.com)



## Welcome to Our New ATSA Members



### Age Prepcare

Unit 5 - 93 Abbott Road, Hallam VIC 3803

ph: (03) 9796-5156 web: [www.ageprepcare.com.au](http://www.ageprepcare.com.au) email: [info@ageprepcare.com.au](mailto:info@ageprepcare.com.au)

Age Prepcare is a Melbourne based family business specialising in manufacturing quality Aged Care designs engineered for comfort. Wholly Australian-owned and dedicated to selling products designed and manufactured locally.



### Mobility2You

Unit 2 - 12 Aston Road, Erina NSW 2250

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

Mobility2You provides mobility aids for seniors, aged care, sick and those with disability including paediatric and medical rehab. Mobility2You aim to offer clients service and support, ensuring that their daily independence, dignity and comfort is maintained.



### Patient Handling

1 Mitchell Street, Marrickville, NSW 2204

ph: 1300 734 862 web: [www.patienthandling.com.au](http://www.patienthandling.com.au) email: [info@patienthandling.com.au](mailto:info@patienthandling.com.au)

Patient Handling is an Australian manufacturer and distributor of manual handling, patient care and mobility equipment for the healthcare and aged care industry. They are also Australia's exclusive distributors of Molift Patient Hoists and importers of TA Service power wheelchairs.



### Total Ability

146 Gilba Road, Girraween NSW 2145

ph: 1300 858 410 web: [www.totalability.com.au](http://www.totalability.com.au) email: [info@totalability.com.au](mailto:info@totalability.com.au)

Total Ability focus on providing the latest, quality automotive driving aid products to the Australian and New Zealand markets. We know first-hand the challenges faced by those physically challenged and wish to make driving a safe and enjoyable experience.



### Complete Mobility and Rehab

Shop 1 - 92 Anderson Street, Cairns QLD 4872

ph: (07) 4032-1140 web: [www.completemobility.com.au](http://www.completemobility.com.au) email: [info@completemobility.com.au](mailto:info@completemobility.com.au)

Complete Mobility and Rehab want to promote positive aging and independence in the home, supplying products that improve quality of life with increased mobility and comfort. They provide free trial services in your home with a large range of equipment.



### Uccello Marketing

ph: 1300 721 327 web: [www.uccellodesigns.com](http://www.uccellodesigns.com) email: [enquiries@uccellodesigns.com](mailto:enquiries@uccellodesigns.com)

Italian inventor, Andy De Petra, combined his love of Italian design with the art of tea and coffee drinking, to create the design for safe and functional Uccello kettle - ideal for those with limited. strength and mobility.





#### Local Mobility

365 Main Road, Cardiff 2285  
ph: (02) 4933-9993  
web: [www.localmobility.com.au](http://www.localmobility.com.au)  
email: [service@localmobility.com.au](mailto:service@localmobility.com.au)

Local Mobility have a large showroom in the Hunter (NSW) region for mobility products and daily living aids. They provide products to individuals, hospitals and nursing homes and also offer a fully equipped hire service.



#### Lodgesons (UK)

Unit M1 - South Point, Clos Marion, Cardiff UK CF10 4LQ  
ph: +44 (0)29 2043-6980  
web: [www.lodgesons.co.uk](http://www.lodgesons.co.uk)  
email: [sales@lodgesons.co.uk](mailto:sales@lodgesons.co.uk)

Lodgesons is a UK based manufacturer of wireless keypad controls for motor vehicles. Their products are guaranteed for three years and meet European and worldwide regulatory standards. Lodgesons have installers and distributors in most Australian states and territories.



#### Handi-Rehab

17 Lindsay Ave, Edwardstown  
ph: (08) 8276-1300  
web: [www.equip4living.com.au](http://www.equip4living.com.au)  
email: [ashley@equip4living.com.au](mailto:ashley@equip4living.com.au)

Handi-Rehab imports products from Europe, Scandinavia and New Zealand. Their key product ranges include lifting and transferring, seating, paediatric mobility and a unique petrol powered wheelchair from New Zealand.



#### Tyrex Solutions

93 Munibung Road, Cardiff NSW 2285  
ph: (02) 4956-6860  
web: [www.tyrex.com.au](http://www.tyrex.com.au)  
email: [info@tyrex.com.au](mailto:info@tyrex.com.au)

Each year, millions of tyres come to the end of their useful life. Tyrex Products can now extend that life, recycling tyres into new applications (including access ramps) that can take advantage of the durability and safety aspects of the original compounds found in tyres.



#### Juel Health Services

Building 37 - The Avenue, Kariong NSW 2250  
ph: (02) 4340-0883  
web: [www.livingstrength-ot.com.au](http://www.livingstrength-ot.com.au)  
email: [admin@juelhealthservices.com.au](mailto:admin@juelhealthservices.com.au)

Juel Health Services is the exclusive Australian importer and distributor of Inimove, a range of Danish sustainable therapy products that help to improve fine motor control, concentration coordination while strengthening muscles in the hand, arm and shoulder.



## Highlights of the highlights: 7th NDIS Quarterly Report, 31 March 2015

The members' update from National Disability Services (NDS) on the March quarterly report on the NDIS sets out various statistics across these areas: Participants, Eligibility and Appeals, Providers, Planning, Package costs, Plan management, and the delivery of agreed supports as planned.

- In the March quarter, 13,610 Participants had an approved plan (an increase of 2,581 over the previous quarter) at a cost of \$754 million. The most common primary disability across all trial sites was 'autism and related disorders', followed by intellectual disability, which together comprise 59% of the primary disabilities.
- After excluding ineligibility due to age and residency requirements, around 6% of access requests were deemed ineligible. To date there have been 557 complaints nationally, and 26 appeals to the Administrative Appeals Tribunal.
- The number of service providers registered with the NDIA increased by 228 to 1,877 during the quarter.
- The national average time from access request to plan approval has continued to climb, now standing at 88 days, with less than half the plans in NSW, SA, Tasmania and Victoria approved within 90 days. Over the last three quarters, the delay to approve plans has been steadily increasing, particularly in SA and Tasmania. As well, the average length of time from access request to commencement of services has risen to 106 days nationally.
- Average annualised cost of the packages across all sites is approximately \$40,800; 49% of packages are between \$10,001 and \$30,000, with costs for higher and medium cost participants being in line with expectations.
- The majority (63%) of plans are agency managed, a third (32%) combine agency and self-management, and 5% are self-managed. Since July 2014, full agency management has decreased, and the combination form and self-management have increased.

## Changes to the NDIS Board

There are reports that the federal government is currently considering an overhaul of the NDIS board.

Senator Mitch Fifield (Assistant Social Services Minister) is trying to garner support to start the process of appointing new board members for the NDIS.

The existing board is made up of representatives from each of the states, as well as the likes of Rhonda Galbally and Bruce Bonyhady, both well known throughout the disability services sector. The new board is likely to involve more individuals with high-level corporate experience over people with disability and representatives from the states/territories.

Minister Fifield takes the view that the NDIS board should be appointed based on their business and financial acumen, others argue that it is most important that it remain a truly representative

body. They highlight that so far, the scheme has been implemented within budget and on time, whilst achieving positive outcomes for participants.

Jenny Macklin (Shadow Minister for Disability Reform) claims the changes *'threaten to undermine one of the principles on which the scheme was built: a true partnership between the states, territories and the Commonwealth'*.

However the Disability Reform Council, which represents all state and territory governments, has to agree to all new Board appointments and will have an ongoing role in providing direction to the Board.

## Getting AT in NDIS Right

Concern about how the NDIA is building the new AT system has been expressed by various parties, both organisations and individuals. On his own behalf, Dr Lloyd Walker wrote to David Bowen, CEO of NDIA, and the correspondence can be read at: [www.tech4life.com.au](http://www.tech4life.com.au)

## Department for Communities and Social Inclusion, SA

With the introduction of the National Disability Insurance Scheme, DCSI is re-assessing the government's role in service provision. The market analysis – the first step in a 6-step process – of disability and domiciliary care services has been completed and it is anticipated that, in response to its findings, some responsibilities will be passed to the non-government sector. An options analysis is to follow. Projects in the second step will include the Domiciliary Equipment Service. Key stakeholders (including market sounding with industry) will be consulted. For further information, contact: Noelene Wadham, State Manager, (08 8154 3700, [noelene.wadham@nds.org.au](mailto:noelene.wadham@nds.org.au))



# ATSA Members Registered

## Ability in Motion

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

## AC Mobility

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

## Austech Medical

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

## Automobility

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

## Awsum Assistive Technology Group

ph: 1300 687 195  
[www.comfortandmobility.com.au](http://www.comfortandmobility.com.au)

## 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 (formerly ParaQuad NSW)

ph: 1300 799-243  
[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)

## Care & Mobility

ph: (02) 6581-0018  
[www.careandmobility.com.au](http://www.careandmobility.com.au)

## Central Queensland Mobility

ph: 1800 201 070 or (07) 4972-4449  
[www.cqmobility.com.au](http://www.cqmobility.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.durmed.com.au](http://www.durmed.com.au)

## Eden Healthcare Solutions

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

## Elan Medical Supplies

ph: 1300 137 250  
[www.elanmedical.com.au](http://www.elanmedical.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.freedomhcs.com.au](http://www.freedomhcs.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)

## GMS Rehabilitation

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

## GTK Rehab

ph: (02) 9620-9177  
[www.gtkrehab.com.au](http://www.gtkrehab.com.au)

## Guardian Mobility Pty Ltd

ph: (02) 6288-3538  
[www.guardianmobility.com.au](http://www.guardianmobility.com.au)

## Handi-Rehab

ph: (08) 8276-1300  
[www.quip4living.com.au](http://www.quip4living.com.au)

## Healthcare Innovations Australia

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

## Home Safety and Comfort

ph: (02) 6581-2400  
[www.homesafetyandcomfort.com.au](http://www.homesafetyandcomfort.com.au)

## Hospital at Home

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

## ILS Rehab

ph: 1300 366398  
[www.ilsrehab.com.au](http://www.ilsrehab.com.au)

## Independent Home Care Supplies

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

## Integrated Technologies Australia

[www.integratedtechnologiesaustralia.com.au](http://www.integratedtechnologiesaustralia.com.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: (02) 4340-0883  
[www.livingstrength-ot.com.au](http://www.livingstrength-ot.com.au)

## K Care Healthcare Equipment

ph: (08) 9248-4444  
[www.kcare.com.au](http://www.kcare.com.au)

## Keep Moving Pty Ltd

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

## Liberty Healthcare

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

## Life Mobility (formerly Maroondah Home Healthcare)

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

**Magic Mobility Pty Ltd**

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

**Mandurah Mobility Products**

ph: (08) 9535-1411  
[www.mandurahmobility.com.au](http://www.mandurahmobility.com.au)

**Medi-Repair Services**

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

**Medistore**

ph: 1300 882 194  
[www.medistore.com.au](http://www.medistore.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)

**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 Pty Ltd**

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

**Mobility Options**

ph: (02) 8834-1213  
[www.mobilityoptions.com.au](http://www.mobilityoptions.com.au)

**Mobility2You**

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

**Northcott Equipment Solutions**

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

**Northern Rivers Surgical**

ph: (02) 6686-6644  
[www.intermobility.com.au](http://www.intermobility.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)

**Otto Bock Australia Pty Ltd**

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

**Para Mobility**

ph: (02) 9651-4446  
[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 Pty Ltd**

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

**Peninsula Home Health Care**

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

**Permobil Australia Pty Ltd**

ph: 1300 858 424  
[www.permobil.com](http://www.permobil.com)

**Personal Independence Providers**

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

**Power Mobility Pty Ltd**

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

**Pride Mobility Products Australia Pty Ltd**

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

**Problem Management Engineering Pty Ltd**

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

**Professional Assistance for Living (PAL )**

ph: (08) 8449-5462 or 0434 339 910  
[pal\\_info@iprimus.com.au](mailto:pal_info@iprimus.com.au)

**Push Mobility**

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

**R82 Australia Pty Ltd**

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

**Scooters & Mobility Pty Ltd**

ph: (02) 4962-4007  
[www.scootersandmobility.com.au](http://www.scootersandmobility.com.au)

**Scooters Australia**

ph: (03) 9799-9077  
[www.scootersaus.com.au](http://www.scootersaus.com.au)

**Scooter World Australia**

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

**Seating Dynamics Pty Ltd**

ph: 1300 845 483 or (02) 8838 3100  
[www.seatingdynamics.com.au](http://www.seatingdynamics.com.au)

**Sensory Calm**

ph: (02) 8355-2290  
[www.sensorycalm.com.au](http://www.sensorycalm.com.au)

**Shoprider Pty Ltd**

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

**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 Pty Ltd**

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

**Think Mobility Pty Ltd**

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

**Total Ability**

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

**Total Mobility Solutions Pty Ltd**

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

**Tunstall Australasia Pty Ltd**

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: 1300 721 327

[www.uccellodesigns.com](http://www.uccellodesigns.com)**Victorian Home Health Equipment**

ph: (03) 9725-6577

[www.vhhe.com.au](http://www.vhhe.com.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)**atsa**Assistive Technology  
Suppliers Australasia Inc**Phone:** (02) 9893 1883**Fax:** (02) 8212 5840**Mail:** Level 7-91 Phillip St,  
PARRAMATTA NSW 2150**Email:** [info@atsa.org.au](mailto:info@atsa.org.au)**Website:** [www.atsa.org.au](http://www.atsa.org.au)