



## From The Executive Officer

I hope the year has started well for you. For ATSA, it has kicked off to a roaring start with several activities taking place – the submission for the Reform of the Motor Vehicle Standards Act 1989, the upcoming submission to the Senate inquiry for powered mobility, and our involvement with the NDIA Pathways programme.

We all have our war stories and concerns with the roll out of the NDIS and the general media is certainly highlighting the failures.

In a recent News Corp Australia article, it was alleged that a registered provider to the NDIS of charging a family \$7800 for two pair of shoes plus a further \$400 for orthotics. This was \$6400 more than what the family had been paying a local shoemaker for only two pairs of shoes for 15 years.

Regardless of the background of this story, it highlights how the actions of one organisation can have serious ramifications for the industry as a whole. I can only encourage you not to provide opportunities for comparable stories and remind everyone of the ATSA Code of Practice.

There are genuine issues that are adversely affecting business and individual lives. The NDIA has listened to the concerns raised not only from ATSA but from a number of concerned parties, especially around the delay in payments, and has set up a dedicated email address ([provider.payment@ndis.gov.au](mailto:provider.payment@ndis.gov.au)) for outstanding payment issues.

You'll also find new information on the [NDIA website](#).

The NDIA has commenced the Pathways programme, which ATSA has been involved in from the start. The programme is intended to reshape the AT supply experience, not just for the NDIS participant but the provider also. I am proud that ATSA, through the support of its members, has been able to see some changes go through and that we have won a seat at the table to get this fixed.

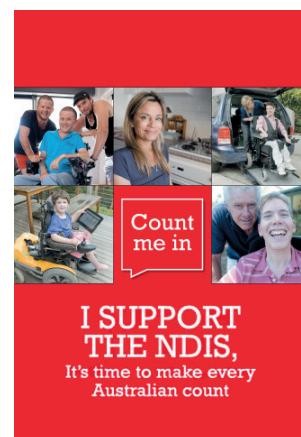
[Click here for more information.](#)

For everyone who has not heard, from 1 July 2018, the NDIA will assume responsibility for the delivery of the NDIS in Western Australia. The NDIS will continue to roll out on a geographic basis and will be fully rolled out across WA by 2020.

McKinsey & Company released the “independent pricing review” for the NDIA, which is focused on services rather than AT devices. It recognises the need to reduce the administrative load when providers interact with the NDIA.

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McKinsey & Company reported that a greater investment in capital supports, such as AT and home modifications, could reduce the need for other supports. Therefore, by linking capital supports in combination with reduction of other supports and focusing on quality as well as price could improve outcomes for participants, as well as assist the sustainability of the NDIS.

Finally, I would like to pass on my thanks to the number of members who have supported ATSA in formulating its responses to both the Road Vehicle Standards Bill and Senate enquiry of the regulation of mobility scooters, also known as motorised wheelchairs.

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) David Fagan (Paragon Mobility)

### Introduction to vehicle modifications

Thursday 29 March

Thursday 12 April

Tuesday 3 July

Registration details: Mobility Engineering  
(02) 9482 4572

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

### Sunrise Pediatric Seminar

Tuesday 17 April: Sydney location TBC

Registration details: Sunrise Medical

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

### Adult Seating Workshop Melbourne, co-sponsored with Linds Rehab

Thursday 19 April

Registration details: Linds Rehab

(03) 9796 3399

### Sunrise Adult Assessment Seminar

Tuesday 1 May: Perth

Registration details: Sunrise Medical

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

### Tool time – Setting Up the Functional Manual wheelchair - Adjustments and Skill training

Tuesday 8 May: Sydney

Registration details: Sunrise Medical

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

### Queensland Health webinars

March – June 2018

A catalogue of training webinars and workshops from Queensland Health running from March to June 2018.

[www.masseducation.adobeconnect.com](http://www.masseducation.adobeconnect.com)

## Code of Conduct

The importance of employees understanding and adhering to workplace policies and procedures cannot be understated. As rules and regulations are modified or amended to keep up with today's changing workplace, it is up to employers to ensure staff are armed with the correct, up-to-date information to demystify misconceptions and improve education and training.

As set out in the **ATSA Code of Conduct**:

- 7.1.** ATSA Members must make their staff aware of their obligations pursuant to applicable legislation and industry standards (including but not limited to obligations in relation to work health and safety, disability discrimination, privacy and consumer rights). Staff must give due regard to infection control issues where relevant.
- 7.2.** ATSA Members must inform their staff of any regulations to which they must give due regard in the course of their work, including but not limited to building regulations, safety regulations, WHS Codes of Practice, lifting operations and lifting equipment regulations.

### Helpful links

- Safe Work Australia (SWA):  
[www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)  
SWA is an Australian government statutory body established in 2008 to develop national policy relating to workplace health and safety and workers' compensation.
- Australian Human Rights Commission:  
[www.humanrights.gov.au](http://www.humanrights.gov.au)  
The Commission serves to promote and protect human rights in Australia
- ACCC:  
[www.accc.gov.au](http://www.accc.gov.au)  
The ACCC promotes competition and fair trade in markets to benefit consumers, businesses, and the community.
- Cultural Competence Program:  
[www.cultural-competence.com.au](http://www.cultural-competence.com.au)  
The Cultural Competence Program (CCP) is an online training course aimed at building capability around cultural diversity in the workplace. It features engaging multimedia learning modules and a wealth of resources.

## Growing interest in 2018 ATSA Independent Living Expos

As 2018 shapes up to be a busy year for the AT sector, ATSA anticipates that this year's priorities for the industry will continue to be responding to the shift from contract supply to a consumer driven world.

The 2018 ATSA Independent Living Expos have been designed to support the industry in this time of great change and will continue to provide quality education and information regarding technological advances in AT.

ATSA also anticipates the continuation in the growth of consumer interest in the expos and has included several consumer based educational presentations at each event.

We have already experienced great interest in the Expos for 2018 with more exhibitors signed up than previous years. The expo in Perth has already sold out and is shaping to be a hit.

The ATSA Independent Living Expo will be held in Melbourne at the Melbourne Showground from 16 to 17 May, and in Perth at the Claremont Showground from 30 to 31 May. To receive live updates about the events, you can follow the 2018 ATSA expos on [Facebook](#) and [Twitter](#).

Remember, the ATSA Expos are free to attend and those who pre-register online will receive free parking and a free coffee voucher to redeem on the day. To register, visit: [www.atsaindependentlivingexpo.com.au](http://www.atsaindependentlivingexpo.com.au).





## Get to Know a Member

### Owen Dawes – Managing Director of Permobil Australia

Owen joined the Permobil team in 2010, taking on the responsibility of setting up and establishing the Australian branch of the company. After a year in the role, Owen became the company's managing director, overseeing and growing both the Australian and New Zealand side of the business.

With a background in occupational therapy and sales, Owen continues to take a keen interest in the needs of his customers and enjoys the ability to be involved in all facets of the business and industry at same time. He became a member of ATSA in 2010 and believes the association has continued to go from strength to strength.

"I think it's very important for the industry to unite and have a strong voice. Assistive technology isn't very exposed to the broader population, and I think the bigger the membership base the better opportunity we have to not only promote our cause, but achieve better outcomes for our end users, which is essentially what we all want."

Owen also believes now is a very good time to be part of ATSA.

"I encourage any non-members reading this newsletter to really consider joining up. As an organisation, I don't think we've ever had a stronger or louder voice with the key stakeholders that affect our industry. If you're thinking about joining, now is a very good time to do it."



*Owen Dawes*

## ATSA new website launch

The new website for ATSA is just weeks away! The new site will have a finder tool for customers to locate their nearest ATSA member, a member's only section, plus the ability for you to upload your training dates. You can expect to receive an email shortly requesting that you update your details and password to access the new site.



**We are working hard  
to bring you a new  
and improved online  
experience!**

coming soon...

## ATSA welcomes NDIA's new approach to AT and home modifications

Assistive Technology (AT) is an evolving space, offering new ways for people with disability to form connections and increase participation. While the National Disability Insurance Scheme (NDIS) encourages more innovation in products and service models, our 2017 survey showed there have been challenges in how providers currently experience the scheme.

The National Disability Insurance Agency (NDIA) is committed to working with providers to improve the experience and keep pace with changes in the AT market. At the NDIS Provider Forums, the NDIA announced that it is designing a new approach to AT and home modifications to be piloted and tested before being rolled out nationally.

With the forecast for the NDIS market to reach \$1 billion by the end of the complete roll out, opportunities for business growth will increase across geographic regions and product categories.

Recognising the need for market information to support business growth, the NDIA has established a series of market information publications called Market Insights. ATSA worked with the NDIA on the [AT market insight](#) that identifies emerging purchasing patterns, which currently show participants are making better use of their NDIS AT budget than in the past.

From 2016-17, purchases for personal mobility equipment and care products accounted for more than 70 per cent of AT expenditure. New purchasing trends are expected to continue

as participants and assessors become aware of the full range of available items and providers develop innovative options to support the goals of participants.

To view the first of the market insights, [click here](#).

The recently released [NDIS Quarter 2 Report](#) (Oct – Dec 2017) reinforces that the focus on new approaches to AT is on the right path. There was an increase of providers across ten categories of AT who registered during the quarter to provide AT supports or services.

As the provider pool grows, so too does the need for understanding and involvement in the approach being developed by the NDIA. The NDIS Provider Forums in Hobart and Perth, and the online [webinar](#), provide an opportunity to learn first-hand about the work the NDIA is doing to address current delays and build a more streamlined and efficient process for participants requiring AT or home modifications. We will advise members when the AT presentation is available and when the NDIA outlines the new approaches currently under development to improve experiences for providers and participants in delivery of AT or home modifications.



## Privacy obligations under the Australian Privacy Act

Australian businesses with a turnover of more than \$3 million are now required to report data security breaches when there has been unauthorised access to their systems and the breach is likely to result in serious harm to customers.

The Notifiable Data Breach (NDB) scheme, which came into effect on Thursday 22 February 2018, has introduced a requirement for businesses to notify the Office of the Australian Information Commissioner (OAIC) and any individuals whose personal information is involved in an eligible data breach that is likely to result in serious harm.

An eligible data breach arises when the following three criteria are satisfied:

1. There is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that a business holds. For example, a computer network is compromised by an external attacker resulting in personal information being accessed without authority or an employee accidentally publishes a confidential data file containing the personal information of one or more individuals on the internet.

2. This is likely to result in serious harm to one or more individuals. In the context of a data breach, serious harm to an individual may include serious physical, psychological, emotional, financial, or reputational harm.
3. The entity has not been able to prevent the likely risk of serious harm with remedial action. For breaches where information is lost, the remedial action is adequate if it prevents unauthorised access to, or disclosure of personal information.

Not all data breaches are eligible. For example, if a business acts quickly to remediate a data breach, and as a result of this action the data breach is not likely to result in serious harm, there is no requirement to notify any individuals or the Commissioner.

Providers with turnovers of less than \$3 million will also be affected if they are a health service provider. Some providers will be affected if they are in receipt of government funding, depending on their contract. Any providers with a turnover of less than \$3 million and do not meet these criteria may still be affected depending on the services they provide.

To determine whether your business or organisation is subject to the NDB scheme, [click here](#).

ATSA recommends that all members check with their legal counsel to ensure you are meeting your legal obligations. You can also find out more about the NDB scheme on the OAIC website.

[Click here](#) for a comprehensive overview of the NDB scheme, as well as a general framework to help prepare for, and respond to, data breaches.



# On the Other Side

**By Chris Sparks – ATSA Advisor**

For more than a quarter of a century I have been involved in the supply side of assistive technology (AT). Initially, as a complex mobility retailer, then running AT wholesalers and finally as ASTA's first executive officer. However, for more than 50 years I have also been an AT consumer due to a spinal cord injury in the early 1960s. So nowadays, I'm on the other side of the AT supply process.

Last October my first NDIS plan was approved and implemented. As someone who has always been employed, I have received very little support for the costs incurred due to my disability so this was an exciting time indeed. After discussions with a local area coordinator and some NDIS gurus, I elected to self-manage my plan to maximise my choice of providers and ensure the greatest possible flexibility.

I never expected just how life changing, in a very positive way, the NDIS would be for me and my wife. I also had never bothered to tally up the costs of my disability (AT, continence, help with yard work etc.) and was astounded when after just five months my expenditure was more than \$18,000. Admittedly this did include an exceptional spend of some \$5,500 for hand controls on a new car but still the quantum highlights how expensive it can be living with disability.

Now given my contacts within the AT industry and my knowledge of the NDIS, I did all the pre-planning preparation I possibly could to try to streamline my AT purchases, reduce suppliers' workloads and minimise costs to the NDIS. I managed to get OT reports written and some products quoted before my plan was approved and this was a great benefit.

Regardless of my preparation, there was some AT which had to be 'agency managed' as the formal assessment and quote processes were not able to be completed prior to my plan being finalised. So when it was time to purchase my agency managed AT, I thought if I did most of the legwork for the NDIA this would simplify approval and procurement.

I have never been a fan of quote-shopping but also understand the importance of the NDIS being sustainable and this means exerting some competitive pricing pressure on providers. So for my first purchase, I contacted three AT providers by shared email asking for quotes on a couple of standard items worth around \$1600. My thought was, if I provided a range of quotes to the NDIA, then at least one of my preferred AT suppliers would get the business.

One supplier provided a quote two business days later, another never responded and the third emailed me three days later declining to quote. At least one supplier wanted my business. I then reached out to another two suppliers both of who quoted the same day. I supplied the quotes to my NDIA planner and the process got somewhat bogged down but after a few weeks I was given the OK to purchase from the first supplier who had responded with a quote. Unfortunately, they were not as prompt in supplying the items as they were in quoting.

My second purchase was for some new AT to help with ground to chair transfers. I contacted the importer to obtain a short list of NDIS registered providers who could provide me with a quote. The importer singularly recommended one supplier in particular, a business I had not dealt with before. I emailed them and waited to see what response I would get and when.

Within a couple of minutes one of the business owners responded and asked that their OT help me to obtain the details required. A few more emails were exchanged and in a couple of hours I had the quote with all necessary details. Again, this had to go through the NDIA which slowed things down, however once I confirmed the order with the supplier, my item was shipped same day and I was sent follow-up emails with relevant tracking information. My AT arrived the next day. All in all, simply great service!!

Finally, I was recently in Sydney on a business trip and damaged my pressure care cushion beyond repair. I still had a full day's work to do before flying home late in the evening and am at high risk of pressure injuries which could result in hospitalisation. I manage to contact the importer at 7:45am (yes it's helpful to have mobile phone numbers), explained my predicament and asked if they could work with their dealer base to put a cushion in a taxi and get it to me as soon as possible. At 8:40 am the cushion arrived – problem solved brilliantly!!

In this era of choice and control, where I am the consumer, service matters more than ever. Just like any other consumer, I don't want to wait for information (i.e. quotes) and once orders are confirmed I expect my products to ship as soon as possible. People with disability talk and share their experiences. You just have to see the emergence of websites like [ClickAbility](#) to know this is true.

Put simply, those businesses who go the extra mile to be responsive and customer focussed will have a real advantage as the NDIS evolves and expands.



*Chris Sparks*

# Welcome to Our New ATSA Members



## **Medic Alert Foundation**

11 King William Street, Kent Town SA 5067

ph: (08) 8272-8822 web: [www.medicalert.org.au](http://www.medicalert.org.au) email: [enquiry@medicalert.org.au](mailto:enquiry@medicalert.org.au)

The genuine MedicAlert ID has been protecting members worldwide since 1953. As Australia's only not-for-profit organisation of its kind, today MedicAlert Foundation remains dedicated to providing peace of mind to hundreds of thousands of people across Australia living with medical conditions.



## **Norden Group**

60-62 Bennet Street, Dandenong VIC 3175

ph: (03) 9793-1066 web: [www.norden.com.au](http://www.norden.com.au) email: [conversion@norden.com.au](mailto:conversion@norden.com.au)

Norden Body Works was founded in 1959, specialising in engineering custom motor vehicle bodies and supplying hydraulic fittings. In 1982 they diversified, creating Norden Conversion, to provide conversions to motor vehicles to enable wheelchair access.



## **Pinarc Disability Support**

120 English Street, Golden Point VIC 3350

ph: (03) 5329-1300 web: [www.pinarc.org.au](http://www.pinarc.org.au) email: [intake@pinarc.org.au](mailto:intake@pinarc.org.au)

Pinarc Disability Support is a community not-for-profit organisation providing services to around 1,000 children and adults with disability, their families, and carers across the Grampians Region. They provide direct support through therapy services, education support, social work, case management, day programs, recreation, advocacy, support groups, respite and community education.



## **RBA Group**

Level 1 – 32 Frederick Street, Oatley NSW 2223

ph: 1300 788 778 web: [www.rba.com.au](http://www.rba.com.au) email: [nsw@rba.com.au](mailto:nsw@rba.com.au)

The RBA Group is a specialist provider of a wide range of commercial bathroom products. They have a suite of products specifically designed for the aged care and disability markets including grab rails, backrests, shower seats, toilets and braille/tactile signage.



## **Statina Healthcare**

ph: (02) 9482-2200 web: [www.statina.com.au](http://www.statina.com.au) email: [sales@statina.com.au](mailto:sales@statina.com.au)

Statina Healthcare Australia is an Australian owned and managed company based in Hornsby NSW. They aim to supply only the highest quality products and services to Australian healthcare customers and have a team of specialist sales representatives to help with product selection.



## **Wila Innovations**

ph: Ph: (02) 9674-5315 web: [www.wila-products.com.au](http://www.wila-products.com.au) email: [whartog@wila-products.com.au](mailto:whartog@wila-products.com.au)

WILA Innovations specialises in providing a full range of equipment for people with disability. They are the Australian distributor for CSEI carbon wheelchairs, Focal dynamic arm supports, Obi feeding devices, VELA work chairs and Vicair pressure care products.



# ATSA Members Registered

## Access Health

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

## 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)

## Cobalt Health

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

## 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)

## Fisher Lane Mobility

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

## 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)

## Leef Independent Living Solutions

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

**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: (08) 8272-8822  
[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)

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

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

**PersonalIndependenceProviders**  
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 (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)

**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)

**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.simavita.com](http://www.simavita.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)

**Statina Healthcare**

ph: (02) 9482-2200  
[www.statina.com.au](http://www.statina.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)

**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: 1300 721 327  
[www.uccelldesigns.com](http://www.uccelldesigns.com)

**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)

**Zyteq**

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

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