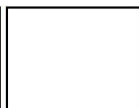


IRSA Update

June 2008



IRSA

INDEPENDENT REHABILITATION SUPPLIERS ASSOCIATION of NSW. Inc

Welcome to the IRSA Update

The past 3 months since our last newsletter have seen a lot of activity within our growing industry organisation.

I am very grateful to the likes of Otto Bock, Sunrise Medical, Invacare and Seating Dynamics for encouraging members of their supplier networks to join IRSA. In the past few months we have more than doubled our membership and I am receiving inquiries from potential new members every week.

I was fortunate to be invited to speak at 2 major conferences last month - the Scooters and Mobility Group AGM and the Otto Bock Dealer Meeting. On both occasions I was able to meet with a wide range of people who participate in our industry and many of them were encouraged by the growth and development of IRSA. Companies all across Australia are realising the need for our industry to have a voice to fight for our ongoing viability in a climate of continued change.

There is an eerie commonality in the issues that are effecting people's businesses -

- Increased demands on service levels particularly with equipment trials - yet no one seems to want to pay for anything but the equipment
- High cost of reassessing clients due to funding delays
- Long payment times from government funders
- Centralised purchasing contracts that can undermine the viability of many rural businesses
- Added costs due to increasing "red tape" such as the NSW 3 quote system
- Trying to maintain a business when available funding is frozen with no warning

Fortunately we have made some real progress with the NSW Department of Health on a number of these issues although we still have a long way to go in many areas.

Our regular dialogue with EnableNSW continues to be encouraging however they have a lot on their plate right now as they work to implement the Government's extensive agenda for change to PADP.

We are also hearing of the fallout from the Victorian PADP review conducted by Earnst and Young - it seems history only serves to repeat itself as once again suppliers are commenting about a lack of consultation.

For the members of IRSA it is all about putting mechanisms in place that guarantee a competitive and viable marketplace where end users have access to the most appropriate equipment and excellent service provided by ethical companies who give priority to the end user's needs. Now surely that's not too much to ask...

Chris Sparks - Executive Officer

What do you do when...

You have an expensive customised piece of equipment to deliver to a client but... their therapist is on holidays OR the client is in hospital for an extended stay with a pressure sore OR you have to deliver the equipment to a 3rd party (ie seating clinic) for modifications which will take several months...

Let us know how you handle the delivery and payment issues?.

What's in this issue -

- **NSW Upper House Parliamentary Inquiry underway**
- **IRSA welcomes 10 new members**
- **Professional Series a huge success**
- **IRSA member meets with the Federal Government**
- **2009 Daily Living Expo update**
- **Taking Costs Out - the move to pre-approved funding**
- **Health Check your business**
- **Meet a Member - The Specialised Wheelchair Company**
- **PADP - noticeably absent from the NSW State Budget**

**Membership invoices
have been sent out
for
3rd quarter 2008 -
thank you to all IRSA
members
for your prompt
payment.**

Comments or articles can be submitted to –
info@irsa.org.au

Your Business Health Check

How do you know just how well your business is going? By the amount of cash in the bank, by what your accountant tells you after 30th June or simply by good old gut feel? It may be worth running your business through a simple health check to make sure it is in good shape.

Some basics you will need to know -

- What is your total sales revenue?
- What % gross margin do you make on this revenue?
- How much do you spend on expenses/SG&A and what % is this of your sales?
- How much capital have you invested in your business (inventory, demo stock, fixtures, vehicles etc)?

Then try answering a few simple questions -

1. Is your gross margin % more than your expense/SG&A%?
2. Are you paying all your staff at or above their true market value?
3. Are the business owners drawing a salary that is appropriate to their role within the business and hours worked?
4. After all wages are paid (including those to business owners), does the business deliver a reasonable return (say more than 10%) on the capital that has been invested?

If your answer to any of these questions is "NO" then its likely that your business is in need of a little medicine. So what are some of your options?

- **Adjust your selling prices** - every 1% you add to what you charge goes straight to your bottom line. Ask yourself, how would your customers handle a 2-3% price increase? It could make all the difference.
- **Make sure you are buying at the best possible price** - go back to your suppliers for a better discount, look for quantity price breaks and negotiate special discounts for early payment.
- **Be vicious on unproductive expenses** - regularly review your telecommunications, freight, travel, insurance and advertising to make sure you get the best value for your spend.
- **Don't pay unnecessary interest** - be aggressive with your debtors and get cash back into your business, use interest free periods on credit cards to hang onto cash and never incur absurdly high rates of interest by not clearing your credit card balances each month.
- **Be prepared to exit unprofitable activities** - if a product requires too great an effort to market, sell or service compared to what it returns then get it out of your range. Likewise if a customer is just too demanding for the revenue generated then perhaps you are better doing business elsewhere.

A couple of quotes from Warren Buffet, the famous American businessman and real estate developer, maybe worth considering...

*"Never invest in a business you cannot understand",
so make sure you understand your business.*

*"Rule number 1 - never lose money. Rule number 2 - never forget rule number 1",
enough said...*



Quote Shopping

Remember that the practice of "Quote Shopping" where a supplier does an assessment & then finds that their quote is used to obtain competitors' quotes in order to drive costs down... **contravenes NSW Government policy and can be a breach of copyright & intellectual property laws.**

All IRSA members are encouraged to include a statement on their quotes to highlight this - contact IRSA for details.

Please let IRSA know if you have any instances of Quote Shopping and we will take it up with the NSW Department of Health.

Meet a Member - The Specialised Wheelchair Company

In Business:

Since 1972

Employees:

5

Top Products:

Custom Power
Custom Manual

CEO/Owner:

Iain Hogg

Why did you join the HME industry?

"I originally joined the industry working for Glide Products in WA... For the last several years I have owned SWC in Sydney taking it from a small operation to a leading supplier in NSW."

Why is The Specialised Wheelchair Company an IRSA member?

"IRSA is a great way to promote our industry as a group to ensure we are getting a voice with funding authorities... this has never been more important to sure up our future business and allow us to compete on a level playing field."

What is The Specialised Wheelchair Company's top priority for IRSA?

"For IRSA to have their finger on the pulse of government actions... so that we can continue to do what we do best - assist our clients."

IRSA Professional Series a Great Success

For many years suppliers have been pivotal to the training and development of therapists who prescribe equipment for people with disabilities and the elderly. IRSA's members came together on 10th June to stage the inaugural IRSA Professional Series which provides impartial, high level training to therapists and allied health professionals with a focus on matching equipment to people with disabilities to optimise user outcomes.

The day proved to be a tremendous success with the only downside being that it proved so popular we had to refuse nearly 50 participants whose registrations were received after the courses were full.

The 60 therapists who attended joined one of 2 streams (Intermediate or Advanced) depending on their level of prior experience. Amy Bjornson (Sunrise Medical) and George Ajaka (GTK Rehab) then conducted full day sessions on Seating Principles and Evaluation Techniques.

Judging from the therapists' completed evaluation forms both Amy and George did an outstanding job as the comments and feedback were overwhelming positive.

We were very fortunate to have Ms Bronwyn Scott (Director EnableNSW) formally open the event on behalf of the NSW Minister for Health, the Hon Reba Meagher MP.

IRSA members also took the opportunity to stage an equipment showcase during the luncheon interval to introduce the therapists to the latest developments in equipment for people with disabilities. Also at the lunch break were representatives of the NSW OT Association who were keen to connect with their members.

I would like to thank IRSA members DJ Medical, Otto Bock, Sunrise Medical, Invacare and GTK Rehab who donated many hours of hard work to make the event such a success. Also thanks to the IRSA members who provided equipment for George and Amy to use throughout their presentations.

We intend to stage two more IRSA Professional Series this year, one in September and then again in November. Stay tuned for all the details.



IRSA member Iain Hogg showcases the latest in mobility at the recent Professional Series

PADP Payments

The NSW DOH has been most helpful in resolving issues with some IRSA members long overdue accounts. It is worth knowing that **their internal KPI for payments is 45 days from invoice date.**

To ensure you get paid promptly -

- Make sure your invoices are accurate and match the purchase order
- Whenever possible, obtain signoffs when equipment is delivered
- Regularly email statements and copies of overdue invoices to the PADP region's financial controller
- If all else fails contact IRSA and we will see what we can do to help

IRSA Member Meets the Federal Government

IRSA member Steve Adolph (CEO of Invacare Australia, New Zealand & Asia) recently spent 2 days in Canberra as part of the 9th Annual Foreign Investors Roundtable. The purpose of the roundtable, which is conducted every 3 years, is to have business leaders interact with Cabinet Ministers to better understand their agendas and have the opportunity to ask questions.

Steve was able to raise the profile of aids and equipment for the disabled with Prime Minister Kevin Rudd, Treasurer Wayne Swan, Health Minister Nicola Roxon and Parliamentary Secretary for Disabilities and Children's Services Bill Shorten.

Steve also emphasised the fact that our industry plays a vital role in providing the aids and equipment that people need to be able to age in place in their homes and stay out of more expensive institutional care. He highlighted that there are significant disparities and inequities between the different State funding programs and that a harmonisation of the different programs would be more equitable for end users and more cost effective for suppliers.

It is worth noting that after the unveiling of the 2008-2009 Budget, Wayne Swan is on record as saying that he would have liked to have provided more funding for people with disabilities in the current budget and that they will keep that in mind for next year's budget.

On the ABC live program Q&A on June 26th, Bill Shorten in response to a question on whether he aspired to one day become Prime Minister, answered by saying that in this Parliament he was above all focused on making sure that people with disabilities and their carers get a better go.

Steve has involved IRSA's Executive Officer Chris Sparks in these conversations and looks forward to working closely with IRSA to pursue the objectives of the group in any future contact with the Federal Government.

Spinal Seating Professional Development Program

A few months ago I was given a sneak-peek of an exciting, online educational program for people who want to learn more about how to achieve successful seating and positioning outcomes for people with spinal cord injuries (SCI).

This extensive body of work has been put together by Charisse Turnbull under the auspices of the NSW State Spinal Cord Injury Service and will be launched in late July 2008.

Topics covered in the online lesson modules are wide ranging and extremely comprehensive -

- Developing a client profile
- Hands on assessment
- Body measurement
- Evaluation of seating and wheeled mobility
- Seating - solving a puzzle
- Postural intervention
- Pressure management
- Manual wheelchairs
- Power mobility
- Funding applications
- Acquittal - the last frontier

The website also has some really cool downloads including Assessment Tools, Instructional Videos, Case Examples and a bundle of handy tips.

Apart from helping to develop therapist's skills, access to education such as this is a must for any supplier who is keen to up-skill their team when it comes to seating those clients with an SCI.

It is also an ideal pre-cursor for anyone wanting to attend the IRSA Professional Series and needs to brush up on their skills and knowledge beforehand.

I will let you know when the website is up and running, however in the meantime make sure you copy this into your web browsers favourites section -

www.health.nsw.gov.au/gmct/spinal



More to Pre-approved Funding in Assessments

We all know the story... 3 suppliers get called out by a therapist to review little Joey Bloggs, 13 years old with cerebral palsy, in need of powered mobility and a customised seating system. The Bloggs family endures 4-6 hours of "assessment" to find the right solution for young Joey, excited about the extra mobility, comfort, dignity and quality of life the new equipment will bring.

The suppliers each spend an hour driving to the appointment, 2 hours doing the assessment, an hour back to the office and then take time to review the outcomes and formally submit a quotation. Time spent in total, say 7 hours but that is times 3 for the 3 suppliers making 21 hours in total.

What happens next... Nothing, well not at least for some time, typically 6-18 months in fact although on occasions things can move a little more quickly. What's the delay? We are waiting for Joey Bloggs to have the necessary funding approved so that the order can be placed for his equipment. Often the preferred supplier will get contacted by Joey's family wanting to know why they are still waiting. All too often these calls are somewhat hostile as the supplier tries to explain to the family that they have not yet received the order from the funding body.

Hurray - its 14 months later and the Acme Rehab Company has won the business. Trouble is young Joey is now almost 15, he has grown and his condition has changed rendering the original assessment useless. To make matters worse the attending therapist has moved to Far North Queensland and the equipment recommended originally has now been superseded.

So its back to stage 1 with a new therapist to perform the whole assessment process again. The family is frustrated, Joey has a developed a grade 3 pressure sore due to out growing out of his old seating system and the supplier is wondering why his business is going down the tube as costs blow out.

The NSW Government's PriceWaterhouseCoopers review of PADP highlighted almost \$1,000,000 wasted in therapists' costs doing re-assessments due to funding delays. Anecdotally IRSA believes this amount is probably more than double this and that doesn't include the costs to suppliers which in the example above are some 28 hours work and the items are yet to be delivered and setup.

This is why it is so important that we institute a pre-approved funding model in NSW such as they operate in South Australia. The good news is that EnableNSW is on board and working with us on this vital reform.

No Increase to PADP Funding in NSW

Although Morris Iemma's first words as Premier of NSW included a commitment to address disability services, the 2008-2009 State Budget delivered no increase in funding for the PADP system.

As costs continue to escalate for suppliers in many areas such as staff, fuel and rent, the only option will be to increase prices so as to remain viable.

What does this mean for people with disabilities across NSW... longer waiting lists, less equipment supplied, potentially tougher eligibility criteria.

Looks like it is going to be up to Mr Rudd to deliver the "fairer" Australia we were promised.

NSW Parliamentary (Upper House) Inquiry into PADP

On 26th June 2008 a NSW Parliamentary Inquiry into the NSW PADP System was announced. This inquiry has been strongly supported by The Greens and other members of the "cross benches" in the NSW Legislative Council. It comes as a result of the continued frustration with the PADP System experienced by a number of key stakeholders.

IRSA will be preparing a formal submission on behalf of our members and we need your input to ensure that we cover all areas of concern to equipment suppliers. However we are keen to maintain our track record of providing solutions and alternatives to Government and not just a list of complaints.

In particular this is an ideal mechanism for suppliers to push for greater representation on committees and working parties from which we are currently excluded, even though we are pivotal to the entire equipment supply process.

Our industry was disappointed at the lack of consultation throughout the PriceWaterhouseCoopers PADP Review but this Inquiry now gives us a great opportunity to be heard.

It is absolutely critical that all suppliers tender their own response no matter how brief or simple it may be. We need to make the Parliament aware of our position otherwise we only have ourselves to blame when changes are made that damage our industry.

It's not hard to get going on this -

- Visit this website and click the link for the PADP inquiry - <http://www.parliament.nsw.gov.au/gpsc2>
- Download the PDF files for the Terms of Reference, How to Make a Submission and Standing Committees of the Legislative Council.
- In your own words raise your business issues and potential solutions that are linked to the PADP System.
- Contact IRSA's Executive Officer for any help you may require by emailing chris.sparks@irsa.org.au.
- Email a copy of your final submission to Chris so that your individual points of view can be reflected in the IRSA submission.

The closing date for all submissions to the Committee is **Wednesday 3rd September 2008** and they need to be forwarded to -

The Director
General Purpose Standing Committee No. 2
Parliament House
Macquarie Street
SYDNEY NSW 2000

It is also worthwhile for you to make an appointment to visit your local NSW State Government member to brief them on the submission that you are forwarding to the Committee. If you are unable to secure a meeting with them, make sure you send them a copy requesting a response. You can find all the details for your local member by visiting this website and clicking on "**List of Members, Legislative Assembly (No. 18)**".

<http://www.parliament.nsw.gov.au/prod/parlament/members.nsf/V3ListDownloads>



LEGISLATIVE COUNCIL

GENERAL PURPOSE STANDING COMMITTEE NO. 2

Inquiry into the Program of Appliances for Disabled People (PADP)

TERMS OF REFERENCE

That General Purpose Standing Committee No 2 inquire into and report on the Program of Appliances for Disabled People (PADP), and in particular:

1. Adequacy of funding for present and projected program demand
2. Impact of client waiting lists on other health sectors
3. Effects of centralising PADP Lodgement Centres and the methods for calculating and implementing financial savings from efficiency recommendations
4. Appropriateness and equity of eligibility requirements
5. Future departmental responsibility for the PADP
6. Any other related matter.

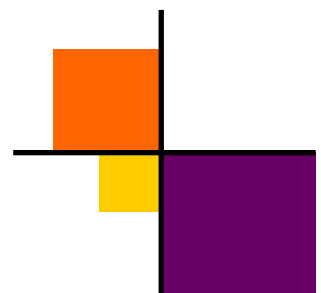
COMMITTEE MEMBERS

The Hon Robyn Parker MLC (<i>Chair</i>)	(Liberal Party)
The Hon Christine Robertson MLC (<i>Deputy Chair</i>)	(Australian Labor Party)
The Hon Tony Catanzariti MLC	(Australian Labor Party)
The Hon Greg Donnelly MLC	(Australian Labor Party)
The Hon Marie Ficarra MLC	(Liberal Party)
Revd the Hon Dr Gordon Moyes MLC	(Christian Democratic Party)
Ms Lee Rhiannon MLC	(The Greens)

"Our industry was disappointed at the lack of consultation throughout the PriceWaterhouseCoopers PADP Review but this Inquiry now gives us a great opportunity to be heard"

BHTA Reports on IRSA

The latest issue of the British Healthcare Trades Association Bulletin features a story on the growing relationship between IRSA and the BHTA. As mentioned in the March IRSA Update, we are able to benefit greatly from the BHTA's experience and their Director General, Ray Hodgkinson, has been very supportive. We are hoping that Ray will be visiting us early in 2009 and we have asked him to do a presentation to our members on the expanding role of industry associations in the healthcare equipment industry.



Welcome New IRSA Members



DISABILITY HIRE VEHICLES

Ph (02) 4573-6788
Fax (02) 4573-6898
info@disabilityhire.com.au
www.disabilityhire.com.au

Disability Hire Vehicles provide an extensive range of motor vehicles specifically modified for the traveller with a disability. Adapted vans, vehicles with hand controls and various aids and equipment are all available for hire nationally.



E&S WHEELCHAIR SALES

Ph (02) 9822-4323
Fax (02) 9822-4207
raymondsaad@unwired.com.au

Specialising in Quickie Adult Manual and Pediatric Manual Wheelchairs and seating requirements, customised and tailored to suit all needs. Generic Bath/Home Aids and Scooters. Our Sports range of wheelchairs includes basketball, tennis and handcycles both for recreation and performance.



KALNIN CORPORATION

Ph (02) 8258-9600
Fax (02) 9247-6990
fklin@optusnet.com.au
www.agedcaretechnologies.com

Kalnin Corporation (Aged Care Technologies Manufacturing) manufactures aged care seating products, Air Chairs, height adjustable Day Chairs, Electronic Beds, Rollators/Transporters and associated furniture. The manufacturing facility in Suzhou, China is certified TUVISO9001 and a number of products are CE marked.

MET-A-LITE



Ph (02) 9905-3947
Fax (02) 9905-2213
russell@metalite.com.au
www.metalite.com.au

The team at Met-A-Lite has more than 50 years experience in mobility aids - from manufacturing to sales, hire and service. They have a full range of electric/manual wheelchairs, scooters, walking frames, bathroom aids, electric beds and cushions.

MOBILITY MATTERS



Ph (02) 6280-7244
Fax (02) 6239-1281
sales@mobilitymatters.com.au
www.mobilitymatters.com.au

Mobility Matters is based in Canberra ACT and sells and hires rehabilitation and hospital equipment to Canberra and surrounding regions, including Southern NSW. Mobility Matters strives to provide quality products at the best price and in the shortest possible time frame. We have showrooms in Fyshwick ACT and in Batemans Bay NSW where we display our range of equipment and invite people to try-feel-see before they buy

NORTHCOTT EQUIPMENT SOLUTIONS



Ph (02) 9890-0950
Fax (02) 9890-0924
sales@northcott.com.au
www.northcott.com.au

Northcott Equipment Solutions (NES) brings together in the one organisation sales, expert advice and service of products which allows people with disabilities to achieve greater mobility, independence and freedom.



NORTHERN RIVERS SURGICAL

Ph (02) 6686-6644
Fax (02) 6686-9383
admin@intermobility.com.au
www.intermobility.com.au

Ron and Kathy van Setten have been operating NRSS for seven years, going from small beginnings to one of the leading rural rehabilitation outlets in the country. Apart from supplying 'run of the mill' goods, NRSS specialises in maintaining and repairing rehabilitation equipment, using trade qualified technicians, and in providing expert seating solutions.



HOME SAFETY & COMFORT

Ph (02) 6581-2400
Fax (02) 6581-2422
george@homesafetyandcomfort.com

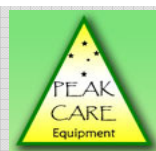
Home Safety and Comfort is a regional supplier based in Port Macquarie NSW with a branch outlet in Forster. We carry a broad range of products from the basic bathroom and mobility ranges to the high end scripted power and manual wheelchairs with complex seating needs. We also employ a trained technician to enable us to provide the level of support required by our customers.



PRIDE MOBILITY PRODUCTS

Ph (02) 9706-4611
Fax (02) 9706-4622
prideaustralia@pride-mobility.com.au
www.pridemobility.com.au

Pride Mobility is one of the world's leading manufacturers and distributors of mobility products and home care equipment for the elderly and employs more than 1,100 people globally. Pride is committed to providing the finest overall value in mobility equipment for people with disabilities and mobility impairments. Pride products are available throughout Australia via their extensive, national retailer network.



PEAK CARE EQUIPMENT

Ph (02) 6686-6644
Fax (02) 6686-9383
www.peakcareequipment.com.au

Peak Care is a national network of more than 14 independent companies specialising in home care, rehab and institutional products.

4th Daily Living Expo - 3rd to 5th March 2009

Preparations are in full swing for the 2009 Daily Living Expo. Information packs with be mailed out in July 2008 and potential exhibitors are encouraged to get in early to secure their preferred sites. The 2009 Expo looks like being our biggest yet and will be supported by an extensive public relations program to ensure we maximise the benefits to all exhibitors.

This is the only Expo of its kind, run by the industry for the industry and previous exhibitors have spoken highly of the results they obtained. One company generated over 145 sales leads at the last Expo and said this was more business than their sales team would generate in a month - all achieved in a couple of days.

Costs to exhibit are basically the same as the 2005 Expo and there are substantial savings for IRSA members and for early bird payments.

As with the previous 3 Expos there will be an extensive program of clinical workshops featuring expert speakers from around the world. These presentations are a must see for therapists and clinicians.

Expo Fast Facts

- More than 2,000 visitors attended the last Expo
- 10% early payment discount for exhibitors who pay in full by 31st August 2008
- A further 15% discount for financial IRSA members
- Setup from 2:00pm on Monday 2nd March 2009
- Expo concludes at 2:00pm on Thursday 5th March 2009
- FREE parking, FREE entry & FREE admission to clinical presentations

IRSA Members Register

Dejay Medical

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

Disability Hire Vehicles

49 Hession Road
OAKVILLE NSW 2765
Ph (02) 4573-6788
Fax (02) 4573-6989
www.disabilityhire.com.au

E&S Wheelchair Sales

Unit 6 - 1 Field Close
MOOREBANK NSW 22170
Ph (02) 9822-4323
Fax (02) 9822-4207

GTK Rehab

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

Home Safety and Comfort

2/187 Lake Road
PORT MACQUARIE NSW 2444
Ph (02) 6581-2400
Fax (02) 6581-2422

Invacare Australia

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

Kalnin Corporation

PO Box R1751
ROYAL EXCHANGE NSW 1225
Ph (02) 8259-9600
Fax (02) 9247-6990
www.agedcaretechnologies.com

Met-A-Lite Manufacturing Company

17-19 Mitchell Road
BROOKVALE NSW 2100
Ph (02) 9905-3947
Fax (02) 9905-2213
www.metalite.com.au

Mobility Matters

35 Townsville Street
FYSHWICK ACT 2609
Ph (02) 6280-7244
Fax (02) 6239-1281
www.mobilitymatters.com.au

Northcott Equipment Solutions

1 Fennell Street
NORTH PARRAMATTA NSW 2151
Ph 1800 11-8481
Fax (02) 9890-0924
www.northcottes.com.au

Northern River Surgical

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

Otto Bock Australia

62 Norwest Boulevard
BAULKHAM HILLS NSW 2153
Ph (02) 8818-2800
Fax (02) 8814-4500
www.ottobock.com.au

Peak Care Equipment

1/187 Lake Road
PORT MACQUARIE NSW 2444
Ph (02) 6581-2400
Fax (02) 6581-2422
www.peakcareequipment.com.au

Pride Mobility Products

21 Healy Road
DANDENONG VIC 3175
Ph (03) 9706-4611
Fax (03) 9706-4622
www.pridemobility.com.au

Seating Dynamics

Unit 3 - 19 Boden Road
SEVEN HILLS NSW 2147
Ph (02) 9620-7839
Fax (02) 9012-0087
www.seatingdynamics.com.au

Specialised Wheelchair Company

Unit 5 - 26 Wattle Road
BROOKVALE NSW 2100
Ph (02) 9905-5333
Fax (02) 9905-2208
www.swco.com.au

Sunrise Medical

Unit 7 - 15 Carrington Street
CASTLE HILL NSW 2154
Ph (02) 9899-3144
Fax (02) 9899-3244
www.sunrisemedical.com.au