

IRSA Update

March 2009



IRSA

INDEPENDENT REHABILITATION SUPPLIERS ASSOCIATION of NSW. Inc

Welcome to the IRSA Update

2009 has certainly started with a bang for IRSA thanks to the IRSA Daily Living Expo that was staged at Rosehill Gardens just a few weeks ago. The Expo is unique, in that it is the only such event run by the industry for the industry, where the number one focus is the exhibitor. Most exhibitions and conferences are geared to fill the pockets of an exhibition company or to help fund a conference for a professional body. This is where the Daily Living Expo stands alone. See page 2 for a detailed report on the Expo.

There has been an ongoing discussion amongst IRSA members about the type of exhibition or conference that the industry should endorse. A format that has drawn a great deal of criticism is the typical professional conference that runs for 2 or 3 days where delegates only visit the exhibition floor at tea breaks and lunch time. Exhibitors end up spending a vast amount of time (on top of the cost of floor space, travel and accommodation) for a few fleeting hours of real contact. We are trying to encourage organisations such as OT Australia NSW and ARATA to move to a more exhibitor friendly format with a dedicated half day in their conference program for delegates to tour the exhibition.

The IRSA Annual General Meeting is being held on 3rd April 2009 and should not pass without us taking a moment to thank the Executive Committee that has worked so hard over the past 15 months. Greg Kline, Malcolm Turnbull and Terry Gallagher have contributed a great deal of time and energy to move our Association forward and provide leadership and governance on behalf

of all IRSA members. They have given me a tremendous amount of support and advice and on behalf of all our members I thank them for their outstanding contribution.

All NSW based suppliers should be aware of an information session being hosted by EnableNSW on Thursday 30th April 2009. There will be a focus on procurement and equipment provisions and will provide an opportunity for suppliers to give feedback direct to EnableNSW staff on the issues we face in dealing with PADP and the four other programs they administer.

You will also find an article in this issue on the development of IRSA's Code of Practice for our members. This will take sometime to develop as we need to get input from our membership to ensure it is appropriate and effective. I would encourage all IRSA members to review the draft Code when it is published and have your say.

As I was finishing this update, I managed to catch Bill Shorten's speech on disability reform to the Canberra Press Club. I had originally hoped to attend the function however the IRSA AGM got in the way. It was one of the most stirring and passionate discourses on disability that I have witnessed and Mr Shorten has obviously done a great deal of grass roots work to gain an accurate insight into the issues relating to disability. We can only hope that he has the influence within the Federal Government to effect change and ensure a better deal for all those with a disability or those who care for someone with a disability.

Chris Sparks - Executive Officer

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

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WHAT'S ON

- ♦ **3rd April 2009** - IRSA Annual General Meeting
- ♦ **30th April 2009** - EnableNSW Supplier Briefing
- ♦ **6th May 2009** - LTCSA submissions due
- ♦ **15th June 2009** - NSW Government's Response to the PADP Inquiry due
- ♦ **29th September 2009** - HCR Expo, Tokyo, Japan
- ♦ **13th October 2009** - Med-trade, Atlanta, USA
- ♦ **14th October 2009** - RE-HACARE, Dusseldorf, Germany
- ♦ **2010** - IRSA Daily Living Expo Melbourne

4th IRSA Daily Living Expo

This year's Daily Living Expo at Rosehill Gardens proved to be a tremendous event that brought our industry together to showcase the best and most innovative products and services available for people with disabilities and the elderly. Over 3 days, exhibitors enjoyed a steady flow of therapists, consumers and carers keen to see what was on offer and to spend time with hundreds of industry experts prepared to share their knowledge and skills.

The Expo floor looked fantastic and all exhibitors should be proud of the quality of their stands and the presentation to the general public. Some exhibitors such as Lifehealthcare, GTK Rehab, Dejay Medical, Otto Bock and Invacare obviously worked hard to give their booths something special this year.

Many "not for profit" organisations used the Expo as an opportunity to engage with their members and raise their public profile. OT Australia, Spinal Cord Injuries Australia, the Spastic Centre, the ILC, PDCN and Northcott all enjoyed a very successful 3 days. The hit however seemed to be the team from Disabled Surfers Australia whose booth was always busy with people wanting to know more about this wonderful volunteer organisation.



Disabled Surfers Australia - a crowd favourite

Without doubt, the Expo Clinical Education Programs proved popular with hundreds of therapists attending a wide range of lectures on topics such as Functional Electronic Stimulation, Static vs Dynamic Seating, Medical Benefits of Standing, Positioning for Sleep and Principles of Thermoplastic Upper Limb Splinting. There were some very good local presenters and we are grateful to the likes of Cathy Mulholland, Ryan Malone, Bruce Campbell, Andrew Gardeen and Mike Babinec who travelled internationally to present and thanks also to the local companies that supported them.



Pride Mobility - an IRSA Member Company

This year we tested a number of new initiatives some of which worked well whilst others struggled. The late night opening for families was not well attended and clearly needs to be more widely advertised if it is to be of value to exhibitors. We will also improve signage and the quality of food available at future Expos. Our radio advertising campaign yielded some worthwhile results however now we know far better which radio stations give us real bang for our advertising buck. The exhibitors were pleased to receive a substantial database of qualified names and contact details for people who attended the Expo. This tool is of great value to those exhibitors who utilise direct marketing strategies.

The big news is that we are planning our first ever Daily Living Expo for Melbourne and intend to alternate the Expo between Sydney and Melbourne on a 2 yearly cycle. The real driver behind establishing a Melbourne Expo is that the industry is looking for a major event run by the industry where the welfare of the exhibitor is of paramount importance. We are currently finalising dates and venues and an announcement will come out soon.

Once again we will be working to improve the next Expo to give better value to the exhibitors and provide a really positive experience for all Expo visitors. We intend to implement online pre-registration which will help to grow the database and ease delays for visitors when they first arrive. We are also looking at changing the opening/closing times and rescheduling the Clinical Education Program to make the entire event a whole lot smoother and more productive. Consideration is also being given to taking the Clinical Education Program to other major cities just before or after the Expo to get better value and exposure for our international presenters. And we will continue to work to keep the costs of exhibiting down and investing any returns from the Expo to benefit our industry as a whole.

The Expo could not have been staged without some great support from the likes of Tony Mason, Greg Kline, Penny Knudson, Terry Gallagher and Nikki McMahon - all of whom work for IRSA member companies and contributed many unpaid hours to help make the Expo such a success.



NES - an IRSA Member Company

Better Business - Retention of Title

Rehab technology suppliers generally provide their goods and services on account, giving customers an agreed period of time within which they are required to pay. So when a customer fails to pay up you can simply go and repossess the goods, right? Not necessarily, unless you have included a Reservation of Title or Romalpa clause as part of your contract or agreement.

One IRSA member can speak from personal experience when he sold products to a business that ended up in receivership. The products were easily identified as those that he had sold and it was clear that no payment had been made. However when he attempted to repossess the goods he found he had no right to them and his only recourse was to join a list of unsecured creditors and hope for a part payment at a later date. The goods were now considered assets of the failed business and would be sold off to help pay outstanding debts of the business.

Had there been a Romalpa clause in place, things may have been different, because a well drafted Romalpa clause stipulates that ownership of the goods remains with the seller until the goods have been paid for in full.



As with all things legal, nothing is straightforward and there are a number of different Romalpa clauses that could be categorised as follows –

- Simple Clause - where the seller retains ownership until full payment is received from the buyer for the goods provided.
- Extended Clause – where the seller reserves ownership of the goods against not just the buyer but also any sub-buyers.
- All Monies Clause – where the buyer agrees to pay to the seller any monies owed by the buyer to the seller before ownership transfers.
- Prolonged (Proceeds) Clause – where each of the previous clauses is incorporated into a clause which provides for the seller to retain or obtain title to any on-sales proceeds.
- Aggregation Clause – which includes the previous four clauses and includes provision for a clause over property in, or an interest in, any manufactured or processed goods, which the goods supplied become part of in the course of manufacturing or processing.

Clear as mud right? Well either way the real advantage of a successful Romalpa clause is that legal ownership of the goods does not pass to the buyer until payment is made in accordance with the terms of the contract. The idea of agreeing when ownership of the goods is to pass to the buyer is critical because without agreement, the sale of goods legislation states that title will pass when the contract intends it to be transferred, otherwise it is upon delivery.

Without a Romalpa clause in an agreement the seller generally cannot repossess the goods if the buyer fails to pay, as the buyer became the legal owner of the goods when they were delivered.

All businesses should seek independent legal advice to ensure they have an effective and enforceable Romalpa clause that protects their rights as a seller.

PADP Payments

The NSW Department of Health has been most helpful in resolving issues with some IRSA members overdue PADP accounts.

Please contact IRSA if you are experiencing any difficulties with long outstanding invoices and we will try to help speed up the process.

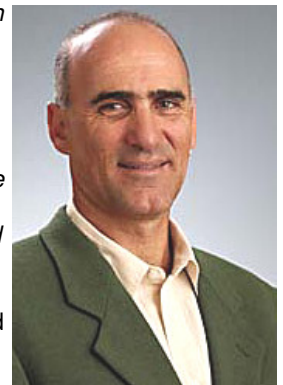
Ian Cohen MP Continues Push for PADP Reforms

Mr Ian Cohen MP has once again raised issues associated with the PADP reform program, maintaining pressure on the NSW Government to implement positive changes to the scheme.

On 26th March 2009, the NSW Parliamentary Hansard records a question from Mr Cohen to the NSW Minister for Health -

- **Mr IAN COHEN:** "My question is directed to the Minister for Health. Can the Minister advise whether the new information system for the Program of Appliances for Disabled People [PADP] has been implemented this month? If not, why not? Can the Minister advise whether Enable NSW has ensured that access to information about the Program of Appliances for Disabled People has been made available to people with sensory impairments? Again, if not, why not? Can the Minister update the House on whether the Department of Health is on track to complete stage 1 of reforms to the Program of Appliances for Disabled People before the end of 2009?"

The Minister's reply failed to directly answer any of Mr Cohen's questions and did not instill confidence that the PADP reform process is progressing as planned. IRSA is still waiting on EnableNSW to begin pilots for the pre-approved funding process that were hoped to commence early 2009.



Mr Ian Cohen MLCr

Reforming the Victorian Aids and Equipment Program

We reported in the last IRSA Update that the Victorian Department of Human Services was embarking on a project to redevelop the Aids and Equipment Program (A&EP). In January 2009, IRSA met with 3 senior staff from the Department as part of their consultation process to develop a new service delivery model. It was pleasing to learn that they had already consulted with many suppliers to the A&EP and they were very open to discussion.

The consultation process included 20 public forums held over 4 months which attracted more than 400 individuals. In addition to the forums, they received 56 written submissions in response to a discussion paper.

IRSA developed a submission which represented many of the views of Victorian suppliers that we had spoken to. There were some issues in common with NSW such as delays from assessment to ordering, concerns over centralised purchasing and safeguarding the interests of smaller regional suppliers.

We also argued that it was in the interests of people with disabilities and the Victorian Government to ensure their procurement policies encouraged competition, innovation and choice when it came to both equipment and suppliers. OT Australia also highlighted this fact in their formal submission stating –

- *"While acknowledging the financial benefits of a common supplier list, respondents believe that this will be preferable only for the more standard, high volume items. Many respondents fear that the quality of service and customisation that smaller suppliers provide may not be available if these companies are excluded from the list... Respondents also expressed concern that if a specific item is not available from the preferred supplier list, they will be subjected to a lengthy justification process in order to fulfil their client's equipment needs. Regional respondents also expressed concern about maintenance and after sales service of items which may be required to be sourced from a location geographically remote to their client."*

One area of disappointment is that there is no supplier representation on the A&EP Advisory Group that has just been established. The Advisory Group involves a number of end user organisations, OT Australia and of course A&EP representatives, however suppliers are yet to be included.

Feedback and written submissions are now being considered by the Department of Human Services. To find out more about the Service Delivery Model Project, go to www.dhs.vic.gov.au/ds/aep.

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 Health's 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 experienced any instances of Quote Shopping and we will take it up with the NSW DOH.

Meet a Member - Durable Medical Equipment



Durable Medical Equipment Limited

In Business:

Since 2009

Employees:

1 in Australia & 20 in NZ

Top Products:

Standing
Activity

CEO/Owner:

Andy O'Sullivan

WWW:

www.durmed.com.au

Why did you join the HME industry?

"I started in the rehab business in 1980 supplying products mainly to the orthotics side of the industry, before moving onto wheelchairs and seating in 1985. I joined the industry originally because it looked like a fun job and working with orthotics was quite creative at that time as we made most of the equipment locally - the global rehab industry as we know it today did not exist. DME has only recently set up in Australia to showcase some of the unique alternative positioning products we represent in New Zealand."

Why is DME an IRSA member?

"I joined IRSA right away as my experience in New Zealand and abroad tells me that our industry needs to be represented at all levels of decision making. There is no industry quite like ours and we all have a vested interest in delivering ethical and innovative solutions that help those living with disabilities to co-exist in mainstream society. Without organisations like IRSA, government departments and hospitals treat suppliers like commodity businesses and the end user suffers from one size fits all syndrome."

What is DME's top priority for IRSA?

"Our top priority for IRSA is to ensure that the unique nature of industry is not turned into an accounting process where it is forgotten that real people and real lives are the big losers when problem solving is turned into a commodity process."

Developing an IRSA Code of Practice

IRSA is about to commence development of an industry Code of Practice which will set out the standards that all members must meet to demonstrate best practice in their business dealings. We believe that the vast majority of rehab technology suppliers and other businesses providing products and services to people with disabilities and the aged do so in a professional and ethical manner with the welfare of the end user held paramount.

So you may well ask, who needs a Code of Practice that tells us how to conduct our business? In essence a Code of Practice serves several purposes -

- It demonstrates to consumers, therapists and funders that the industry is committed to doing what is in the best interests of the end user.
- It clearly lays out what is considered acceptable business practice for a company and their staff.
- The standards within the Code of Practice can be used as a tool for business development by helping to define what a business needs to do to compete ethically in our industry.
- It can be developed into an appropriate regulatory framework negating any need for external regulation of our industry.
- Most of all it should help all members to improve their business and service delivery.

“With hundreds of millions of dollars being spent annually on equipment for people with disabilities by governments throughout Australia, it is only a matter of time until our industry is regulated. The question is who will be the regulator?”

The issue of industry self regulation is an important one as nobody knows more about our industry than we do. IRSA members and other suppliers possess a great deal of knowledge and expertise when it comes to matching often complex equipment solutions to address issues related to profound disability. We know what constitutes a good outcome for the consumer and their care givers, what level of ongoing service is required, what pricing is reasonable and equally we can spot a poor equipment outcome a mile away. Therefore no one else is better placed to help regulate our industry than we are.

With hundreds of millions of dollars being spent annually on equipment for people with disabilities by governments throughout Australia, it is only a matter of time until our industry is regulated in some way. The question is who will be the regulator?

Previously we have highlighted the positive relationship that IRSA has developed with the British Health Trades Association (BHTA). The BHTA has a great deal in common with IRSA and has been very supportive in providing information and ideas, saving us time and energy spent reinventing the wheel. We therefore intend, with the blessing of the BHTA, to review their Code of Practice and make necessary amendments to align it with the Australian market.

Over the next few months, IRSA members will be circulated an initial draft Code of Practice for our Association. All members will be given the opportunity to comment on the draft and suggest changes and improvements. A final draft will then be circulated for review by the membership before being voted on at a Special General Meeting. We welcome the assistance and input of all members in developing this important document.

Disability Standards Tabled

In 1995 the Australia Building Codes Board commenced work on developing proposals for changes to the Building Code of Australia (BCA) to better reflect discrimination law.

Some 14 years later, the Federal Government has tabled draft Disability Standards for Access to Premises and the final public consultation process is about to commence.



The Government intends to refer the draft standards to the House of Representatives Legal and Constitutional Affairs Committee for a final public consultation, which will report in the first half of 2009, looking to introduce actual changes in 2010 or 2011.

The standards themselves appear to have been met with general approval. They aim to improve access to buildings for people with a disability so as to maximise participation in the social, economic and cultural life of the community – and to reduce regulatory complexity by aligning building law and discrimination law. It's not just those with a disability that will benefit but also the aged, parents with strollers etc.

The standards are complex and difficult to follow by anyone new to the world of building regulations. To gain an understanding of the various documents and how they fit together will take some effort. If your business or organisation is involved in any building projects you may well need to enlist the services of a specialist.

EnableNSW Supplier Information Session

HEALTH SUPPORT SERVICES
NSW HEALTH

EnableNSW

Invitation to EnableNSW Information Session for Suppliers

EnableNSW was established in August 2007 and is responsible for the administration of the five NSW Health disability support programs on a statewide basis under the auspice of Health Support Services. These programs are:

- Program of Appliances for Disabled People (PADP)
 - Specialised Equipment Essential for Discharge (SEED)
- Artificial Limb Service (ALS)
- Home Respiratory Program including
 - Home Oxygen Service (HOS)
 - Ventilator Dependent Quadriplegia (VDQ) program
 - Children's Home Ventilation Program (CHVP).

EnableNSW would like to invite your company to attend a Vendor Information Session.

The purpose of the information session is to provide:

- updated information on EnableNSW and the changes to NSW Health's disability programs
- goals and end state of EnableNSW, a business unit of Health Support Services, and
- reforms relating to procurement, supply contracts and equipment provisions.

The Information Session details are as followings:

Date: Thursday 30th April, 2009

Time: Registration from 8.30m
9am – 12.00pm

Venue: Education and Conference Centre
Macquarie Hospital
Wicks Road
North Ryde NSW

It is asked that only one (1) company representative attend the information session.
Please provide the name and details of your company representative who will be in attendance

Please RSVP via return email to enable@hss.health.nsw.gov.au to confirm your attendance by Thursday 9th April, 2009. If you require any additional information please feel free to contact Enable on 1800 362 253.

Welcome New IRSA Members



Megalong Positioning Service

Ph (02) 4784-3971

Fax (02) 4784-3230

mps@disabilityenterprises.com.au

www.megalongpositioning.com.au

Megalong Positioning Service (MPS) makes customised positioning equipment for people with disabilities. This is a mobile service where the therapist goes to the client to assess, advise and quote for positioning systems that suit their needs.

Funding Injection for Victorian A&EP

The Victorian Minister for Community Services, the Hon Lisa Neville MP, has announced an extra \$1 million funding injection into the Aids and Equipment Program.

The new funds will assist more than 500 Victorians throughout the State and will be specifically targeted to provide assistance to clear the waiting list at the Royal Children's Hospital and also reduce wait lists at Western Health and Peninsula Health.

The extra funding will also be used to assist a further 13 Victorians with a disability requiring modifications to motor vehicles.

Free Training & Education

Would you like to get access to world class, online training for seating people with spinal cord injuries?

Then follow the Resources link at

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



All the learning & tools that you need, available 24/7 and totally free of charge

Legislative Council Review of the Lifetime Care and Support Authority

On 1st April 2009, the Hon Christine Robertson MLC, chair of the NSW Parliament's Standing Committee on Law and Justice, announced the Committee's second review of the Lifetime Care and Support Authority (LTCSA) and the Lifetime Care and Support Advisory Council (LTCSAC).



LEGISLATIVE COUNCIL

STANDING COMMITTEE ON LAW AND JUSTICE

The LTCSA was established in July 2006 and is a statutory corporation that provides treatment, rehabilitation and care to people severely injured in motor accidents in NSW, regardless of who is at fault. The LTCSA Scheme is funded by a levy on CTP insurance premiums.

The Scheme was setup to ensure that people who are catastrophically injured in motor accidents receive necessary care and support for the rest of their lives. The Committee will be examining how well the Authority fulfils its role and assists its clients.

Many IRSA members and other suppliers provide equipment that is funded by the LTCSA. This review provides us with an opportunity to comment to the effectiveness of the scheme and raise issues relating to the Scheme and its impact on our industry.

Full details are available at -
www.parliament.nsw.gov.au/lawandjustice

SECOND REVIEW OF THE LIFETIME CARE AND SUPPORT AUTHORITY

TERMS OF REFERENCE

- That, in accordance with section 68 of the *Motor Accidents (Lifetime Care and Support) Act 2006*, the Standing Committee on Law and Justice be designated as the Legislative Council committee to supervise the exercise of the functions of the Lifetime Care and Support Authority of New South Wales and the Lifetime Care and Support Advisory Council of New South Wales under the Act.
- That the terms of reference of the Committee in relation to these functions be:
 - to monitor and review the exercise by the Authority and Council of their functions,
 - to report to the House, with such comments as it thinks fit, on any matter appertaining to the Authority or Council or connected with the exercise of their functions to which, in the opinion of the committee, the attention of the House should be directed, and
 - to examine each annual or other report of the Authority and Council and report to the House on any matter appearing in, or arising out of, any such report.
- That the committee report to the House in relation to the exercise of its functions under this resolution at least once each year.
- That nothing in this resolution authorises the Committee to investigate a particular participant, or application for participation, in the Lifetime Care and Support Scheme provided for by the *Motor Accidents (Lifetime Care and Support) Act 2006*.

LC Minutes No 5, 30 May 2007, Item 3

COMMITTEE MEMBERS

The Hon Christine Robertson MLC (<i>Chair</i>)	(Australian Labor Party)
The Hon David Clarke MLC (<i>Deputy Chair</i>)	(Liberal Party)
The Hon John Ajaka MLC	(Liberal Party)
The Hon Greg Donnelly MLC	(Australian Labor Party)
The Hon Amanda Fazio MLC	(Australian Labor Party)
Ms Sylvia Hale MLC	(The Greens)

NFPs Looking for Corporate Members

IRSA is proud to be a member of the Physical Disability Council of NSW (PDCN) - the peak body in NSW representing people with a physical disability. Membership of the PDCN is open to IRSA member companies and is an affordable way to support this important organisation - Full details are available at the PDCN website -

www.pdcnsw.org.au

Another good friend of IRSA who also welcomes corporate members is Spinal Cord Injuries Australia and their website is -

www.scia.org.au

IRSA Members Register

Accessibility Online

PO Box 389
CASTLEMAINE VIC 3450
Ph (0400) 88-6976
Fax (03) 8648-5641
www.accessibility.com.au

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

Durable Medical Equipment

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

Hospital at Home (Eniax Pty Ltd)

1/30 Heathcote Road
MOOREBANK NSW 2170
Ph (02) 9601-6909
Fax (02) 9601-7870
www.hospitalathome.com.au

Independent Living Specialists

67 Mars Road
LANE COVE NSW 2065
Ph (02) 9427-4995
Fax (02) 9427-4338
www.ilsau.com.au

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

Lifehealthcare Hospital and Rehab

4 Noonan Place
INGLEBURN NSW 2565
Ph (02) 9618-5000
Fax (02) 9618-5111
www.lifehealthcare.com.au

Megalong Positioning Services

PO Box 7172
LEURA NSW 2780
Ph (02) 4784-3971
Fax (02) 4784-3230
www.megalongpositioning.com.au

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

Mogo Wheelchairs

Unit 5—42 Canterbury Road
BANKSTOWN NSW 2200
Ph (02) 9708-5255
Fax (02) 9796-2479
www.mogowheelchairs.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 Rivers 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

Scooters and Mobility Pty Ltd

23 outlets across Australia
Ph (03) 5368-2555
Fax (03) 5368-2655
www.scootersandmobility.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

Watercomfort Company

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