



From The Executive Officer

Six years ago, the concept of reform to support disability services was underway. The National Disability Insurance Scheme (NDIS) was introduced by the Gillard Labor Government on 1 July 2013, beginning with a trial phase known as the NDIS Launch.

How time flies. As an industry we are constantly working through changing circumstances as we grapple with the demands of the NDIS. Much has changed, however there are some things which have not.

ATSA continues to work with government to overcome issues. One area of great concern is the cost impact of trials and desktop competitive quoting. We are still waiting for a formal response to the Joint Standing Committee on AT from the NDIA in respects to Recommendation 2.64: *The committee recommends that a line item for trial costs of AT equipment be created and included in the plans of all relevant participants.* We will notify Members once further information comes through.

Some of you may have seen the NDIA's *Improvements to NDIS Assistive Technology* (www.ndis.gov.au) press release last year. ATSA is supporting a number of these projects, and it is positive to read that a program of work is underway to improve processes for the assessment and delivery of AT.

Most of you should have also received the email about ATSA working with the NDIS Quality and Safeguard Commission (NQSC). Please note that this is in the early stages and I request that you contact me directly if you have any questions or concerns.

Due to ATSA's Code of Practice, we have been able to open direct discussions on how to approach the legislation demands set down, which the NQSC is required to uphold.

As an industry we must find a way forward with the NQSC through an industry self-regulation model to reduce compliance costs for all businesses who operate in the sector. ATSA is working on a model based on the ATSA Code of Practice that will combine the demands of the NDIS legislation. Once a draft has been completed, we will present it to the NQSC to gain direction and input.

Another reminder: Do not miss out on the free marketing via the ATSA website! Listing your business on the website provides more opportunities to connect with the general public. We continue to promote traffic to the site to encourage buyers to purchase from businesses who operate under the ATSA Code of Practice. Email info@atsa.org.au for more information.

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The MMD debate has taken another step forward with meaningful discussions underway for MMDs and their use in public spaces. The National Transport Commission (NTC) has released an Issues Paper that considers problem around MMDs in isolation, as well as all public space users with national uniformity in mind. I encourage both users and sellers of MMDs to support the NTC with feedback to ensure the most suitable solution is found. Submissions will be accepted until 28 February. Visit www.ntc.gov.au for more information.

As we go to print, I have been informed that the Brisbane ATSA Independent Living Expo has officially sold out, with Sydney and Canberra filling fast. Several exhibitors have also indicated that they will be displaying new products at the shows. This, combined with a high level of promotion from ATSA and Interpoint, is pointing to a great set of events.

Regards,
David Sinclair



ASTA Board

Chairman:	Geoff Purtill (Invacare)
Vice Chair:	Chris Jones (Peak Care)
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Directors:	George Ajaka (GTK) Ian Rothall (Merits) Craig Slattery (Para Mobility) Nikolas Witcombe (Blue Badge Insurance Australia)
Company Secretary:	David Sinclair (ATSA)

Implementation and Assessment for Augmentative & Alternative Communication (AAC) Devices

Brisbane: 8 April 2019
www.trybooking.com/BAECL

Melbourne: 10 April 2019
www.trybooking.com/BAECO

Perth: 12 April 2019
www.trybooking.com/ZWAR

Adelaide: 15 April 2019
www.trybooking.com/BAECC

Sydney 17 April 2019
www.trybooking.com/BAJAC

What: Full day workshop (9:00am – 4:00pm)

Cost: \$150 per person

Join Bethany Diener from Tobii Dynavox and our local Link Assistive Speech Pathologists Charlene Cullen and Amy Litton to get practical with AAC Implementation and Assessment! This workshop is for anyone working with people who use or may benefit from augmentative and alternative communication (AAC). You will get practical and hands on strategies for implementing AAC with individuals from emergent communicators through to independent communicators. Free app and print-based tools will be used to guide learning and will serve as ongoing support after the workshop. Client examples will be used to help you practically implement a range of free resources available to support the implementation and assessment of AAC.

Implementing & Assessing Communication for people with Acquired Communication Disabilities

Brisbane: 9 April 2019
www.trybooking.com/BAKZD

Melbourne: 11 April 2019
www.trybooking.com/BAKZB

Adelaide: 16 April 2019
www.trybooking.com/BAECS

Sydney 18 April 2019
www.trybooking.com/BAJNG

What: Full day workshop (9:00am – 12:00pm)

Cost: \$50 per person

Join Bethany Diener from Tobii Dynavox and our local Link Assistive Speech Pathologists Charlene Cullen and Amy Litton to discuss augmentative and alternative communication (AAC) strategies and free implementation resources for people with acquired communication disabilities including aphasia, dementia and acquired brain injury.

Good Sales Tactics – Why Is It So Important?

As we look back on 2018 there is one event, I'm sure we can all agree, that will have long reaching implications; the men's Australian cricket team's ball-tampering scandal.

Even if you do not follow cricket, you would know about this. This single event – that was driven by a 'win at all costs' attitude – ruined not only the reputation of the persons involved, but the international reputation of the Australian team, and serves to remind us that the actions of a few can severely impact everyone.

Our industry does not need to be reminded of poor sales practices, however complacency can allow for poor practice and poor business culture to evolve. If we consider what took place with the cricket team, sportsmanship was put aside, and a culture of 'win at all costs' evolved to a point where 'senior' management believed they could get away with cheating.

Our industry is moving into a new era with the introduction of the NDIS Quality and Safeguards Commission (NQSC), which will place a spotlight on the sector. I take this as an opportunity to ask all businesses to review your business practices and to scrutinise your methods of engagement with your customers. I know that I do not have to remind you that the actions of one employee can bring down the reputation of an entire business.

Taking the time to review your business' competitive culture could be of great benefit. Here is a check list to test your business sales models:

- What behaviours do your sales incentive schemes drive? Do they create the opportunity for brand equity damage (i.e. win the sale at all costs) thus resulting in bad behaviour?
- Do the sales tactics build your brand reputation?
- What is your reputation in the market? What do your competitors say about you?
- What do you consider to be your company ethics to be? Do your customers support this view?
- What is the level of trust and loyalty you enjoy in the market? Do your customers agree? Is this where you wish to be?
- What is the sales culture of your business?

We have worked together as an industry and developed the ATSA Code of Practice (<http://atsa.org.au/atsa-codes-of-conduct>) to assist your business in the management and application of good business ethics, so take time out and refresh yourself with the Code. Let our industry continue to set an example – not be complacent and fall into the trap of poor sales cultures, e.g. negative selling techniques that discredit competitors and their products or mislead with inaccurate representation. Our industry is known for honesty and integrity and to keep the client's best interest foremost, let us not end up like the men's Australian cricket team who lost their way.

Thank You To Our Wonderful Industry

Wednesday 17 October 2018 was going to be a landmark day for all of us with disability who have reduced mobility. In my role as president of Physical Disability Council NSW (PDCN), www.pdcnsw.org.au, I was in Sydney to attend the opening ceremony for the new wheelchair access lifts to the iconic Sydney Harbour Bridge.

This was the result of a decade long campaign led by PDCN which now means we can all access the deck of the famous 'coat-hanger'. In the evening I chaired the AGM for PDCN and was pleased to see many familiar faces from the AT industry in attendance.

However, following the AGM, I stumbled down two small steps and the result was a broken nose, two completely broken forearms and my forehead split open. Finding myself in an ambulance bound for St Vincent's Hospital was not how I intended to end my day.

I underwent surgery two days later and then the cautionary words of the surgeon as I left theatre recovery hit me like a freight train... "You cannot weight bear on your arms for four to six weeks, no pushing your wheelchair or driving your car".

What? How would I cope? How could I get out of bed, use the toilet or have a shower? If I can't transfer in and out of my car how could I even get home to Tathra?

Faced with the complete loss of my independence, albeit only for a month or two, the next four days in St Vincent's were some of the toughest I have ever had to contend with. Then as word got out, offers of help from dozens of people within the AT fraternity gave my wife Wendy and I some hope.

A friend of mine suggested I take some time out staying at the beautiful Sargood on Collaroy (www.sargoodoncollaroy.com), a world first beach resort run specifically for those of us with a spinal cord injury. At Sargood I was be able to stay in a fully accessible environment, kitted out with all the AT you could imagine and also offering personal care which I needed for the first time since I was a toddler.



Chris trialling a Handimove courtesy of Wila Innovations



The view from Sargood on Collaroy

In just six days at Sargood I had to learn how to live as a fully dependent electric wheelchair user, unable to transfer by myself. Up until then I had never used a patient lifter to get from A to B or a sliding board to get in and out of the car. I had no more than a brief test drive of a powerchair and certainly had never owned or used a commode.

This is where our wonderful AT industry intervened and made things so much easier for both Wendy and me.

While I was in an ambulance en route to Sargood, the good folk from Specialised Wheelchair Company were setting up a powerchair for me to use while I remained in Sydney. They delivered it to Sargood within an hour of my arrival. Then the boss of Wila Innovations came out to demo a specialist lifting device while my mates at Invacare were couriering a lifter and sling to my home. Aidacare stepped up with same day delivery of a slide board and the team at Country Care built me a custom commode to work in my bathroom. To top it all off the Permobil team personally setup and delivered to Tathra, a powerchair for me to use while I was recovering at home.

On top of this I received many other offers of help from the likes of Para Mobility, Merits Australia, GTK and even some interstate AT businesses. The challenge then was for Wendy and I to learn how to safely use all this 'new' AT whilst at Sargood, so we could make our way home and get on with my recovery.

It is now more than three months since I underwent surgery and I have almost regained my mobility. To say it's been a challenging and confronting time would be an understatement. The surgeon's estimate of four to six weeks was in reality 10 to 12 weeks and despite intensive physiotherapy my transfers are still not perfect and I get a lot of hand pain. My guess is it will be at least six months until I can say things are back to normal.

However, I have been humbled by the caring support and intervention of the wonderful Australian AT industry, without whom I would have likely spent several months in a nursing home. I have to make mention of the unrelenting love and support of Wendy as wife, carer, psychologist, counsellor and driver through some dark and difficult times. She is nothing short of superhuman.

One final observation. I spent the last three months as a highly dependent powerchair user, requiring help with all the basics of daily living. Going to the toilet, having a shower, getting dressed and up and about were simple activities way beyond my capability. I have many mates for whom this is a lifelong reality and my respect and empathy for those who deal with this has increased tenfold.

Thank you to everyone who helped so much to get us through the past three months and for the record... I am still a lousy powerchair jockey.

Chris Sparks
ATSA Advisor

*Chris back home, asleep
in his Permobil powerchair*



A Note On Sargood On Collaroy

Sargood is a very special place that offers those with spinal cord injury (SCI) the chance to enjoy a break on one of Sydney's pristine beaches with an amazing level of support and care.

Visitors and their partners enjoy 5-star accommodation with a choice of 17 rooms and can access the beach via Magic Mobility 4WD powerchairs or go ocean/lake kayaking, try surfing or play golf in an Otto Bock Paragolfer. They also run programs including yoga, sit water ski and scuba dive training and there's a superbly fitted out, wheelchair friendly gym where you can work out while gazing over the surf.

Sargood have specialist SCI support staff for those who are not fully independent and require personal care. The resort also has in-house an occupational therapist who is an expert in SCI.

Each year more than 500 guests and their families visit Sargood to enjoy supported experiences they cannot get anywhere else. Several astute AT suppliers have realised the potential of Sargood and lent or donated their products for use by their guests as a direct route to the spinal injuries market. I would encourage any manufacturer or importer whose product portfolio is relevant to those with SCI to contact Sargood and at the very least ensure your product information is readily available. Just email info@sargoodoncollaroy.com.au to get in touch.

Get To Know A Member

Nik Witcombe – CEO, Blue Badge Insurance Australia

Almost six years ago, Nik was asked to investigate the opportunity for insurance products designed specifically for people with disability or limited mobility. While the concept had existed in the UK for more than 30 years, it was largely unheard of here in Australia.

"I went straight to Google and searched for information about mobility scooters and wheelchairs. I read a few articles, but the name Chris Sparks seemed to be appearing quite regularly," said Nik. "I found Chris' email address at ATSA and asked if we could talk. My association with ATSA and my education into the industry started on that day!"

While Nik has worked in several different industries, he believes AT is the most rewarding and dynamic he has been involved in.

"There is incredible change taking place as a result of the shifting landscape of funding, as well as the impact of technological improvements," he said.

"Given the changes taking place in the market, it is critical to be kept aware of how this may impact your business. In particular, the industry needs a voice that represent your interests. In my opinion, nobody is better positioned to do this than ATSA."

When considering the future of AT in Australia, Nik says it's exciting to see global mainstream businesses like VW and Honda starting to invest in the AT market.

"I was fortunate enough to attend Rehacare [in Germany] last year and was amazed at how technology and robotics are impacting the innovation pipeline of assistive technology products."



#StandByMe Campaign For Disability Advocacy Funding

Over the past year more than 20 NSW advocacy, information and peak disability organisations have joined forces to campaign for the retention of funding for these vital services in NSW – currently due to cease in mid-2019 for some, and mid 2020 for those remaining.

For a relatively small amount of funding (\$13 million currently) these organisations provide a voice for people with disability, and someone to call on in times of need. As the NSW government continues to close down all other services and supports it provides for people with disability, it's imperative that advocacy, information and peak bodies remain in place to ensure people with disability, especially those whom won't get NDIS funding (90 per cent of people with disability in NSW) can still access vital supports when something goes wrong, and know that there are organisations in place continually working to improve access for them within the NSW community.

As we near the NSW election date, we are calling on all people with disability, their families, carers and those whom support them throughout the disability industry to join with us in Hyde Park North on Sunday 24 February at 11:00am to rally together and call on the NSW Premier to #StandByMe, and all people with disability in NSW and fund these much needed services.

To register for the rally, find out how to contact your local Member of Parliament or find out more information about these services, visit www.standbyme.org.au or visit us our Facebook event page (<https://www.facebook.com/events/826187274390244>).

Please come along and show your support on the day!

Serena Ovens

Executive Officer

Physical Disability Council of NSW
Convener NSW Disability Advocacy Alliance

How Do You View Customer Feedback?

A common question I receive is: *How do I handle this customer's issue?*

The response I generally give first is: *What is your objective?*

Before you decide on what to do, you should consider what is to be your company culture on how to deal with customer feedback. Every business has its stories and views on customer feedback. This article aims to challenge your thinking.

When you receive a feedback that is not positive, is it a time to:

- Simply comply with the law?
- Defend your rights?
- Defend your product?
- Defend your brand?
- Use this as an opportunity?

Consider whether your thoughts are emotionally driven e.g. a response to anger and pride?

Customer issues are far better resolved with a minimal cost target in mind, or even better, turn the negative set of circumstances to your advantage and look for the return for the investment. Another way of looking at a problem that has been presented is to ask yourself how you can turn this situation around that will pay you an ongoing dividend.

"To win 100 battles is not the height of skill – to subdue the enemy without a fight is." – Sun Tzn, Art of Wars.

Remember that your actions define your business, so consider the market message you present when dealing with customer feedback. It is more important to build your brand through the activity than potentially damaging it. Consider what actions are required to build the commercial value of your business by building "brand equity".

This approach places customer feedback as a marketing activity, therefore the actions relating to the feedback should be viewed as marketing spend, not a business loss. Well-known marketing expert Kotler states: "The best advertising is done by satisfied customers".

To conclude, when you invest in customer feedback, are you looking at the short term or the long term, and have you truly considered all the costs that will result from the situation? Above all, look for the return of the investment from the resources engaged to resolve the feedback.

David Sinclair

News

Road Vehicle Standards Bill 2018 - RVS Bill now passed

For detail please refer to: www.aph.gov.au

National Transport Commission (NTC)

Barriers to the safe use of innovative vehicles and mobility devices project aims to address the issues surrounding the safe and legal use of new and innovative personal-use and mobility devices.

In November 2017 the Transport and Infrastructure Council tasked the NTC with reviewing the rules for using motorised mobility devices and motorised wheelchairs (collectively known as motorised mobility devices), as well as other recreational and personal-use motorised devices. This review has recently commenced.

The current regulatory framework does not provide for the use of new and innovative personal-use devices that are readily available for sale today as they do not necessarily fit within existing vehicle classification.

This also affects individuals that require the use of mobility devices due technical restrictions set out in the Australian Road Rules.

The NTC are currently seeking feedback on an issues paper until Thursday 28 February 2019. www.ntc.gov.au

Market Sounding Informs Future of Domiciliary Equipment Service (DES)

The Domiciliary Equipment Service (DES) manages the equipment and home modification needs of approximately 15,000 people in South Australia. This includes clients from the National Disability Insurance Scheme (NDIS), South Australian Department of Human Services (DHS), a range of hospitals and community care agencies, and people privately hiring equipment.

The way clients receive services is changing following the introduction of the NDIS and ageing reforms. Because clients will be able to access services from the National Disability Insurance Agency (NDIA), partners in the community, and the non-government sector, the South Australian Government has decided to transfer DES to the non-government sector through an open market process.

In mid-January 2019, the South Australian Department of Treasury and Finance (DTF) in collaboration with DHS conducted a market sounding process to gauge non-government market interest in acquiring DES.

It is anticipated that an Expressions of Interest process may commence in March 2019. Notifications regarding the next stages for the process will be made via the SA Tenders and Contracts website (www.tenders.sa.gov.au). Interested parties are encouraged to register with SA Tenders and Contracts.

Transition out of government is likely to occur by late 2019 / early 2020. During the transition, DHS will work closely with agencies which use DES services, suppliers, and staff to make sure that there is continuity of service for clients and that the transfer to the new provider happens in a planned and smooth way.

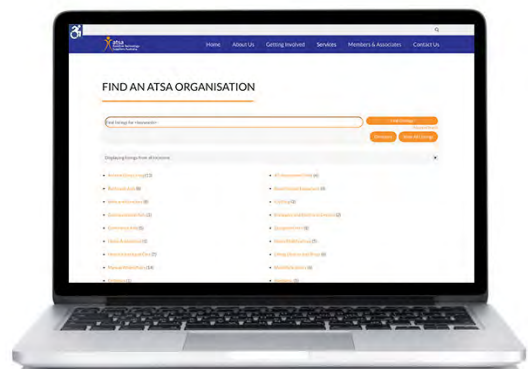
It will continue to be business as usual for DES until otherwise stated. Should you have any queries, please email dtfdhsproject@sa.gov.au.

For further information about the services that DES provides, visit www.des.sa.gov.au.

Australian Standards Report

A quick summary of what Australian Standards are reviewing. If you require any information in respects to these reviews, please contact ATSA.

1. Review of Australian standards: AS/NZS 3856 part 1 and 2: Hoists and ramps for people with disabilities—Vehicle-mounted.
2. Review of AS/NZS 3973:2009 Shower/toilet chairs (mobile and static).
3. Aged Standards Review :AS/NZS 3696.2:2008 Wheelchairs determination of dynamic stability of electric wheelchairs
4. AS 3954-1991 (R2014): Motor vehicle controls - Adaptive systems for people with disabilities.
5. AS/NZS 3695 Wheelchairs Part 2: Requirements and test methods for electrically powered wheelchairs (including mobility scooters).



Welcome to Our New ATSA Members



Allied Mobility

144 Summers Street, PERTH, WA 6000
ph: 1300 345 602 web: www.alliedmobility.com

Allied Mobility is one of the world's major manufacturer of wheelchair accessible vehicles, producing more than 5,000 mobility cars, MPVs and minibuses each year. Their products are designed around the needs of people with reduced mobility, who need to travel safely in their wheelchair.



Brazier Mobility

8 Barfield Crescent, EDINBURGH NORTH, SA 5113
ph: 1800 BRAZIER (1800 272 9437) web: www.braziermobility.com.au

Brazier Mobility contributes to the freedom, dignity and independence of people with disability by providing premium quality mobility transport solutions that are uniquely designed to meet individual customer needs. They have over 45 years experience in the Motor Vehicle Industry and more than 30 years experience in Mobility for the mobility challenged sector.



Medtech Mobility Equipment

18 Prescott Street, TOOWOOMBA, QLD 4350
ph: (07) 4639-3977 web: www.medtechmobility.com.au

Medtech Mobility Equipment has operated in Toowoomba, Darling Downs and surrounding districts for more than 20 years. The locally-owned family business is committed to servicing the Queensland rural and regional communities. They sell, repair, hire and service a wide range of mobility aids for organisations, and individuals with short, medium and long term disability.



Mogo Wheelchairs

Unit 5 – 42 Canterbury Road, BANKSTOWN, NSW 2200
ph: (02) 9708-5255 web: www.mogowheelchairs.com.au

Mogo's philosophy is and always has been helping others. Leon Callahan owns the business and has been involved with wheelchairs most of his life, from watching his Dad Michael's basketball games, to helping in the garage where Mogo Wheelchairs all began. Under Michael's supervision he quickly became involved in every aspect of a custom wheelchair build, from design and consultation to custom paint and manufacturing - even a bit of sewing in between.



Neeki Designs

PO Box 490, CHIRN PARK, QLD 4215
ph: (07) 5591-1629 web: www.neeki.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.



Nth Degree Care

1323 Pacific Highway, TURRAMURRA, NSW 2074
ph: (02) 9983-9100 web: www.nthcare.com.au

Nth Degree Care is a family owned and operated business which provides much needed service to residents of Sydney's North Shore. They provide sales and service of electric recliner lift chairs, electric beds, scooters, wheelchairs, stair lifts, walking aids, bathroom accessories, back supports, incontinence aids and many other products that can enhance lifestyle and increase mobility.



Scooters and Mobility New England and North West

238 Marius Street, TAMWORTH, NSW 2340
ph: (02) 6762-1212 web: www.scootersandmobility.com.au

Scooters and Mobility Tamworth is a local business that has been serving the Tamworth area for over 10 years. The business is owned and operated by Tamworth locals who have been heavily involved in the Tamworth community for many years. They stock a range of brands of scooters and mobility equipment to ensure access to the best value and best quality products on the market.

ATSA Members Registered

Abibird

ph: 1300 13 21 21
www.abibird.com.au

Access Health

ph: (03) 9878-1399
www.accesshealth.com.au

ActiveAdaptive

ph: 0402 917 043
www.activeadaptive.com.au

Active Scooters

ph: 1800 55 48 27
www.activescooters.com.au

AC Mobility

ph: (08) 9209-1777
www.acmobility.com.au

Afikim Electric Vehicles

ph: (0447) 699-011
www.afikimscooters.com.au

Age Prepcare

ph: (03) 9796-5156
www.ageprepcare.com.au

Aidacare Pty Ltd

ph: 1300 133 120
www.aidacare.com.au

Allied Mobility

ph: 1300 345 602
www.alliedmobility.com

Astec Equipment Services

ph: (03) 5336-3900
www.astecservices.net.au

Astley Mobility

ph: (02) 9673-2212
www.astleymobility.com.au

Austech Medical

ph: (07) 5495-8663
www.austechmedical.com

Australian Comfort Living

ph: 0401 666 688
www.australiancomfortliving.com.au

Automobility

ph: 1300 660 773
www.automobility.com.au

Autoslide

ph: 1300 288 675
www.autoslide.com

Blue Badge Insurance

ph: 1300 304 802
www.BlueBadgelInsurance.com.au

Brazier Mobility

ph: 1800 BRAZIER (1800 272 9437)
www.braziermobility.com.au

BrightSky Australia

ph: 1300 799 243 (DVA)
or 1300 886 601 (non-DVA)
www.brightsky.com.au

Canterbury Concepts

ph: (03) 9580-1744
www.canterburyconcepts.com.au

Capital Special Vehicles

ph: (03) 9794-8888
www.csv.com.au

Central Queensland Mobility

ph: 1800 201 070 or (07) 4926-1071
www.cqmobility.com.au

Cobalt Health

ph: (02) 8853-1100
www.cobalthhealth.com.au

Comfort Discovered

ph: (02) 9987-4500
www.comfortdiscovered.com.au

Complete Mobility and Rehab

ph: (07) 4032-1140
www.completemobility.com.au

Country Care Group

ph: 1800 727382
www.countrycaregroup.com.au

Dejay Medical

ph: (02) 9838-8869
www.dejay.com.au

Deutscher Healthcare

ph: (03) 5339-5708
www.deutscherhealthcare.com.au

Disability Hire Vehicles

ph: (02) 4577-2225
www.disabilityhire.com.au

Drive Medical Pty Ltd

ph: (03) 9551-1548
www.drive-medical.com.au

DRP International Healthcare

ph: (03) 5975-4153
www.drpinternational.com.au

EasyTech Living

ph: (03) 5329-1326
www.easytechliving.com.au

Eden Healthcare Solutions

ph: (02) 6041-9700
www.edenhcs.com.au

Elite Mobility Scooters

ph: (07) 5561-1427
www.elitemobilityscooters.com.au

Emprise Mobility

ph: 1300 761 196
www.emprise.com.au

Everyday Mobility

ph: (02) 4454-5454
www.everydaymobility.com.au

Fisher Lane Mobility

ph: 1800 702 026
www.fisherlane.com.au

Freedom Healthcare

ph: (07) 3801-3910
www.freedomhc.com.au

Freedom Motors Australia & Freedom Access Vehicles

ph: 1800 672 437
www.freedommotorsaustralia.com.au

Geelong Wheelchair Services Pty Ltd

ph: (03) 5244-0844
www.geelongwheelchairs.com.au

GMobility

ph: (03) 5623-6966
www.gmobility.com.au

GMS Rehabilitation

ph: 1300 734 223
www.gmsrehab.com.au

GTK

ph: 1300 485 485
www.gtk.com.au

Handi-Rehab

ph: (08) 8276-1300
www.equip4living.com.au

Hartmann Australia

ph: 1800 805 839
www.hartmann.info/en-AU

Healthcare Innovations Australia

ph: 1300 499 282
www.hiaus.net.au

Hospital at Home

ph: (02) 9601-7757
www.hospitalathome.com.au

Independent Home Care Supplies

ph: (02) 4227-4315
www.ihcss.com.au

Independent Mobility & Rehab

ph: (02) 4952-2264
www.imr.net.au

InterPoint Events

ph: (02) 9660-2113
www.intermedia.com.au

Invacare Australia Pty Ltd

ph: 1800 460 460
www.invacare.com.au

Juel Health Services

ph: 0402 242 193
www.juelhealthservices.com.au

Keep Moving Pty Ltd

ph: (08) 8947-5122
www.keeppmoving.net.au

Kevrek Australia

ph: (08) 9248-5922
www.kevrek.com.au

Liberty Healthcare

ph: 1300 885 853
www.libertyhealthcare.com.au

Link Assistive Technology

ph: (08) 7120 6002
www.linkassistive.com

Life Mobility

ph: (03) 9726-2000
www.lifemobility.com.au

Leef Independent Living Solutions

ph: (03) 9532-8622
www.leef.com.au

Local Mobility

ph: (02) 4956-9993
www.localmobility.com.au

Lodgesons (UK)

ph: +44 (0)29 2043-6980
www.lodgesons.co.uk

Mac & PC Doctors

ph: (07) 3848-9438
www.macandpcdoctors.com.au

Magic Mobility Pty Ltd

ph: (03) 8791-5600
www.magicmobility.com.au

Medi-Repair Services

ph: (03) 6334-8844
www.medirepairservices.com.au

Medix21 Australia

ph: (03) 9041-7507
www.medix21australia.com.au

Medtech Mobility Equipment

ph: (07) 4639-3977
www.medtechmobility.com.au

Melrose Wheelchairs Pty Ltd

ph: 0407 502 729
www.melrosewheelchairs.com.au

Metro Mobility

ph: (08) 9258-8733
www.metromobility.com.au

Merits Australia

ph: (08) 8340-8344
www.meritsaustralia.com

Mobility Aids Australia

ph: (03) 9546-7700
www.mobilityaids.com.au

MobilityCare

ph: (03) 9568-8383
www.mobilitycare.net.au

Mobility Engineering

ph: (02) 9482-4572
www.mobilityengineering.com.au

Mobility Matters

ph: (02) 6280-7244
www.mobilitymatters.com.au

Mobility2You

ph: (02) 4367-5751
www.mobility2you.com.au

Mogo Wheelchairs

ph: (02) 9708-5255
www.mogowheelchairs.com.au

Motum

ph: (08) 9381-2087
www.motum.com.au

Neeki Designs

ph: (07) 5591-629
www.braziermobility.com.au

Norden Group

ph: (03) 9793-1066
www.norden.com.au

Nth Degree Care

ph: (02) 9983-9100
web: www.nthcare.com.au

Northcott Equipment Solutions

ph: (02) 9890-0186
www.northcott.com.au

Novis Healthcare

ph: 1300 738 885
www.novis.com.au

Omni Healthcare

ph: (03) 5333-4006
www.omnihealthcare.com.au

Onemda Association

ph: (03) 9842-1955
www.onemda.com.au

Otto Bock Australia

ph: (02) 8818-2800
www.ottobock.com.au

Para Mobility

ph: 1300 444 600
www.paramobility.com.au

Paragon Mobility

ph: 1300 652 382
www.paragonmobility.com.au

Patient Care Products

ph: (03) 9786-3092
www.patientcareproducts.com.au

Patient Handling

ph: 1300 734 862
www.patienthandling.com.au

Peak Care Equipment

ph: (02) 4272-2688
www.peak-care.com.au

Pelican Manufacturing

ph: 1800 641 577
www.pelicanmanufacturing.com.au

Peninsula Home Health Care

ph: (03) 9786-7004
www.phhc.com.au

Permobil Australia

ph: 1300 845 483
www.permobil.com.au

PersonallIndependenceProviders

ph: 1300 65 7016
www.haleberry.com.au

Pinarc Disability Support

ph: (03) 5329-1300
www.pinarc.org.au

Power Mobility

ph: (07) 3265-4663
www.powermobility.com.au

Pride Mobility Products Australia

ph: (03) 8770-9600
www.pridemobility.com.au

Problem Management Engineering

ph: (02) 9482-2808
www.pmeautoconversions.com.au

Professional Assistance for Living
ph: (08) 8449-5462 or 0434 339 910
info@pafl.com.au

Push Mobility
ph: 1300 721 328
www.pushmobility.com.au

Qld Rehab Equipment
ph: 1300 743 710
www.qldrehab.com.au

Quingo Pacific
ph: (08) 9379-2040
www.quirgo.com.au

R82 Australia
ph: (02) 8213-6666
www.r82.com.au

RBA Group
ph: 1300 788 778
www.rba.com.au

Rehab & Mobility Wholesalers
ph: 1300 368085
www.rehabandmobility.com.au

Rich Vale Trading
ph: (08) 8330-4102
www.richvale.com.au

Riverina Scooters and Mobility
ph: (02) 6921 4444
www.riverinascooters.com.au

Scooters & Mobility
ph: 1800 726 000
www.scootersandmobility.com.au

**Scooters and Mobility New
England and North West**
ph: (02) 9983-9100
www.scootersandmobility.com.au

Scooters Australia
ph: (03) 9799-6622
www.scootersaus.com.au

Shoprider
ph: (08) 9248-4180
www.shoprider.com.au

Simivita
ph: 1300 746 736
www.simavita.com

Special Needs Solutions
ph: (07) 5597-4321
www.specialneedssolutions.com.au

Specialised Wheelchair Company
ph: (02) 9905-5333
www.swco.com.au

Statewide Home Health Care
ph: (03) 9591-6234
www.shhc.com.au

Sunrise Medical
ph: (02) 9678-6600
www.sunrisemedical.com.au

Think Mobility
ph: 1300 881 968
www.thinkmobility.com.au

Therm-Oz Showers
ph: 0439 992 011
www.therm-oz.net.au

Total Ability
ph: 1300 858 410
www.totalability.com.au

Total Mobility Solutions
ph: 1300 868 662
www.totalmobility.com.au

Tunstall Australasia
ph: (07) 3637-2200
www.tunstallhealthcare.com.au

Tyrex Solutions
ph: (02) 4956-6860
www.tyrex.com.au

Uccello Designs
ph: +61 (0) 408098617
www.uccellodesigns.com

Vital Living
ph: 1300 917 630
www.vital.net.au

Walk on Wheels Australia
ph: 1300 766 266
www.walkonwheels.com.au

Watercomfort Company
ph: (02) 9531-1699
www.watercomfort.com.au

Wheelchairs & Stuff
ph: (02) 4577-2225
www.wheelchairs.com.au

Wheelchair Sales Indesign
ph: (02) 9607-2233
www.wheelchairsales.com.au

Wicked Wheelchairs
ph: (07) 5500-0882
www.wickedwheelchairs.com.au

Wila Innovations
ph: (02) 9674-5315
www.wila-products.com.au

Wild West Wheelchairs
ph: 0412 456 882
www.wildwestwheelchairs.com

Zyteq
ph: (03) 9696-2944
www.zyteq.com.au

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