

Secure
shopping
24 / 7



Cost effective
Solutions



Supporting
you and your
clients



Mobility Aids Australia
Independence Australia

TAC Web Portal
Prescriber | Client

independence
AUSTRALIA

Mobility Aids
AUSTRALIA
A division of
Independence Australia

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Note: Due to continual improvements to better meet your needs, updating the Portal may mean some images/screenshots within this guide may change in the live Portal.

Mobility Aids Australia

A DIVISION OF INDEPENDENCE AUSTRALIA

Proud providers for TAC, WorkSafe, SWEP, NDIS and DVA



Member - Committed to the ATSA Code of Practice

The IA story ... MAA is a Division of IA

Independence Australia started 70 years ago from a cupboard at the Austin Hospital when a group of paraplegics pooled their resources together to serve their continence needs. It has since grown into multiple divisions of Health Solutions (HS), Community Solutions (CS), our Training arm, Field and of course Mobility Aids Australia (MAA).

HS covers products related to continence, nutrition and wound care areas and CS supports the disability community through the provision of many services (including carers, respite care, counselling, supported accommodation, etc). As a **Social Enterprise**, our excess funds are funnelled back into assisting the disability sector – mainly through the CS team.

Mobility Aids Australia (MAA) has been in the business of helping people with their mobility and support needs for more than 30 years. About 5 years ago we became part of the IA family and also began operating as a **Social Enterprise organisation** – which is essentially a NFP.

This means that the excess funds produced from our product sales, services and equipment hire are fed back into the community supporting people with a disability.

A **double positive story!** We help people directly with our products **AND** also the general disability community through our Community Solutions arm.

Mobility Aids Australia...

One of the largest product ranges in the industry, including:

- An extensive range of scooters (portable to heavy duty)
- Manual and powered wheelchairs
- Electric lift & recline chairs
- Walking and bathroom aids
- Day chairs and nursing bed chairs
- Specialised bedding including electric beds
- Pressure care mattresses
- Pressure care cushions
- Patient lifters
- Portable ramps
- Daily living aids

What we offer:

- Knowledgeable, experienced, caring staff
- Comprehensive safety training and orientation of relevant equipment
- Free in-home 7-day product trials*
- 14-day money back guarantee
- Qualified technicians and a fully fitted service centre for customisation of equipment as well as standard servicing and repairs
- Mobile service vans and technicians
- Comprehensive rental product range
- TAC, WorkSafe, NDIS and DVA suppliers

* Powered equipment

Service and Support...



Mobility Aids Australia
Unit 1/820 Princes Hwy, Springvale, Vic. 3171

On-site or in our
showroom
+
Mobile service technicians
+
Service workshop

Our **reputation** is built on our service and expertise and a focus on: Products and Service that are **Fit for Purpose, Right First Time Approach** and at the **Best Possible Pricing**.

Welcome!

The MAA TAC Portal; designed to offer a simple, intuitive and user-friendly web/ordering experience.

This 'guide' focuses on the key features of the Portal so you can get the most from your user experience.

Please bookmark the following site on your browser:



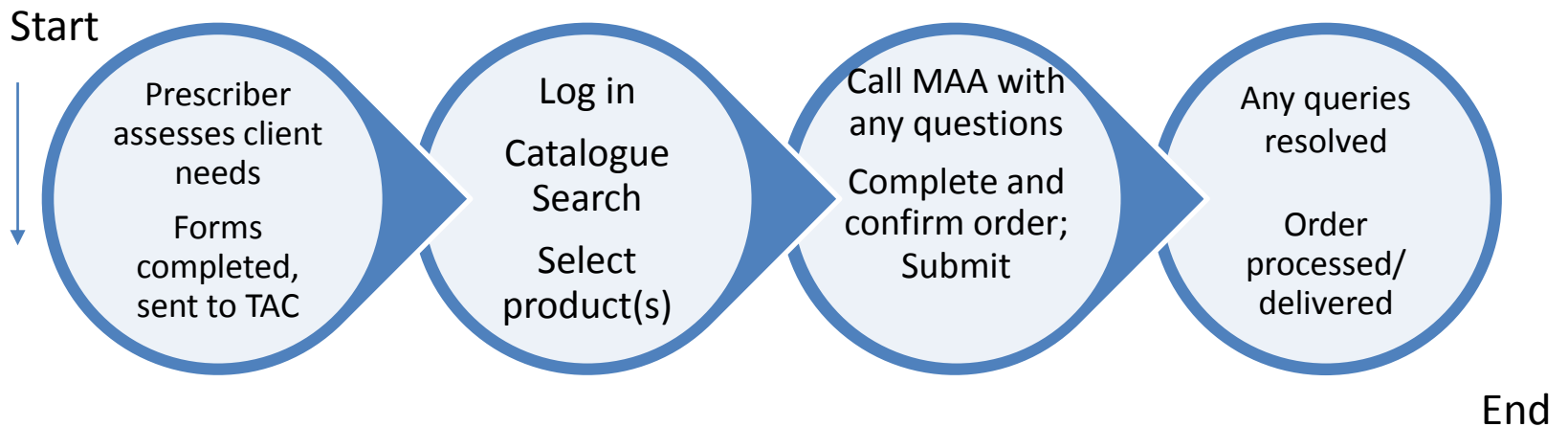
<http://tac.mobilityaids.com.au>

Key Features Include:

- Easy navigation using multiple menus across multiple pages
- Full catalogue search using product code, product name, manufacture name, etc.
- View product details/specs
- Review order status
- Easy re-ordering function
- Ability to view all orders and invoice history
- Favourites functionality – create your own folders
- Instant order confirmations via email



Equipment Ordering Process - Summary



First time logging on / off

If you are logging in for the first time, you'll need to complete the registration form. This can be found in the footer of the landing page (after entering <http://tac.mobilityaids.com.au> into your browser).

See image of footer appearing on landing page below and link to TAC Registration Form.



Click here for registration form to complete

Complete the registration form that appears and submit. Approval should be within 24hrs.

This is a once-off step!



Only an email address and password is required to log in each time (no account numbers to remember)

How to log on or off, if already registered

Go to the registration url – tac.mobilityaids.com.au

Click “Login” at top RH corner of page



Account Login

Log in using your email address and chosen password.

If you have an account with us, log in using your email address.

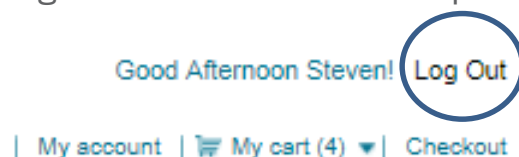
* Email Address ⓘ
This is a required field.

* Password ⓘ
This is a required field.

[Forgot Your Password?](#)

* Required Fields

To log off click “Log Out” button located at top RH corner of page



Only an email address and password is required to log in each time
(no account numbers to remember)

How to search

Go to the search bar at the top of the screen and type in what you are looking for!

It's that simple.

The search function is comprehensive.

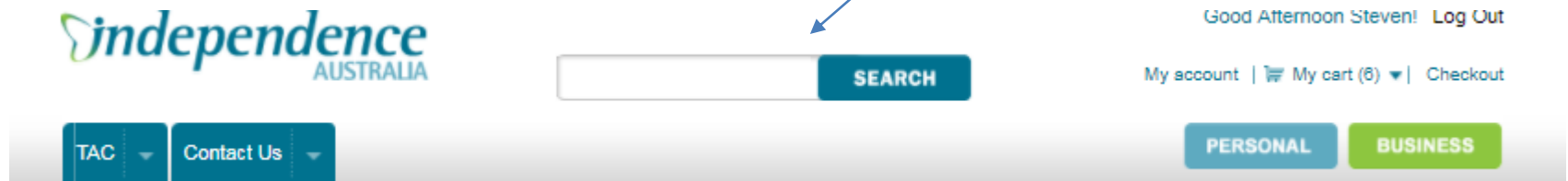
Remember though, that the broader your search term, the more results you'll get.

Try to be as specific as you can to narrow the results.

You can search by:

- Product name
- Product code
- Manufacturer name
- Etc....

The search bar appears at the top of all screens.



Navigation Panels

Quick route to key admin areas.

At log-in page.



Good Afternoon Steven! [Log Out](#)

[My account](#) | [My cart \(4\)](#) | [Checkout](#)

 [SEARCH](#)

TAC | Contact Us

My account

- Account Dashboard
- Account Information
- Address Book
- View Web Orders
- My Product Reviews
- My Applications
- My Favourites
- View Order and Invoice History

Hire Tab will appear here

PERSONAL BUSINESS

My Dashboard

Hello, Steven Smart!

From your My Account Dashboard you have the ability to view a snapshot of your recent account activity and update your account information. Select a link below to view or edit information.

Recent Orders

[View All](#)

ORDER #	DATE	SHIP TO	ORDER TOTAL	STATUS
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-

Account Information

[Contact Information | edit](#)

[Change Password](#)

Address Book | [manage addresses](#)

[Default Billing Address | edit address](#)

Steven Smart
IA TAC TEST
9-45 Ashley St
Braybrook, VIC, 3019
Australia
T: 1300788855

[Default Shipping Address | edit address](#)

Steven Smart
IA TAC TEST
9-45 Ashley St
Braybrook, VIC, 3019
Australia
T: 1300788855

Note: A Hire Equipment tab will exist in the top row which will enable an Equipment Hire Form to be completed and submitted.

Once submitted, MAA will call you to arrange details and advise availability.

Navigation Panels

 SEARCH

PERSONAL **BUSINESS**

TAC Contact Us

Quick route to key product categories

Appears on each group product page

Note: The "Sale" flash signs appears by default for each listing. Please ignore.

- TAC
- BEDS
- BUILDING FIXTURES
- CLOTHING & DRESSING
- EATING & DRINKING
- HOUSEHOLD AIDS
- HYGIENE
- LIFTING & TRANSFER
- SCOOTERS
- SEATING
- SMALL STOCK
- WALKING & MOBILITY AIDS
- MANUAL WHEELCHAIRS
- POWERED WHEELCHAIRS
- WHEELCHAIR ACCESSORIES
- OTHER

RECLINER / TILT CHAIRS

Items 1-15 of 19 Page: 1 2 Show: 15 30 45 60
 View as Grid List Sort By: Name Price New **Best Sellers** Most Viewed Top Rated

REFINE BY Brand Price



SHOPRIDER MONTREAL WALL HUGGER LIFT CHAIR - BLACK PU LC0506
\$0.00
 Add to favourites
 Add to compare



FREEDOM LIFT CHAIR FABRIC 96 x 98 x 102 180KG SEATING STEEL DUAL MOTOR
\$0.00
 Add to favourites
 Add to compare



PRIDE D30 LIFT & RECLINE CHAIR D30
\$0.00
 Add to favourites
 Add to compare



Top Sellers

How to start an order

Step 1.

Search for items under main product category tab
(hover mouse over TAC)
Contains all product categories

OR

Search by entering a product code or keyword in search toolbar

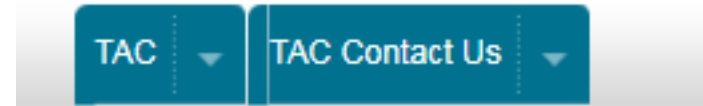
SEARCH

Step 2. Select an item by clicking its product photo or details

Step 3. Confirm unit quantity

Step 4. Click green ADD TO CART button

Step 5. You will be taken to your Shopping Cart summary, click CONTINUE SHOPPING button to add other items to your order



ADD TO CART

CONTINUE SHOPPING

How to view product categories

Hover your mouse over TAC tab

(click desired category... e.g. Manual wheelchairs)

The screenshot shows the Independence Australia website interface. At the top, there is a navigation bar with the logo, a search bar, and user account information. Below the navigation bar, a dropdown menu is open for 'TAC', showing 'TAC Contact Us'. The main content area is divided into several columns of product categories. A blue arrow points from the text on the left to the 'MANUAL WHEELCHAIRS' category in the 'WALKING & MOBILITY AIDS' section.

independence AUSTRALIA

Good Afternoon William! Log Out

My account | My cart (0) | Checkout

TAC TAC Contact Us

PERSONAL BUSINESS

BEDS
ADJUSTABLE BEDS (Manual/Hydraulic/Electric)
LOW RISK MATTRESSES
HIGH RISK PRESSURE CARE MATTRESSES
PILLOWS
BACK RESTS
BED ACCESSORIES
MOVING AND POSITIONING ACCESSORIES
OVER BED & CHAIR TABLES

BUILDING FIXTURES
SHOWER / MULTI-PURPOSE RAILS
MODULAR RAIL COMPONENTS
HAND HELD SHOWERS & ACCESSORIES
SHOWER CURTAIN
NON-SLIP SURFACING
PORTABLE RAMPS

LIFTING & TRANSFER
MOBILE HOISTS
SLINGS
TRANSFER AIDS

SCOOTERS
POWERED SCOOTERS
SCOOTER ACCESSORIES

CLOTHING & DRESSING
STOCKING APPLICATORS
DRESSING AIDS
COMPRESSION GARMENTS (not custom made)
WATERPROOF CAST/ DRESSING PROTECTORS (not custom made)

EATING & DRINKING
PLATES
CUPS
ADAPTED CUTLERY
NON-SLIP TABLEWEAR

HOUSEHOLD AIDS
HOUSEHOLD CLEANING AIDS
TROLLEYS (laundry and kitchen)
REACHING AIDS
ADAPTIVE KITCHEN ITEMS

HYGIENE
BATH BOARDS
BATH SWIVEL SEAT
BATH TRANSFER BENCH
SHOWER STOOLS
SHOWER CHAIRS
OVER TOILET AIDS
TOILET SEAT RAISERS
COMMUNE CHAIRS
URINALS & BEDPANS
PERSONAL HYGIENE

SEATING
DAY CHAIRS
RECLINER / TILT CHAIRS
STOOLS
BACK & NECK SUPPORTS
WHEELCHAIR CUSHIONS - FOAM
WHEELCHAIR CUSHIONS - COMBINATION
WHEELCHAIR CUSHIONS - AIR
CUSHIONS - AIR
CUSHIONS - AIR (DOUBLE VALVE)
CUSHION COVERS
CUSHION ACCESSORIES

SMALL STOCK
TENS MACHINES

WALKING & MOBILITY AIDS
WALKING FRAMES WITH WHEELS
GUTTER FRAMES
PICK UP WALKING FRAMES
STANDING FRAMES
CRUTCHES
WALKING STICKS
QUADSTICKS
WALKING AND MOBILITY ACCESSORIES

MANUAL WHEELCHAIRS
BASIC MANUAL WHEELCHAIRS

by Wellspect
Expected risk of UTIs with catheters*

SHOP NOW >

tel. Arch Phys Med Rehab 2013; 94:782-7

et.com.au/tac-1.html

Viewing an individual product listing

General search results:
(e.g. Manual wheelchairs)

Click a product to view individual product details

Note:
All prices shown as \$0. Only TAC staff will see contract pricing.

PERSONAL BUSINESS

- TAC
- Contact Us
- TAC
- BEDS
- BUILDING FIXTURES
- CLOTHING & DRESSING
- EATING & DRINKING
- HOUSEHOLD AIDS
- HYGIENE
- LIFTING & TRANSFER
- SCOOTERS
- SEATING
- SMALL STOCK
- WALKING & MOBILITY AIDS
- MANUAL WHEELCHAIRS
- POWERED WHEELCHAIRS
- WHEELCHAIR ACCESSORIES
- OTHER

Compare Products
You have no items to compare.

Recently Viewed Products
MERITS REGAL 344A 4 WHEEL POWER SCOOTER 22" X 20"-SEAT 152 x 71 x 135cm 227KG

BASIC MANUAL WHEELCHAIRS

Items 16-30 of 98 Page: 1 2 3 4 5 Show: 15 30 45 60
View as Grid List Sort By: Name Price New Best Sellers Most Viewed Top Rated

REFINE BY Brand Price



DAYS SWIFT 18" TRANSIT MANUAL WHEELCHAIR ANI-DAYWHE338T18
\$0.00

Add to favourites
Add to compare



KARMA II MANUAL WHEELCHAIR 51CM SEAT WIDTH 20"X18" MANUAL WHEELCHAIR ALUMINIUM TRANSIT KM8520F 12-20
0.00

Add to favourites
Add to compare



INVACARE ACTION3 LEVER DRIVE WHEELCHAIR 16 X18" RIGHT
\$0.00

Add to favourites
Add to compare



PRIDE MANUAL WHEELCHAIR SEAT 45 X 40 MANUAL WHEELCHAIR
\$0.00



FREEDOM EXCEL SUPERLITE WHEELCHAIR 51CM 107 x 69 x 95 110KG MANUAL WHEELCHAIR SP
\$0.00



INVACARE ACTION3 LEVER DRIVE WHEELCHAIR 16x16" LEFT
\$0.00

Viewing an individual product listing

Detailed product listing:

PRIDE MANUAL WHEELCHAIR SEAT 45 X 40 MANUAL WHEELCHAIR



Click on image to zoom



Our Stock Code: MW-PR-PMW900
Manufacturer Code: PMW900
PRIDE MANUAL WHEELCHAIR

~~\$209.76~~ \$0.00

AVAILABILITY

In stock

NUMBER OF UNITS

1

Enjoy Free Delivery Over \$50

ADD TO CART

Be the first to review this product

Add to favourites

Email to a friend

Add to compare

Related Products



PRIDE MANUAL WHEELCHAIR WITH HAND BRAKES LIGHTWEIGHT 94 x 57.5 x 96 110KG SEAT 48 x 40 TRANSIT



PRIDE MANUAL WHEELCHAIR LIGHTWEIGHT 96 x 65 x 95 110KG MANUAL WHEELCHAIR SEAT 46 x 41 TRANSIT

MAA Product Code

Ignore "free delivery" flag. Appears by default.

Adds a product to your order

Creates and add to favourites folder

Description

Specification

Ask a question

Reviews

PRIDE MANUAL WHEELCHAIR SEAT 45 X 40 MANUAL WHEELCHAIR

Pride manual wheelchairs are designed to meet the needs of active users with feature-rich, stylish models. Pride manual wheelchairs are extremely lightweight, highly durable and provide enhanced fit and function. FEATURES Easy-to-use folding system ideal for car travel or compact storage, including a flip down back rest ? Flip-up armrests and adjustable and detachable leg rests ? Large self-propelling, 24? pneumatic or solid tyres with quick release wheels and sturdy 8? solid aluminium casters ? Comes standard with a calf strap and seat belt ? Available in your choice of solid or pneumatic tyre models. Pneumatic tyre model comes standard with tyre pump. Weight Capacity: 110kg Total Weight: 21kg Overall Height: 93cm Overall Length: 103cm

Detailed product description

How to add products to favourite folders

Step 1

Click “Add to favourites” link found at bottom of every product summary description while in search mode



SHOPRIDER 778HD 3-WHEEL
ELECTRIC MOBILITY SCOOTER
(INCLUDES BATTERIES) LARGE 48 x
51 182KG SCOOTERS VINYL 60 / 60
SEAT RED 129 TURN RADIUS CM
778HD
~~60.00~~
Add to favourites
Add to compare

OR

Click “Add to favourites” link found in every full product description



ADD TO CART

Be the first to review this product

Add to favourites ★

Email to a friend

Add to compare

Step 2

You will be prompted to create a new folder name, or save favourites item into an existing folder

TAC TAC Contact Us

My account

- Account Dashboard
- Account Information
- Address Book
- View Web Orders
- My Product Reviews
- My Applications
- My Favourites**
- View Order and Invoice History

Folder details

Folder Name*

SAVE NAME

◀ All Folders




If you order the same item regularly, set up favourite items folder to allow you to add orders to the ‘cart’ with one click.

The created favourites folder contains the selected product.
From here you can 'Add to Cart'.

Example folder name only

Folder details

Folder Name* [SAVE NAME](#)

PRODUCT	DETAIL	PRICE	QTY	
<input checked="" type="checkbox"/> 	SHOPRIDER 778HD 3-WHEEL ELECTRIC MOBILITY SCOOTER (INCLUDES BATTERIES) LARGE 48 x 51 182KG SCOOTERS VINYL 60 / 69 SEAT RED 129 TURN RADIUS CM 778HD	0.00	<input type="text" value="1"/>	Remove

[All Folders](#) [UPDATE QUANTITIES](#) [ADD TO CART](#)

Clicking here will show all your favourite folders

Add to Cart will add your current product to your Cart

Clicking 'All Folders' (previous page screenshot), will show this page. You can edit/delete/add all items within a folder, to your cart. You can even create new folders from this page.

SEARCH

My account | My cart (4) | Checkout

TAC Contact Us





PERSONAL BUSINESS

My favourites

ID	Folder	
12217	Test Favourite SS	Edit Add to Cart Remove
12309	test 3	Edit Add to Cart Remove
12446	MAA Best Products	Edit Add to Cart Remove

CREATE NEW FOLDER

At shopping cart, review your order/selection, click on Proceed to Checkout.

PRODUCT NAME	UNIT PRICE	QTY	SUBTOTAL	REMOVE
 SHOWER STOOL - BLOW MOULDED SEAT, ADJUSTABLE (U- FRAME) - PCP 5400UBM		1		
 MERITS REGAL 344A 4 WHEEL POWER SCOOTER 22" X 20"-SEAT 152 x 71 x 135cm		1		

Alternatively you can click on 'Checkout' in the top RH corner of any screen.

Similarly, you can also view your cart by clicking on 'My Cart' in the same area.

Good Afternoon Steven! [Log Out](#)

[My account](#) | [My cart \(6\)](#) | [Checkout](#)

Checkout page:

Nominate/ enter client address in this section

1 Billing Information

Already have an account?
LOGIN

OR
Continue below to register an account

First Name *

Last Name *

Company

Email Address *

Telephone *

Address line *

Country *

Australia

Password *

Confirm password *

Ship to the same address

2 Shipping Method

Warehouse Pick-up - \$0.00
Please wait 24 hours before going to the warehouse to collect your goods. Click [here](#) to view your nearest warehouse.

Delivery Cost - \$7.95
Free delivery available for orders over \$50.

3 Payment Method


Credit Card - Visa & Mastercard

After clicking Place Order in the next step you will be redirected to the DPS Payment Express website.

dps | paymentexpress

VISA Mastercard

4 Review Your Order

Product	Qty	Subtotal
 CELLO BED PROTECTOR BLUEY 40cmx60cm	1	---
Subtotal		
Shipping		
Grand total		

Delivery Instructions *

Please choose one of the following options.

Authorised To Leave
(If ticked, we will leave your order without a signature)

Other (Please specify)

(60 character limit)

Discreet Packaging?
(Your order will be wrapped so the contents of your delivery will be hidden)

TAC Customer?
(Additional information required for TAC orders)

Subscribe to our newsletter

I accept the [Terms and Conditions](#)*

PLACE ORDER NOW

If you are having any issues placing an order with your phone/tablet, please try using your desktop computer or laptop.

Ignore references to payment methods

Make sure you tick the TAC Customer checkbox. This will enable you to enter relevant information (see next page):

- Claim #
- Accident date
- Date of Birth
- Urgency level (if known)

Remember to click here when happy with order and all details are correct.

Checkout page:

1 Billing Information

Already have an account?

OR

Continue below to register an account

First Name *

Last Name *

Company

Email Address *

Telephone *

Address line *

Country *

Australia

Password *

Confirm password *

Ship to the same address




2 Shipping Method

- Warehouse Pick-up - \$0.00
Please wait 24 hours before going to the warehouse to collect your goods. Click [here](#) to view your nearest warehouse.
- Delivery Cost - \$7.95
Free delivery available for orders over \$50.

3 Payment Method

Credit Card - Visa & Mastercard

After clicking Place Order in the next step you will be redirected to the DPS Payment Express website.

4 Review Your Order

Product	Qty	Subtotal
 CELLO BED PROTECTOR BLUEY 40cmx60cm	1	
Subtotal		
Shipping		
Grand total		

Delivery Instructions *

Please choose one of the following options.

Authorised To Leave
(If ticked, we will leave your order without a signature)

Other (Please specify)

(60 character limit)

Discreet Packaging?
(Your order will be wrapped so the contents of your delivery will be hidden)

TAC Customer?
(Additional information required for TAC orders)

TAC Claim Number

Date of Birth

Date of Accident

Level of urgency

- Subscribe to our newsletter
- I accept the [Terms and Conditions](#) *

If you are having any issues placing an order with your phone/tablet, please try using your desktop computer or laptop.

Enter client info in respective sections:

- Claim #
- Accident date
- Date of birth
- Urgency level (if known)

Remember to click here to submit order, when you're happy with all details



How to ship elsewhere

Step 1. At any time, click blue “Checkout” link at top RHS corner of any page

[I My account](#) | [My cart \(1\)](#) | [Checkout](#)

Step 2. Under “Billing Information” select “Ship to Different Address” and click white “CONTINUE” button

Step 3. Under “Shipping Information” select “New Address” in drop down box and input new address



Select Save In Address Book tick box to avoid retyping address again in future orders.

Step 4. Click white CONTINUE button to accept changes

OR

How to change current orders (delete, add more, change quantities)

If you've submitted an order and you wish to update or cancel an order, it is best to contact Mobility Aids Australia directly.

This is because your order may have already started to be processed and to avoid order duplication, unnecessary work or incorrect deliveries.

Please contact us on:

e. tac@mobilityaids.com.au

P. 1800 625 530

Please have details of your order available for reference. Thank you.

How to view order confirmation details

Immediately after placing an order, follow onscreen prompt *Click here* to print a copy of your order confirmation”

Your order has been received

Thank you for your purchase!

Your order# is: 100000XXX.

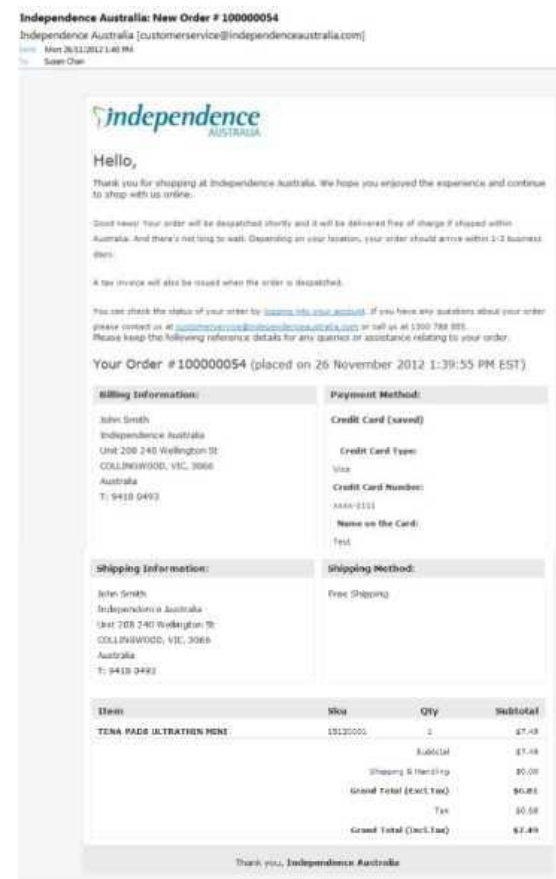
You will receive an order [confirmation email](#) with details of your order and a link to track its progress.

[Click here](#) to print a copy of your order confirmation

OR

Check nominated email account for order confirmation details. You nominated email account is the one you signed in with.

Your confirmation email will look like this:



How to view current order details

Step 1. Log in as a registered user

Step 2. Click blue “My Account” link at top RH corner of any page. Clicking My Account is the fastest way to get back to your ‘home screen’ of the Portal.



Step 3. Go to “My Orders” option



Step 4. Click blue “View Order” link to see full order details

View Web Orders					
1 Item(s)			10 20 50		
ORDER #	DATE	SHIP TO	ORDER TOTAL	ORDER STATUS	
100000054	26/11/12	John Smith	\$7.49	Pending	View Order Reorder
1 Item(s)			10 20 50		



12 months of order history will be available online. You'll only be able to see orders made online.

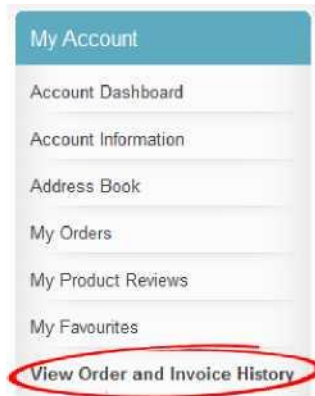
How to view historical order details

Step 1. Log in as a registered user

Step 2. Click blue “My Account” link at top RHS corner of any page

[My Account](#) [My cart \(0\)](#) [Checkout](#)

Step 3. Go to “View Order and Invoice History” option



Step 4. Select an order to see full order details

Order and Invoice History					
1 Item(s)			10 20 50		
COMPANY ORDER #	ORDER #	ORDER STATUS	ORDER DATE	ORDER TOTAL	INVOICE NUMBERS
4535774	100000057	On Backorder	27/11/12	\$2.39	
1 Item(s)			10 20 50		
Back					

How to track order progress (status)

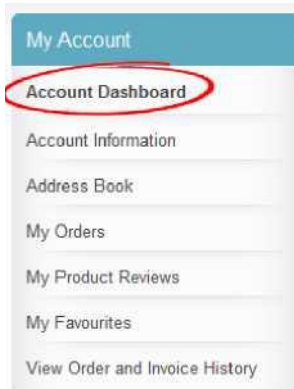
Step 1.

Click blue “ My Account ” link at top RHS corner of any page



Step 2.

Go to “ Account Dashboard ” option



Step 3.

Under “Recent Orders” see “Status” column.

A screenshot of the 'Recent Orders' section. The 'Recent Orders' header is circled in red. Below it is a 'View All' link and a table with the following data:

ORDER #	DATE	SHIP TO	ORDER TOTAL	STATUS	
100000054	26/11/12	John Smith	\$7.49	Pending	View Order Reorder

How to reorder

Step 1. Log in as a registered user

Step 2. Click blue “My Account” link at top RH corner of any page

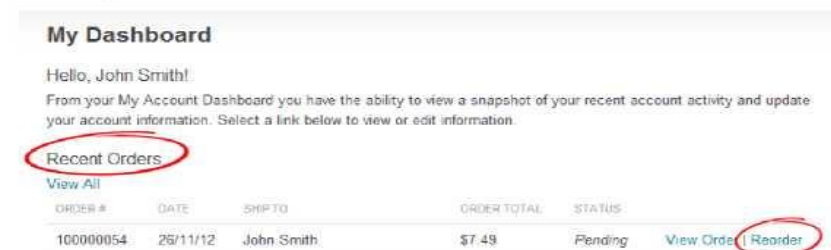


Welcome John! [Log Out](#) [PERSONAL](#) [BUSINESS](#)

Step 3. Go to “Account Dashboard” option



Step 4. Under “Recent Orders” click blue “Reorder” link



Step 5. Product for reorder will be added to current shopping cart

Step 6. Follow process to complete order and check out (step 8 and 9)

How to change contact details

Step 1. Log in as a registered user

Step 2. Click blue My Account link at top RH corner of any page

[My Account](#) [My cart \(0\)](#) | [Checkout](#)

Step 3. Go to “Address Book” option



Step 4. Under Add New Address update details and click SAVE ADDRESS button to capture changes

Add New Address

Contact Information

* First Name
* Last Name
Company
* Telephone
Fax

Address:

* Street Address

* City
State/Province
* Zip/Postal Code
* Country

[Go back](#)



How to change (reset) account passwords

Step 1. Log in as a registered user

Step 2. Click blue “My Account” link at top RH corner of any page

[My Account](#) | [My cart \(0\)](#) | [Checkout](#)

Step 3. Select “Change Password “ tick box

Edit Account Information

Account Information

* First Name

* Last Name

* Email Address

Change Password

Step 4. Enter your current and new password and click white “SAVE” button to capture changes

Change Password

* Current Password

* New Password

* Confirm New Password

[Go back](#)

Required Fields

How to review a product

Step 1.

Click “Be the first to review this product ” or “Review this product” link in any full product description



ADD TO CART

Be the first to review this product
Add to favourites ★
Email to a friend
Add to compare

OR

Click blue Reviews tab at the bottom of any full product description

Step 2.

Rate and review product and click white SUBMIT REVIEW button

All reviews will be submitted to Independence Australia (MAA) for moderation

The screenshot shows a product page with tabs for Description, Specification, Ask a question, and Reviews. The Reviews tab is active. Below the tabs is a 'Write Your Own Review' section. It includes a product title: 'SHOPRIDER 778HD 3-WHEEL ELECTRIC MOBILITY SCOOTER (INCLUDES BATTERIES) LARGE 48 x 51 182KG SCOOTERS VINYL 60 / 65 SEAT RED 125 TURN RADIUS CM 778HD'. A rating section asks 'How Do You Rate This Product?' with five star options. Below this are three rows of radio buttons for 'Price', 'Value', and 'Quality'. The form includes fields for 'Nickname' (filled with 'William'), 'Summary Of Your Review', and 'Review'. A 'SUBMIT REVIEW' button is at the bottom right, with a note '* Required Fields' below it. A blue arrow points from the text 'click white SUBMIT REVIEW button' to this button.



Go to My Account and under My Product Reviews you can see a summary of every review you have submitted.

How to ask a product question online

Step 1. Select a product and click Ask a question tab at the bottom of any full product description

Step 2. Enter your details, choose whether question visibility is public or private, type your question in the field, and click SUBMIT QUESTION

TAC Contact Us

MERITS REGAL 344A 4 WHEEL POWER SCOOTER 22" X 20"-SEAT 152 x 71 x 135cm 227KG SCOOTERS 40-50KM 40-48CM-SEAT RED PNEUMATIC STANDARD

Our Stock Code: SC-SW-S344A-1
Manufacturer Code: SC-SW-S344A-1
MERITS REGAL 4 WHEEL POWER SCOOTER

\$0.00

AVAILABILITY
In stock

NUMBER OF UNITS
1 [Enjoy Free Delivery Over \\$50](#)

ADD TO CART

Be the first to review this product
[Add to favourites](#) ★
[Email to a friend](#)
[Add to compare](#)

Click on image to zoom

Description Specification **Ask a question** Reviews

MERITS REGAL 344A 4 WHEEL POWER SCOOTER 22" X 20"- SEAT 152 X 71 X 135CM 227KG SCOOTERS 40-50KM 40-48CM-SEAT RED PNEUMATIC STANDARD

How to sign up for e-newsletter

Signing up is a great way to hear about the latest products or market advances.

You can opt in by ticking the check box for “Sign Up for Newsletter” when you create an account or enter your Name and Email address and click “SIGN UP” button at the bottom of most pages.

Your contact details will remain safe and will never be shared with any third party. We value our privacy as much as you do!



Sign up for our email newsletter to receive the latest updates and exclusive deals directly to your inbox!

How to report an online problem

Issues with the online store or general TAC related questions:

e. tac@mobilityaids.com.au

P. 1800 625 530

Operational – Mobility and supporting products associated with the TAC contract, orders, deliveries, questions.

Or

P. 1300 793 133

**Key Accounts Group
(continence, wound care, nutrition))**

Remember you can always talk to us at Mobility Aids Australia during normal business hours (M-F 0830-1700 hrs and Sat 0900-1300 hrs) if you should have any equipment related questions. We'll always do our best to support you. (For Emergency Out of Hours **Service**, call: 1800 765 833).

Key Contacts

MAA contact details:

Who	Email		Contact Number Business Hours (8:30am - 5pm M-F)
General Enquiries	info@mobilityaids.com.au		1800 625 530
General Fax			03 9546 7744
TAC Orders/Enquiries	TAC@mobilityaids.com.au		1800 625 530
WorkSafe Orders/Enquiries	WorkSafe@mobilityaids.com.au		1800 625 530
TAC/WorkSafe/MAA	Outside Business Hours Only Service/Repairs - Contact Number		1800 765 833
MAA Key Contacts	Title	Email address	Contact Number Business Hours (8:30am - 5pm M-F)
Steven Smart	Sales Operations Manager	StevenSmart@mobilityaids.com.au	0402 421 797 Or 1800 625 530
Nathalie Vinaccia	Service Coordinator	info@mobilityaids.com.au	1800 625 530
Debbie Forkgen	Sales Support Officer		
Hanady Habboucheh	Sales Consultant		
Shaun Kannemeyer	Senior Sales Consultant		
Andrew Richardson	Sales Consultant		
Boyd Tolley	Business Development Manager	BoydTolley@mobilityaids.com.au	0401 584 977
Independence Australia - Key Accounts Continence, Wound Care, Nutrition			1300 793 133

Secure
shopping
24 / 7



Cost effective
Solutions



Supporting
you and your
clients



Mobility Aids Australia
Independence Australia

TAC Web Portal
Prescriber | Client

independence
AUSTRALIA

Mobility Aids
AUSTRALIA
A division of
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