



COMPANY PROFILE

Scooterland Mobility

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TABLE OF CONTENT

1.0	Introduction.....	3
2.0	Products.....	4
	Mobility Scooters.....	4
	Powerchairs.....	4
	Manual Wheelchairs.....	5
	Additional Products.....	5
3.0	Hire.....	5
4.0	Service.....	5
5.0	Repair.....	6
6.0	Spares.....	7
7.0	Batteries, Tyres & Maintenance.....	7
8.0	Work History.....	7



1.0 Introduction

Scooterland Mobility was incorporated circa 2001 and is an individually owned business specialising in the supply of mobility equipment, daily living aids, and offers sales, service, repair, and hire to the gold coast and hinterland region.

Scooterland support services include; maintenance and repair services for its product range and for various models of scooters, power chairs, wheelchairs both electric and manual and wheelie walkers. Scooterland also hire electric mobility scooters (standard and pull-apart / portable), wheelchairs both electric and manual and wheelie walkers.

At Scooterland, we work closely with our clients to establish their needs and offer a solution that suits their budget anywhere from a small low-cost mobility scooter for short distances that is easy manoeuvrability around the local shops, through to medium size or larger scooters built to suit varied terrain conditions and longer travelling distances.

Our aim is to help give you back your mobility, thus independence and freedom, utilising the latest in mobility scooter technology. We focus on assisting our clients to re-gain their Independent living capability and self-respect and with an emphasis on continued service and support

Who we work with...



- Everyday people who want mobility and Independent living
 - Support organisations including support service agencies, aged care facilities
 - Shopping centre's, theme parks and hotels, corporate and government related organisations and tourist industry, to provide mobility solutions to visitors, shoppers and holiday makers
 - Government programs such as NDIS, M.A.S.S., DVA and My Aged Care that provide subsidised equipment and support services



2.0 Products

Mobility Scooters



We supply new mobility scooters ranging from small lightweight models, to versions that can be easily disassembled for ease of transport in the boot of a car. If you live in a hilly area or located a reasonable distance from shopping centres or other facilities we stock large, robust models designed for longer distance touring.

Powerchairs

Power Wheelchairs, also known as Powerchairs or Electric Wheelchairs, are designed for people who are unable to walk at all or only able to walk very short distances.



They allow people to remain independent in their own home, nursing home or retirement village and to access the local community. They operate via two motors to power the main drive wheels and are usually driven by the user via a joystick control



Manual Wheelchairs



At Scooterland we provide a number of self-propelled or attendant “helper” type wheel chairs. Our wheelchairs made from Aluminium, are strong and light and providing the user with the ability to move around easily and safely.

Depending on how the chair is to be operated and the expectations of the user, quick release wheels and pneumatic (pump-up) or solid polyurethane (low maintenance) tyres can be fitted.



Additional Products

We also carry other mobility equipment, daily living aids, independent living products and offer services pertaining to the aforementioned, please refer to our website www.scooterland.net.au for more details.

3.0 Hire

To facilitate the local tourist industry Scooterland has an extensive rental fleet, our hire fleet comprise; large, medium and small scooter, pull apart scooters, and electric wheelchair, power chairs, transit and self-propelled manual wheelchairs, wheelie walkers, certain daily living aids.

4.0 Service

We support our products. We have a fully equipment workshop and mobile workshop to service our products and we can service most brands of mobility equipment used in the coast. Our technicians keep abreast with technology to provide service for a vast range of





mobility scooter and other mobility aids.

- Servicing for Mobility Aids/Equipment
- Repair of faulty equipment
- Replacement of Spare parts
- Battery and chargers
- Troubleshooting
- Bodywork repair on scooters
- Controllers



5.0 Repair

When a mobility aid is having operational issues i.e. not performing as it should, it will require to be repaired; this is different from a service as it will normally require more of the technicians' time to troubleshoot the issue and normally spare parts to rectify the problem. If called for an on-site service, and repairs are required, if unable to rectify issue on-site, the transport cost of the equipment to and from the workshop, replacement parts and labour to effect repair will need to be quoted separately.



At Scooterland, our service department is dedicated to ensuring your scooter is kept in good condition. We have a fully equipped workshop and a mobile workshop.

If we need to visit you at your premise, a standard call-out fee will apply depending on your location which generally includes the first 15 minutes on site included in the call-out fee for assessment.

We also carry an extensive range of spare parts readily available for brands of scooter we stock and other scooter brands.

Note: Electrical test and tagging is not part of our onsite servicing or workshop repair and maintenance procedures.



6.0 Spares

At Scooterland Mobility we carry a large range of batteries, chargers, tyres and spare parts for all our models of scooters we stock and for other brands. We stock accessories such as canopies, bags, etc.

We work closely with equipment suppliers and agents for sourcing spare parts. When new parts are not available some used parts can often be sourced from our stock of dismantled scooters.

7.0 Batteries, Tyres & Maintenance

We regular monitor the performance of the batteries from our suppliers. To ensure quality is maintained, we recommend deep-cycle AGM or GEL batteries. Though these types of batteries are slightly costlier, they offer extended life and durability.

We perform Battery discharge tests, Charger operational tests, Battery and Charger replacement. We stock a range of tyres and tubes to suit most models of scooter in addition to solid tyres.

We perform electronic repairs include throttle and speed potentiometers, control levers, Motor or Brake assembly replacements. We troubleshoot controller and Joysticks and can perform Controller and Joystick programming. We can undertake bodywork repairs.

8.0 Work History

The below mentioned work history represent sectors of business be it corporate, government or institutions that Scooterland has agreements with or supplied services for during the previous financial year;

- Movie World
- SeaWorld
- Dreamworld
- Currumbin Wildlife Sanctuary
- Wet and Wild
- Paradise Country
- Outback Spectacular
- Runaway Bay Shopping Centre
- The Pines Shopping Centre
- Robina Town Shopping Centre
- Southport Park Shopping Centre
- Cbus Super Stadium
- Metricon Stadium





- Griffith University
- Bond University
- Major Hotels :-
 - The Star (Hotel and Casino)
 - The Sheraton
 - Hilton Hotel
 - Marriot Hotel
 - Mantra Hotel Group
 - Palazzo Versace
 - SeaWorld Resort
- Sanctuary Cove International Boat Show
- The Gold Coast Marathon
- Gold Coast City Council
- RACQ
- Aero Care (Gold Coast Airport)

Above table represents (but is not limited too) major corporations and/or organisations that Scooterland has service agreements with or has supplied services for within the past 12 to 18 months.

Approved Supplier and Repairer for the following funding bodies:

- NDIS – National Disability Insurance Scheme - Service Provider
- M.A.S.S. - Medical Aids Subsidy Scheme - Equipment Repair Contractor
- D.V.A - Department of Veterans' Affairs - Associated Service Provider
- HealthyGC – Queensland Health - Service Provider
- Queensland Government Business - Discount Scheme