

ATSA Newsletter

CEO Welcome

“Manic May” has arrived, and this month sees us immersed in all things expo-related. The team is really looking forward to connecting with our members, the broader allied health sector we work alongside, and consumers at the upcoming Sydney and Brisbane Independent Living Expos.

We will be in Sydney from 13–14 May and Brisbane from 20–21 May, so please come and say hello if you are attending.

Of course, the expos are not the only big events on the calendar this month. Our prestigious industry awards are also fast approaching. Finalists have now been announced, and voting closes on 8 May for most categories, so don't forget to have your say. Winners will be announced at the Awards Dinner on 20 May in Brisbane. Tables are almost fully booked, so now is the time to secure your place if you would like to join your peers for an evening of celebration.

Speaking of celebrations, I've heard on the grapevine that some of our longstanding members are marking major milestones of their own.

Congratulations to Deutscher Healthcare on an extraordinary 120 years in business. We also warmly congratulate K-Care Healthcare Solutions on 50 years, and Dejay Medical on an impressive 40 years. It's wonderful to see businesses with such long histories continuing to support people with disability to live independent, included lives. We look forward to raising a glass to you later this month.

As ever, we are also navigating a challenging environment as reforms across the NDIS and aged care continue to roll out. I want to acknowledge ATSA's advocacy team for their ongoing work with government to help reduce the impact of these reforms on our industry and our members. We're not there yet – but will continue to advocate for urgent change. You can read more about this work further in the newsletter.

Enough from me for now. Enjoy the read, and please do engage with us at the expos, or reach out at any time to keep the team abreast of how we can continue to support your business and the important work you do.

Cheers,

Serena



Serena Ovens
CEO, ATSA



Serena visited Deutscher Healthcare earlier this year.

Important dates

2026

ATSA Independent Living Expo, Sydney
13-14 May 2026

ATSA Independent Living Expo, Brisbane
20-21 May 2026

ATSA Awards Dinner, Brisbane
20 May 2026

ATSA Expo Local Edition, Bendigo
20 October 2026

AATC Conference, Melbourne
11-13 November 2026

2027

ATSA Independent Living Expo, Hobart
4 March 2027

ATSA Independent Living Expo, Perth
19-20 May 2027

ATSA Independent Living Expo, Melbourne
26-27 May 2027

ATSA

Board Members

Chair

Blake Wilson (Board Appointed)

Co Vice Chair

Matthew Butterworth (Sunrise Medical)

Financial Director

Michael Linke (Board Appointed)

Directors

Adrian Brown (Peak Care Equipment)

Kousai Elali (Board Appointed)

Leo Driessen (Brisbane Autocare)

Fiona Taylor (Permobil)

Jeff Watters (Automobility)

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Suite 302, Level 3
Lawson Place
165-167 Phillip St
Sydney NSW 2000

Phone: (02) 8006 7357

Email: info@atsa.org.au

Website: www.atsa.org.au

ABN: 58 628 080 517



VOTE NOW! Voting closes 4pm AEST 20 May 2026

Visit www.atsa.org.au/voting to vote



Finalists for Best New Product Award are...



VOTE NOW!

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Aspire ComfiMotion Activ Care Bed

An adjustable home care bed designed to provide clinical-level support in a safe, comfortable and home-like environment. Its purpose is to help people with mobility limitations, illness or age-related needs remain living independently at home, while making care easier and safer for carers. Its ultra-low height helps reduce the risk and impact of falls. The bed offers a range of practical functions including Hi-Lo height adjustment for safer transfers, head and leg elevation for comfort and support, and programmable positioning to suit individual needs. Easy-to-use controls, under-bed lighting and battery backup to support everyday safety and convenience. Another important feature is its split, pull-apart design, which allows the bed to be delivered and installed in homes of all sizes.



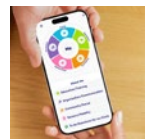
Braze Blind Spot Sensors for Wheelchairs

The world's first patented blind spot sensors that can be added to any wheelchair, transforming it into a "smart" wheelchair. The system provides multi-modal alerts to the user regarding location and proximity of obstacles through intuitive lights, sounds, vibrations. Keep yourself and others safe. Stay Independent. Reduce property and wheelchair damage. Winner of multiple awards globally, the system supports your right to drive your wheelchair by enhancing spatial awareness, while leaving you fully in control.



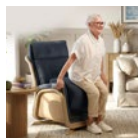
Circletalk App

Circletalk is a strengths-based assistive technology platform supporting people living with disabilities, especially invisible disabilities, to communicate who they are and the things they want to do. Providing one secure place for users to keep their information and share it safely. Users can invite trusted supporters into their circle for shared visibility, helping reduce repetition and prepare confidently for meetings, supports and services. Circletalk is designed for parents, carers and individuals aged 18+ who are managing transitions across education, health, and employment. 'Your voice, that grows and changes with you.' 'Your story, shared simply.' 'Explaining shouldn't be exhausting.'



du chair

The world's first passive assist sit-to-stand chair. Unlike electric lift chairs that perform movement for the user, the du chair works with the user through patented Zeen Technology, which stores the user's energy while sitting and releases it during standing. Provides adjustable assistance for sit-to-stand movement while maintaining user muscle engagement. The chair allows users to adjust assistance levels via an easy-access dial. Easy-release handles built into armrests require no pulling strength. The pressure-relieving seat cushion enhances comfort, and the seat breaks in half as it rises, leaving users in correct standing posture. It requires no electricity - making it safe, portable, and cost-free.



DynaStander

Dynamic Standing, the ability to turn on/off key supports within the stander to improve strength, to stretch and sensory function as part of a therapy program. Dynamic options include a movable footplate, dynamic knee supports, a swivelling pelvic support and dynamic & flexible back supports. These can be adjusted tool free at any time during a standing program. Dynastander from Rehatec is designed to help patients with limitations in movement of the lower extremities, with impaired activities as a result of brain damage, or a neuromuscular disease. To help achieve goals including the improvement of tonic 'anti-gravity muscles' through the strengthening of head, trunk and posture control.



Elata® Pressure Care System

Elata® is a smart, modular pressure care platform built to prevent and manage pressure injuries. The range includes specialist foam, hybrid, alternating hybrid, and alternating air mattresses, supported by Elata® pumps that recognise the connected mattress and set the right mode automatically. Elata® makes setup safer, prescription easier, and care pathways easier to scale. Depending on the model selected, it supports prevention through to management of pressure injuries up to Stage 4. Elata® is built for real care journeys.



VOTE NOW! Voting closes 4pm AEST 20 May 2026

Visit www.atsa.org.au/voting to vote

Eluma Digital Smart Cloud Clock

The device is a large-format digital display clock that clearly presents time, day, date, and personalised reminders in an easy-to-read format. Its cloud-based functionality enables the ability to remotely schedule and manage reminders in real time via an intuitive online platform. The clock delivers automated prompts for medications, appointments, meals, hydration, and daily routines—helping users maintain independence while reducing reliance on direct supervision. Messages can be customised to suit the individual's needs, preferences, and cognitive abilities, improving comprehension and engagement. The Eluma Smart Clock features high-contrast display modes, large text, and simplified layouts.



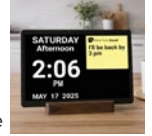
Ford Tourneo Wheelchair Accessible Vehicle

Not modified, not re-engineered, designed, engineered and manufactured from the ground up. The vehicle allows the wheelchair user to drive the vehicle while remaining in their wheelchair, sit in the front passenger position, or travel in row 2. Access is provided via a rear entry while a side entry solution is under development, to ensure flexibility for every environment. It's more than a conversion — it's a redefinition of automotive accessibility that allows us to continue to promote inclusion, freedom, and dignity for every wheelchair user while also considering useability and functionality inclusive of manual handling issues for support workers and family members alike.



Idem Smart Reminder Clock

A low-cognitive-load display that provides customised, spoken, and visual prompts. It is managed via an app, allowing families to schedule routines and monitor well-being remotely. Empowers users to safely maintain their independence. Remote scheduling and real-time reassurance notifications minimises user confusion and the need for constant in-person supervision. 100% Remote Scheduling: Caregivers use the app to schedule: Calendar Events, Reminders, Messages with photos, and digital Post-It Notes. Real-Time Carer Notifications: Carers receive instant phone alerts when a message is read, a reminder is ignored, or a power outage occurs and more.



K Care Essence Shower Commode Range

A product range that puts people first, functionally, emotionally, and visually. Four models the Essence Assist KA1017 Smooth attendant-assisted mobility, Essence Active KA1017-SP self-propulsion with ergonomic design, Essence Comfort KA1016 Advanced tilt-in-space and Essence Comfort Plus KA1016-R Advanced tilt-in-space with recline. Supports assisted toileting and bathing with dignity. Enhances independence for users and efficiency for carers. Designed to promote comfort, confidence, and wellbeing. Balances performance with emotional and aesthetic value. Human-centred design approach throughout. A highly responsive system that adapts effortlessly to both user and caregiver requirements.



Lasse Upright, Supine & Hi-Lo Standing solution

A unique upright and supine stander that includes a hi-lo functionality to assist with transfers and to assist with standing at eye level. Helping toddlers from as little as 65cm tall or adults up to 200cm tall. The larger sizes include an electric motor to assist with positioning, smaller sizes utilise a gas spring to make adjustments easy. A wide range of support options from head to toe to assist where required. Helping achieve goals to - participate at eye level - communicate in an upright, hands-free position - increase social skills - improving breathing and ability to speak. In addition to the benefits of a standing program.



Performa CG Air

The Performa CG Air Cushion represents a significant advancement in air cushion technology, designed to deliver superior pressure management, postural stability, and user comfort for wheelchair users. Developed using enhanced medical-grade PVC, the cushion features a unique cell design that maintains structure while allowing controlled airflow to reduce pressure points and support tissue health. Available in single or dual-compartment configurations (left/right or front/rear), the cushion can be tailored to accommodate asymmetrical seating needs and complex postural presentations.



Quantum Edge® 4

A complex rehab mid-wheel drive power wheelchair. Suited to both adult and paediatric populations requiring advanced postural support and powered positioning. The chair offers a range of seating and positioning options including TRU-Balance® 3 and TRU-Balance® 4 power positioning systems with anterior tilt capability, 12" iLevel® power seat elevation, memory seating, and a power articulating foot platform. The drive base features 4-pole motors, 75Ah batteries for extended range, and 7" front and rear casters to support real-world navigation across varied environments. A newly engineered suspension and damping system reduces impact transmission to the user.



R82 Chilla

To facilitate active participation during outings for children aged 6 months to 10 years old, the R82 Chilla incorporates several adaptable features:

- Adjustable seating: It has the most growth out of any supportive stroller on the market.
- Tilt and recline functions: Includes the multiple options of medical device accessories such as IV pole, medical tray and oxygen cylinder holder.
- Forward and rear-facing options.
- Foldable frame. With the lightest seat and frame combination on the market not only does it support the user for everyday activities but also the caregivers.



Roamate 3-in-1 Mobility Device

Roamate combines three functions into one compact device: a powered electric wheelchair for independent use, a caregiver-assisted manual wheelchair, and a lightweight walker (E-rollator). Designed with portability, safety, and ease of use in mind, the Roamate features a lightweight folding frame for convenient transport and storage, making it ideal for apartments and travel. Its removable lithium-ion battery meets UN38.3 safety standards for transport. By integrating multiple mobility functions into one device, the Roamate offers a practical, reliable solution that helps users stay active, independent, and engaged in everyday life.



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Rolapal Koru Tilt In Space Wheelchair

Addresses the needs of people who cannot independently shift their weight or who need regular postural changes to manage pressure, fatigue, muscle tone, or respiratory function. Also solving frustrations with existing tilt chairs - their bulk, weight, and manoeuvring in tight spaces. The Koru's defining innovation is Spiral Tilt Technology, which uses a reducing-radius arc to maintain stability across a -10° to +50° tilt range while minimising the chair's footprint. This allows caregivers to tilt users fully back without the chair extending dramatically rearward. Additional features include: Split-frame design that has lighter components for easier lifting and compact vehicle storage; Modular architecture with straightforward adjustments to seat width, depth, and back height; Cable-free tilt pedal; Transport safety certification (ISO 7176-19-2022) with anchor points included as standard.



Theraplay TUFF Trikes

The TUFF Trike range is a low maintenance, robust design, suitable for schools, cycling groups, adventure play centres or home use. The frame is constructed from large profile flat-sided oval tubing to provide extra strength to accommodate larger and heavier riders. The wheels run on sealed maintenance-free bearings and are fitted with broad tread all terrain tyres. Three sizes accommodate children through to adults 183cm tall.



Trixi Complex Seating System

A Seating system that grows and adapts to each child. Trixi's innovative design ensures that their postural needs are meticulously accommodated, enhancing stability, control, and functionality. The groundbreaking and patent-pending seat base provides a custom-built experience, accommodating specific pelvic and hip positioning needs. The full system then integrates seamlessly with manual & power wheelchair bases & hi-lo bases, guaranteeing that individual mobility requirements are equally fully addressed. Get ready; the future is here! Available to script and order as individual components, bespoke to suit your individual client's needs.



Scan here to **VOTE NOW!**



Voting closes 4pm AEST 20 May 2026.



2027 ATSA Independent Living Expo DATES ANNOUNCED

Mark your calendar now! We appreciate your support and look forward to bringing these leading events to you in 2027. See you there!

HOBART
4 MARCH 2027
PRINCES WHARF NO. 1

PERTH
19-20 MAY 2027
CLAREMONT SHOWGROUND

MELBOURNE
26-27 MAY 2027
MELBOURNE SHOWGROUNDS

What ATSA members have been up to

Dejay: 40 Years of Caring, Innovation and Community



For four decades, Dejay Medical has been a trusted name in Australia's assistive technology landscape—built on a foundation of care, knowledge, and an unwavering commitment to client outcomes.

Founded in 1986 by Margot Mason, Dejay began with humble roots in the medical equipment field. Margot was soon joined by her husband Tony, and they identified a growing need for specialised assistive technology and education within Australia and took bold steps to address it. Finding unique solutions from all over the world and becoming the first to introduce structured education for assistive technology to the Australian market. By bringing international therapists and educators to our shores, Dejay helped expand clinical knowledge and change the way assistive technology was understood and prescribed across the country.

Tony Mason was also one of the key driving forces and founding member of IRSA, which later became ATSA. Tony & Dejay were recognised by ATSA at the inaugural 2022 ATSA Gala Dinner with an Acknowledgment of Industry Service Award and Founding Member Company Award.

Operating across Victoria, New South Wales and Queensland, Dejay is supported by a highly experienced and dedicated team. Their care, depth of knowledge, long-standing commitment, hands-on approach and ability to provide custom solutions continue to shape the outcomes Dejay is known for. As one of the longstanding providers in the sector, Dejay works closely with therapists, families and clients to trial, customise and deliver assistive technology that support real-world outcomes. It is not uncommon for families to remain part of the Dejay community for 20 years or more, a testament to the trust built over time.



Tony Mason and the Dejay team celebrating Tony being awarded the Acknowledgement of Industry Service award at the first ever ATSA Gala Dinner - May 2022

Continued over page...



What ATSA members have been up to

Continued...

Supplying the worlds best AT equipment brands, custom-built solutions and one of the few remaining Australian-made manual wheelchair ranges, the focus has always remained the same—finding the right fit for every individual and carrying forward the values of integrity, curiosity and care that Dejay was built upon.

Beyond the clinic, Dejay continues to invest in community engagement—supporting disability sports events and clubs, enabling participation and contributing to the ongoing development of disability sport in Australia.

For 40 years, Dejay has been built on putting people first, with integrity at the core of everything we do. That commitment continues to guide how we support the evolving needs of the assistive technology sector.



Before



New improved warehousing



After



Leading the way with education

1986 - 2026



Deutscher Healthcare - Celebrating 120 Years

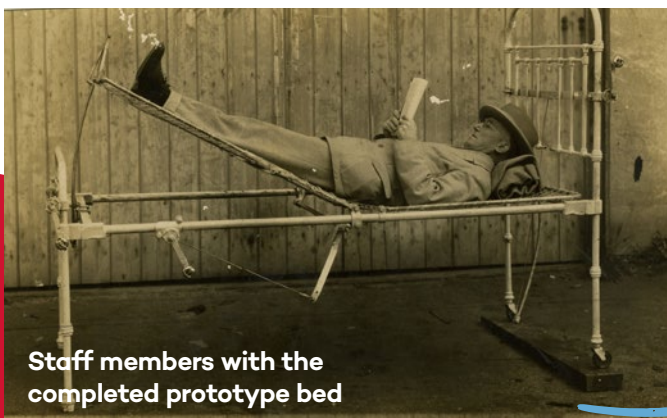
Deutscher Healthcare is a manufacturing company based in Ballarat, Victoria, and has been in continuous operations for over 120 years. In earlier years, the parent company, HF. Deutscher Pty Ltd, specialised in farm equipment, and later moved into a range of mowers and outdoor power equipment, some of which is still manufactured today. The company is still owned and operated by the founding family.

All Deutscher Healthcare products are designed and manufactured to a high quality, using first grade materials to ensure the product meets all Australian and international standards; is safe, reliable, and built to give trouble free service for many years to come.

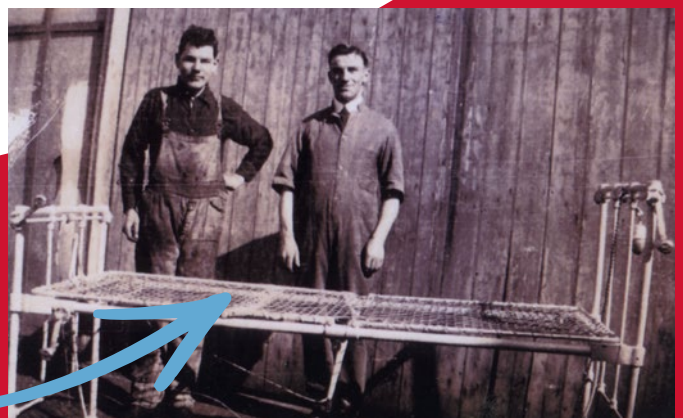
After Eric Deutscher passed away, Peter was sorting through his father's old business documents and found what appeared to be a patent application and some photos of a prototype adjustable medical bed, complete with backrest and leg raise option! This patent was registered in 1938, by Henry Deutscher (Peter's grandfather).

This is a testament to the innovation and evolution of the Deutscher company. The company has always developed and adapted to new markets along its over 120-year lifespan. Manufacturing products to the highest standard, whilst ensuring that the Australian manufacturing side of the business continues for many years to come.

Deutscher Healthcare has and continues to be the gold standard in Australian made beds and accessories.



Staff members with the completed prototype bed



This update highlights just some of the key areas we are currently focusing on in our policy and advocacy work.

The rollout of the Assistive Technology and Home Modifications (AT-HM) Scheme under Support at Home remains a high priority. While the intent is positive, early implementation has raised significant concerns. These include unclear processes, inconsistent provider capability, co-payment issues and delays.

We are calling for an earlier evaluation of the scheme and access to meaningful performance data. Without data, it is difficult to understand what is working and where improvements are needed. We are also working with sector stakeholders to develop a practical roadmap that will identify key issues and propose targeted policy solutions. This work is supported by regular engagement with the Office of the Minister for Aged Care and Seniors and the AT-HM team within the Department of Health, Disability and Ageing.

We are also concerned about emerging business practices that are steering older people toward particular suppliers, products or pathways. These practices risk undermining choice and control and access to genuinely needs-based AT. Our recent submission to the Senate inquiry into Support at Home called for clearer safeguards, stronger conflict-of-interest requirements, better regulatory guidance and stronger oversight to address these concerns.

We continue to take a proactive approach to NDIS advocacy. Ongoing delays remain a concern, with target approval timeframes of 28 days for mid-cost AT and 50 days for high-cost AT not being met. We are raising these issues directly with the NDIA and through other relevant channels. We are also closely monitoring upcoming scheme changes and will advocate as needed to minimise barriers affecting access to AT. This work is supported by regular engagement with the agency's Assistive Technology markets team.

In parallel, our driver licensing work is examining barriers faced by NDIS participants who require vehicle modifications. A discussion paper has been developed to identify issues and inform policy solutions that will improve access to safe and appropriate driving supports under the scheme.

Fragmentation in the provision of AT across the care and support economy remains a major concern. In our recent submission to the Australian National Audit Office, we have called for:

- Clearer whole-of-government responsibility
- Better alignment across schemes
- Funding models that reflect the full cost of provision
- Improved coordination
- Stronger data, reporting and accountability.



Meet the team

Do you know who's who at ATSA, or who to reach out to if you need support, want to put forth ideas or raise issues? We thought we'd give you a brief update on the team and our individual roles to make it easier to connect with the right person when you need us.

Of course, if we haven't listed an area of interest here – it's because the list is limitless – please just reach out to any team member regarding your enquiry and we'll ensure you are directed to the person who would be best placed to assist!



Serena Ovens

CEO, ATSA

serena.ovens@atsa.org.au

- Membership concerns or ideas
- Governance or Code of Practice
- Financial/account related enquiries
- Education



Danielle Gleeson

Executive Assistant

danielle.gleeson@atsa.org.au

- CEO related meeting requests



Lauren Henley

Director of Policy and Advocacy

lauren.henley@atsa.org.au

- Aged Care reforms
- TGA related enquiries
- General advocacy



Karen Larsen Truong

Policy Officer

karen.truong@atsa.org.au

- NDIS related issues
- Standards Australia enquiries
- Research and data



Melanie Robertson

Events and Marketing Manager

melanie.robertson@atsa.org.au

- Expo related enquiries
- Seminar program
- Marketing requests



Allison Miller

Sales Manager

allison.miller@atsa.org.au

- Expo and Membership sales



Abigail Johns

Operations Officer

abigail.johns@atsa.org.au

- Member related website updates
- Expo operations



Lois Brown

Education Manager

lois.brown@atsa.org.au

- Education related enquiries



THE \$1 TRILLION SUCCESSION CLIFF: HOW TO BUILD A BUSINESS THAT'S ACTUALLY SALEABLE

By Greg Gunther and Joshna Daya,
Your Business Momentum

For many established business owners, the business isn't just a career; it's a life's work. You've put in the 80-hour weeks, weathered the economic storms, and built something from nothing. But here is the hard truth: **If your business depends on your personal "magic" to function, you don't own a saleable asset. You own a high-paying, high-stress job.**

In Australia, we are standing at the edge of what economists call the **\$1 Trillion Succession Cliff**. With over 31% of small and medium business owners planning to retire in the next five years, the market is about to be flooded with businesses for sale.

The problem? **Only 16% of those owners have a documented succession plan.**

If you are running a \$2M+ turnover business and plan to exit or scale in the next 3–5 years, you are entering a buyer's market where only the most investor-ready businesses will fetch a premium. To get out with your legacy and your bank account intact, you need to stop acting like a founder and start acting like a shareholder.

1. The \$1 Trillion Succession Cliff: The Urgency of Readiness

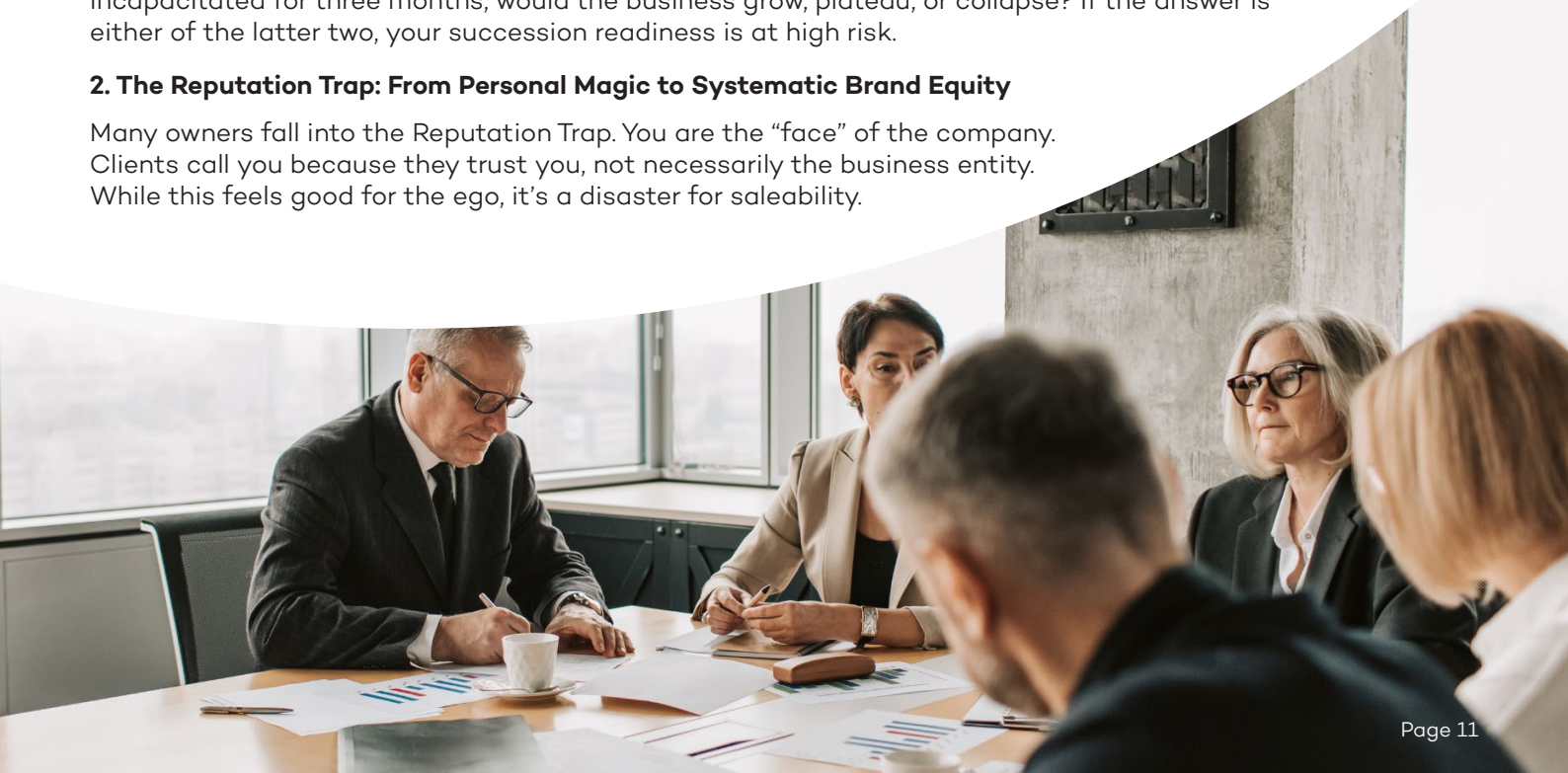
The "Succession Cliff" is not just a catchy headline; it's a mathematical reality. As the Baby Boomer generation prepares for retirement, an estimated \$1.6 trillion in business value is set to change hands.

When supply (businesses for sale) outweighs demand (qualified buyers), the valuation multiples for average businesses drop. To stay on the right side of this cliff, your business must stand out as a turnkey operation. A buyer doesn't want to buy your stress; they want to buy your systems.

Actionable Tip: Look at your business through the eyes of a cold-hearted investor. If you were incapacitated for three months, would the business grow, plateau, or collapse? If the answer is either of the latter two, your succession readiness is at high risk.

2. The Reputation Trap: From Personal Magic to Systematic Brand Equity

Many owners fall into the Reputation Trap. You are the "face" of the company. Clients call you because they trust you, not necessarily the business entity. While this feels good for the ego, it's a disaster for saleability.



Business Education continued

A business tied to a person's reputation is a "key person risk." A buyer will see that and immediately slash the valuation because they know that when you leave, the customers might leave too. You need to move from personal magic to systematic brand equity. The trust must reside in your processes, your team, and your brand, not your personal mobile number.

3. Shifting IP to the Balance Sheet: Making the "Secret Sauce" Visible

Every successful business has a "secret sauce": that unique way you deliver value that keeps customers coming back. In most \$2M–\$10M businesses, that "sauce" is stored in the owner's head or scattered across various emails and spreadsheets. To build a saleable asset, you must shift this Intellectual Property (IP) onto the balance sheet. When your IP is documented into scalable systems and processes, it becomes a tangible asset that can be valued and sold.

4. Purpose Over Paycheque: Building a Team for Transition

You cannot exit a business if your team is only there for a pay cheque. Transition-ready businesses are powered by people who are bought into the purpose. When a buyer looks at your team, they are looking for operational continuity. They want to see a leadership layer that can think for themselves. If you are the primary decision-maker for every minor bottleneck, you are the bottleneck. Building a culture of ownership requires moving from "command and control" to "empower and execute." Your team needs to know the why behind the strategy so they can carry it forward without you.

Actionable Tip: Start delegating outcomes, not tasks. Instead of telling someone how to do something, tell them the result you need and let them build the process to get there. This is how you test whether your team is ready for your eventual exit.

5. The Leaky Bucket Trap: Fixing Inefficiency Before You Scale

Scaling a business with broken systems is like pouring more water into a leaky bucket. You might increase the volume, but you are wasting resources at an exponential rate. Before you look for an exit or a major scale-up, you must plug the leaks. These often manifest as:

- Workflow Inefficiencies: Redundant steps that eat up staff time.
- Communication Silos: Information getting lost between departments.
- Inconsistent Data: Not knowing your true margins or acquisition costs.

By systematising your operations, you increase the profitability margin, which is the single most important lever in your business valuation. A business that runs efficiently is a business that sells quickly.

Conclusion: Is Your Business an Asset or a Job?

The \$1 Trillion Succession Cliff is coming. Whether you plan to sell in three years or ten, the work of making your business saleable is the same work required to make it profitable and manageable today.

At Your Business Momentum, we help established business owners bridge the gap between where they are and a successful, high-value exit. We don't just give you a report; we roll up our sleeves and help you build the systems, the team, and the strategy to ensure you aren't left standing on the wrong side of the cliff.

**YOUR BUSINESS
MOMENTUM** 
Results, not recommendations

JOSHNA DAYA & GREG GUNTHER

Founders & Directors, Your Business Momentum

ask@yourbusinessmomentum.com.au

07 3041 1131 www.yourbusinessmomentum.com.au



Dismissals & Termination: get the reason right, then get the process right

Ending employment is one of the highest-risk HR actions an employer can take — not because termination is “rare”, but because the Fair Work Commission looks at the reason, the policies, the process and the paper trail (or proof) when deciding whether a dismissal was harsh, unjust or unreasonable.

1) Start with a defensible reason

Most fair terminations fall into four buckets:

- Capacity: the employee can't perform the inherent requirements of the role (even with reasonable support).
- Performance: clear standards weren't met, the issue was raised, and the employee had a genuine chance to improve.
- Misconduct: breaches of policy/standards; for serious misconduct, summary dismissal may be possible — but only where you have reasonable grounds and evidence.
- Redundancy: only if it's a genuine redundancy (role no longer required) and consultation/redeployment obligations are met.

2) Procedural fairness is not optional

Before you terminate, a “clean” process usually includes:

- Investigate first (facts, documents, witnesses).
- Put the concerns in writing and invite a response (don't decide first).
- Allow a support person if requested.
- For performance, issue clear warnings, expectations, and time to improve.
- Consider alternatives (training, adjustment, final warning, redeployment).
- Confirm outcome in a termination letter with the reason and last day.

Remember: an unfair dismissal application is generally due within 21 days.

Peninsula Workplace Confidence continued

3) Notice, pay in lieu, and final pay

Under the NES, minimum employer notice is 1–4 weeks depending on service (plus an extra week for eligible employees over 45 with 2+ years). Final pay timing is often set by the award/contract — most awards require final pay within 7 days.

Be cautious with deductions if an employee resigns without enough notice: deductions are only allowed in limited circumstances (often up to 1 week's award wages, and generally only for 18+).

4) Resignation, abandonment, and “prohibited reasons”

Resignation is employee-initiated; termination is employer-initiated — the steps and risks differ. For “abandonment”, don't assume resignation: attempt contact, seek explanations, and document your steps (the FWC has also indicated abandonment clauses don't belong in modern awards). Finally, even with a valid performance or conduct reason, you can still be exposed if the real reason is a prohibited reason (e.g., discrimination attributes or temporary absence due to illness/injury).

Practical takeaway: if you're heading toward termination, slow down, document everything, and get advice early — we can assist towards compliance and help you minimise claim risk.

If you'd like to sense-check any of these areas in your business, reach out for a confidential discussion.

Contact: Brett Winduss
Employment Relations and WHS Specialist
0418 935 057

Email: brett.winduss@peninsula-au.com

LinkedIn: [Connect with Me](#)

Website: peninsulagrouplimited.com.au

Register for our webinars: [Book into a Free Webinar](#)





BOI.COM.AU

**Boat Owners Insurance
Business Owners Insurance**

The Soft Insurance Market Is Back - but cheaper isn't always safer

Insurance operates on a boom bust cycle, we've watched for decades as this cycle repeats itself. What is the difference between the hard & soft market? During a soft market cycle insurance companies are profitable, pricing is reasonable and most are happy. Some insurers will then discount like crazy for premium income until claims start rolling in and they are losing money for a few years. To address the losses premiums are increased and some business occupations find it difficult to get insurance and some companies withdraw, we call this the hard market.

We are now entering a soft market. Jumping to the lowest cost option may seem like the right thing to do however there are pitfalls to be aware of.

The biggest issue is stability. We find many of those who enter pricing wars can't sustain it.

For regular low risk business this doesn't matter too much, you can easily change around, enjoying the temporary discounts. For more complex business or many Assistive Technology businesses, moving could be a long term disaster.

Whilst the market is soft, we enjoy temporary low premiums, when it inevitably hardens, quite often the discount insurer will withdraw from the market leaving you looking for a new insurer in a hard market having to advise prospective insurers you've had insurance declined. Not the best negotiating position. Whilst one may assume they could simply move back to their old insurer this might not be possible because of the other side effect of a hard market, capacity.

Capacity is like a plane, it only seats so many people, simplistically it is the same thing with insurance. The insurers can only take on so much risk and there will be more businesses looking for a seat on the insurers plane to Assistive Technologyville than there are seats available.

We saw this during the hard market from 2019 to 2024 with the insurer underwriting most of our ATSA members picking up risk no one else had the capacity to do. For some this saved the business from oblivion, providing security for the businesses to keep investing & growing.

We have watched many of our ATSA members grow from smaller sub 1m turnover to very successful 10m + businesses. The business dreams anchored by an insurer providing long term security to allow this to happen.

As we enter this soft market everyone will have more options, for a while.

As the owner of the business one must really consider, is the long-term security of a business worth millions worth risking for a few percent insurance discount?

**Interested in learning more?
Would like to get a quote?**

Please email or call
Brendon@boi.com.au
0433 166 036

Introducing ATSA 'Local Edition' Expo – Bringing AT Closer to Regional Communities



ATSA is excited to announce the launch of a new regional event format, ATSA 'Local Edition' Expo, designed to bring assistive technology, connection and conversation closer to the communities we serve.

The first ATSA 'Local Edition' Expo will be held in Bendigo, Victoria on Tuesday 20 October 2026, marking an important step in expanding ATSA's presence beyond metropolitan centres and creating more frequent, relationship-based engagement across regional Australia.

WHY A LOCAL EDITION?

ATSA's Independent Living Expos continue to be highly valued, education-rich events. However, we know that regional stakeholders often face barriers to attending large, metro-based expos - and exhibitors are looking for more flexible, lower-cost ways to connect locally.

ATSA 'LOCAL EDITION' EXPO HAS BEEN DEVELOPED TO:

- strengthen ATSA's regional footprint
- provide a lower-barrier exhibiting opportunity
- support meaningful, face-to-face engagement with regional clinicians, service providers, support coordinators and consumers

This pilot event will also allow ATSA to test a repeatable regional model that could be rolled out to other locations in the future.

**ATSA's first
'Local Edition'
Expo**

Bendigo, Victoria
20 October
2026



ATSA Independent Living Expo

WHAT TO EXPECT

ATSA 'Local Edition' Expo – Bendigo will be a one-day, low-infrastructure showcase and networking event, held at the All Seasons Resort Hotel, Bendigo.

Rather than a full seminar program, the focus will be on:

- hands-on product demonstrations
- informal conversations and relationship building
- open networking across the regional AT ecosystem

The event will feature a trestle-table format, allowing exhibitors to bump in and out on the same day and focus on connection rather than stand build.

WHO IT'S FOR

Exhibitors

The format is designed to suit organisations seeking:

- high-quality regional engagement
- simplified logistics
- a cost-effective way to test or deepen regional markets

Attendees

The event will welcome a broad mix of regional stakeholders, including:

- allied health professionals and clinicians
- disability, aged care and community service providers
- support coordinators and planners
- end users, families and carers
- local government and community organisations

To further support regional capability building, ATSA is exploring scholarship opportunities for allied health professionals who attend the Bendigo event, providing a potential pathway to attend the ATSA Independent Living Expo Melbourne in May 2027 and engage with the broader national AT community. More information to follow when attendee registrations open.

STAND SALES NOW OPEN

For further information, please contact
Allison Miller | 0422 521 503 | allison.miller@atsa.org.au

ATSA 'Local Edition' Expo Bendigo represents a new way of connecting - local, practical and relationship driven - and we look forward to having you involved!



Australia's foremost
assistive technology event

**BY THE INDUSTRY
FOR THE INDUSTRY**

**REGISTER
NOW**

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4 MARCH 2027

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Hobart TAS 7000

PERTH

19-20 MAY 2027

CLAREMONT SHOWGROUND
Claremont WA 6010

MELBOURNE

26-27 MAY 2027

MELBOURNE SHOWGROUNDS
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independent living
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