



The
Mobility Store
Solutions for Active Living

Newsletter

September 2025

Hello from The Mobility Store!

We're delighted to see the sun shining and feel some warmth in the air again. At The Mobility Store, we have everything your clients need to enjoy the season outdoors - from walking aids to rollators and walking sticks. Let's put a little *spring* back in their step!



Did you know that The Mobility Store is part of the Allianz DVA Community?

The Mobility Store is delighted to be a preferred supplier and service partner to Allianz Global Assistance, for the provision of products and services for the Department of Veterans Affairs RAP (MFS) Program Australia-wide. Allianz are making great progress with improvements to their website to make it more user friendly.

What Allianz offers:

- Allows health professionals to research and prescribe over 3000 products
- Place and track orders 24hrs a day, 7 days a week
- Partnerships with over 150 dealers
- Customer care support team
- Access to the new free app - complete assessments & much more with the Mobility and Functional Services (MFS) App

At The Mobility Store, we take great pride in the careful processing and delivery of DVA orders. Wherever possible, our team personally delivers each prescribed item and ensures it is properly fitted or adjusted to meet your individual needs.

Speak with our friendly team if you have any questions about our partnership with Allianz.



Join Us for an Exclusive Webinar with Allianz

Mobility Scooter Assessment & Prescription

The Mobility Store and Allianz Global Assistance invites you to a focused CPD webinar session on the assessment and prescription of mobility scooters. It is being hosted by Allianz and Ash Dunn from Shoprider.

Webinar
Thursday
9 October
2025

This informative session will cover key considerations in choosing the most suitable scooter, with a focus on the Shoprider Allrounder and Shoprider Explorer models. Learn how to match client needs with the right equipment based on functional ability and environmental demands.

Date: Thursday 9 October 2025

Session Time: 11am - 12.30pm (AEST)

Key learning areas include:

- Model comparison: Allrounder vs Explorer
- Safety and compliance
- Maintenance, warranty, and post-delivery support

Register [here](#) for the webinar on Teams.



As part of Allianz's webinar series they have also partnered with Haddenham Healthcare, Novis and The Bidet Shop to deliver informative, engaging and interactive webinars, for you to join, learn and earn CPD points.

More information about taking advantage of the Allianz services is available on the Allianz Global Assistance DVA Mobility Services [website](#). You can simply register to access their services.

Fun fact from TMS team

Did you know you actually get happier with age?

Studies show stress levels drop as the years go on.

With our large range of recliner lift chairs and pressure-care cushions, you can literally sit back, relax, and enjoy the ride. Test one of our chairs in store today!



Happy TMS
Customer -
John

Toileting Trial Kits – Available for Trial

Who knew that toileting and toileting accessories would end up being so difficult – thank goodness for our trial kits!



We just wanted to send out a quick reminder about the toileting trial kits which are available in our The Mobility Store showrooms. These kits are ready for you to collect and take out to trial on your clients' toilets, helping you find the best fit and solution before making a final recommendation. Book a trial kit today by phoning our stores or emailing our friendly staff.

Our toileting trial kit consists of:

Toilet seat raiser with swing back arms

This product is one of the most versatile options, as it can be fitted to both standard toilets and those requiring blind fittings.



The Throne Spacer

The throne spacer is available in two heights – 50mm and 80mm.

Please note that only one height is included in our trial kit. Once your client's original toilet seat is placed back on top, the spacer blends in seamlessly, looking like a natural extension of the toilet. There are also a variety of optional arm supports that can be added to suit individual needs.

Toilet Seat Raisers

Toilet seat raisers are available in three heights – 50mm, 75mm, and 100mm. Please note that our trial kits include just one size for testing. Sometimes the shape of the toilet bowl can affect how securely the raiser fits, so it's always worth checking the fit before ordering.





The Etac Cloo is not compatible with toilets that require blind fittings; however, it does fit well on many standard toilets.

We do stock the ETAC My Loo which has the ability to be fitted to pans with blind fittings.

Icare Products Now In Store

Following on from last month, we've now had the Icare Vfit, Icare V Motion and Icare CurveX beds delivered and set up in our showrooms.

They're already receiving fantastic feedback from clients who've come in to see them in action!

If you'd like more information about any of these products, please get in touch with Sue (sue@mobilitystore.com.au) in WA or Lauren (lauren@mobilitystore.com.au) in VIC, and they'll be happy to assist.



Lauren (VIC) and Sue (WA) are starting to lock in our CPD Events for 2026, so if you have any suggestions for topics that would be of value to you, please reach out to them.

We love hearing your feedback. Don't be shy about popping in for a chat or a product demonstration. If you have any questions or would like to learn more about these products, feel free to visit our store or contact our team - we're happy to help!

Until next time,
Sue, Lauren and The Mobility Store Teams

You will find The Mobility Store in 2 locations:

Unit 1, 75 Erindale Rd, Balcatta, WA ☎ (08) 6244 0033

Shop 2, 214-218 Whitehorse Rd, Blackburn, VIC ☎ (03) 9894 2405

