



CAPABILITY STATEMENT



Company Information

Legal Name	Aidacare Pty Ltd
Corporate Structure	Private Company
ABN	40 134 398 833
ACN	134 398 833
Registered Address	3A, 1 Moorebank Avenue, Moorebank NSW 2170
Helpdesk	1300 133 120 (National Phone Number)

Executive Summary

With more than 30 years' experience in the industry, Aidacare is the leading supplier of healthcare equipment to the Hospital, Residential Aged-Care, Home and Community Care, and Complex Rehabilitation sectors in Australia.

With over 1100 employees across more than 80 Australian locations, Aidacare brings deep experience and a well-established supply chain management system to support the sale, hire and servicing of equipment; project fit-outs; and preventative maintenance services.

Aidacare designs and procures its own range of products from both onshore and offshore manufacturing capabilities. It has distribution and agency relationships with many of the leading global equipment brands.

We are a contracted supplier to many major aged-care facility groups, public and private hospital groups, and Commonwealth and State-based equipment supply and insurance programs. We are a registered provider to the National Disability Insurance Scheme.

Aidacare's vision is to
be Australia's leading
Healthcare Equipment
Distributor in our chosen
areas of focus providing
unparalleled customer
service and product
excellence as a path to
optimal healthcare solutions
for our customers.

Our Values:

- A Absolute obsession with customer service
- Informed people solve customers' needs better
- Dedication to operational excellence
- Attention to detail drives quality
- C Creative ideas drive innovative solutions
- A Accountability and ownership of actions
- Relationship driven culture
- Engaged people and teams are our greatest assets

Our Strengths:

- Integrity Aidacare staff are trained and skilled to respond sensitively and helpfully to our clients' needs in the home and assisted-living environments. We have the professionalism to build strong and lasting relationships at a Corporate, Facility, and Supply-Chain level with owners and staff of Australia's Hospital and Residential Aged Care operators. We conduct ourselves with integrity to build long-term trusting and supportive partnerships.
- Total Quality Our Quality Management System (ISO 9001:2015) supported by a rigorous Aidacare Internal Audit Program and internal training program for our staff ensures we provide the highest service and consistent expertise.
- Service & Support We support what we sell. We don't walk away when there is a problem. Our national Technical Service and Maintenance teams provide maintenance and asset management systems for Government; Aged Care Facilities, Community Care providers, and Hospitals.
- National Distribution with Local Service With 80 Aidacare locations and over 100 Network Partner locations, Aidacare has the network to support our customers wherever they are.



Aidacare Business Model

DESIGN & MANUFACTURING

Exclusive design and manufacturing capability of our own range of key products



GLOBAL SUPPLIERS

Multiple product agency, distribution and supply agreements with major global brands





LOCAL NETWORK

Home & Community channels via our 80 branches, home trial capability, and trade partner network



BUSINESS CHANNELS

Business channels to Aged Care and the Acute Care (Hospital) sector

SERVICES & SOLUTIONS

Aidacare offers a range of services and solutions to the local community and businesses.

Our services include:

- 1. Product Sales
- 2. Complex Rehab Customisation
- 3. Equipment Hire & Trial Programs
- 4. Service Repairs & Preventative Maintenance
- 5. Project and Fit-out
- 6. E-Commerce Portal Solutions
- 7. Training

Management Team



SAM GARLAND

Director

Since 2008, Sam had steered the business, transforming it from a small AT distributor with a focus on aged care into the national leader it is today. Sam sets the strategic direction of the business and collaborates with the management team to achieve growth objectives.



GEOFF GARLAND

Director

Geoff became part of Aidacare in 2008 when his family took over the business. Working closely with Sam, he brings a complementary skill set to the table. Geoff's focus spans finance, operations, supply chain management, and new product development (NPD).



MARTIN HOFFMAN

Executive General Manager

Martin joined Aidacare in 2023 and now heads the executive management team. Before this, he served as the CEO of the NDIA, overseeing 10,000 staff. With a background in senior positions within Commonwealth and NSW government agencies, Martin also held CEO roles in media and technology companies in the private sector.



IAN HILTON

Chief Financial Officer

Ian became part of Aidacare in October 2023. With over three decades of experience in major multinational freight, distribution, and manufacturing businesses, he brings extensive credentials as Chief Financial Officer (CFO) to the overall management team.



GRANT CLARK

Chief Operations Officer

Grant joined Aidacare in 2021 after Aidacare acquired Total Mobility Solutions, where he served as CEO. With over 15 years of industry experience, Grant now holds the position of Chief Operations Officer (COO) at Aidacare.



OMAR ELZANATY

Chief Commercial Officer

Omar has been a valuable member of Aidacare since 2010. Over the years, he has cultivated strong relationships within the Aged Care industry and played a pivotal role in driving notable business growth. Based in Melbourne, he is Aidacare's senior representative in the southern states.

Financial Stability

Aidacare is a private company owned by Quadrant Private Equity (one of Australia's most respected mid-market private equity firms) and the Garland family.

It has enjoyed significant growth over the last 10 years, and is now the largest healthcare equipment company in Australia with FY24 revenue exceeding \$[X].

AIDACARE REVENUE A\$M



NDIS Registration



Aidacare is a registered provider within the National Disability Insurance Scheme (NDIS) and has successfully passed all audits conducted by the NDIS Commission.

Sustainability Practices

QUALITY ACCREDITATION - ISO 9001

Aidacare's Quality Management System (QMS) is certified, and compliant with ISO 9001:2015 Standards. All procedural controls and policies undergo annual review to ensure strategic goals remain aligned by assessing opportunities for continuous improvement and identifying risks. In addition to planned internal audits, our QMS is independently audited by SAI Global.



SUSTAINABLE PACKAGING

Aidacare actively supports Australia's transition to a circular economy for packaging through its partnership with APCO, a leading non-profit organisation. Through various initiatives, processes, and practices, Aidacare champions packaging sustainability across its operations.



Additionally, we've launched recycling programs for paper, cardboard, plastics, timber, and metals, aiming to divert at least 75% of our on-site waste from landfills.

MODERN SLAVERY STATEMENT

Aidacare is fully compliant with the Modern Slavery Act 2018 (Cth) and its components. Our latest Modern Slavery statement and plan are registered on the Government Public Register, ensuring transparency and accountability in our operations.

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National Showroom Network



QLD

Burleigh Caboolture Cairns Capalaba Coopers Plains Geebung Hervey Bay Innisfail Ipswich Lawnton Mackay Nambour Ningi Noosaville Redcliffe Southport Toowoomba Townsville

NSW

Albury Armidale Artarmon Balgowlah Ballina Blacktown Broadmeadow Cardiff Coffs Harbour Dubbo Erina Laurietown Maitland Moorebank Orange Penrith Port Macquarie Port Macquarie - CMS Royal North Shore

Seven Hills

Sylvania

Tamworth
Taree
Tuncurry
Turramurra
Tweed Heads
Wagga Wagga
Wollongong
Woy Woy

VIC

Bendigo
Cheltenham
Clifton Hill
Epping
Frankston
Geelong
Horsham
Mildura
Sale
Traralgon
Werribee

SA

Ascot Park
Gawler
Modbury
Morphett Vale
Mount Barker
Plympton
Regency Park
Victor Harbor

ACT

Fyshwick

TAS

Hobart Launceston

WA

Bibra Lake Landsdale Mandurah

As of May 2024

Underwood

Warana

Delivery, Installation & Fitouts

As a manufacturer, Aidacare has greater influence and control over the supply-chain providing more accountability and enabling improved equipment and parts availability.

Aidacare has over 80 Branches located across Australia with major Distribution Centre facilities located in all state capitals.

This National Distribution Network is designed to support Government contracts, Hospital and Residential Aged Care providers Australia-wide.

Our skilled Delivery and Installation teams are adept, organised, and experienced in facilitating and carrying out deliveries and installations, ranging from individual products to complete facility fit outs.



1. Product Sales

COMMUNITY & AGED CARE EQUIPMENT RANGE

BARIATRIC



Bathing & Toilet Aids, Bedroom, Furniture, Manual Handling, Lifters, Walkers and Wheelchairs

FACILITY FURNITURE



Custom Furniture, Lounges, Armchairs, Day Chairs, Lift Recliners, Tables and Storage Solutions

BATHING & TOILETING AIDS



Shower Commodes, Shower Seating, Transfer Aids, Trolleys and Grab Rails

FALLS PREVENTION



Invisabeam Alarms, Alerta Alarms, Cura Alarms, Fall Safety Mat and Sofihub

BEDROOM



Beds, Mattresses, Furniture, Pillows, Safety, Support, Pillows and Sleep Positioning Aids

FUNERAL & MORTUARY



Tray Trolleys, Ceiling Hoists, Lifters, Bay Racks and Lowering System

CHAIRS



Adjustable Height Day Chairs, Powerlift & Recline Chairs, Pressure Relief Chairs

INCONTINENCE



Bedding & Chair Protectors, Disposable Clothing Protectors, Reusable Clothing Protectors

CUSHIONS & SUPPORTS



Cushions, Back Supports and Pressure Care Cushions

LAUNDRY, CLEANING & KITCHEN



Linen Skips, Clean Storage and Trolleys

DAILY LIVING AIDS



Dressing Aids, Kitchen Aids, Gripping & Turning Aids, Cookware, Household and Dementia Aids

LIFTERS & SLINGS



Lifters, Slings, Patient Movers, Ceiling Hoists, and Gantry Systems

MANUAL HANDLING AIDS



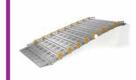
Transfer Boards, Slide Sheets, Transfer & Walk Belts, Lift Cushions and Transfer Aids

PROTECTION & COMPRESSION



Overlays, Covers, Pads, Protective Wear, Padded Boots and Supports

MOBILITY RAMPS



Modular, Folding and Rubber Threshold Ramps

SANITISERS AND MACERATORS



Sanitisers, Macerators, Consumables and Plasticware

MOBILITY SCOOTERS



Aspire Mobility Scooters, Aidacare Mobility Scooters, Scooter Accessories

THERAPY & EXERCISE



Examination & Rehabilitation Equipment, Exercise & Resistance Training, Feeding and Physiotheraphy

WALKING FRAMES & MOBILITY AIDS



Seat Walkers, Rollators, Walking Frames, Forearm Walkers, Walking Sticks and Crutches

WARD & CLINIC EQUIPMENT



Beds, Ward Furniture, Trolleys, Maternity, Treatment & Examination Equipment and Work Stations

WHEELCHAIRS & POSITIONING



Manual Wheelchairs, Power Wheelchairs, Complex Wheelchairs and Accessories



To view our full range of products and resources scan the QR code, or visit aidacare.com.au

PAEDIATRIC



Standing, Seating & Walking Aids, Strollers, Wheelchairs, Night Time Positioning and Bathroom Aids







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EXTENSIVE ACUTE CARE EQUIPMENT RANGE

HOSPITAL BEDS



Aidacare's hospital beds cater to the specific needs of a busy ward environment.

PRESSURE RELIEF CHAIRS



Uniquely designed to allow immersion and envelopment, these chairs help to redistribute pressure across the skin surface.

BEDROOM FURNITURE & SEATING



We offer bedroom furniture and accessories to create a welcoming and functional space for residents and their visitors.

SANITISERS AND MACERATORS



To ensure hospitals are equipped with what they need, Aidacare supplies a range of CSSD and pan room items and equipment.

SUPPORT SURFACES



Aspire LIFECOMFORT®, HYBRID, and ACTIVE AIR mattresses have set the benchmark in sleep surface quality and performance.

MATERNITY



Our selection of products for maternity wards includes delivery and maternity beds, baby cots, and support person chairs.

PATIENT TROLLEYS



Aidacare's range of patient trolleys are designed to make transporting patients quick and easy.

MOVEMENT AND THERAPY



State of the art range of equipment designed to rehabilitate, strengthen, and mobilise patients with restricted movement.

PATIENT HYGIENE



Designed to provide support and assistance to both patients and carers, our aids can help ensure safety and comfort for both parties.

EXAMINATION COUCHES AND EQUIPMENT



Examination couches, tables, and equipment, provide patients with a comfortable and safe surface to sit or lay on while being examined.

PATIENT TRANSPORT & MOBILITY



Robust and durable wheelchairs designed for demanding hospital and medical environments.

PATIENT HANDLING: CEILING SYSTEMS



Secured to the roof, utilising gantries and tracks, they are able to hoist and move patients around and between hospital rooms.

PATIENT HANDLING: MOBILE



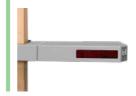
A range of patient handling equipment includes patient lifters and slings, ceiling hoists, movers, slide sheets, and evacuation sheets.

WORKSTATIONS ON WHEELS



Aidacare offers two modern, state of the art ranges of Work Station on Wheels from NuboMed.

FALLS PREVENTION



These devices enable you to live more safely at home or to facilitate safety and care for hospital patients and aged care facility residents.

BARIATRIC



Aidacare's range of XXL Bariatric equipment is engineered to be more robust and durable than our standard range.

TROLLEYS AND CARTS



Aidacare range of hospital trolleys and carts is diverse and can cater to the many different needs of medical and clinical facilities.

MENTAL HEALTH



A secure, extremely durable one-piece rotationally moulded collection for challenging environments.

TREATMENT CHAIRS



Designed for optimal patient comfort, our medical treatment chairs are padded and adjustable.



To view our full range of Hospital & Acute Care products and resources scan the QR code, or visit **aidacare.com.au**

HOSPITAL MORTUARY AND FUNERAL HOME



The range consists of Lifting Equipment, Trolleys, and Instrument Carts plus a great range of accessories.

ELECTRONIC MEDICATION MANAGEMENT



A range that integrates and works together to provide intelligent closed loop management for medication and materials.



2. Complex Rehab Customisation

Aidacare Complex Rehab consultants and engineers provide specialised advice, service and equipment based solutions for our clients. This highly specialised area of Complex Rehab is supported by our expert team of consultants with many years of practical experience and professional training including qualified Physiotherapists, Occupational Therapists, Rehab Engineers and Field Technicians.

The key assistive equipment focus of our Complex Rehab team includes:

- Scripted Manual WheelchairsScripted Power Wheelchairs
- · Seating & Positioning Products

- · Pressure Management Cushions
- · Paediatric Rehabilitation equipment

Our Complex Rehab philosophy is to assess and recommend the clinically appropriate product solution based on the individual client's needs. We are not limited to a specific range or style, enabling our team to recommend the right option. Aidacare represents the leading industry brands and models sourced from the world's top tier international manufacturers in this field.



COMPLEX REHAB - PAEDIATRICS TEAM

Aidacare's Paediatric consultants and engineers provide specialised advice, service and equipment-based solutions for our clients.

Aidacare's Paediatrics team sit within the complex rehab department, their passion and expertise are specialised in prescribing children's special needs equipment and assistive technology.

The key assistive equipment focus of our Paediatric Complex Rehab team includes:

- · Paediatric Scripted Manual Wheelchairs
- · Paediatric Scripted Power Wheelchairs
- · Paediatric Seating & Positioning
- $\cdot\;$ Paediatric Walking Frames and Aids
- · Paediatric Car Seats & Strollers
- · Paediatric Bathroom Equipment
- · Pressure Management Cushions



3. Equipment Hire & Trial Programs

Aidacare provides equipment hire as a versatile solution for customers seeking temporary access to essential resources. With access to the most extensive and modern fleet of rental Home Care, Rehabilitation, and Physiotherapy equipment across Australia, we ensure that clients receive top-notch equipment tailored to their needs.

Our rental equipment pool adheres strictly to ISO 9001 quality standards, ensuring that each item meets rigorous quality control measures.

HOSPITAL DISCHARGE SYSTEMS

Together with our key hospital partners, Aidacare has developed a sophisticated Hospital Ward and Discharge Rental system that is highly configurable to individual operating environments. This allows adaptability to different business systems.

The system is web-based, providing ease of access, whilst retaining a secure connection and user-access controls to ensure compliance with hospital data security policies.

Discharge System Capabilities:

- · Rental for Wards or Discharge in the Home
- · Cost Centre billing
- · User hierarchies controlling order-placement
- · Dashboard management interface
- · Request trials of equipment before renting
- · Order status and elapsed rental periods
- Interface with existing clinical forms and any procedures

COMMUNITY CARE

Aidacare and our Network of Supply Partners, work closely with Allied Health professionals and Homecare Nursing providers to bring equipment into the comfort and security of ones home.

We have a comprehensive range of rental equipment that is available for short-term rehabilitation needs, or to help clients spread the cost of equipment over a manageable period (Rent to Buy).

Aidacare's Rehab Equipment Specialists are available to facilitate equipment trials with therapists, allowing clients to evaluate various equipment options within the comfort of their home environment.

DELIVERY AND INSTALLATION

Before delivery, all hired equipment undergoes comprehensive cleaning and maintenance procedures to guarantee optimal functionality and hygiene standards, and upon return undergo a thorough inspection to ensure it is still of reasonable and expected condition.

Our dedicated driver-installers handle the delivery and installation of equipment precisely as instructed by therapists or caregivers. Upon delivery, clients will receive an Installation and Safe Use Guide for their reference and convenience.



4. Service - Repairs & Preventative Maintenance

Aidacare operates Service Departments which can repair and maintain contracted equipment to manufacturers' warranty conditions and/or as required by statutory codes.

Our Service Departments include both mobile-repair and workshop-based technicians which are supported by Aidacare's comprehensive inventory database providing quality service and support to our customers and partners.

- Service & Maintenance: Breakdown-service support, Programmed Maintenance and management of asset life cycle
- Biomedical: Services include management of Biomedical equipment.
- **Preventative Maintenance:** An individualised service agreement that covers equipment inspections, repair and maintenance

PREVENTATIVE MAINTENANCE PROGRAM

Our service Agreements can cover a vast range of healthcare equipment and incorporate inspection and maintenance to ensure:

- · Risk Management
- Compliance
- Maximising product lifetime
- Reassurance that the equipment is safe for patient care

Benefits of our Service Agreements:

- ✓ Provides service history of the product
- ✓ Compliance and accreditation preparedness
- ✓ Asset Condition Profiling (Good / Poor / Replace etc.)
- ✓ Improved risk management via consistency of supply and control of service levels
- ✓ Improved financial planning for R&M budgets
- ✓ Improved CAPEX planning and insight into the condition of your assets via the Service Asset Register



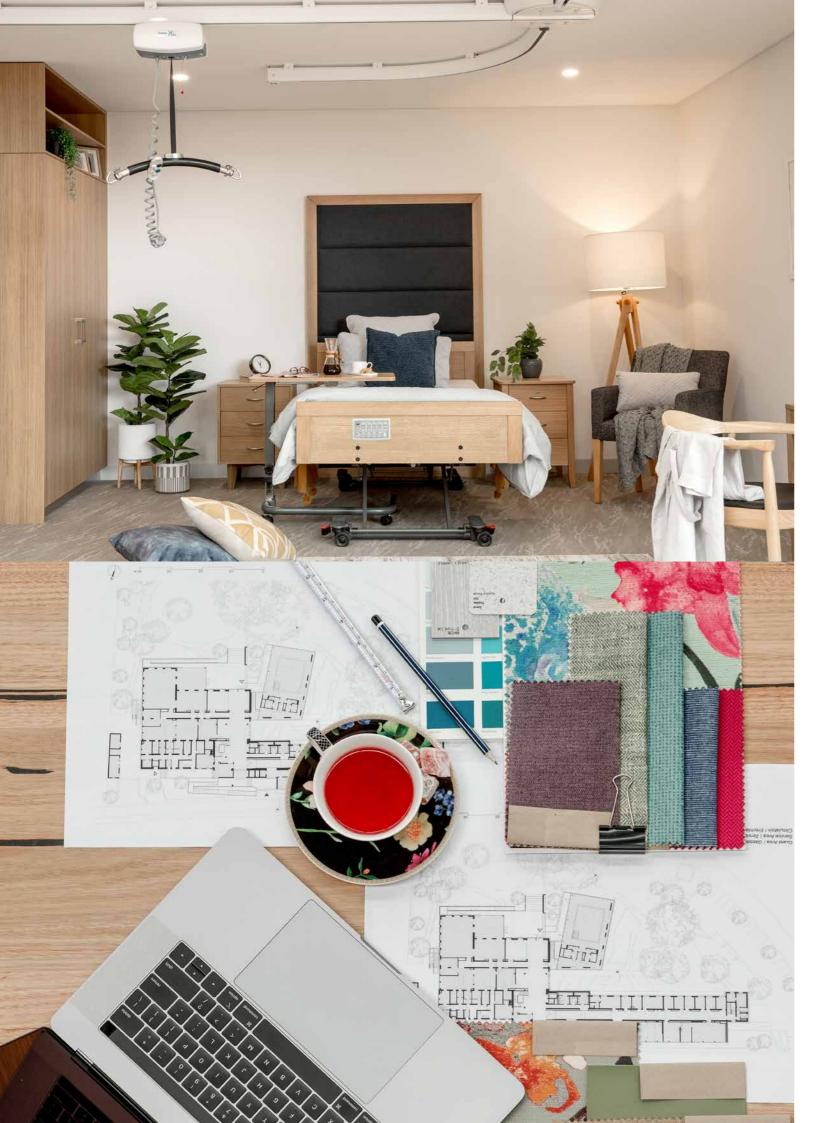
CLIENT SERVICE PORTAL

Aidacare continues to invest in leading technology for the benefit of our customers.

The **Wennsoft Equipment Management** and **MobileTech** system provides our customers with the following real-time information via their **Client Service Portal**:

- ✓ Central portal for administrators to view multiple sites
- ✓ Service call request generation
- ✓ Asset maintenance tracking and visibility on-demand
- ✓ Asset service tracking, including Preventative Maintenance reports
- ✓ Asset service history information, allowing repair/replace decision-making
- ✓ Service call status tracking
- ✓ Review invoices

Our service technicians complete service calls via hand-held devices which are linked in real-time to the Equipment Management System and, in turn, to the Client Service Portal.



5. Projects by Aidacare

Aidacare Projects is dedicated to creating ideas and innovations, creating effective solutions for a diverse mix of clients and their needs.

Our approach to a project brief is simple: we listen, we interpret and we deliver with care. The relationships built with our clients are strong because we truly care about their goals and personal circumstances.



Our experienced team focus on every detail. Working to ensure clients aesthetic outcomes are balanced with material selection that will perform in commercial care environments. Creating warm and stylish living spaces that effortlessly accommodate the functional needs of modern care environments that prioritize staff and resident safety.

We manufacture furniture. Our focus on the smallest of details ensures that your functional and aesthetic goals are met with elegance and simplicity.

PROJECT SOLUTIONS

Aidacare has extensive experience in the refurbishment and fit out of multifaceted Health and Aged Care Developments including Greenfield Projects. We are considered the partner of choice by many Healthcare providers.

We take pride in understanding that:

- Assets require the back-up of service and maintenance to ensure that warranty terms are observed and that whole-of-life costs are appropriately managed
- ✓ Installation coordination must be streamlined, efficient and organised so as to integrate with routine activities whilst managing risk and ensuring safety
- ✓ We understand that successful Projects depend on partners who will work together in a trusting and pragmatic manner in order to achieve best outcomes
- ✓ Assets not only need to meet clinical requirements but also the aesthetic objectives of the overall Project

Aidacare brings expert equipment advice and sourcing capabilities to deliver 'best-in-class' value. We work closely with Procurement Departments and Property Service Managers to help define the equipment range that is clinically appropriate, aesthetic and cost effective for the life of the asset.

ARCHITECTS, BUILDERS & DESIGNERS

At Aidacare we work closely with a number of Architects, Builders and Interior Designers across a wide range of applications including:

- · Product dimensional data
- · Custom colours and design for cabinets, beds, overbed tables, furniture and fittings
- · Installation of ceiling hoist systems
- · Sluice room / utility room design and equipment (sanitisers, macerators and medical pulp)
- · Rails, ramps and bathroom fittings
- · Custom bedroom, dining, lobby and lounge room furniture including soft furnishings
- · General medical equipment

6. E-Commerce & Procurement Portal Capabilities

Aidacare has proven capabilities in delivering and maintaining eCommerce procurement solutions through extensive implementations with National Partners that include optional integrations via Punch-out or EDI.

Our clients benefit from our digital web-based ordering portals which have the ability to deliver a highly functional platform ensuring significant efficiencies are achieved in the areas of product knowledge, selection, operation and reporting.

Key Features Include:

- ✓ Product & service portals
- ✓ Built by Aidacare
- ✓ Quasi procurement system
- ✓ Centralise control with visibility
- ✓ Authority levels

- ✓ Approval hierarchy
- ✓ Re-order for consumables
- ✓ Rental management
- ✓ Mobile-enabled
- ✓ Integrated with ERP systems

Partner Portal



Hospital Ward & Discharge



Mobile Therapist - Contract





7. Training & Value-Add

Aidacare's Clinical Training team provides evidence-based training and clinical programs through 4 full time trainers.

Consultations and training sessions can be delivered through a variety of modern methods. When face-to-face engagement is not possible, the utilisation of online videos and Aidacare's online Training Website can be used to effectively and efficiently train and assess staff.

Additionally, **Aidacare Equipment Specialists** provide equipment instructional use and in-servicing, supported with user tools and resources to ensure that training messages are reinforced.

AIDACARE INTERNAL TRAINING AND CONTINUOUS DEVELOPMENT

Aidacare's Clinical Training team delivers thorough Aidacare staff training at induction with continuous development provided on a monthly basis. Training covers Equipment Specialists, Sales Managers, Customer Service, and administration ensuring a high-quality solution focused partnership to customers whether in person, or by phone/email.

All relevant Aidacare staff are assessed monthly on Clinical Concepts and related equipment with an objective assessment to ensure knowledge is at an appropriate level.

CUSTOMER TRAINING & CLINICAL CONSULTATION

Standard product use and in-servicing is completed by trained Aidacare Equipment Specialists; however the Aidacare Clinical Training team is able to attend for more complex equipment training, practical training or modules on more thorough clinical concepts.

Aidacare's Clinical Training Team works closely with Facility based Managers, Educators, Allied Health Staff as well as overarching Safety and Clinical Teams. By offering a series of individualised and focused training modules to our partners, we assist in developing the knowledge and skills critical to understanding equipment prescription and usage while ensuring maximisation of outcomes and implementation of change within the facility.

Complex Case assessment with the extended teams allows us to find solutions to the most difficult of circumstances. By providing this holistic approach to solving complex care situations we are able to maximise quality of care and increase safety whilst utilising Aidacare equipment.

CLINICAL RESOURCES, TRAINING & EDUCATION VIDEOS

Aidacare offers a comprehensive range of Brochures, User Manuals, and Training Videos containing clinical concepts, assessment and other meaningful information for safe and effective application of equipment. Additional printable resources can include fact sheets, choice guides etc that assist in creating simple visual assistance to users.

Our customer partners are consulted in the planning process to ensure their individual messaging, processes, and procedures are represented as best as possible.



TRAINING VIDEOS

Product and training videos



RESOURCE LIBRARY

Product information, catalogues and PDF resources

AIDACARE PROFESSIONAL TRAINING (APT)

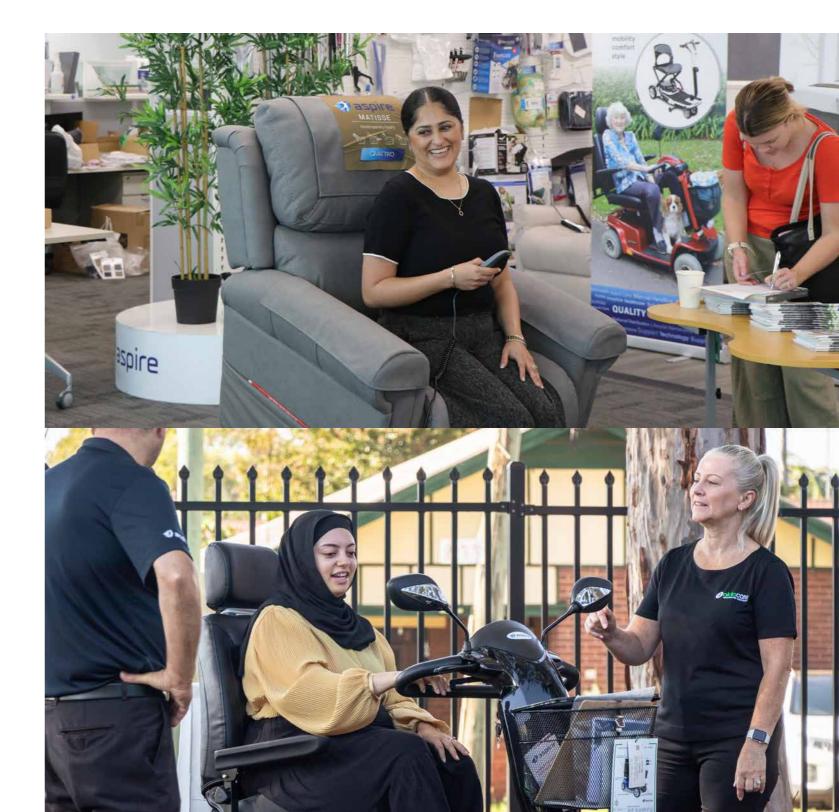
Aidacare is committed to providing high quality external training for Health Professionals.

APT is a series of sessions available to our valued OTs, Physios, Nurses, Caregivers and other staff who utilise the Aidacare range of equipment solutions.



The sessions help therapists generate Continuing Professional Development (CPD) credits.

APT sessions can be run by specialised external trainers, specialised internal trainers and/or other key opinion leaders - often run off site in metro and regional areas in conjunction with local teams.





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