



# Moving through Life



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# Our Founders



For over 16 years, brothers-in-law Peter and Ian have shared an office, as well as a family. They founded their business on a culture of empathy and empowerment, recognising that in those moments of vulnerability, what people need most is to be heard and understood. Together they created Independent Living Specialists, a business built on family values.

In a way, they were disruptors to the industry. With firm foundations in business, but without a clinical or medical background, they viewed things differently. They made it their priority to ask the right questions of the right people, including their clients.

Their background gave them a commitment to customer service and a keen awareness that the industry was an unpolished jewel in that respect, and it just needed someone to bring it to sparkle.

It all started with one hospital bed and a single garage...



# Timeline

2004



- It all started from a family garage...

2006



- 1<sup>st</sup> store – Lane Cove, NSW



2008



- 2<sup>nd</sup> store – Greystanes, NSW (relocated to Wentworthville later)

2010

- Secured contracts with:
  - Talley Group UK
  - Inogen USA



3<sup>rd</sup> store – Castle Hill, NSW  
4<sup>th</sup> store – Randwick, NSW

2011

- Launch of new divisions:
  - Hospital and Pressure Care
  - Rehab (Configured Mobility)



2012



- 5<sup>th</sup> store – Royal North Shore Hospital, NSW

2014



Ecommerce website launched



6<sup>th</sup> store – Kogarah, NSW  
7<sup>th</sup> store – Bathurst, NSW  
8<sup>th</sup> store – Port Macquarie, NSW

2015

- ILS became a registered NDIS provider
- First ILS education seminar was held
- We started being social on:
  - Facebook
  - Instagram
  - LinkedIn
  - Youtube

2016

- ILS Hero/Royale product range launched

2017

- First stores in Queensland and Victoria open
- National Distribution Centre (Mount Kuring-gai, NSW) open
- Official Solutions Centre (Lane Cove, NSW) open



9<sup>th</sup> store – Ballina, NSW  
10<sup>th</sup> store – Campbelltown, NSW  
11<sup>th</sup> store – Grafton, NSW  
12<sup>th</sup> store – Coorparoo, QLD

2018

- First store in South Australia open



13<sup>th</sup> store – Adelaide, SA  
14<sup>th</sup> store – Hoppers Crossing, VIC  
15<sup>th</sup> store – Ballarat, VIC  
16<sup>th</sup> store – Balwyn, VIC

2019

- ILS Physio product range launched
- Winner of Local Business Awards – Campbelltown store
- 17<sup>th</sup> store – Guildford, NSW
- 18<sup>th</sup> store – Penrith, NSW
- 19<sup>th</sup> store – Erina, NSW
- 20<sup>th</sup> store – St Ives, NSW
- 21<sup>st</sup> store – Warwick Farm, NSW
- 22<sup>nd</sup> store – Dandenong, VIC

2020



38+



335+ staff



100 vehicles

- Finalists of Local Business Awards – 6 stores in NSW:
  - Campbelltown
  - Erina
  - Guildford
  - RNSH
  - St Ives
  - Wentworthville



- Winners of Local Business Awards – 2 stores in NSW:
  - Lane Cove
  - Warwick Farm



23<sup>rd</sup> store – Kippa Ring, QLD  
24<sup>th</sup> store – Windsor Gardens, SA  
25<sup>th</sup> store – Prospect, NSW  
26<sup>th</sup> store – Bankstown, NSW  
27<sup>th</sup> store – Caringbah, NSW  
28<sup>th</sup> store – Warners Bay, NSW  
29<sup>th</sup> store – Coffs Harbour, NSW  
30<sup>th</sup> store – Wollongong, NSW  
31<sup>st</sup> store – Orange, NSW  
32<sup>nd</sup> store – Dee Why, NSW

2021

- As a leading services-based retailer specialising in physiotherapy and homecare equipment, ILS will grow over the next three years, building towards 65 stores, 550 staff including 70 OTs, and a fleet of 100 plus vehicles delivering to community and hospitals.



# in the Beginning



Leafing through the Trading Post from their garage office, Peter and Ian sourced their first hospital bed. They found a suitable family and successfully rented it out, then surprised the family's occupational therapist with a follow up call to see how the family were doing with their new bed. From Peter and Ian's perspective this was simple customer service, but this led to a working relationship with OTs that would be fundamental to the growing business. Peter and Ian recognised that the motivations of an OT to prioritise the outcomes of an individual with an ailment, were perfectly aligned with their business values. As Ian explains:

"Many businesses have individuals with their own personal agendas, and what we try and teach staff at ILS is to have one agenda and that is to focus on the customer's needs. If we all focus on the customer's needs, the customer in turn will look after the company. Then the company will look after its staff. It is simple but it is something that we believe in."

These principles would continue to shape ILS for the next 16 years.



Watching the life changing impact of our products on our clients is a privilege. From assessment, product trials and prescription, to delivery and servicing, we apply the very best in customer care because we know the importance of our work. ILS is a registered NDIS provider. With extensive products and experience in assistive technology, we empower our customers to live their most independent lives.

Our service to our clients is a partnership. By taking the time to learn from clients to fully assess their needs, not only do their lives improve, we also deepen our knowledge in the field of mobility solutions. It is our specialist care in the recommendation of lifestyle mobility solutions that earmarks us as leaders in this space.



# Changing lives





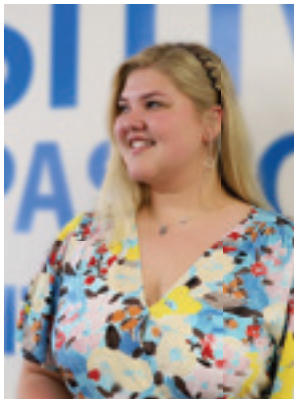
# Our heart

With a team of more than 335 and growing, our ILS staff are the heart of our business. Every member of staff plays a vital role in ensuring the right mobility solution makes its way to the right client. We are in the business of changing lives, and it can't be done without a dedicated team of professionals with shared values and an overwhelming desire to do good in the world.



# Hear it

**Abi Fletcher**  
Customer Service Representative



Abi loves:  
“The fabulous team I work with. They are very encouraging and we work together to achieve goals.”

**Sam Gafsi**  
Warehouse Manager



Sam appreciates:  
“The family culture. Every Friday, our team gets together for a ‘toolbox talk’ lunch and we all take turns to pick a cuisine to eat.”

**Ronnie Simon**  
Technical Business Analyst



Ronnie enjoys:  
“Continually learning from IT experts and colleagues who have so many years of industry experience. It’s rewarding to be part of a team that improves processes for our colleagues so our customers have a smooth experience with ILS.”

**Jess Edwards**  
Transport Allocator, Logistics



Jess values:  
“Getting positive feedback from customers and making their lives easier especially when we can deliver orders faster than they had expected or helped to solve problems.”

**Ron Deas**  
Laundry Leader



Ron enjoys:  
“Working with my boys. We’re a solid team and the day flies when we are operating a very busy laundry department.”

**Sarah Beecroft**  
Learning and Development Coordinator



Sarah values:  
“The courage and integrity of our staff. We all contribute to helping change someone’s life for the better and to witness this commitment to our customers is truly inspiring.”

**Steven Zhang**  
Senior Procurement Officer



Steven loves:  
“That every day is a brilliant opportunity to help our clients and work with a professional team in a positive and warm environment.”

**Stephanie Read**  
Assistant Manager, Lane Cove Store



Stephanie appreciates:  
“The invaluable knowledge I’ve gained to support my occupational therapy studies. I’ll continue to use the skills I’ve learned at ILS throughout my entire career.”

# from us





Our clinical team of more than 40 occupational therapists are specialists in assistive technology and equipment prescription. ILS clinicians are qualified allied health professionals registered with the Australian Health Practitioner Regulation Agency (APHRA). Committed to delivering exceptional allied health services, our clinical team work with the general public, hospitals, residential aged care facilities, and the wider allied health community in Australia. Our OTs work in three divisions: Home and Community Care; Hospital and Pressure Care; and Rehab (Configured Mobility). Our clinical expertise is what sets us apart as healthcare equipment providers.

# Clinical team



# OT



## Sally Kentell

OT / VIC Account Manager /  
Home and Community Care

We know her as Sally, but to one of her clients she is Sally Santa Claus. Sally was drawn to a career in healthcare due to her passion for helping others. She loves her role at ILS because “finding the right piece of equipment to assist someone in their daily activities and making such a positive impact on their life, there is no feeling that can beat that. The job satisfaction is huge.”

Sally picked up her new nickname from one of her clients living with a neurological condition that affects her energy levels and leaves her mostly bedbound. One day they trialed a power chair together that enabled her to leave her bedroom and explore her house. “She got to go into her living room to see her houseplant and visit her dog, and just engage with her family in a shared space, and now every time I see her, she calls me Sally Santa Claus because I bring her equipment that helps her to live independently. That’s my favourite story,” she says.

...and now every time  
I see her, she calls me  
Sally Santa Claus

”

## Dylan King

OT / SA Seating and Mobility Specialist /  
Rehab

After seven years of working in aged care, Dylan had become frustrated that he wasn’t making full use of his skills, experience and potential. With an education in molecular and biomedical sciences as well as occupational therapy, and a love of mechanics, electronics and programming, he was worried he wouldn’t find a job that would draw on his diverse skills and interests. Meeting the ILS Rehab team at an OT conference changed everything for him:

“This job is my calling. The ability to improve a person’s quality of life and give them access to the activities they weren’t able to do before by giving them cutting edge, really cool technology is great. I also get an outlet for all my education and my natural instincts as an occupational therapist who wants to help people with disabilities.”



“

I have never worked  
anywhere before that  
has a culture like ILS.  
They recruit such  
positive people who  
genuinely want to make  
a difference and help  
people.

You always feel like management  
is on your side, helping you do  
what you feel is important to better  
yourself and the business, that’s  
what I think makes ILS.”

# Heroes





# our clients

At ILS we champion for the comfort, dignity, independence and improved quality of life of our clients as they move through life. We support all ages and life stages - from breastfeeding mothers, kids with sports injuries needing physiotherapy aids, family members recovering from surgery in need of a mobility scooter or lift chair, and those who simply want to increase their independence in their community. As our clients move through life, we are there to support them.

We work closely with people experiencing unique and highly personal challenges and it is our duty to make this moment one of empowerment. We listen and learn from them, and together we work towards mobility solutions that are tailored to their individual needs. We never cease to be amazed by the resilience of our clients. Our clients make what we do meaningful and it is an honour to be part of their life journey.





## Cathy & Andrew

When Cathy's son Andrew dived into Coogee Beach, breaking his neck, the 13-year-old thought his life was over. With physios, OTs, and support from a single mum who is a self-confessed 'tough nut to crack' they pushed on and a year later he was out of hospital, back at school, and confident enough to begin his love affair with wheelchair rugby.

At 30, Andrew is now married with a baby, and a gold medal from the Rio Paralympics, sharing his experiences as an inspirational speaker to other quadriplegics and to young kids in schools. Proud mum, Cathy, is an ILS Store Cluster Manager and knows firsthand how valuable the support of OTs can be to families. "The battles are ongoing in the early days, but you learn to get through it and come out the other end either stronger or kinder. But if you can't cope, reach out to someone who can help you find a solution," she says.

# Mother & son





## Adriaan & Leila

When dad, Adriaan, talks about Leila's art, he glows. "She makes the most beautiful artwork; she doesn't get it from me or her mum." Born at just 28 weeks, and weighing a tiny one kilo, Leila came to the world with urgency. Then at ten months, struggling with head and neck control, she had all the symptoms of brain damage and physical delay. Leila was diagnosed with cerebral palsy, and later auditory neuropathy.

Now, ten-year-old Leila enjoys dance classes, indoor soccer, and even rides a mechanical horse as part of her therapy. As an artist she has an eye for colour, and her pink and purple wheelchair, fully kitted out by ILS with special wheels and spokes, turns heads as she glides by. As an ILS Wheelchair and Seating Consultant as well as Leila's dad, Adriaan loves being part of this community.

**"I love what I do, I live and breathe this. It's not a job, it's a passion."**

# Father & daughter



# Living

A black and white photograph of a man, Ash, sitting in a specialized wheelchair. He is wearing a white tank top and has a serious expression. He is holding a rugby ball with both hands. The wheelchair is a 'battering ram' style, designed for rugby. The background is dark.

**“It’s good to be in that environment with guys and girls in wheelchairs who have been through what I’ve been through. I ask them a million questions unrelated to rugby.”**

With his sights on the 2024 Paralympics, Ash trains hard with his battering ram wheelchair. But off the court he needed something portable that could fold up easily when he jumps in the car with mates. Working together with his ILS OT, Justin, they selected a manual wheelchair suited to his lifestyle, and perfect for maintaining his upper body strength. Ash says he feels good when he is “wrecked from physical activity,” and now he uses his sizable social media presence to encourage others to choose an active lifestyle too.

## **Ash The Flash**

Finding community in a sport nicknamed Murder Ball may not sound likely, but it was exactly what Ash needed. When a pier dive at low tide left him with fractured C6-C7 vertebrae, Ash grieved for his old, highly active life. But watching wheelchair rugby training sessions in his early stages of rehabilitation motivated Ash to reclaim his sporting nature.

# with a disability



# Regaining independence

## Joy & Victor

Joy first met local boy Victor when she was just thirteen. Victor would later become the love of her life, and father to her three sons. As they near their 50th wedding anniversary, life has changed considerably for the couple.

At just 68, and with no symptoms, Victor came home from his work as a horse trainer, sat down to dinner, and without warning, his heart stopped. What followed was a three-month hospital stay and the prospect of palliative care. But Joy was determined that her husband, now very high care, join her at home. Physically incapacitated and with brain damage from the 30 minutes it took for his heart to start again. Joy's challenge was immense. With support from ILS, in particular her OT, Michael, who she now considers her friend, Joy describes her homecare experience as a lifeline.

**“Victor wouldn’t be home today if it weren’t for Michael,”** she says.

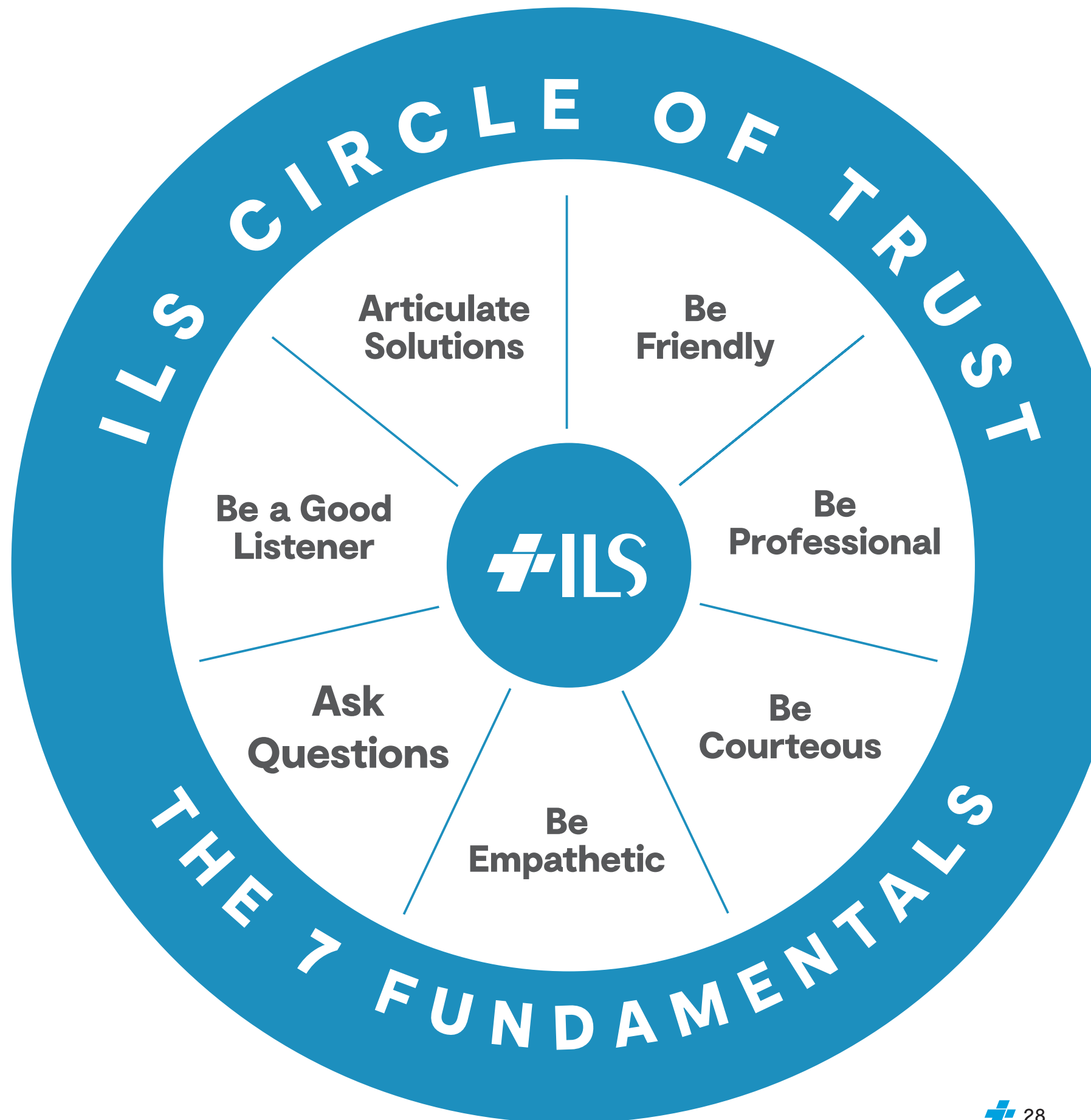




# the Circle of Trust

Core to our culture at ILS is a commitment to what we call the ILS Circle of Trust. When clients come to us seeking mobility solutions, for some it may be a period of uncertainty and diminished confidence. We do not take this responsibility lightly. We act with honesty, transparency, and with a commitment to integrity, recognising and valuing the trust they have placed in us.

The ILS Circle of Trust is about supporting each other to perform our roles at ILS with professionalism, knowing that as we hand over an enquiry, our fellow colleague will action their role to completion, for a seamless customer experience. From the retail store to the customer service team, from warehouse and dispatch to our medical installers, at every stage of the customer journey, the ILS Circle of Trust covers the different ways we ensure positive relationships between the ILS team and with every person they interact with on behalf of the company.






# Innovation

Our close relationship with our clients places us in a valuable and unique position for refining our products and informing our industry. Where we anticipate or identify an unmet client need, we use that knowledge to innovate. This innovation is reflected in our own in-house research and design where we created our Hero and Royale brands.

We have grown from 20 products to over 300, with more on the way as we continue to strive for greater innovation. As we continue to grow, we invest in new technologies, products, support resources and most importantly, people. Through innovation and industry engagement, we expand the knowledge base for all allied health professionals working in mobility solutions.







At ILS, we know that the more educated the health care professional, the greater the life changing impact of their work. Education is embedded in every aspect of our work at ILS. We encourage OT students to join our retail team to gain valuable experience for their future careers. We continuously support, educate and train our staff to ensure their clinical expertise is cutting edge. And importantly, we work with allied health care professionals, training them and refining their specialist knowledge so that they can continue to implement their important work of helping those in need.

Our clinical education program spans diverse and in-depth areas of clinical expertise, with workshops and seminars running throughout the year.

# Education



ILS is an innovative and creative industry leader delivering outstanding service and quality products. The strength of our business is our people-centred culture. As we grow, it is our people who will shape, enliven, and inspire us. With more than 30 retail stores across four states – New South Wales, Queensland, Victoria and South Australia, and more to come, we are a company on the move.

Our staff, spanning retail (in store or customer service), clinical support (occupational therapists and educators), service, warehouse, logistics, and business support services, all share an ethos of teamwork, curiosity, and creative problem solving. We encourage career development for our staff every step of the way. Together we listen, learn, and generate ideas that will shape the future of mobility solutions.



# move your career forward with ILS





# Changing lives through Sport

The courage and commitment required to meet and exceed sporting goals has the power to impact all areas of life. Sport should be enjoyed by everyone, regardless of ability, whether it's Aussie rules, basketball, racing, rugby, tennis, lawn bowls or para-powerlifting. As part of our aim to help Australians to keep moving forward, and as a proud partner of Wheelchair Sports NSW/ACT, ILS sponsors the wheelchair rugby program. It's rewarding to support wheelchair athletes who may be just starting out, or representing Australia at an elite level, from juniors to masters.





# Community

We don't just serve the community, we're a part of it. We invest our resources and skills in improving the wellbeing of the communities where we live and work. ILS proudly supports many Australian community and charity partners through our Workplace Giving Program. We encourage our ILS employees to use a paid work day each year to participate in a fundraising activity with a charity we support, with all proceeds going to our nominated charities. In 2020, these have included the Australian Red Cross, Youngcare and Save Our Sons. Our customers are likewise part of this giving community, with in-store donation boxes and website point-of-sale donations, they share in supporting our charity partners.





it's  
a heart  
business

CARE AND COMPASSION  
ARE WHAT DRIVES HUMAN CONNECTION.  
ILS IS A HEART BUSINESS  
GUIDED BY OUR COMMITMENT TO  
**EMPOWERMENT**  
THROUGH EMPATHY.  
WE LISTEN, WE HEAR.  
WE ARE HONoured  
TO HELP





# Our stores

38+ stores Australiawide  
and counting...





# Connect with us





# On the move





We are a business based on family values. Our work with clients is centred around family so it is no surprise that as a team we pull together the way a family might, because we share a culture of care.

Our people are our greatest asset so we encourage collaboration, and engage like-minded people who are friendly, compassionate, and are committed to changing lives. We are a dedicated team, working together with passion and positivity, and driven by equity and excellence. Regardless of your place in the ILS family, you can expect to be an important and valued member of the team.

# It's about Family.





