

Life Support Concession and machine notification

The Life Support Concession assists Victorian households who hold a valid concession card with electricity costs where a member of the household uses an eligible life support machine. Non-concession households where a member of the household uses a life support machine should complete this form to notify their electricity retailer and/or water corporation that they have the machine present in their home. Please see the third page of this form for eligibility criteria.

Account holder's details

Given Names					Surname				
Residential Address									
Suburb/Town					Postcode				
Home Phone No					Mobile Phone No				
Postal Address (if different from above)									
Suburb/Town					Postcode				

Electricity details

Electricity retailer					Account No.				
					NMI No. (if known)				

If you pay a caravan park or retirement village for your electricity please contact the Concessions Information Line on **1800 658 521** to discuss your application.

Water details (haemodialysis machines only)

Water Corporation					Account No.				

Concession card type (Please ✓)

Pensioner Concession Card (Centrelink or Veterans' Affairs) Health Care Card (Centrelink) Gold Card (Veterans' Affairs)

Concession card number

CRN (Centrelink)					Or File Number (DVA)				
					V				

(NB: Commonwealth Seniors Health Cards, Child Disability and Foster Care Health Care Cards, and Veterans' cards marked 'Dependent' are not eligible)



Patients details

Given Names	Surname
Residential Address	
Suburb/Town	Postcode

I have the following type of machine (Please ✓)

Eligible for an electricity concession

- Oxygen concentrator
- Intermittent peritoneal dialysis machine

Eligible for an electricity concession and water concession

- Haemodialysis machine

Not eligible for concession

- Continuous positive airways pressure (CPAP) machine
- Ventilator
- Ventolin nebuliser
- Others (please specify)

If your machine is not listed above, please call the **Concessions Information Line** on **1800 658 521** (toll-free).

Date of Installation / /

Statement from hospital social worker, nurse or doctor

I certify that the machine indicated is/will be installed in the patient's home

Name	Job Title
Hospital	Telephone
Signature	Date <input type="text"/> / <input type="text"/> / <input type="text"/>

Privacy Statement

This information is collected by the Department of Human Services Concessions Unit and your electricity retailer/distributor and/or water corporation for the purpose of administering your concessions. Without this information, we are unable to provide your concession. Your information will be disclosed to your electricity retailer/distributor and/or water corporation to enable them to process your concession. You are able to request access to the personal information that we hold about you, and to request that it be corrected if necessary. Please contact the Concessions Information Line on **1800 658 521** with any queries about this statement.

Consent to check Centrelink details

I authorise Centrelink to confirm with the Department of Human Services (DHS) and my electricity retailer/distributor and/or water corporation the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to DHS and my electricity retailer/distributor and/or water corporation with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.

I understand that this consent, once signed, is effective only for the period I am a customer of my electricity retailer/distributor and/or water corporation. I also understand that this consent, which is ongoing, can be revoked any time by giving notice to my electricity retailer/distributor and/or water corporation.

I understand that if I withdraw my consent, I may not be eligible for the concession provided by DHS and my electricity retailer/distributor and/or water corporation.

Customer Signature	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
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Life Support Concession — information for customers

When should I complete this form?

- If you or someone in your household uses a life support machine, this form is used to notify your electricity retailer and/or water corporation of the presence of the machine, to ensure you are notified prior to any withdrawal of service that may affect your property and
- If the electricity/water account holder has an eligible concession card, and the life support machine used is an eligible machine, you can also claim a concession on your electricity and/or water accounts.

What concession cards are eligible?

Eligible cards are:

- Pensioner Concession Card – issued by Centrelink or Department of Veterans' Affairs
- Centrelink Health Care Card
- Department of Veterans' Affairs Gold Card (cards marked 'Dependent' are not eligible).

Commonwealth Seniors Health Cards, Victorian Seniors Card, Child Disability and Foster Care Health Care Cards and Medicare Cards are not eligible cards.

What machines are eligible for a concession?

Your hospital social worker, nurse or doctor must have completed the main section of the form to confirm the installation of the machine.

Eligible machines are:

Electricity concession only:

- Oxygen concentrator
- Intermittent peritoneal dialysis machine.

Electricity and water concession:

- Haemodialysis machine.

Eligible machines are those that consume at least 1,880 kilowatt hours of electricity per annum. If your machine is not listed above, and you believe that it is eligible, please contact the **Concessions Information Line** on **1800 658 521** (toll-free).

How much will I receive off my bills?

The discount is equal to the cost of 1,880 kilowatt hours of electricity used each year (470 kwh per quarter), calculated using the general domestic tariff of your electricity retailer.

For haemodialysis machines a discount is available on both your electricity and water bills. The discount on your water bill is equal to the cost of 168 kilolitres of water each year (42 kilolitres per quarter) .

Where do I send my form?

Please send your form to your electricity retailer or water corporation. Addresses for the major companies are listed over the page. If your company is not listed, please contact the account enquiries number that appears on your bill.

Checklist — have you (Please ✓)

- Completed all of your details, and your account details.
- Asked your hospital social worker, nurse or doctor to complete the appropriate section.
- Signed and dated the form.

For further information, please contact your electricity retailer and/or water corporation, or call the Concessions Information Line on **1800 658 521** (toll-free).

For multilingual information, please call the Translating and Interpreting Service **131 450**.

Electricity retailers**TRUenergy**

Customer Care
Locked Bag 14060
Melbourne VIC 8001
Tel: **13 3466**

AGL

Concessions
PO Box 14120
MCMC Melbourne VIC 8001
Tel: **13 1245**

Simply Energy

Medical Cooling Administrator
PO Box 210
Balwyn VIC 3103
Tel: **13 8808**

Victoria Electricity

Medical Cooling Administrator
PO Box 632
Collins Street West
Melbourne VIC 8007
Tel: **1300 136 749**

Origin Energy

Billing Services
GPO Box 186
MCMC Melbourne VIC 3001
Tel: **13 2114**

Red Energy

Medical Cooling Administrator
PO Box 4136
Richmond East VIC 3121
Tel: **13 1806**

Country Energy

Customer Care
PO Box 718
Queanbeyan NSW 2620
Tel: **13 2356**

Powerdirect

Concessions Administrator
P O Box 1028
Glen Waverley VIC 3150
Tel: **1300 307 966**

EnergyAustralia

Residential Billing
PO Box 487
Newcastle NSW 2300
Tel: **13 1502**

Water corporations**South East Water**

Billings & Collections
PO Box 1382
Moorabbin VIC 3189
Tel: **13 1851**

City West Water

Retail Services
Locked Bag 350
Sunshine VIC 3020
Tel: **13 1691**

Yarra Valley Water

Service Assistance Centre
Private Bag 1
Mitcham VIC 3132
Tel: **13 1721**

Barwon Water

PO Box 659
Geelong VIC 3220
Phone: **1300 656 007**

Central Highlands Water

PO Box 152
Ballarat VIC 3353
Tel: **03 5320 3111**

Coliban Water

PO Box 2770
Bendigo DC VIC 3554
Tel: **1300 363 200**

East Gippsland Water

PO Box 52
Bairnsdale VIC 3875
Tel: **1300 720 700**

Gippsland Water

PO Box 348
Traralgon VIC 3844
Tel: **1800 066 401**

Goulburn Valley Water

PO Box 185
Shepparton VIC 3632
Tel: **1300 360 007**

GWM Water

PO Box 481
Horsham VIC 3402
Tel: **1300 659 961**

Lower Murray Water

PO Box 1438
Mildura VIC 3502
Tel: **03 5051 3460**

North East Water

PO Box 863
Wodonga VIC 3689
Tel: **1300 361 622**

South Gippsland Water

PO Box 102
Foster VIC 3960
Tel: **03 5682 0444**

Wannon Water

PO Box 1158
Warrnambool VIC 3280
Tel: **1300 926 666**

Western Water

PO Box 2371
Sunbury DC VIC 3429
Tel: **1300 650 425**

Westernport Water

2 Boys Home Road
Newhaven VIC 3925
Tel: **1300 720 711**