

## 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 cards)    -    -

Veteran's Affairs cards

(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 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 the department and my electricity retailer/distributor and/or water corporation with Centrelink or Department of Veterans' Affairs records to confirm whether or not I am currently receiving a Centrelink or Department of Veterans' Affairs 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 the department 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**

GPO Box 1199  
Adelaide SA 5001  
Tel: **13 2114**  
Fax: **1800 242 921 (toll free)**

**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**