

Life Support Concession and machine notification

Application form

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

Ms Mrs Miss Mr Other

Given Names Surname

Residential Address

Suburb/Town Postcode

Home Phone No Mobile Phone No

Postal Address (if different from above)

Suburb/Town Postcode

Electricity account 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 account details (haemodialysis machines only)

Water Corporation Account No.

Account holder's concession card type (Please ✓)

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

Account holder's concession card number

Centrelink cards - -
Veterans' Affairs cards
File number **V**

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"/>

Consent to check Centrelink details

I authorise:

- my electricity retailer and/or water corporation to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink or Veterans' Affairs customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services to provide the results of that enquiry to my electricity retailer and/or water corporation.

I understand that:

- the Australian Government Department of Human Services will use information I have provided to my electricity retailer and/or water corporation to confirm my eligibility for the concession and will disclose to my electricity retailer and/or water corporation personal information including my name, address, payment and concession card type and status.
- this consent, once signed, remains valid while I am a customer of my electricity retailer and/or water corporation unless I withdraw it by contacting my electricity retailer and/or water corporation or the Australian Government Department of Human Services.
- I can obtain proof of my circumstances/details from the Australian Government Department of Human Services and provide it to my electricity retailer and/or water corporation so that my eligibility for the concession can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the concession provided by my electricity retailer and/or water corporation.

Note: If completing this form electronically, please print the form, sign below, and post the form to your electricity or water retailer. See page 4 of this form for the addresses of the major retailers.

Account holder's signature	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
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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.

Renewals

You may be asked to renew your application for the concession periodically.

Privacy Statement

This information is collected by the Department of Health & 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.

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 5211** (toll free).



For help in your language call the Concessions Information Line on **1800 658 5211** (toll free) and ask for an interpreter.

Electricity retailers

AGL Life Support

Reply Paid 84146
MELBOURNE VIC 8001
Phone: **13 12 45**

Energy Australia

Life Support
Locked Bag 14060
MELBOURNE VIC 8001
Phone: **13 34 66**

Lumo Energy

The Concessions Administrator
PO Box 632
COLLINS STREET WEST VIC 8007
Phone: **1300 136 749**

Origin Energy

Life Support
GPO Box 1199
ADELAIDE SA 5001
Phone: **13 24 61**
email: lifesupport@originenergy.com.au

People Energy

Locked Bag 5757
MELBOURNE GPO VIC 3000
Phone: **1300 788 970**

Powerdirect

Concessions Administrator
PO Box 1028
GLEN WAVERLEY VIC 3150
Phone: **1300 307 966**

Red Energy

Life Support Administrator
PO Box 4136
EAST RICHMOND VIC 3121
Phone: **13 18 06**

Simply Energy

Medical Cooling Administrator
PO Box 210
BALWYN VIC 3103
Phone: **13 88 08**

Water corporations

South East Water

Billings & Collections
PO Box 1382
MOORABBIN VIC 3189
Phone: **13 1851**

City West Water

Retail Services
Locked Bag 350
SUNSHINE VIC 3020
Phone: **13 1691**

Yarra Valley Water

Service Assistance Centre
Private Bag 1
MITCHAM VIC 3132
Phone: **13 1721**

Barwon Water

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

Central Highlands Water

PO Box 152
BALLARAT VIC 3353
Phone: **03 5320 3111**

Coliban Water

PO Box 2770
BENDIGO DC VIC 3554
Phone: **1300 363 200**

East Gippsland Water

PO Box 52
BAIRNSDALE VIC 3875
Phone: **1300 720 700**

Gippsland Water

PO Box 348
TRARALGON VIC 3844
Phone: **1800 066 401**

Goulburn Valley Water

PO Box 185
SHEPPARTON VIC 3632
Phone: **1300 360 007**

GWM Water

PO Box 481
HORSHAM VIC 3402
Phone: **1300 659 961**

Lower Murray Water

PO Box 1438
MILDURA VIC 3502
Phone: **03 5051 3460**

North East Water

PO Box 863
WODONGA VIC 3689
Phone: **1300 361 622**

South Gippsland Water

PO Box 102
FOSTER VIC 3960
Phone: **03 5682 0444**

Wannon Water

PO Box 1158
WARRNAMBOOL VIC 3280
Phone: **1300 926 666**

Western Water

PO Box 2371
SUNBURY DC VIC 3429
Phone: **1300 650 425**

Westernport Water

2 Boys Home Road
NEWHAVEN VIC 3925
Phone: **1300 720 711**