

# 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
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Suburb/Town	Postcode
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Home Phone No <input type="text"/>	Mobile Phone No <input type="text"/>
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Suburb/Town	Postcode
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### Electricity account details

Electricity retailer	Account No. <input type="text"/>
	NMI No. (if known) <input type="text"/>

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. <input type="text"/>
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### 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
CRN <input type="text"/>	File number <input type="text"/>

Commonwealth Seniors Health Cards, Child Disability and Foster Care Health Care Cards, and Veterans' cards marked 'Dependent' are not eligible.



## Patients details

## 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

Date

## 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.**

Date

### 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](mailto: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**