

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 details with Services Australia

We're fully committed to protecting the personal information of our customers. More information can be found in our Privacy Policy - visit energyaustralia.com.au/privacy.

Do you authorise:

- EnergyAustralia to use Centrelink Confirmation eServices to perform a Centrelink or DVA enquiry of your Centrelink or Department of Veterans' Affairs customer details and concession card status to enable the business to determine if you qualify for a concession, rebate or service.
- Services Australia to provide the results of that enquiry to EnergyAustralia.

Do you understand that:

- Services Australia will disclose personal information to EnergyAustralia including your name, address, payment type, payment status and concession card type and status to confirm your eligibility for concessions, rebates or other government payments.
- this consent, once signed, remains valid while you're a customer of EnergyAustralia unless you withdraw it by contacting EnergyAustralia or Services Australia. You can get proof of your circumstances or details from Services Australia and provide it to EnergyAustralia so they can determine your eligibility for concessions, rebates or other government payments;
- if you withdraw your consent or don't alternatively provide proof of your circumstances or details, you may not be eligible for the concessions, rebates or other government payments provided by EnergyAustralia.
- EnergyAustralia will disclose personal information from the results of the Centrelink or DVA enquiry to our contractors for the purposes of checking customer concessional eligibility.

Do you declare that:

- the information you have provided is true and correct?

Note: If completing this form electronically, please print the form, sign below, and post the form to your electricity or water retailer.

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).

I receive electricity via an embedded network – can I receive a concession?

Yes. Please contact the Concessions Information Line on **1800 658 521** (toll free) to find out how to apply.

Where do I send my form?

Please send your form to your electricity retailer or water corporation. If you cannot find the correct address 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 and 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.

Accessible format

If you would like to receive this publication in an accessible format, please contact us on **1800 658 521** (toll free), using the National Relay Service **13 36 77** if required, or email **concessions@dhhs.vic.gov.au**

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 help in your language call the Concessions Information Line on **1800 658 521 (toll free)** and ask for an interpreter.

Form return details

Please send your form to your electricity retailer.

If a return address has not been provided below, please contact your electricity retailer's account enquiries number on your bill to find out the correct address.

Electricity retailer address:

**EnergyAustralia
Life Support Administrator
Locked Bag 14060
MELBOURNE VIC 8001**

For applications for haemodialysis machines only, please also send a copy of your form to your water corporation.

If a return address has not been provided below, please contact your water corporation's account enquiries number on your bill to find out the correct address.

Water corporation address: