

Patient's details (person with the qualifying condition)

Given names	Surname
Residential address	
Suburb/town	Postcode
Home <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Mobile <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Doctor's statement

(Patient's name)

I certify that has a qualifying condition for the medical cooling concession and suffers from an inability to self-regulate body temperature. If the condition is not listed, the doctor should provide information about the severity and impact of the condition, and how it affects the patient's ability to self-regulate temperature

Qualifying condition

- multiple sclerosis lymphoedema Parkinson's disease
 fibromyalgia post-polio syndrome/poliomyelitis motor neuron disease
- OR another qualifying condition – please specify

Provider stamp	Name
	Practice address
	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Doctor's signature

Note: If completing this form electronically, the form should be printed and signed by both the applicant and the doctor before being sent.

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, the form should be printed and signed by both the applicant and the doctor before being sent.

Account holder's signature	Date / /
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Medical Cooling – information for customers

When should I complete this form?

- If someone in your household has multiple sclerosis, lymphoedema, Parkinson's disease, fibromyalgia, post-polio syndrome/poliomyelitis or motor neuron disease, or another qualifying condition.

AND

- If the electricity account holder has an eligible concession card.

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, Carer Allowance and Foster Care Health Care Cards and Medicare Cards are not eligible cards.

What other conditions are eligible for a concession?

If you or a member of your household have a condition that impairs the body's ability to regulate its own temperature, you may be eligible for the concession.

If your condition is not listed, the doctor should provide information about the severity and impact of the condition, and how it affects the patient's ability to self-regulate temperature.

Applications for conditions not listed in the doctor's statement must be assessed by the Department of Health and Human Services.

How much is the concession?

The concession provides a discount of 17.5 per cent off your electricity costs between 1 November and 30 April each year.

The concession is given in addition to the Annual Electricity Concession.

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?

If you have:

- multiple sclerosis
- lymphoedema
- Parkinson's disease
- fibromyalgia
- post-polio syndrome/poliomyelitis
- motor neuron disease.

Please send your form to your electricity retailer. If you cannot find the correct address, please contact the account enquiries number that appears on your bill.

If your condition is not listed please send your form to:

**Department of Health and Human Services
Concessions
GPO Box 4057
MELBOURNE VIC 3001**

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 and your electricity retailer/distributor 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 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** (toll free) 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 doctor to complete the form.
- Signed and dated the form.

For further information, please contact your electricity retailer, 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

If your medical condition is one of those listed on page two of this form, 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**

If your medical condition is not one of those listed on page two of this form, please send your form to:

**Department of Health and Human Services
Concessions
GPO Box 4057
MELBOURNE VIC 3001**