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| Life Support Concession and machine notification |
| Application form |

***Before you start filling this form, save it into your hard drive or desktop.***

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 fourth page of this form for eligibility criteria.

# Account holder’s details

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Your title (mark with an X) | | | | | | | |
| Ms |  | Mrs |  | Miss |  | Mr |  |
| Other title (please enter preferred title) | | |  | | | | |
| Given names | | |  | | | | |
| Family name | | |  | | | | |
| Residential address | | |  | | | | |
| Suburb/town | | |  | | | | |
| Postcode | | |  | | | | |
| Postal address (if different to residential address) | | |  | | | | |
| Suburb/town | | |  | | | | |
| Postcode | | |  | | | | |
| Home phone number | | |  | | | | |
| Mobile phone number | | |  | | | | |

# Electricity account details

If you pay a caravan park or retirement village for your electricity please contact the Concessions Information Line on 1800 658 521 (toll free) to discuss your application.

|  |  |
| --- | --- |
| Electricity retailer |  |
| Account number |  |
| National metering identifier (if known) |  |

# Water account details

Haemodialysis machine users also qualify for a concession on their water accounts. Users of all other machines should skip this section.

|  |  |
| --- | --- |
| Water corporation |  |
| Account number |  |

# Account holder’s concession card type

What type of concession card do you have? Mark with an X.

|  |  |
| --- | --- |
| Pensioner Concession Card (Centrelink or Veterans’ Affairs) |  |
| Health Care Card |  |
| Veterans’ Affairs Gold Card |  |

# Account holder’s concession card number

|  |  |
| --- | --- |
| Centrelink CRN |  |
| Or | |
| Veterans’ Affairs file number |  |

# Patient’s details

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Title (mark with an X) | | | | | | | |
| Ms |  | Mrs |  | Miss |  | Mr |  |
| Other title (please enter preferred title) | | |  | | | | |
| Given names | | |  | | | | |
| Family name | | |  | | | | |
| Residential address | | |  | | | | |
| Suburb/town | | |  | | | | |
| Postcode | | |  | | | | |

# Life support machine details

I have the following type of machine (mark with an X).

If your machine is not listed above, please call the Concessions Information Line on 1800 658 521 (toll free).

|  |  |  |
| --- | --- | --- |
| Machines eligible for an electricity concession | | |
| Oxygen concentrator | |  |
| Intermittent peritoneal dialysis machine | |  |
| Machines eligible for an electricity concession and a water concession | | |
| Haemodialysis | |  |
| Machines not eligible for concession | | |
| Continuous positive airways pressure machine (CPAP) | |  |
| Ventolin nebuliser | |  |
| Ventilator | |  |
| Other (please enter machine type) |  | |

|  |  |
| --- | --- |
| Date of installation |  |

# Statement from hospital social worker, nurse or doctor

Your social worker, nurse or doctor needs to complete their details and sign the form below to confirm the life support machine details.

|  |  |
| --- | --- |
| Name |  |
| Job title |  |
| Hospital/practice |  |
| Phone number |  |

I certify that the machine indicated is/will be installed in the patient’s home

|  |  |
| --- | --- |
| Signature | *(Please sign by hand)* |
| 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.

# Account holder’s signature

|  |  |
| --- | --- |
| Signature | *(Please sign by hand)* |
| Date |  |

# 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).

## 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.

## More information

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) Interpreter and ask for an interpreter.

## 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.

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| To receive this publication in an accessible format phone 1800 658 521, using the National Relay Service 13 36 77 if required, or email concessions@dhhs.vic.gov.au  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Department of Health and Human Services January 2016  Available at www.dhs.vic.gov.au/about-the-department/documents-and-resources/forms-and-templates/life-support-concession-application-form |