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| Life Support Concession (electricity) |
| Information for concession card holders |
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# Life Support Concession (electricity)

## What does this concession apply to?

* Mains domestic electricity accounts.

Non-mains electricity customers can apply for the [Non-Mains Life Support Concession](https://services.dffh.vic.gov.au/non-mains-life-support-concession) <https://services.dffh.vic.gov.au/non-mains-life-support-concession>.

## Who can apply for the concession?

An electricity or water account holder who:

* holds an eligible concession card (Pensioner Concession Card, Health Care Card, Veterans’ Affairs Gold Card) **and**
* uses an eligible life support machine **or**
* has a household member who uses an eligible life support machine.

## What machines are eligible for the concession?

Approved machines are those that use at least 1,880 kilowatt hours of electricity annually. Machines approved for the concession are:

* intermittent peritoneal dialysis machines (electricity)
* oxygen concentrators (electricity)
* haemodialysis machines (electricity and water).

Users of haemodialysis machines can also receive a concession on their water visit [Life Support Concession (water)](https://services.dffh.vic.gov.au/life-support-concession-water) <services.dffh.vic.gov.au/life-support-concession-water> for details.

## How much is the concession?

The electricity discount is the cost of 1,880 kilowatt hours (470 kilowatt hours per quarter) of electricity each year, calculated using the general domestic tariff of your retailer.

## How do I apply for the concession?

Contact your electricity retailer and request a Medical Confirmation Form. The Medical Confirmation Form is also used to register your address as a life support equipment supply address.

You must also make sure your electricity retailer has your concession card details recorded.

Your electricity retailer and/or water corporation will check your concession card details with Centrelink and apply the concession to your bill.

## More information

Phone your electricity retailer or the Concessions Information Line on 1800 658 521.

# Further information

## Can my GP or usual doctor sign this form?

Yes.

The form can be signed by any doctor or nurse who can confirm that you are using the life support machine, or by a hospital social worker who assists with your life support machine.

## My life support machine is not eligible for concession – do I need to complete this form?

No. Ask your retailer to send you a Medical Confirmation Form for your doctor to complete.

Your retailer will register your address as a life support equipment supply address. This is to ensure that you are given advance notice of any works in your area that may affect your electricity supply and are re-connected promptly after any outage.

## My machine is not listed – is it eligible for a concession?

Eligible machines are those that use a high level of electricity - at least 1,880 kilowatt hours of electricity annually. Only the listed machines are eligible for a concession.

## I do not have a concession card but I use a life support machine – can I apply for the concession?

No.

The concession is only available for concession households.

## Can the concession be backdated?

Yes. The concession can be applied from the date of installation or for 12 months, whichever is shorter.

If your concession card starts at a later date, the concession is only available from the card start date.

## How is the concession calculated?

The electricity concession is equal to the cost of 1,880 kilowatt hours of electricity annually.

Check with your retailers for details of how they will apply this. Some retailers will pay this as a quarterly lump sum and others will pay this as a daily discount.

## Are there any other payments that can assist me?

Yes. The Essential Medical Equipment Payment is an annual payment provided by Centrelink for Australians with higher-than-average energy costs because they rely on essential medical equipment in their home.

This additional support is available to concession card holders (and their carers) who use essential medical equipment or who medically require heating/cooling at home to manage a disability or medical condition.

For more information and to apply, visit the [Essential Medical Equipment Payment webpage](https://www.servicesaustralia.gov.au/essential-medical-equipment-payment), www.servicesaustralia.gov.au/essential-medical-equipment-payment, on the Federal Government's Department of Human Services website.

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| To receive this document in another format, phone 1800 658 521, using the National Relay Service 13 36 77 if required, or email [concessions@dffh.vic.gov.au](mailto:concessions@dffh.vic.gov.au).  **Help for people with hearing or speech communication difficulties**  Contact us through the National Relay Service (NRS). For more information about the NRS visit [National Relay Service](https://www.accesshub.gov.au/about-the-nrs) https://www.accesshub.gov.au/about-the-nrs, or call the NRS Helpdesk on 1800 555 660.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, July, 2025.  Available at [Life Support Concession (electricity)](https://services.dffh.vic.gov.au/life-support-concession-electricity) < https://services.dffh.vic.gov.au/life-support-concession-electricity>. |