

Life Support Concession (water)

For haemodialysis machines



The Life Support Concession (water) provides a discount to the mains water bill where:

- The account holder holds an eligible concession card.
- A member of the household uses a haemodialysis machine.

Eligible concession cards are:

- Pensioner Concession Card
- Health Care Card
- Veterans' Affairs Gold Card.

Make sure your concession card has been registered with your water corporation to receive a concession.

This form needs to be signed by your doctor, nurse or hospital social worker, as well as by the account holder.

If you do not have a concession card, you can use this form to inform your water corporation that someone at your address uses a haemodialysis machine, but you will not be eligible for any concession.

Account holder's details

Given names

Surname

Residential address

Suburb/town

Postcode

Email

Contact number

Water account details

Water corporation

Account number

Patient's details

Given names

Surname

Residential address

Suburb/town

Postcode

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.

I certify that the patient named above uses a **haemodialysis machine**.

Date of installation

Names

Job title

Hospital/practice

Provider number

Contact number

Signature

Date

Account holder's signature

Signature

Date

Life support concession – information for customers

When should I complete this form?

You should complete this form if:

- You are connected to mains water and are the account holder, and
- You hold an eligible concession card, and
- You or another member of the household uses a haemodialysis machine.

If you do not have a concession card, you can use this form to inform your water corporation that someone at your address uses a haemodialysis machine, but you will not be eligible for any concession.

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.

How much will I receive off my water bills?

The discount on your water bill is equal to the cost of 168 kilolitres of water each year (42 kilolitres per quarter).

How can I receive a concession on my electricity bill?

Contact your electricity retailer and request a Medical Confirmation Form. This form will need to be signed by your doctor and returned to your electricity retailer.

More information

For further information, please contact your 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 Families, Fairness and Housing and your 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 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 form 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@dffh.vic.gov.au**

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
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Available at the Concessions and benefits website
<<https://services.dffh.vic.gov.au/life-support-concession>> (2506375)