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| Life Support Concession (water) |
| For haemodialysis machines |
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# Life Support Concession (water)

This form is to be signed by a hospital social worker, nurse or doctor on behalf of a water corporation customer wishing to claim a life support concession for their haemodialysis machine.

The customer should sign the form too.

Please return this form to your water corporation once completed. Contact your water corporation for their address details.

This form can be posted, or scanned and emailed to the water corporation.

## 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).

## Account holder’s details

| Information required | Your answer |
| --- | --- |
| Given names |  |
| Family name |  |
| Residential address |  |
| Suburb/town |  |
| Postcode |  |
| Preferred phone number |  |
| Email address |  |

## Water account details

| Information required | Your answer |
| --- | --- |
| Water corporation |  |
| Account number |  |

## Patient’s details

| Information required | Your answer |
| --- | --- |
| Given names |  |
| Family name |  |
| Residential address |  |
| Suburb/town |  |
| Postcode |  |

## Account holder’s signature

| Signature | Date |
| --- | --- |
|  |  |

## 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**.

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| --- | --- |
| Information required | Your answer |
| Date of installation |  |

|  |  |
| --- | --- |
| Information required | Your answer |
| Your name |  |
| Job title |  |
| Hospital/practice |  |
| Provider number |  |
| Phone number |  |

| Signature | Date |
| --- | --- |
|  |  |

## 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.

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| To receive this document in another format, phone 1800 658 521 or email Concessions [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 (water)](https://services.dffh.vic.gov.au/life-support-concession-water) https://services.dffh.vic.gov.au/life-support-concession-water |