

|  |
| --- |
| Non-Mains Energy Concession |
| Information for concession card holders |
|  |

Concession card holders who source non-mains energy for their heating, cooking and hot water can apply for a concession to help cover their yearly energy costs.

The non-mains energy concessions are for non-mains sources of domestic energy:

* liquefied petroleum gas (LPG)
* firewood for domestic heating, cooking or hot water
* heating oil
* electricity accessed via an embedded network
* generator fuel.

# Who can apply for the concession

An account holder who holds one of the following eligible concession cards:

* Pensioner Concession Card
* Health Care Card
* Veterans’ Affairs Gold Card.

# Other requirements for the concession

Special conditions apply for firewood and generator fuel concessions.

To be eligible for the firewood concession, fire must be the only source of fixed heating in the home. You need to complete a statutory declaration confirming this when first applying or if you change address

Your property must not be connected to the mains electricity grid. You need to complete a statutory declaration confirming this and that the invoices provided are for generator fuel.

# How much is the concession?

The concession is paid annually based on the amount paid for each energy type in that year.

The rebate amounts for the 2025 calendar year are:

* $57 for spending from $100 to $334.99
* $176 for spending from $335 to $1006.99
* $293 for spending from $1007 to $1674.99
* $418 for spending from $1675 to $2390.99
* $535 for spending from $2391 to $3058.99
* $650 for spending $3059 and above.

A separate rebate is paid for each energy type used.

# How to apply for the concession

You can apply online in the [Victorian Concessions and Allowances portal](https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal) <https://services.dffh.vic.gov.au/victorian-concessions-allowances-portal>.

The portal provides an easy, safe and fast way to submit your application.

It also allows you to track your application and see your payments. Click on the link above for more on how to use the portal, including a user guide.

Before you start your application, make sure you have all your invoices and other supporting documents ready to upload.

Applications for each year close on 31 December of the following year.

# How the concession is paid

Concessions are paid into the applicant’s bank account.

# Can I still send you an application form?

Yes. Forms are available by emailing concessions@dffh.vic.gov.au, by calling the Concessions Information Line on 1800 658 521, or at [Non-Mains Energy Concession](https://services.dffh.vic.gov.au/non-mains-energy-concession) <services.dffh.vic.gov.au/non-mains-energy-concession>.

# What is an embedded network?

Embedded networks are used to provide utilities to some retirement villages and caravan parks, apartment complexes and social housing developments.

Electricity is bought in bulk by the accommodation manager and sold on to residents. The network may be entirely managed by the accommodation manager, or by a company operating the network on their behalf.

# I live in a lifestyle or retirement village – how do I apply for the concession?

In many lifestyle or retirement villages, the village management will apply for the concession on your behalf.

Participating villages will collect your information when you move in and ask for your consent to apply on your behalf. The village will apply at the end of each year for all eligible residents.

Check with your village for more details.

If your village does not apply on your behalf, you will need to submit an application along with your invoices for the year.

# Can I make a second claim?

Yes, if you have made more purchases that would have made you eligible for a higher rebate if sent with your first claim. Your spending for both claims will be added, and a rebate for the difference between the total claim for the year, and your first claim, will be paid.

Second claims must be received by 31 December of the next year.

## Second claim examples

Example 1 – top up paid:

In September, you submit a claim and provide LPG invoices totalling $700 attached. Your spending falls in the second rebate tier and you receive a rebate of $176.

At the end of the year, you have spent $400 more on LPG. You submit a new claim with the new invoices. The total of all invoices from both claims is $1,100. Your total now falls into the third rebate tier, and you qualify for a total annual rebate of $293.

As you have already received a rebate of $176, you now receive a top-up concession of $117.

Example 2 – no top up paid:

In November, you submit a claim and provide LPG invoices totalling $350 attached. Your spending falls in the second rebate tier and you receive a rebate of $176.

At the end of the year, you have spent $100 more on LPG. The total of all invoices from both claims is $450.

As your spending is still within the second rebate tier, you do not qualify for a further payment.

# When do applications open?

Applications open on 1 July of every year.

|  |
| --- |
| 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](file:///C%3A/Users/htov2402/Downloads/concessions%40dffhhealth.vic.gov.au).Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Families, Fairness and Housing, June 2025.**ISBN** 978-1-76130-593-1 **(online/MS word)**Available at [Non-Mains Energy Concession](https://services.dffh.vic.gov.au/non-mains-energy-concession) services.dffh.vic.gov.au/non-mains-energy-concession. |