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| Non-Mains Water Concession |
| Accessible application form 2025-2026 |
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**Before you start filling in this form, save it into your hard drive or desktop.**

You can now apply online for this concession. Scan the QR code below or visit [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 Non-Mains Water Concession provides eligible Victorians with a rebate on water such as tank or carted water. Please see the [information for customers section](#_Information_for_customers) of this form for more details.

Please complete all sections and be sure to sign [the consent statement](#_Consent_to_check).

# Account holder’s details

Must match the details on the energy account/invoice and concession card.

| Information needed | Your response |
| --- | --- |
| **Given names** |  |
| **Surname** |  |
| **Date of birth** |  |
| **Residential address** |  |
| **Suburb/town** |  |
| **Postcode** |  |
| **Council** |  |
| **Email address** |  |
| **Contact number** |  |
| **Postal address (if different)** |  |
| **Postcode** |  |
| **Council** |  |

# Account holder’s concession card type

| Card type | Mark all applicable with an X |
| --- | --- |
| **Pensioner Concession Card (Centrelink or Veterans’ Affairs)** |  |
| **Health Care Card** |  |
| **Veterans’ Affairs Gold Card** |  |

# Account holder’s concession card number

| Information needed | Your response |
| --- | --- |
| **Centrelink CRN** |  |
| **Veterans’ Affairs file number** |  |
| **Card start date** |  |

The following cards are not eligible for a concession:

* Commonwealth Seniors Health Card
* Victorian Seniors Cards
* Carer Allowance and Foster Care Health Care Cards
* Veterans’ cards marked ‘Dependent’.

# Account holder’s bank details

Your rebate will be paid into your bank account. Please complete all details.

| Information needed | Your response |
| --- | --- |
| **BSB** |  |
| **Account number** |  |
| **Bank name** |  |
| **Branch name** |  |
| **Account name** |  |

# Invoice details

Please provide details of your invoices for the purchase of non-mains water in 2025-26 (1 July 2025 to 30 June 2026). Space is provided for twelve invoices.

Please attach copies of all invoices or receipts for non-mains water.

| Invoice date | Invoice number | Amount |
| --- | --- | --- |
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# Statement from the applicant

I acknowledge that the water claimed must be for domestic purposes and that the household has not received and is not eligible for a mains water concession. I certify that the invoices and/or receipts attached to this application were for the purchase of non-mains water, for cartage costs to fill a domestic potable rainwater tank, or for water purchased or on-sold via a private water board, billing agent, embedded network or cooperative and all water costs have been paid for.

# Consent to check Centrelink details

I authorise:

* the Department of Health (the department) 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 department to determine if I qualify for a concession, rebate or service.
* Services Australia (the agency) to provide the results of that enquiry to the department.

I understand that:

* the agency will disclose personal information to the department including my name, address, payment, concession card type and status to confirm my eligibility for the concession.
* this consent, once signed, remains valid while I am a customer of the department unless I withdraw it by contacting the department or the agency. I can get proof of my circumstances/details from the agency and provide it to the department 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 the department.
* I understand that the department may disclose personal information from the results of the Centrelink or Veterans’ Affairs enquiry to the Department of Families, Fairness and Housing for the purposes of managing my concessions.
* If signing electronically, I confirm that the electronic signature in the consent form represents my signature. I consent to signing the form electronically and I confirm that my signature is legally binding.

# Signature

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

## Where do I send my form?

Please return your completed form with all supporting documents to:

Email [NMEC.rebates@health.vic.gov.au](mailto:NMEC.rebates@health.vic.gov.au)

Non-Mains Water Concession

Department of Families, Fairness and Housing

GPO Box 1774

MELBOURNE VIC 3001

# Information for customers

You can now apply online for this concession. Scan the QR code below or visit [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.



## What does this concession apply to?

Non-mains water purchased for domestic use, for example:

* carted water for rainwater tanks
* water bought via a billing agent or water cooperative
* water bought via an embedded network.

## 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.

## How much is the concession?

Rebate amounts for 2025-26 are:

* $141 for spending from $200 to $571.99
* $282 for spending from $572 to $1144.99
* $423 for spending $1145 and above.

You can apply up to three times a year for a maximum annual rebate of $423.

## Can I send my application by email?

Yes. Make sure you have clearly scanned or photographed your form and all other documents. Unreadable documents will delay your application.

Send your documents as attachments to your email, not in the body of the email.

Email your complete application to the team [NMEC.rebates@health.vic.gov.au](mailto:NMEC.rebates@health.vic.gov.au).

## What needs to be included on my invoices?

Your invoice needs to include all the following details:

* name and address of the business
* business ABN (if applicable)
* date of purchase
* description of purchase (for example 250 litres water)
* amount of purchase
* confirmation of payment.

## I have lost my invoices

If you do not have paid invoices, you can ask your supplier for a statement listing your purchases between 1 July 2025 and 30 June 2026. If they cannot provide a statement, you can send a statutory declaration stating the amount spent between 1 July 2025 and 30 June 2026.

## How will my concession be paid?

Concessions are paid into the applicant’s bank account.

## 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.

Water 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.

## What else do I need to know?

* Rebates are not available to customers of mains water companies, as they receive concessions on their mains water bills.
* There is a limit of one concession per household.
* Please allow six weeks for processing. Payment will be made to you by EFT.
* We may use your information to send you a form for the Non-Mains Water Concession next year.
* Late claims may be accepted for water purchases between 1 July 2024 to 30 June 2025. Please call the Concessions Information Line on 1800 658 521 (toll free) to discuss your claim.

## Check list

Have you?

* Completed your details, including a postal address, phone number and full name.
* Completed your concession card details. The name and address on the card must match the details on the application and the water account/invoice.
* Signed and dated the form.
* Enclosed all required supporting documents.

## Payment difficulties

If you cannot pay your non-mains water bill you may be eligible for help through the Non-Mains Utility Relief Grant Scheme (NURGS).

Call the Concessions Information Line on 1800 658 521 (toll free) to apply.

## More information

For more information on the concession, please 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) and ask for an interpreter.

## Privacy statement

### Who has access to your information and why?

Your information is collected by the Department of Health for the purpose of eligibility assessment and administration of your concessions. We may disclose your personal information to Services Australia for the purpose of confirming your Centrelink or Veterans’ Affairs customer detail to allow us to assess eligibility for your concession. The Department of Families, Fairness and Housing may also have access to your information for management or operational purposes.

### What happens to your personal information?

Your personal information will be handled in accordance with the requirements of the *Privacy and Data Protection Act 2014 (Vi*c). We do not use your personal information collected on this form for any purpose other than eligibility assessment and administration of your concessions. We may contact you when applications for eligibility assessment open. We do not disclose your personal information to any third parties or offshore recipients unless authorised by law. You may withdraw your consent for the department to use your personal information, or this application, at any time. If you choose to withdraw this application, the consequences are that you may not be eligible for the concession.

### Who to contact in relation to this form?

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 (toll free).

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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](mailto:concessions@dffh.vic.gov.au?subject=Non-Mains%20Water%20Concession%20accessible%20form) concessions@dffh.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.  Available at [Non-Mains Water Concession](https://services.dffh.vic.gov.au/non-mains-water-concession) https://services.dffh.vic.gov.au/non-mains-water-concession. |