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| Victorian concessions |
| A guide to discounts and services for eligible households in Victoria  Accessible version |
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Contents

[Minister’s foreword 6](#_Toc208569603)

[Introduction 7](#_Toc208569604)

[Contacts 7](#_Toc208569605)

[Some definitions 7](#_Toc208569606)

[Interpreting services 7](#_Toc208569607)

[General information about concessions 8](#_Toc208569608)

[What are concessions? 8](#_Toc208569609)

[Who is eligible for a concession? 8](#_Toc208569610)

[I have a Commonwealth Seniors Health Card; can I get concessions with this card? 8](#_Toc208569611)

[I have a Victorian Seniors Card; can I get concessions with this card? 8](#_Toc208569612)

[How do I get a concession card? 8](#_Toc208569613)

[How do I apply for a concession? 8](#_Toc208569614)

[I did not know I could apply for a concession. Can I receive a backdated concession? 9](#_Toc208569615)

[I don’t live in Victoria – can I apply for these concessions? 9](#_Toc208569616)

[Essential services concessions 9](#_Toc208569617)

[Energy concessions 9](#_Toc208569618)

[Annual Electricity Concession 9](#_Toc208569619)

[Excess Electricity Concession 10](#_Toc208569620)

[Life Support Concession 11](#_Toc208569621)

[Medical Cooling Concession 12](#_Toc208569622)

[Winter Gas Concession 13](#_Toc208569623)

[Excess Gas Concession 14](#_Toc208569624)

[Non-Mains Energy Concession 15](#_Toc208569625)

[Non-Mains Life Support Concession 16](#_Toc208569626)

[Non-Mains Medical Cooling Concession 17](#_Toc208569627)

[Rates and property concessions 18](#_Toc208569628)

[Municipal Rates Concession 19](#_Toc208569629)

[Fire Services Property Levy Concession 19](#_Toc208569630)

[Water concessions 20](#_Toc208569631)

[Life Support Concession (water) 20](#_Toc208569632)

[Water and Sewerage Concession 21](#_Toc208569633)

[Non-Mains Water Concession 22](#_Toc208569634)

[Hardship 22](#_Toc208569635)

[Utility Relief Grant Scheme (Mains) 23](#_Toc208569636)

[Utility Relief Grant Scheme (Non-Mains) 24](#_Toc208569637)

[Water and Sewerage Connection Scheme 25](#_Toc208569638)

[Other concessions and services 26](#_Toc208569639)

[Communication 26](#_Toc208569640)

[Education 27](#_Toc208569641)

[Energy 28](#_Toc208569642)

[Finance 28](#_Toc208569643)

[Health 30](#_Toc208569644)

[Income 34](#_Toc208569645)

[Rates and property 34](#_Toc208569646)

[Recreation 34](#_Toc208569647)

[Transport 35](#_Toc208569648)

[Contacts 37](#_Toc208569649)

[Victorian Government 37](#_Toc208569650)

[Commonwealth Government 37](#_Toc208569651)

[Emergency assistance 38](#_Toc208569652)

[Health 39](#_Toc208569653)

[Interpreter and translating services 39](#_Toc208569654)

[Transport 40](#_Toc208569655)

[Energy retailers 40](#_Toc208569656)

[Water corporations 40](#_Toc208569657)

[Energy and Water Ombudsman 41](#_Toc208569658)

# Minister’s foreword

Victoria’s concession program helps more than 900,000 Victorian households pay for everyday services.

Concession card holders can receive help with the costs of essential services like housing, water, energy, health, education and transport. This means more people can get the services they need to help balance their budget and improve their living standards.

Concessions on gas and electricity are a percentage discount. So when energy prices rise, so do concessions.

People in financial hardship can get extra help to pay water, gas or electricity bills through Utility Relief Grants.

This guide gives Victorians a quick way to find and apply for concessions that can help them meet the cost of rates, water, energy and gas.

**Hon Lizzie Blandthorn MP**

Deputy Leader of the Government in the Legislative Council

Minister for Disability, Ageing and Carers

Minister for Child Protection and Family Services

## Introduction

The Victorian Government offers concessions to make essential services – rates, water, electricity and gas – more affordable for low-income households and to help out with bills in times of hardship.

Concessions are also available on health, education, transport and other services.

This guide outlines

* concessions that can help you pay your bills
* who is eligible for concessions
* how to apply for them
* who to contact for more information.

Contacts

For more information about the concessions program, phone the Concessions Information Line on 1800 658 521 (toll free) or visit [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Some definitions

Backdate – to apply a concession from a date in the past

Concession – discount or amount taken off your bill

Domestic – household, not business

Eligible – meet the requirements

Essential services – services essential to life – gas, electricity, water

Retailer – the company that sends you the bills

## Interpreting services

For help in languages other than English, phone the Concessions Information Line on **1800 658 521 (toll free)** and ask for an interpreter.

# General information about concessions

## What are concessions?

Concessions are discounts on services to help low‑income Victorian households pay their bills.

Concessions are available for essential services – electricity, gas, water and council rates – and for other services such as health, education and public transport.

Concessions are given as a deduction on a bill or a discounted price.

## Who is eligible for a concession?

Any person who holds an eligible concession card.

For most concessions, you will need to have one of these cards:

* Centrelink Health Care Card (cards issued in the name of a child are not eligible)
* Centrelink Pensioner Concession Card
* Veterans’ Affairs Pensioner Concession Card
* Veterans’ Affairs Gold Card for all conditions.

Check the details for each concession to see if your card allows you to get a concession.

Usually to claim a concession you must be the account holder.

## I have a Commonwealth Seniors Health Card; can I get concessions with this card?

No. This card is not eligible for concessions on electricity, gas, water or council rates.

Commonwealth Seniors Health Card holders receive discounts on Pharmaceutical Benefits Scheme (PBS) prescription medicines and other benefits.

## I have a Victorian Seniors Card; can I get concessions with this card?

No. The Victorian Seniors Card is not eligible for concessions on electricity, gas, water or council rates.

Seniors Card holders get discounted public transport and a range of discounts from participating businesses.

## How do I get a concession card?

Concession cards are issued by the Commonwealth Government.

Contact Centrelink or the Department of Veterans’ Affairs to apply. See the [Contacts section](#_Contacts).

## How do I apply for a concession?

Most concessions are given to you as a deduction on your bill. Contact the company that bills you and provide your concession details.

For some concessions you will need to complete an application form.

Check the details for each concession to see how to apply.

## I did not know I could apply for a concession. Can I receive a backdated concession?

Generally it is up to you to check if you can get a concession and apply for it.

You may be able to receive up to 12 months of backdated concessions. Contact your electricity or gas retailer, council or water corporation to ask about backdating.

## I don’t live in Victoria – can I apply for these concessions?

No. The concessions in this booklet are for Victorian residents only.

If you live in a different state, check with your state government to find out what concessions are available to you.

# Essential services concessions

This section describes the concessions available for essential services – electricity, gas, water and council rates.

Eligible concession cards include:

* Centrelink Health Care Card (holders of a Health Care Card for Carer Allowance and Foster Care issued in the name of a child are not eligible)
* Centrelink Pensioner Concession Card
* Veterans’ Affairs Pensioner Concession Card
* Veterans’ Affairs Gold Card for all conditions.

Please note that not all concessions are available for all cards. Please check the details below to see if you are eligible.

# Energy concessions

The following describes the concessions available on electricity and gas bills.

## Annual Electricity Concession

### What does this concession apply to?

Domestic mains electricity usage and service costs. The concession is available year-round.

### Who can apply for the concession?

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

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

### How much is the concession?

17.5 per cent of electricity usage and service costs.

The concession is calculated after retailer discounts and solar credits have been deducted.

The concession does not apply to the first $171.60 of the annual bill. This is calculated as a daily rate on each bill.

Households with very high electricity bills (over $3,895.13 in the year, starting 1 December 2024) need to apply for the [**Excess Energy Concession**](#_Excess_Electricity_Concession) to continue to receive a concession on their bill.

### How do I apply for the concession?

Phone your electricity retailer and give your concession card details over the phone.

Your retailer 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.

A factsheet about this concession, including calculations and examples, is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

### See also

The [**Excess Electricity Concession**](#_Excess_Electricity_Concession)section in this document

## Excess Electricity Concession

### What does this concession apply to?

Domestic mains electricity usage and service costs above $3,895.13 for the annual period starting 1 December 2024. This amount is reviewed each year.

### Who can apply for the concession?

An electricity account holder whose annual electricity costs are above $3,895.13 and who holds one of the following eligible concession cards:

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

### How much is the concession?

17.5 per cent of electricity usage and service costs.

The concession is calculated after retailer discounts and solar credits have been deducted.

### How do I apply for the concession?

Your electricity retailer will check if you need to apply for the Excess Electricity Concession and send you an application form.

You must sign a declaration confirming that the electricity used at your address is for domestic purposes, that no commercial business is being conducted at the address, and that the electricity is not used for an illegal purpose.

After you have signed and dated the form, send it to the address on the form.

The department will check your eligibility and advise your retailer. Your retailer will apply the concession to your next bill.

### My bills are high due to medical needs – do I need to apply?

If you receive the [**Life Support Concession**](#_Life_Support_Concession) or the [**Medical Cooling Concession**](#_Medical_Cooling_Concession) , you do not need to complete an application form. Your electricity retailer will apply the concession to your account.

### More information

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

A factsheet about this concession, including calculations and examples, is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Life Support Concession

### What does this concession apply to?

* Mains domestic electricity accounts.
* Mains water accounts (for haemodialysis machines only).

Non-mains electricity customers can apply for the [Non-Mains Life Support Concession](#_Non-Mains_Life_Support).

### 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 – see the [Life Support Concession (water)](#_Life_Support_Concession_1) section of this document.

### 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 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.

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

### See also

The [**Essential Medical Equipment Payment**](#_Essential_Medical_Equipment)section in this document.

## Medical Cooling Concession

### What does this concession apply to?

Mains domestic electricity usage and service costs between 1 November and 30 April.

### Who can apply for the concession?

An electricity account holder who holds an eligible concession card (Pensioner Concession Card, Health Care Card, Veterans’ Affairs Gold Card) **and**:

* has a medical condition that affects their body’s ability to self-regulate temperature **or**
* has a household member with such a medical condition.

### What medical conditions are eligible for the concession?

Pre-approved conditions are:

* multiple sclerosis
* lymphoedema
* Parkinson’s disease
* fibromyalgia
* post-polio syndrome/poliomyelitis
* motor neurone disease.

Applications for other conditions must be approved by the Department of Families, Fairness and Housing.

### How much is the concession?

17.5 per cent of electricity usage and service costs between 1 November and 30 April.

During this period the Medical Cooling Concession is given in addition to the [**Annual Electricity Concession**](#_Annual_Electricity_Concession) referred to in this document.

### How do I apply for the concession?

For an application form phone your electricity retailer or the Concessions Information Line on 1800 658 521.

The application form needs to be completed and signed by your doctor confirming your medical condition. If your condition is one of the pre‑approved conditions, send the form to your retailer.

For any other condition, send your form to the Department of Fairness, Families and Housing for assessment.

Your retailer 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.

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

### See also

The [**Essential Medical Equipment Payment**](#_Essential_Medical_Equipment)section in this document.

## Winter Gas Concession

### What does this concession apply to?

Domestic mains gas usage and service costs. The concession is available over the winter period of 1 May to 31 October each year.

### Who can apply for the concession?

A gas 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?

17.5 per cent of gas usage and service costs.

The concession is calculated after retailer discounts are deducted.

The concession does not apply to the first $62.40 of the six-month winter period bills. This is calculated as a daily rate on each bill.

Households with very high bills (over $2,499.14 in the period from 1 May to 31 October 2025) will need to apply for the [**Excess**](#_Excess_Gas_Concession) **Gas Concession** referred to in this document, to continue to receive a concession on their bill.

### How do I apply for the concession?

Phone your gas retailer and give your concession card details over the phone.

Your retailer will check your concession card details with Centrelink and apply the concession to your bill.

### More information

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

A factsheet about this concession, including calculations and examples, is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

### See also

The [**Excess Gas Concession**](#_Excess_Gas_Concession)section in this document.

## Excess Gas Concession

### What does this concession apply to?

Domestic mains gas usage and service costs above $2,499.14 in the period from 1 May to 31 October 2025.

### Who can apply for the concession?

A gas account holder whose winter gas costs are above $2,499.14 and who holds one of the following eligible concession cards:

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

### How much is the concession?

17.5 per cent of gas usage and service costs.

The concession is calculated after retailer discounts are deducted.

### How do I apply for the concession?

Your gas retailer will check if you need to apply for the Excess Gas Concession and send you an application form.

You must sign a declaration confirming that the gas used at your address is for domestic purposes, that no commercial business is being conducted at the address, and that the gas is not used for an illegal purpose.

After you have signed and dated the form, send it to the address on the form.

The department will check your eligibility and advise your retailer. Your retailer will calculate the Excess Gas Concession and apply the concession to your next bill.

### My bills are high due to my medical needs – do I need to apply?

If you receive the [**Life Support Concession**](#_Life_Support_Concession) or the [**Medical Cooling Concession**](#_Medical_Cooling_Concession) referred to in this document ,you will be automatically eligible to receive the Excess Gas Concession after submitting a completed application form.

### More information

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

A factsheet about this concession, including calculations and examples, is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Non-Mains Energy Concession

### What does this concession apply to?

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.

### Are there other requirements for the concession?

Special conditions apply for firewood and generator fuel concessions. See the application form for more details.

### 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 do I apply for the concession?

You can apply online in the Victorian Concessions and Allowances portal. Scan the QR code below or visit [go.vic.gov.au/3SkKsbk](https://dhhsvicgovau.sharepoint.com/sites/ConcessionsandContractManagement/Shared%20Documents/Communications/Brochure/FINAL%20version/go.vic.gov.au/3SkKsbk).



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.

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

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

### More information

Phone the Concessions Information Line on 1800 658 521.

A factsheet about this concession, including calculations and examples, is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Non-Mains Life Support Concession

### What does this concession apply to?

* Electricity accessed via an embedded network
* 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.

Mains electricity customers should see the Life Support Concession (electricity) and Life Support Concession (water) sections of this document.

### Who can apply for the concession?

An 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).

### How much is the concession?

In 2025-26, the electricity rebate is $389.00, and the water rebate is $560.00.

If the machine was in use for part of the year, the rebate is given from the month it was installed.

The rebate amounts are reviewed each year.

### How do I apply for the concession?

If you have not received the concession before, you will need to ask your doctor to sign the Non-Mains Life Support Concession doctor’s statement before starting your application. Download the statement from our website (see More Information below) or phone the Concessions Information Line on 1800 658 521.

You can apply online in the Victorian concessions and allowances portal. Scan the QR code below or visit [go.vic.gov.au/3SkKsbk](https://dhhsvicgovau-my.sharepoint.com/personal/helen_tovey_dffh_vic_gov_au/Documents/LSC%20(electricity)/go.vic.gov.au/3SkKsbk).



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.

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

### More information

Phone the Concessions Information Line on 1800 658 521.

Visit [Non-Mains Life Support Concession](https://services.dffh.vic.gov.au/non-mains-life-support-concession) <services.dffh.vic.gov.au/non-mains-life-support-concession>

### See also

The [**Essential Medical Equipment Payment**](#_Essential_Medical_Equipment)section in this document.

## Non-Mains Medical Cooling Concession

### What does this concession apply to?

* Electricity accessed via an embedded network

Mains electricity customers should see the Medical Cooling Concession section of this document.

### Who can apply for the concession?

An 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 medical conditions are eligible for the concession?

Pre-approved conditions are:

* multiple sclerosis
* lymphoedema
* Parkinson’s disease
* fibromyalgia
* post-polio syndrome/poliomyelitis
* motor neurone disease.

Applications for other conditions must be approved by the Department of Families, Fairness and Housing.

### How much is the concession?

17.5 per cent of electricity usage and service costs between 1 November and 30 April.

### How do I apply for the concession?

If you have not received the concession before, you will need to ask your doctor to sign the Non-Mains Medical Cooling Concession doctor’s statement before starting your application. Download the statement from our website (see More Information below) or phone the Concessions Information Line on 1800 658 521.

You can apply online in the Victorian concessions and allowances portal. Scan the QR code below, or visit [go.vic.gov.au/3SkKsbk](https://dhhsvicgovau.sharepoint.com/sites/ConcessionsandContractManagement/Shared%20Documents/Communications/Brochure/Revision%20round%202/go.vic.gov.au/3SkKsbk).



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.

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

### More information

Phone the Concessions Information Line on 1800 658 521.

A factsheet about this concession is available at [Medical Cooling Concession](https://services.dffh.vic.gov.au/medical-cooling-concession) services.dffh.vic.gov.au/medical-cooling-concession.

### See also

The [**Essential Medical Equipment Payment**](#_Essential_Medical_Equipment)section in this document.

# Rates and property concessions

The following describes the concessions available on bills related to property and council rates.

## Municipal Rates Concession

### What does this concession apply to?

Council rates (on the cardholder’s principal residence).

### Who can apply for the concession?

A ratepayer who holds one of the following eligible concession cards:

* Pensioner Concession Card
* Veterans’ Affairs Gold Card (given for TPI, War Widow, EDA or POW).

### How much is the concession?

50 per cent deduction on council rates up to a yearly maximum of $266.00 for 2025-26.

### How do I apply for the concession?

**Pensioners and holders of Veterans’ Affairs Gold Cards given for TPI or War Widow**

Phone your local council for an application form. Complete the form and send it to your local council.

Your local council will check your concession card details and apply the concession to your bill.

**Holders of Veterans’ Affairs Gold Cards given for EDA or POW**

You can apply online in the Victorian concessions and allowances portal. Scan the QR code below, or visit [go.vic.gov.au/3SkKsbk](https://dhhsvicgovau.sharepoint.com/sites/ConcessionsandContractManagement/Shared%20Documents/Communications/Brochure/go.vic.gov.au/3SkKsbk).



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.

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

### More information

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

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Fire Services Property Levy Concession

### What does this concession apply to?

The Fire Services Property Levy on your residential council rates notice.

### Who can apply for the concession?

A ratepayer who holds one of the following eligible concession cards:

* Pensioner Concession Card
* Veterans’ Affairs Gold Card (given for TPI, War Widow, EDA or POW).

### How much is the concession?

$50

### How do I apply for the concession?

Property owners already receiving the municipal rates concession will receive the concession automatically.

Eligible cardholders should check their rates notice and contact their local council with any queries. A listing of Victorian councils is available at [Know Your Council](https://knowyourcouncil.vic.gov.au/councils) knowyourcouncil.vic.gov.au/councils.

### More information

Visit **Fire Services Property Levy** www.sro.vic.gov.au/fire-services-property-levy

# Water concessions

The following describes the concessions available on water bills.

## Life Support Concession (water)

### What does this concession apply to?

* Mains water accounts.

### Who can apply for the concession?

A 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 a haemodialysis machine.

### What machines are eligible for the concession?

* Haemodialysis machines.

### How much is the concession?

The water discount for haemodialysis users is the cost of 168 kilolitres (42 kilolitres per quarter) of water each year.

### How do I apply for the concession?

Application forms are available on our website or by phoning:

* your water corporation **or**
* the Concessions Information Line 1800 658 521 (toll free).

### Can I also receive a concession on my electricity?

Haemodialysis machine users also receive a concession on their electricity. Visit [Life Support Concession (electricity)](https://services.dffh.vic.gov.au/life-support-concession-electricity) or [Non-Mains Life Support Concession](https://services.dffh.vic.gov.au/non-mains-life-support-concession).

### More information

Phone your water corporation or the Concessions Information Line on 1800 658 521.

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

### See also

The [**Essential Medical Equipment Payment**](#_Essential_Medical_Equipment)section in this document.

## Water and Sewerage Concession

### What does this concession apply to?

Domestic water and sewerage charges.

### Who can apply for the concession?

A water 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?

50 per cent deduction on water and sewerage charges up to a yearly maximum of $372.10 for 2025-26.

If you are only billed for a single service, for example, water only, you will receive 50 per cent off water charges up to a maximum of $186.05.

### How do I apply for the concession?

Phone your water corporation to apply.

Your water corporation will check your concession card details and apply the concession to your bill.

### More information

Phone your water corporation or the Concessions Information Line on 1800 658 521.

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Non-Mains Water Concession

### 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.

### How do I apply for the concession?

You can apply online in the Victorian concessions and allowances portal. Scan the QR code below, or visit [go.vic.gov.au/3SkKsbk](https://dhhsvicgovau.sharepoint.com/sites/ConcessionsandContractManagement/Shared%20Documents/Communications/Brochure/FINAL%20version/go.vic.gov.au/3SkKsbk).



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.

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

Applications for each year close on 30 June of the following year.

### More information

Phone the Concessions Information Line on 1800 658 521.

A factsheet about this concession is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

# Hardship

The following describes programs available to people during times of financial difficulty.

## Utility Relief Grant Scheme (Mains)

### What is the grant?

The grant provides help to pay a mains electricity, gas or water bill that is overdue due to a temporary financial crisis.

### Who can apply for the grant?

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

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

If you don’t have one of these cards but are part of a low-income household, you may also be able to apply. Your retailer will ask you some questions to check if you are eligible before issuing a form.

The grant is available to renters and homeowners.

### What are the criteria for the grant?

You must show that you have no way of paying the account without help and are at risk of disconnection, **and**

You must meet **one** of the following criteria:

* You or someone in your house has experienced family violence.
* You have had a recent decrease in income, for example, lost your job.
* You have had high unexpected costs for essential items.
* The cost of shelter is more than 30 per cent of your household income.

### How much is the grant?

The amount of the grant is based on the amount you owe at the time of application. It is also based on the reasons you have given for applying in your application form.

You can receive a maximum of $650 on each utility type in a two-year period (or $1,300 for households with a single source of energy (e.g. electricity only)).

You can apply for separate grants for each utility (electricity, gas and water).

### How do I apply for the grant?

Phone your electricity, gas or water retailer to request an application.

Your retailer will ask you some preliminary questions before starting your application.

You can complete the application online, or your retailer can post you a paper form. A friend, support worker or financial counsellor can help you complete the application.

### More information

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

A factsheet about this grant is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Utility Relief Grant Scheme (Non-Mains)

### What is the grant?

The grant provides help to pay a non-mains energy or water bill that is overdue due to a temporary financial crisis.

This can include bills for:

* liquefied petroleum gas (LPG)
* diesel and petrol (for a generator)
* firewood
* metered electricity from an embedded network
* carted water
* septic tank cleaning (for homeowners only).

### Who can apply for the grant?

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

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

If you don’t have one of these cards but you are on a very low income, you may also be able to apply. We will ask you some questions to check if you are eligible before issuing a form.

The grant is available to renters and homeowners.

### What are the criteria for the grant?

You must show that you have no way of paying your energy or septic tank cleaning account without help, **and**

You must meet **one** of the following criteria:

* You or someone in your house has experienced family violence.
* You have had a recent decrease in income, for example, lost your job.
* You have had high unexpected costs for essential items.
* The cost of shelter is more than 30 per cent of your household income.

### How much is the grant?

The amount of the grant is based on the amount you owe at the time of application. It is also based on the reasons you have given for applying in your application form.

You can receive a maximum of $650 on each utility type or septic tank cleaning service in a two-year period

You may also be able to apply if you do not currently owe on a bill but will not be able to afford your next bill.

### How do I apply for the grant?

You can apply online via the Concessions and benefits website. Scan the QR code below, or visit [go.vic.gov.au/3ZNIGTG](https://go.vic.gov.au/3ZNIGTG)



On the website, you’ll find:

* a how-to video
* a list of the supporting documents you might need
* a supporting letter for your supplier
* a link to start your application.

### More information

Phone the Concessions Information Line on 1800 658 521.

A factsheet about this grant is available at [Concessions and benefits](https://services.dffh.vic.gov.au/concessions-and-benefits) services.dffh.vic.gov.au/concessions-and-benefits.

## Water and Sewerage Connection Scheme

### What is the water and sewerage connection scheme?

The grant pays for a connection to a mains water and sewerage service when your water authority has instructed you to connect.

### How much is the grant?

The grant covers the full cost of connection.

### Who can apply for the grant?

Homeowners who

* have received a ‘notice to connect’ compulsory order
* hold an eligible concession card and
* have no savings to cover the cost of connection.

### What cards are eligible for the grant?

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

### What are the criteria for the grant?

You must show that you have no way of paying for the connection without help, **and**

You must have received a ‘notice to connect’ compulsory order from your water corporation.

### How often can I claim a grant?

The grant can only be claimed once.

### How do I apply for the grant?

Your water corporation will send you an application if they issue a ‘notice to connect’ compulsory order and you are a concession card holder.

### More information

Phone the Concessions Information Line on 1800 658 521.

# Other concessions and services

This section provides information about other State and Commonwealth concessions and services available to eligible concession cardholders. For the full details of these programs, including how to apply, use the contact information provided.

## Communication

### Mail

#### Mail hold and redirection

Australia Post provides a reduced fee for redirecting mail to a new mailing address for up to 12 months for eligible cardholders.

#### Postage stamps

Australia Post provides concession stamps for mail within Australia.

#### For more information and to apply

* Go to your local Post Office.
* Phone Australia Post Customer Service on 13 13 18.
* Visit [Australia Post](https://auspost.com.au/) auspost.com.au.

### Telephone allowance

The telephone allowance helps with the cost of having a phone and internet service in your home. Eligibility for the telephone allowance is considered when you apply for a Centrelink benefit and the allowance is included with your Centrelink payment.

#### For more information and to apply

* Phone Centrelink on 13 27 17.
* Visit [Telephone Allowance](https://www.servicesaustralia.gov.au/telephone-allowance) www.servicesaustralia.gov.au/telephone-allowance.

## Education

### Camps, Sports and Excursions Fund (CSEF)

This fund helps with paying for eligible students to attend school camps, sports and excursions.

#### For more information and to apply

* Phone the CSEF helpdesk on 1800 060 970 (toll free).
* Get an application form from the school or from [Camps, Sports and Excursions Fund](https://www.vic.gov.au/camps-sports-and-excursions-fund) www.vic.gov.au/camps-sports-and-excursions-fund .

### Centre for Adult Education (CAE) fees

The CAE provides concessions on course fees to eligible cardholders. The level of the concession depends on the course.

#### For more information and to apply

* Phone the CAE on 03 9652 0611.
* Visit [CAE](http://www.cae.edu.au/) http://www.cae.edu.au/.

### Students with Disabilities Transport Program

This allowance helps eligible students with the cost of travel to school.

#### For more information and how to apply

* Contact your school office for details and an application form.
* Phone the Department of Education and Training on 1800 060 970.
* Visit [Getting to and from school for students with disability](https://www.vic.gov.au/getting-to-from-school-students-disability) https://www.vic.gov.au/getting-to-from-school-students-disability .

### Kindergarten

#### Free Kindergarten

Free Kinder is available for all children enrolled in participating kinder services, including:

* three-year-old kindergarten programs
* four-year-old kindergarten programs, including pre-prep.

It’s offered across Victoria at standalone (sessional) kinder services and long day care services. The number of hours covered differs between services.

Some kinder services may choose not to offer Free Kinder and will still charge fees. The Kindergarten Fee Subsidy may be available at these services.

#### For more information and to apply

* Contact your local kindergarten.
* Phone the Education Information and Referral Service on 1800 809 834.
* Visit [Early Start Kindergarten](https://www.vic.gov.au/early-start-kindergarten) https://www.vic.gov.au/early-start-kindergarten.

#### Kindergarten Fee Subsidy

The subsidy is available at eligible services that are not participating in Free Kinder.

It gives eligible children 15 hours a week at a funded kindergarten program for free or at low cost.

To be eligible, children must:

* be an Aboriginal and/or Torres Strait Islander person **or**
* hold, or have a parent or guardian who holds, an eligible concession card or humanitarian visa **or**
* be identified on their birth certificate as being a multiple birth child (triplets or more).

#### For more information and to apply

* Tell your education and care service that you are eligible when you enrol your child or at any time during the year.
* Visit [Free Kinder](https://www.vic.gov.au/free-kinder) https://www.vic.gov.au/free-kinder.

### Technical and Further Education (TAFE) fees

TAFE institutes may offer concessions on enrolment fees for eligible cardholders and their dependent spouses. The level of the concession depends on the course.

#### For more information and to apply

* Phone the TAFE and Training Line on 13 18 23.
* Visit [Make it TAFE](https://www.vic.gov.au/tafe) https://www.vic.gov.au/tafe .

## Energy

### Energy Supplement

The Energy Supplement is an extra payment to help with energy costs.

Eligible pensioners and income support recipients will receive the supplement with their payment from Centrelink or Veterans’ Affairs.

#### For more information and to apply

* Visit [Energy Supplement](https://www.servicesaustralia.gov.au/energy-supplement) https://www.servicesaustralia.gov.au/individuals/services/centrelink/energy-supplement.
* Members of the defence or veterans community, phone on 1800 VETERAN (1800 838 372) or visit [Household Assistance](https://www.dva.gov.au/financial-support/income-support/supplements/household-assistance) https://www.dva.gov.au/financial-support/income-support/supplements/household-assistance.

## Finance

### National Debt Helpline

The National Debt Helpline provides free, confidential and independent information for Victorians experiencing financial difficulty. Their phone counselling service can provide advice about managing debts and expenses, handling debt collectors and negotiating with creditors, mortgages and tenants’ rights, and loss of employment.

The website has online tools to help people organise their budgets, credit cards and superannuation. The helpline also gives referrals to other financial counselling services.

#### For more information and to apply

* Phone the National Debt Helpline on 1800 007 007.
* Visit [National Debt Helpline](https://ndh.org.au/) https://ndh.org.au/

### Good Money financial services

Good Money offers safe, affordable and responsible financial services for people on low incomes.

Good Money Stores support customers to make responsible and sustainable financial decisions that lead to greater social inclusion and long-term financial self-management.

Stores can provide No Interest Loans (NILS) for essentials up to $1,500 or No Interest Loans (NILS) for vehicles up to $5,000, with no fees or interest – see the [NILS section](#_No-Interest_Loan_Scheme) for more information.

They can also provide insurance policies for people on low incomes, and referrals to services like financial counselling, Legal Aid and Centrelink.

Good Money is a partnership between Good Shepherd Microfinance, the Victorian Government and National Australia Bank (NAB).

#### Contact or apply:

Visit [Good Money](http://goodmoney.com.au/) http://goodmoney.com.au

##### Geelong

104 Moorabool Street

Geelong, Victoria 3220

Phone: 1300 770 550

Email [geelong@goodmoney.com.au](mailto:geelong@goodmoney.com.au).

##### Collingwood

340 Smith Street

Collingwood, Victoria 3066

Phone: 1300 770 550

Email [collingwood@goodmoney.com.au](mailto:collingwood@goodmoney.com.au).

##### Dandenong

250 Lonsdale Street

Dandenong, Victoria 3175

Phone: 1300 770 550

Email [dandenong@goodmoney.com.au](mailto:dandenong@goodmoney.com.au).

##### Morwell

10 Tarwin St

Morwell, Victoria 3840

Phone: 1300 770 550

Email [morwell@goodmoney.com.au](mailto:morwell@goodmoney.com.au).

### No-Interest Loan Scheme

Good Shepherd Microfinance offers affordable financial programs for people on low incomes, in partnership with local community organisations.

The No-Interest Loan Scheme (NILS) provides access to fair and safe credit (up to $1,500) for the purchase of essential goods and services, or up to $5,000 for vehicles.

To be eligible for a loan, you must:

* have a Heath Care Card/ Pensioner Concession Card or be on a low income (take home income of $45,000 per year for individuals and $60,000 per year for joint applicants) and
* show a willingness and capacity to repay.

Note that the loans are not for cash. If your loan application is successful, Good Shepherd Microfinance will make a payment for the items (or services) for you.

#### For more information and to apply

* NILS: phone 13 NILS (13 64 57) or visit [NILS](https://goodshep.org.au/services/nils/) http://nils.com.au/.
* NILS is delivered through community organisations in 628 locations across Australia. Find your local provider at [Good Shepherd](https://goodshep.org.au/nils-provider-finder/) https://goodshep.org.au/nils-provider-finder/.

NILS is supported by the Australian and Victorian Governments and NAB.

## Health

### Ambulance travel

Concession cardholders are eligible for free emergency and clinically necessary road and air ambulance services anywhere in Australia.

The following concession cards are eligible for free clinically necessary ambulance treatment and transport:

* Pensioner Concession Cards (including dependent children listed on the card but excluding spouses)
* Health Care Cards (including dependents and spouses listed on the card) (does not include Health Care Card for Carer Allowance or Foster Care issued in the name of the child)
* Child Disability Health Care Cards (payment type CD) or Foster Care Health Care Cards (payment type FO) held by a child (does not include their guardians/families as listed on the card).

Children who are child protection clients, some mental health clients, and some asylum seekers, are also covered.

Holders of Veterans Affairs’ Gold or White Cards should check with Veterans’ Affairs about their entitlements.

Please note that concession benefits only apply to **clinically necessary** transports.

#### For more information

* Phone Ambulance Victoria on 1800 64 84 84.
* Visit [Ambulance Victoria](http://ambulance.vic.gov.au/) http://ambulance.vic.gov.au/.

Where possible, please advise the ambulance paramedic of your concession card number. Your concession card must be valid on the date services are received.

### Dental services

Dental Health Services Victoria provides emergency and general dental care for adult concession cardholders through public dental clinics in community health centres, rural hospitals and The Royal Dental Hospital of Melbourne.

For most clients of the service, a small fee is payable at each visit, up to a set maximum. More advanced dental treatments may be provided at fees above the maximum. Some groups qualify for free treatment.

General, denture or specialist care through the public dental system is available to the following people:

* people aged 18 years and over who are Health Care or Pensioner Concession cardholders or dependants of concession cardholders
* children and young people:
  + all children aged 0–12 years
  + young people aged 13–17 years who are Health Care or Pensioner Concession cardholders or dependants of concession cardholders
  + all children and young people up to 18 years of age who are in out-of-home care provided by child protection services in the Department of Families, Fairness and Housing.
* all youth justice clients in custodial care
* all refugees and asylum seekers.

Some groups of people eligible for public dental services may also have priority access to public dental care, including children and young people, Aboriginal and Torres Strait Islander peoples, homeless people and people at risk of homelessness, pregnant women, refugees and asylum seekers and clients of mental health, disability services and special development schools (on recommendation of a case manager).

#### For more information and to apply

* For dental emergencies, phone Dental Health Services Victoria on 1300 360 054 or visit [Dental Health Services Victoria](https://www.dhsv.org.au/our-services/find-dental-clinics/clinic-search) https://www.dhsv.org.au/our-services/find-dental-clinics/clinic-search to locate your closest community dental clinic.
* For general enquires, phone Dental Health Services Victoria on 03 9341 1000 or 1800 833 039 (country callers).
* Visit [Dental Health Services](https://www.dhsv.org.au/) https://www.dhsv.org.au/.

### Essential Medical Equipment Payment

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

It is available to people (and their carers) who use essential medical equipment or who medically require heating/cooling at home to manage a disability or medical condition.

You can get this payment if you or the person you care for:

* need heating, cooling or certain equipment for your medical needs
* have a Commonwealth Concession Card
* pay for the energy running costs.

#### For more information and to apply

* Visit [Essential Medical Equipment Payment](https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment) https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment.
* Members of the defence or veterans community, visit [Household Assistance](https://www.dva.gov.au/financial-support/income-support/supplements/household-assistance) https://www.dva.gov.au/financial-support/income-support/supplements/household-assistance or phone on 1800 VETERAN (1800 838 372).
* See also the [**Life Support Concession**](#_Life_Support_Concession)and the [**Medical Cooling Concession**](#_Medical_Cooling_Concession)sections inthis document.

### Eye care and glasses

The Victorian Eyecare Service (VES) is a statewide service managed by the Australian College of Optometry for people experiencing disadvantage or barriers to accessing eye care services.

VES is available for residents of Victoria who have:

* a current Health Care Card they have held for at least six months
* a current Pensioner Concession Card
* an Aboriginal or Torres Strait Islander background
* child protection involvement for their care.

Aboriginal or Torres Strait Islander people may be eligible for further subsidies through the Victorian Aboriginal Spectacle Subsidy Scheme.

VES focuses on people who experience difficulty accessing services, including people from culturally and linguistically diverse (CALD) backgrounds, people in financial difficulty, people who are homeless or at risk of homelessness, people living in rural and remote areas, people living in public sector care, accommodation or youth justice facilities, and people with low levels of health literacy.

There is no restriction on access to VES based on residency status or visa type.

#### For more information and to apply

* Phone the Australian College of Optometry on 03 9349 7400.
* Visit [Australian College of Optometry](https://www.aco.org.au/) http://www.aco.org.au.

### Hearing services

Hearing services are available for people who hold a Pensioner Concession Card, Veterans’ Affair Gold Card or White Card (with hearing loss conditions) or who are receiving Sickness Allowance from Centrelink, and their dependents.

Free hearing services include a hearing assessment, information and support and, if needed, a hearing device.

#### For more information or to apply

* Phone the Australian Government Department of Health on 1800 500 726 or 1800 500 496 (TTY).
* Visit [Hearing Services](http://www.hearingservices.gov.au/) http://www.hearingservices.gov.au.

### Multi-Purpose Taxi Program

This program gives a 50 per cent discount on taxi fares for permanently and severely disabled people. The discount has a maximum amount per trip and an annual limit.

To be eligible for the program, you must be a permanent Victorian resident and have a disability that affects your ability to use public transport independently. There is a small fee to receive your card.

#### For more information and to apply

* Phone Commercial Passenger Vehicles Victoria:
  + Phone 1800 638 802 (toll free) or 03 8683 0768
  + TTY 1800 555 677
  + Speak and listen 1800 555 727.
* Visit [Commercial Passenger Vehicles Victoria](https://cpv.vic.gov.au/) https://cpv.vic.gov.au/.

### Patient travel subsidies

The Victorian Patient Transport Assistance Scheme (VPTAS) subsidises the travel and accommodation of rural Victorians, and an approved escort, who have to travel a long distance to receive approved medical specialist services.

#### For more information and to apply

* For an application form, ask your local doctor or hospital social worker, or phone the VPTAS office on 1300 737 073.
* Visit [VPTAS](https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-patient-transport-assistance-scheme-service) https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-patient-transport-assistance-scheme-service.

### Pharmaceutical Benefits Scheme (PBS)

Eligible concession cardholders are entitled to a discount on most prescription medicines. Once you and your family reach the Safety Net threshold for the year (conditions apply), most medicines are free.

To receive the PBS medication at the discounted price, you must have one of these cards:

* Pensioner Concession Card
* Commonwealth Seniors Health Card
* Health Care Card
* Veterans’ Affairs (DVA) Gold, Orange or White Card.

The co-payment amount (cost) of PBS medication is indexed on 1 January every year and information on the PBS co-payment amount is updated at [PBS](http://www.pbs.gov.au/pbs/home) http://www.pbs.gov.au/pbs/home.

#### For more information and to apply

* Show your concession card at the pharmacy to receive the concessional rate.
* Visit [Pharmaceutical Benefits Scheme](http://www.pbs.gov.au/pbs/home) at http://www.pbs.gov.au/pbs/home or phone 1800 020 613.

## Income

### Australian government assistance

The Australian Government provides a range of assistance payments for eligible households. To find out if you are eligible use Centrelink’s [Payment Finder](https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay) tool https://www.servicesaustralia.gov.au/

For more information, visit [Centrelink](https://www.servicesaustralia.gov.au/individuals/centrelink) https://www.servicesaustralia.gov.au/individuals/centrelink or phone on 13 24 68

### Single Income Family Supplement

The Single Income Family Supplement is a payment of up to $300 for eligible single income families with an eligible child where the main income earner has a taxable income of between $68,000 and $150,000. You must have been eligible on 30 June 2017 and have stayed eligible since.

#### For more information and to apply

* If you receive the Family Tax Benefit you do not need to apply for the Single income family supplement as the payment will be calculated based on circumstances known for family tax benefit purposes and will be included in your entitlement at the end of the year.
* If you don’t receive family tax benefit, check if you are eligible online at [Single Income Family Supplement](https://www.servicesaustralia.gov.au/individuals/services/centrelink/single-income-family-supplement) https://www.servicesaustralia.gov.au/individuals/services/centrelink/single-income-family-supplement.

## Rates and property

### Stamp duty concession

This concession provides an exemption or partial exemption from stamp duty for cardholders purchasing property, up to a maximum purchase price. The concession is available once in a lifetime.

#### For more information and to apply

* For an application form, phone the State Revenue Office on 13 21 61.
* Visit [State Revenue Office](https://www.sro.vic.gov.au/) http://www.sro.vic.gov.au/.

## Recreation

### Pet registration

Concessions are available on cat and dog registrations (concession availability and amount varies between councils).

Pensioner Concession cardholders are eligible for pet registration concessions and some councils also provide the concession to Health Care cardholders.

#### For more information and to apply

* Phone your local council. Find contact details at [Know Your Council](https://knowyourcouncil.vic.gov.au/councils) https://knowyourcouncil.vic.gov.au/councils.

### Recreation facilities

Discounts are available to various recreation facilities such as the Zoo, National Gallery of Victoria, State galleries and Museum Victoria. Some private organisations such as cinemas and the Australian Football League (AFL) may also offer concessions on admission prices. Discounts are generally available to holders of Pensioner Concession and Health Care Cards and the Victorian Seniors Card.

#### For more information and to apply

Contact the recreation facility.

### Recreational fishing licences

If you have one of the following concession cards, you do not have to buy a recreational fishing licence:

* Pensioner Concession Card (marked DSP, DSP Blind, AGE, AGE Blind, or CAR only)
* Veterans’ Affairs Pensioner Concession Card
* Veterans’ Affairs Gold Card (marked TPI)
* Victorian Seniors Card (or interstate equivalent).

You are also exempt if you are under the age of 18 or over the age of 70.

#### For more information and to apply

* Visit [Victorian Fisheries Authority](https://vfa.vic.gov.au/recreational-fishing/fishing-licence) http://vfa.vic.gov.au/recreational-fishing/fishing-licence.

## Transport

### Motor vehicle registration fee

This concession provides a 50 per cent reduction on the motor vehicle registration fee component of your registration bill. The concession is available to holders of Pensioner Concession Cards, Health Care Cards and Veterans’ Affairs Gold Cards. For holders of the Veterans’ Affairs Gold Card given for TPI or EDA a 100 per cent reduction on the motor vehicle registration fee applies. The cardholder or their spouse must be the registered operator of the vehicle. There is a limit of one vehicle per concession card.

Eligible concession cardholders also have the option to pay for six months registration.

#### For more information and to apply

* Phone on 13 11 71.
* Visit [VicRoads](https://www.vicroads.vic.gov.au/) https://www.vicroads.vic.gov.au/ and search ‘registration concessions’.

### Transport Accident Commission (TAC) insurance charge concession

This concession provides a 50 per cent reduction on the TAC charge in your registration bill. It is available to holders of Pensioner Concession Cards and Veterans’ Affairs Gold Cards. There is a limit of one vehicle per concession card.

#### For more information and to apply

* Phone VicRoads on 13 11 71.
* Visit [VicRoads](https://www.vicroads.vic.gov.au/) https://www.vicroads.vic.gov.au/ and search ‘registration concessions’.

### Public transport concessions

Many passengers may be eligible for concession fares on public transport. This includes eligible cardholders, children, asylum seekers and students. Those listed on a concession card as a dependant (including spouses) are not eligible for concession fares unless they have their own concession card or are under 17 years of age.

Concession fares are 50 per cent of the full fare.

#### For more information and to apply

For information about obtaining a concession myki for your concession type, contact Public Transport Victoria:

* Phone Public Transport Victoria on 1800 800 007.
* Visit [Public Transport Victoria](https://www.ptv.vic.gov.au/) https://www.ptv.vic.gov.au.

### Victorian pensioner free travel vouchers

Pensioner Concession Card holders are eligible for annual free travel vouchers. The travel vouchers can be used on trams, trains and buses, including V/Line trains and coaches.

Public Transport Victoria issues the free travel vouchers.

You'll need to register to receive your allocation of free travel vouchers.

#### For more information and to apply

For information about using the Free travel voucher:

* Visit [**Public Transport Victoria**](file:///C:/Users/htov2402/Downloads/ptv.vic.gov.au)ptv.vic.gov.au
* Phone on 1800 800 007.

### Victorian Seniors Card travel savings

A Victorian Seniors Card gives you discounts on metropolitan transport and other travel services.

The Seniors Card is available to permanent residents of Australia, residing in Victoria aged 60 years or over who work less than 35 hours a week.

Cardholders can also access discounts on goods and services from participating businesses. Visit the Seniors Card Discount Directory to find discounts on travel, dining, entertainment and more.

Seniors Card holders receive the following discounts on public transport services:

* a free Seniors myki for accessing concession fares on public transport in Victoria at all times
* capped price travel anywhere in the state including V/Line train trips
* free travel within any two consecutive zones on Saturdays and Sundays
* free public transport travel vouchers to use in Victoria (opt-in required)
* free travel for eight days during the Victorian Seniors Festival across metropolitan and regional services.

#### For more information and to apply

To apply for the Victorian Seniors Card or find out more information:

* visit the Seniors card page of [**Seniors Online**](http://www.seniorsonline.vic.gov.au)www.seniorsonline.vic.gov.au.
* phone the Seniors Card team on 1300 797 210.

New Victorian Seniors Card applicants will be automatically sent a free Seniors myki.

For more information about public transport fares:

* Visit [**Public Transport Victoria**](file:///C:/Users/htov2402/Downloads/ptv.vic.gov.au)ptv.vic.gov.au
* Phone on 1800 800 007.

# Contacts

## Victorian Government

| Service | Website | Phone number |
| --- | --- | --- |
| Concessions Information Line | [Concessions Information Line](https://services.dffh.vic.gov.au/concessions-and-benefits)  https://services.dffh.vic.gov.au/concessions-and-benefits | 1800 658 521 |
| Department of Health | [Department of Health](https://www.vic.gov.au/department-health)  https://www.vic.gov.au/department-health | 1300 650 172  TTY users phone 133 677 then ask for 1300 650 172  Speak and listen users phone 1300 555 727 then ask for 1300 650 172 |
| Department of Families, Fairness and Housing | [Department of Families, Fairness and Housing](https://www.vic.gov.au/department-families-fairness-and-housing)  https://www.vic.gov.au/department-families-fairness-and-housing | 1300 475 170  TTY users phone 133 677 then ask for 1300 475 170  Speak and listen users phone 1300 555 727 then ask for 1300 475 170 |
| Housing | [Housing](http://www.housing.vic.gov.au/)  www.housing.vic.gov.au | 13 11 72 |
| Victorian Carer Card | [Victorian Carer Card](http://www.carercard.vic.gov.au/)  www.carercard.vic.gov.au | 1800 901 958 |
| Victorian Seniors Card | [Victorian Seniors Card](http://www.seniorsonline.vic.gov.au/)  www.seniorsonline.vic.gov.au | 1300 797 210 |

## Commonwealth Government

### Centrelink

[Services Australia - Centrelink](https://www.servicesaustralia.gov.au/centrelink) https://www.servicesaustralia.gov.au/centrelink

| Service | Phone number |
| --- | --- |
| ABSTUDY | 1800 132 317 |
| Complaints and feedback | 1800 132 468 |
| Disability, Sickness and Carers | 13 27 17 |
| Employment Services | 13 28 50 |
| Families | 13 61 50 |
| Multilingual Service | 13 12 02 |
| Older Australians | 13 23 00 |
| Youth and Student Services | 13 24 90 |

### Department of Veterans’ Affairs

[Department of Veterans' Affairs](http://www.dva.gov.au/) https://www.dva.gov.au/

Phone number: 1800 VETERAN (1800 838 372)

## Emergency assistance

| Service | Phone number |
| --- | --- |
| Emergency services (Police, Fire, Ambulance) | 000 |
| Beyond Blue Support Service | 1300 224 636 |
| Homelessness Crisis Line | 1800 825 955 |
| Lifeline Crisis Support | 13 11 14 |
| Safe Steps 24/7 family violence response services | 1800 015 188 |
| The St Vincent de Paul Society | 13 18 12 |
| The Salvation Army Crisis Service | 1800 627 727 |
| Victorian Bushfire Information Line | 1800 240 667 |

## Health

| Service | Phone number |
| --- | --- |
| Ambulance Victoria (general queries) | 1300 366 141 |
| Dental Health Services Victoria | Melbourne metro 03 9341 1000 Outside Melbourne metro 1800 833 039 |
| Hearing Services | 1800 500 726 |
| Medicare | 13 20 11 |
| NDIS (National Disability Insurance Scheme) | 1800 800 110 |
| Pharmaceuticals Benefits Scheme Information Line | 1800 020 613 |
| Victorian Eyecare Service | 03 9349 7400 |
| Victorian Patient Transport Assistance Scheme | 1300 737 073 |

## Interpreter and translating services

| Service | Phone number |
| --- | --- |
| Translating and Interpreting Services | 13 14 50 |
| National Relay Service | 13 36 77 |
| Speech-to-speech Relay Service | 1300 555 727 |

## Transport

| Service | Phone number |
| --- | --- |
| Public Transport Victoria | 1800 800 007 |
| V/Line Information (Viclink) | 1800 800 007 |
| VicRoads | 13 11 71 |

## Energy retailers

| Company | Phone number |
| --- | --- |
| 1st Energy | 1300 426 594 |
| AGL | 13 12 45 |
| Alinta Energy | 13 37 02 |
| Amber Electric | 1800 531 907 |
| CovaU | 1300 111 688 |
| Diamond Energy | 1300 838 009 |
| Dodo Power and Gas | 13 36 36 |
| Electricityinabox | 1300 933 039 |
| Elysian Energy | 1300 671 799 |
| EnergyAustralia | 13 34 66 |
| Energy Locals | 1300 693 637 |
| ENGIE Australia | 13 88 08 |
| GloBird Energy | 13 34 56 |
| Lumo Energy | 1300 115 866 |
| Momentum Energy | 1800 794 824 |
| Origin Energy | 13 24 61 |
| OVO Energy | 1300 937 686 |
| Powershop | 1800 462 668 |
| ReAmped Energy | Online only |
| Red Energy | 13 18 06 |
| Sumo Energy | 13 88 60 |
| Tango Energy | 1800 010 648 |

## Water corporations

Find out who your water company is at [Water in your region](https://www.water.vic.gov.au/water-reporting/water-in-your-region) https://www.water.vic.gov.au/water-reporting/water-in-your-region.

| Company | Phone number |
| --- | --- |
| Barwon Water | 1300 656 007 |
| Central Highlands Water | 1800 061 514 |
| Coliban Water | 1300 363 200 |
| East Gippsland Water | 1800 671 841 |
| Gippsland Water | 1800 050 500 |
| Goulburn Valley Water | 1300 360 007 |
| Greater Western Water | 13 44 99 |
| GWM (Grampians Wimmera Mallee) Water | 1300 659 961 |
| Lower Murray Water | 03 5051 3400 |
| North East Water | 1300 361 633 |
| South East Water | 13 16 94 |
| South Gippsland Water | 1300 851 636 |
| Wannon Water | 1300 926 666 |
| Westernport Water | 1300 720 711 |
| Yarra Valley Water | 1300 304 688 |

## Energy and Water Ombudsman

[Energy and Water Ombudsman](http://www.ewov.com.au/) https://www.ewov.com.au/

Phone number: 1800 500 509