

# Electricity Life Support Concession information brochure

This information brochure will help you complete the Electricity Life Support Concession application form.

The Queensland Government provides an electricity life support concession for seriously ill people who use:

- an oxygen concentrator, which has been issued free of charge by Queensland Health under the Medical Aids Subsidy Scheme; or
- a kidney dialysis machine, which has been issued free of charge by Queensland Health.

This concession is to contribute to the electricity cost of running these machines.

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## Eligibility

Eligibility is based on the criteria in the Queensland Government Electricity Life Support Concession Scheme Policy and Procedures. An eligible person will have the concession granted, provided that:

### Oxygen concentrator

- the person receives an oxygen concentrator free of charge through the Queensland Health Medical Aids Subsidy Scheme (MASS) and holds one of the following concession cards:

#### *Commonwealth Government*

- Pensioner Concession Card
- Health Care Card
- Health Care Interim Voucher
- Child Disability Allowance

#### *Queensland Government*

- Queensland Government Seniors Card

### Kidney dialysis machine

- the person receives a kidney dialysis machine free of charge through a Queensland Health hospital.

The concession will not be granted if either machine was supplied through another agency, or for any other machines supplied through Queensland Health or other agencies.

The concession will be discontinued when the applicant no longer uses the machine. In this instance, please notify Concession Services on 3247 5907 immediately.

Concession Services provide the concessional payment separate to Queensland Health who provide the life support machine. If failure to notify Concession Services results in an overpayment the applicant may be liable for repayment of monies to Department of Communities.

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## Concession rates

If you have been provided with an oxygen concentrator by MASS or a kidney dialysis machine by Queensland Health, you may be eligible for a concessional payment of up to \$39.12 per month (\$117.36 per quarter) for each oxygen concentrator, or \$26.20 per month (\$78.60 per quarter) for each kidney dialysis machine you use.

If you have one of these machines but Queensland Health did not supply it, you are not eligible to receive the electricity life support concession.

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## How to apply for the electricity life support concession

If you are eligible to claim the concession, you will need to complete an Electricity Life Support Concession application form.

If you are uncertain about how to complete the application, please contact Concession Services, on 3247 5907. Incomplete or inaccurate applications may delay the date from which the concession may be paid.

A parent or guardian can submit an application on behalf of children under 18.

A person holding power of attorney, under the *Powers of Attorney Act 1998 (Qld)*, may sign the application on behalf of the applicant.

The completed application must be lodged with Concession Services.

## Payment of the concession

Payments will be made on or about 1 January, 1 April, 1 July and 1 October each year by electronic funds transfer to the applicant's nominated bank account.

To ensure you are paid on one of these dates, you will need to lodge your application at least 21 days before the payment date. Late applications will be paid on the next payment date. Retrospective payments will be made in accordance with the current policy and procedures for the scheme.

***If you no longer require the life support machine please call Concession Services on 3247 5907 to cancel the payment.***

## Certification of bank details

To help us pay the concession, please ask your financial institution to verify that you have recorded your account details correctly. Alternatively provide the top of the bank statement with account details and/or other evidence, for example bank letter, copy of top of bank book etc.

## Fraudulent claims

If an application is submitted for the purpose of fraudulently obtaining the concession, legal action may be taken against the applicant.

## Verification of eligibility

We can only pay the concession if you give your consent for us to disclose relevant personal information to Centrelink, Department of Veterans' Affairs, Queensland Health and Card Services. This ensures the department can check your continued eligibility for the concession.

## Change in circumstances

**You must notify Concession Services on 3247 5907 immediately of any changes to your address, bank account details or eligibility to receive the concession. For security purposes, you should submit changes to your bank account details in writing.**

## Renewal of application

Concession Services has the discretion to request you to renew your application for the concession at any time.

## Privacy notice

Concession Services is collecting the information on this form to:

- assess your eligibility for the electricity life support concession
- manage payment of the concession if it is granted.

If you do not provide this information, we will not be able to process your application. The department usually gives some or all of this information to:

- Queensland Health
- Shared Service Agency, our finance service provider
- Centrelink
- Department of Veterans' Affairs
- Card Services
- your nominated financial institution.

## For more information

Contact:

Concession Services  
Smart Service Queensland  
GPO Box 806  
Brisbane Queensland 4001

Telephone: 3247 5907