

Application for the Medical Cooling Concession

Does a member of your household have a medical condition that affects the body's ability to regulate temperature?

If you, or a member of your household, have a medical condition that affects the body's ability to regulate temperature, and you hold an eligible concession card, you can claim a concession on your summer electricity costs.

For concession details and conditions, please see over.

Account holders details:

Given names: _____ Family name: _____

Account holders address:

Street address: _____

Suburb: _____ Postcode:

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 Telephone:

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Electricity retailer: _____

Electricity account No.:

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NMI No. (if known - please refer to your bill):

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Patient details:

Name of person with qualifying condition:

Given names: _____ Family name: _____

Address of person with multiple sclerosis or other qualifying condition:

Street address: _____

Suburb: _____ Postcode:

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Doctor's statement:

I certify that _____ PATIENT'S FULL NAME _____ has (please ✓):

Multiple Sclerosis Lymphoedema

Parkinson's disease Fibromyalgia

Post-Polio Syndrome / Poliomyelitis

or

another qualifying condition (please specify): _____

This patient suffers from an inability to self-regulate body temperature.

Name: _____ Telephone:

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Signed: Date:/...../.....

I hold an eligible concession card:

Centrelink Cards (please ✓)

Pensioner Concession Card Health Care Card

(NB: Commonwealth Seniors Health Cards are not eligible)

CRN:

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Expiry date

Veterans' Affairs Cards (please ✓)

Pensioner Concession Card Gold Repatriation Health Card

(Note: Cards marked 'Dependant' are not eligible)

VX/VSS:

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Expiry date

I verify that I have read all the conditions (overleaf) and that the information provided is correct.

Signed: Date:/...../.....

Application form return details

Applicants with Multiple Sclerosis, Lymphoedema, Parkinson's Disease, Fibromyalgia, Post-Polio Syndrome or Poliomyelitis, please return your completed form to your electricity retailer (see over for mailing addresses).

Applicants with other qualifying medical conditions please return your completed form to:

Department of Human Services
Concessions Unit
GPO Box 4057
MELBOURNE VIC 3001
www.cyf.vic.gov.au/concessions

Medical Cooling Concession

When should I complete this form?

- If someone in your household has Multiple Sclerosis, Lymphoedema, Parkinson's Disease, Fibromyalgia, Post-Polio Syndrome or Poliomyelitis, or another qualifying condition.
and
- If the electricity account holder, has an eligible concession card.

What concession cards are eligible?

Eligible cards are:

- Pensioner Concession Card – issued by Centrelink or Department of Veterans' Affairs
- Centrelink Health Care Card
- Department of Veterans' Affairs Gold Card (cards marked 'Dependent' are not eligible)

Commonwealth Seniors Health Cards, Victorian Seniors Card, Child Disability and Foster Care Health Care Cards and Medicare Cards are not eligible cards.

What other conditions are eligible for a concession?

If you have a condition that impairs the body's ability to regulate its own temperature, you may be eligible for the concession.

Other qualifying conditions include:

- Motor Neurone Disease
- Muscular Dystrophy
- Quadriplegia
- Scleroderma
- Systemic Lupus Erythematosus (SLE)

If your condition is not listed, please contact the Concessions Information Line on 1800 658 521 to discuss your eligibility.

How much is the concession?

The concession provides a discount of 17.5% off your electricity costs between 1 November and 30 April each year.

Where do I send my form?

If you have Multiple Sclerosis, Lymphoedema, Parkinson's Disease, Fibromyalgia, Post-Polio Syndrome or Poliomyelitis:

Please send your form to your electricity company. Addresses for the major companies are given below. If your company is not listed, please contact the account enquiries number that appears on your bill.

If you have another qualifying condition:

Please send your form to:

Department of Human Services
Concessions Unit
GPO Box 4057
MELBOURNE VIC 3001

Checklist – have you:

- Completed all of your details, and your account details.
- Asked your medical practitioner to complete the form.
- Signed and dated the form.

Privacy Statement

The information on this form is required to assess your eligibility for a rebate and may be verified by Centrelink or the Department of Veterans' Affairs and will not be used for any other purpose without your consent. The information will be provided to your electricity retailers for the purpose of applying the concession.

The information will be securely stored within the Department of Human Services or your electricity retailer. Only staff involved in processing your application will have access to the information provided on this form.

The information will be retained only for the period required by the Public Records Act 1973. You are able to access your personal information provided to the Department of Human Services and seek to correct this information or withdraw consent, if necessary.

Without the information requested, we are unable to access your eligibility and grant you the rebate.

For further information, please contact your electricity retailer or call the Concessions Information Line on 1800 658 521.

TRUenergy

Customer Care
Locked Bag 14060
MELBOURNE VIC 8001
Tel: 13 3466

AGL Sales

Customer Liaison
PO Box 14120
MCMC MELBOURNE VIC 8001
Tel: 13 1245

Simply Energy

Medical Cooling Administrator
P.O. Box 210
BALWYN VIC 3103
Tel: 13 8808

Victoria Electricity

Medical Cooling Administrator
PO Box 1519
BOX HILL VIC 3128
Tel: 1300 136 749

Country Energy

Customer Care
PO Box 718
QUEANBEYAN NSW 2620
Tel: 13 2356

Origin Energy

Billing Services
GPO Box 186
Melbourne City Mail Centre
MELBOURNE MC VIC 3001
Tel: 13 2114

Red Energy

Medical Cooling Administrator
PO Box 4136
RICHMOND EAST VIC 3121
Tel: 13 1806

Powerdirect

Medical Cooling Administrator
PO Box 1028
GLEN WAVERLEY VIC 3150
Tel: 1300 307 966

EnergyAustralia

Residential Billing
PO Box 487
NEWCASTLE NSW 2300
Tel: 13 1502