

Financial Support for Home Dialysis Patients in New South Wales

This fact sheet provides information about financial concessions and subsidies available to patients in NSW who manage their dialysis treatment at home. However, financial support differs between each State or Territory. This resource has been developed by the HOME Network, a group of healthcare professionals who are working together to facilitate a positive change towards increased use of home dialysis.

Home haemodialysis patients face increased utility costs that result from elevated water usage and electricity requirements necessary to run their dialysis equipment. As this is a recognised medical requirement, the NSW Government provides a subsidy through electricity retailers to assist home dialysis patients with the running costs of their dialysis equipment. Many water suppliers in NSW also offer a concession water usage costs for home dialysis patients. Some states and territories offer ongoing financial assistance and/or a single set-up payment for home dialysis patients. For more information about what is available in NSW, contact the Department of Health.

NSW Life Support Energy Rebate

The NSW Government's Life Support Energy rebate helps eligible NSW households cover the increased electricity requirements for home dialysis.

The NSW Life Support Energy Rebate offers **up to \$1,343** per retail household per financial year, depending on the equipment type. If you meet the criteria, you will also receive a one-time **\$500** National Energy Bill Relief Household Payment in the 2023-24 financial year. For home dialysis, you will receive the rebate of **up to \$1.54** per day as a credit on each quarterly electricity bill.

For more information about the electricity bill rebate and how to apply, [click here](#).

NSW Low Income Household Rebate - Concession Card Holders

A NSW Government funded rebate provides **up to \$285** per year to help various concession card holders with their energy costs. For more information, [click here](#).

Eligible concession card holders may also be eligible to receive concessions of up to 100% on water service charges, and up to 83% on wastewater service charges.

For more information about these concessions, contact your water supplier.

Water Concession- Home Haemodialysis

Water suppliers in NSW offer a special allowance for home haemodialysis customers, providing between 80 and 400 kilolitres of water per year without charge. For example, Sydney Water provide a free water allowance of 100,000 litres (100 kilolitres) every three months to home dialysis customers. The allowance is credited directly to the property owner's account with Sydney Water.

However, as the concession varies between different water supply companies, contact your water supplier for available rebates.

Essential Medical Equipment Payment (EMEP)

The introduction of a carbon price in 2012 has impacted on the price of electricity. To offset the electricity price impacts on home dialysis equipment, the Federal Government provides an Essential Medical Equipment Payment of **\$183** annually to Commonwealth Concession Card holders.

Once claimed, the Essential Medical Equipment Payment will be paid annually until the person's circumstances change.

For more information about this payment, [click here](#).

Pharmaceutical Benefits Scheme (PBS)

The PBS Schedule lists subsidised medications for Australian residents with a valid Medicare card and overseas visitors from [RHCA](#) countries. Families, couples, and individuals can receive a subsidised cost threshold known as the 'Safety Net.' From 2023, the threshold is **\$262.80** for concession card holders and **\$1,563.50** for other eligible clients. If you use one pharmacy, they will keep a record of your medications and can provide safety net threshold details. If you use multiple pharmacies or outpatient hospital pharmacies, ask for dispensed item records.

Other ways to save: talk to your chemist about generic brands, non-PBS items, your GP about combining medicines, or using outpatient pharmacies at public hospitals. For more information about PBS, [click here](#).

What is the HOME Network?

Through research, education and advocacy, The HOME Network aims to enable healthcare professionals with knowledge and resources to empower more people with chronic kidney disease (CKD) to embrace the freedom of home dialysis. This national initiative brings together a solution-focused group of home dialysis healthcare professionals from across Australia. The group draws upon all levels of evidence to provide insights and practical options for colleagues throughout Australia to facilitate a positive change towards increased use of home dialysis.

For more information about the HOME Network and to explore resources available to healthcare professionals and patients, please go to our website, www.homenetwork.net.au.

Contact information for NSW

The Home Network

Email: info@homenetwork.net.au

Web: www.homenetwork.net.au

Kidney Health Australia

Kidney Health Information Service

Ph: 1800 454 363

Web: www.kidney.org.au

NSW Department of Health

Energy information line – 1300 136 888

Head Office – (02) 6391 3100

www.dtiris.nsw.gov.au/energy/

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Utility supplier	Website	Contact phone number
AGL	www.agl.com.au	131 245
ActewAGL Gas & Electricity	www.actewagl.com.au	131 493
Endeavour Energy	www.endeavourenergy.com.au	133 718
Goldenfields Water County Council	www.gwcc.nsw.gov.au	(02) 6977 3200
Hunter Water Australia	www.hunterwater.com.au	1300 657 657
Lumo Energy	www.lumoenergy.com.au	1300 115 866
Origin Energy	www.originenergy.com.au	132 461
Red Energy	www.redenergy.com.au	131 806
Rous Water	www.rouswater.nsw.gov.au	(02) 6623 3800
Riverina Water County Council	www.rwcc.nsw.gov.au	(02) 6922 0608
Sydney Water	www.sydneywater.com.au	132 092
Water NSW	www.waternsw.com.au	1300 662 077

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