

Financial support for home dialysis patients in **Victoria**

This fact sheet provides information about financial concessions and subsidies available to patients in VIC who manage their dialysis treatment at home. 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 VIC Government provides a subsidy through electricity retailers to assist home dialysis patients with the running costs of their dialysis equipment. Many water suppliers in VIC 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 VIC, contact the Department of Health and Human Services.

Home dialysis patient payment

Home haemodialysis and peritoneal dialysis patients receive a payment from the Victorian Government, administered through hub services, to assist with increased utility charges. Haemodialysis patients receive **\$2120** per year and peritoneal dialysis patients receive **\$804** per year. For more information, visit

<https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/rehabilitation-complex-care/renal-health/funding-for-renal-services>

Water concession

The Victorian Government provides a special dispensation for patients undergoing haemodialysis at home. Patients holding a Pensioner Concession Card, Centrelink Health Care Card or DVA Gold Card are eligible to receive a rebate on their water bill equal to the cost of 168 kilolitres of water per year. Some water suppliers offer a further discount on remaining water charges. Contact your water supplier for more information.

Rebates for concession card holders

The Victorian Government provides additional concessions on some utility costs for holders of various concession cards. Eligible card holders can receive a 17.5% discount on their annual energy bill. Please see

<http://www.dhs.vic.gov.au/concessions/entitlements/energy/all-year-round-discounts-on-electricity-bills>

for more information. Concession card holders may also be eligible to receive a rebate of up to \$320.90 on their water usage and sewerage charges. For information on eligible concession cards and how to apply, visit

<http://www.dhs.vic.gov.au/concessions/entitlements/water/water-and-sewerage>.

Energy rebate

The Victorian Government subsidises the cost of increased electricity requirements for eligible home dialysis patients. The discount is equal to the cost of 1,880 kilowatts per year, which is deducted from personal electricity bills by energy retailers. To be eligible for this discount, home dialysis patients must hold a Pensioner Concession Card, Centrelink Health Care Card or DVA Gold Card. For more information about the electricity rebate and how to apply, visit

<http://www.dhs.vic.gov.au/concessions/entitlements/energy/life-support-machine>.

Household assistance – Essential medical equipment

To offset the price of electricity that impacts home dialysis equipment, the Federal Government provides an Essential Medical Equipment payment of **\$157** 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, visit

<https://www.humanservices.gov.au/individuals/services/centrelink/essential-medical-equipment-payment>

Contact information for VIC

The Home Network

Email: info@homenetwork.net.au

Web: www.homenetwork.net.au

Kidney Health Australia

Kidney Health Information Service

Ph: 1800 4 KIDNEY (1800 454 3639)

Web: www.kidney.org.au

VIC Government

Concessions Information Line – 1800 658 521

concessions@dhs.vic.gov.au

www.dhs.vic.gov.au/concessions/entitlements

Please note that the information provided in this fact sheet is correct as of June 2019 and is subject to change without notice. This fact sheet is intended as general information only and is not complete or definitive. Kidney Health Australia and the HOME Network is not liable and does not take any responsibility whatsoever for reliance on such information.

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Utility supplier	Website	Contact phone number
AGL	www.agl.com.au	131 245
Australian Power & Gas	www.australianpowerandgas.com.au	133 298
Barwon Water	www.barwonwater.com.au	1300 656 007
Central Highlands Water	www.chw.net.au	(03) 5320 3100
City West Water	www.citywestwater.com.au	139 2837
Click Energy	www.clickenergy.com.au	1800 77 59 29
Coliban Water	www.coliban.com.au	1300 363 200
Dodo Power and Gas	www.dodo.com.au/powerandgas	133 636
East Gippsland Water	www.egwater.vic.gov.au	1300 720 700
Energy Australia	www.energyaustralia.com.au	131 502
Gippsland Water	www.gippswater.com.au	1800 066 401
Goulburn Valley Water	www.gvwater.vic.gov.au	(03) 5832 0400
GWM Water	www.gwmwater.org.au	1300 659 961
Lower Murray Water	www.lmw.vic.gov.au	(03) 5051 3400
Lumo Energy	www.lumoenergy.com.au	1300 115 866
Neighbourhood Energy	www.neighbourhood.com.au	1300 764 860
North East Water	www.nerwa.vic.gov.au	1300 361 622
Origin Energy	www.originenergy.com.au	132 461
Red Energy	www.redenergy.com.au	131 806
Simply Energy	www.simplyenergy.com.au	138 808
South East Water	www.southeastwater.com.au	131 694
South Gippsland Water	www.sgwater.com.au	(03) 5682 0444
TRUenergy	www.truenergy.com.au	133 466
Wannon Water	www.wannonwater.com.au	1300 926 666
Western Water	www.westernwater.com.au	1300 650 425
Westernport Water	www.westernportwater.com.au	1300 720 711
Yarra Valley Water	www.yvw.com.au	131 721