

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.

Energy rebate

The NSW Government subsidises the cost of increased electricity requirements for home dialysis patients with a credit of **\$562.10** per year), which is deducted from personal electricity bills by energy retailers. For more information about the electricity rebate and how to apply, visit

<https://www.resourcesandenergy.nsw.gov.au/?a=300302>

Water concession

Water suppliers in NSW offer a special dispensation for home haemodialysis patients, providing between 80 and 400 kilolitres of water per year without charge. As the concession varies between different water supply companies, contact your water supplier for more information on how they can help with your water services.

Rebates for concession card holders

A NSW Government funded rebate provides **\$285** per year to help various concession card holders with their energy costs. See:

<https://www.service.nsw.gov.au/transaction/apply-low-income-household-rebate-retail-customers> for more details. 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.

Household assistance – Essential medical equipment

The introduction of a carbon price in 2012 is expected to impact 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 **\$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>

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 4 KIDNEY (1800 454 3639)

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/

Utility supplier	Website	Contact phone number
AGL	www.agl.com.au	131 245
ActewAGL Gas & Electricity	www.actewagl.com.au	131 093
Australian Power & Gas	www.australianpowerandgas.com.au	133 298
Country Energy	www.countryenergy.com.au	132 356
Energy Australia	www.energyaustralia.com.au	131 502
Goldenfields Water County Council	www.gwcc.nsw.gov.au	(02) 6977 3200
Gosford/Wyong Councils' Water Authority	www.gwcwater.nsw.gov.au	(02) 4350 5555
Hunter Water Australia	www.hwa.com.au	(02) 4941 5000
Integral Energy	www.integral.com.au	131 002
Lumo Energy	www.lumoenergy.com.au	1300 115 866
Origin Energy	www.originenergy.com.au	132 461
Powerdirect	www.powerdirect.com.au	1300 307 966
Red Energy	www.redenergy.com.au	131 806
Rous Water	www.rouswater.nsw.gov.au	(02) 6621 8055
Riverina Water County Council	www.rwcc.com.au	(02) 6922 0608
Sydney Water	www.sydneywater.com.au	132 092
Sydney Catchment Authority	www.sca.nsw.gov.au	1300 722 468
TRUenergy	www.trueenergy.com.au	133 466

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