

# Medical Cooling Concession

## Fact sheet

### Medical Cooling Concession

<b>What does this concession apply to?</b>	Mains domestic electricity usage and service costs between 1 November and 30 April.
<b>Who can apply for the concession?</b>	An electricity account holder who holds an eligible concession card (Pensioner Concession Card, Health Care Card, Veterans' Affairs Gold Card) <b>and</b> : <ul style="list-style-type: none"><li>• has a medical condition that affects their body's ability to self-regulate temperature <b>or</b></li><li>• has a household member with such a medical condition.</li></ul>
<b>What medical conditions are eligible for the concession?</b>	<p>Pre-approved conditions are:</p> <ul style="list-style-type: none"><li>• multiple sclerosis</li><li>• lymphoedema</li><li>• Parkinson's disease</li><li>• fibromyalgia</li><li>• post-polio syndrome/poliomyelitis</li><li>• motor neurone disease.</li></ul> <p>Applications for other conditions must be approved by the Department of Families, Fairness and Housing.</p>
<b>How much is the concession?</b>	<p>17.5% of electricity usage and service costs between 1 November and 30 April.</p> <p>During this period the Medical Cooling Concession is given in addition to the Annual Electricity Concession.</p>
<b>How do I apply for the concession?</b>	<p>For an application form phone your electricity retailer or the Concessions Information Line on 1800 658 521 (toll free).</p> <p>The application form needs to be completed and signed by your doctor confirming your medical condition. If your condition is one of the pre-approved conditions, send the form to your retailer.</p> <p>For any other condition, send your form to the Department of Families, Fairness and Housing for assessment.</p> <p>Your retailer will check your concession card details with Centrelink and apply the concession to your bill.</p>

<b>More information</b>	Phone your electricity retailer or the Concessions Information Line on 1800 658 521.
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## Further information

<b>How is the concession calculated?</b>	<p>The concession is calculated as follows:</p> $A = 17.5\% \times B$ <p>Where:</p> <ul style="list-style-type: none"> <li>• A is the amount of the concession</li> <li>– B is the electricity charge.</li> </ul> <p>Retailer discounts are not factored into the calculation of this concession.</p> <p>The concession only applies to electricity charges from 1 November to 30 April. For bills that fall partly in this period, the concession only applies to the days within those dates.</p>
<b>Calculation example</b>	<p>Example bill (during concession period):</p> <p>Electricity charge (B) \$465.00</p> $B (\$465.00) \times 17.5\% = A (\$81.38)$ <p>Concession amount is \$81.38.</p>
<b>My medical condition is not listed – can I apply for the concession?</b>	<p>Yes.</p> <p>If your medical condition causes an inability to self-regulate body temperature, you can submit an application to the department.</p> <p>Ask your doctor to complete the form and provide details about:</p> <ul style="list-style-type: none"> <li>• how your condition affects you</li> <li>• any other relevant details, such as the severity of your condition, whether this is a side-effect of treatment, or if you have multiple conditions.</li> </ul>
<b>I do not have a concession card but my medical condition is listed – can I apply for the concession?</b>	<p>No.</p> <p>The concession is only available for concession households.</p>
<b>Is there a concession for winter heating costs due to medical conditions?</b>	<p>No.</p> <p>People who need extra heat in winter to manage a medical condition can also apply for the Medical Cooling Concession. The discount will be applied to your electricity costs between 1 November to 30 April.</p>

<b>Can the concession be backdated?</b>	<p>Yes, it can be backdated for up to 12 months (or from your concession card start date, if that is more recent).</p> <p>Your doctor does not need to give a diagnosis date.</p>
<b>Are there any other payments that can assist me?</b>	<p>Yes. The Essential Medical Equipment Payment is an annual payment provided by Centrelink for Australians with higher than average energy costs because they rely on essential medical equipment in their home.</p> <p>This additional support is available to concession card holders (and their carers) who use essential medical equipment or who medically require heating/cooling at home to manage a disability or medical condition.</p> <p>For more information and to apply, visit the <a href="https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment">Services Australia website</a> &lt;<a href="https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment">https://www.servicesaustralia.gov.au/individuals/services/centrelink/essential-medical-equipment-payment</a>&gt;.</p>

To receive this document in another format, phone 1800 658 521, using the National Relay Service 13 36 77 if required, or email [Concessions](mailto:concessions@health.vic.gov.au) <[concessions@health.vic.gov.au](mailto:concessions@health.vic.gov.au)>.

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Available at the [Concessions and benefits website](https://services.dffh.vic.gov.au/medical-cooling-concession) <<https://services.dffh.vic.gov.au/medical-cooling-concession>>