Public transport

**Concession:** Approximately 50 per cent off all metropolitan and V/Line ticketed services. WWI veterans, their wives or widows and TPI veterans receive free travel on public transport.

**Eligibility:** PCC and HCC

**How to apply:** Present card when purchasing ticket or contact Metlink Customer Service on 131 638 or V/Line on 136 196. (www.metlinkmelbourne.com.au) or (www.victrip.com.au)

Other public transport concessions – for PCC holders only

- One free economy class return trip each year within Victoria on presentation of Pensioner Free Rail Voucher.
- Concessions on urban public transport in all states and in Canberra.
- Concessions on main interstate services.

For these concessions, contact V/Line or Metlink to arrange travel or present card when purchasing ticket.

Other public transport concessions

- Victorian Seniors Card holders are entitled to concession fares on metropolitan transport services, the discounted Seniors Daily ticket on all metropolitan services and concession fares on selected weekday V/Line services.

For information call the Seniors Card Office on (03) 9603 8860. (www.seniorscard.vic.gov.au)

- The Public Transport Pass is available to members of the TPI Servicemen’s Association of Vic., Tuberculosis Ex-Servicemen’s Association of Vic., and Limbless and Disabled Soldiers.

For information call Metlink Customer Service on 131 638.

- The Vision Impaired Persons Pass is available to vision impaired persons and provides free travel on metropolitan and V/Line ticketed services.

Motor vehicle registration fee

**Concession:** 50 per cent off the motor vehicle registration fee is waived for card holder or spouse. There is a limit of one concession per card.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present card when paying registration or contact VicRoads on 131 171. (www.vicroads.vic.gov.au)

Transport Accident Commission (TAC) insurance charge

**Concession:** 50 per cent reduction on the TAC insurance charge component of registration renewal notice for one car per card holder.

**Eligibility:** PCC and GOLD card holders.

**How to apply:** Contact VicRoads on 131 171.

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Utility Relief Grant Scheme

The Utility Relief Grant Scheme provides once-off assistance to eligible domestic customers who are at risk of disconnection and who are unable to pay their gas, electricity, water or bottled gas (LPG) bills due to a temporary financial crisis. The grant is also available to eligible customers who experience difficulties paying for other non-mains sources such as carted water and heating oil.

For details regarding the gas, electricity or water grants contact the relevant utility.

For details on alternative fuels or carted water grants contact the Concessions Information Line.

Capital Grant Scheme

The Capital Grant Scheme provides once-off assistance to eligible people in an emergency situation by repairing or replacing essential water and electrical appliances (including water and gas pipes) for households who otherwise could not afford to do so.

For information regarding this scheme contact 03 9613 5158.

Hardship Relief Grant Scheme

The Hardship Relief Grant Scheme provides once-off assistance to eligible people experiencing financial hardship with the costs of connecting to a mains water and sewerage service.

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Health concessions

The State Government provides a range of subsidised health services including dental health services, low-cost prescription glasses and free ambulance travel in the event of an emergency, to Centrelink Pensioner Concession Card holders and Health Care Card holders.

Contact the Concessions Information Line for more information.

For further information about State concessions or other commonwealth concessions contact the Concessions Information Line on:

(03) 9613 5122 or
toll free 1800 658 521.

The objective of concessions is to improve the affordability of key services for low income households in Victoria. Most State Government concessions are directed to individuals and families who receive income support payments from the Commonwealth Government and who have an appropriate Commonwealth card such as a Pensioner Concession Card, Health Care Card or an appropriate Department of Veterans’ Affairs Gold Card.

Please note that for some concessions, including energy, municipal rates, water and public transport concessions, the account/bill or the person obtaining the concession, must be the primary concession card holder. Any dependants that may be listed on the card are generally not entitled to concessions.

You may be eligible for the following concessions if you hold any of the following cards:

- **Pensioner Concession Card (PCC)**
- **Health Care Card (HCC)**
- **Department of Veterans’ Affairs (DVA) Gold Card (except those specifying DEPENDANT (GOLD))**

### DVA Gold Card specifying War Widow (WW)

**Winter Energy Concession**
- **Concession:** 17.5 per cent off mains electricity and mains gas bills between May to November.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Present your concession card when paying these bills or contact your electricity or gas retailer. PCC holders may register for the concession by contacting the electricity and/or gas retailer.

**Non-Mains Winter Energy Concession**
- **Concession:** A rebate for people who use $120 or more of LP Gas per annum, and/or who are individually metered for electricity but who pay a caravan park or accommodation proprietor, or for individuals who use an alternative fuel as their main domestic energy source (e.g. diesel or petrol for electricity generators, heating oil).
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Application forms available from the hospital supplying life support machines, your electricity retailer or by contacting the Concessions Information Line. Contact your electricity or water retailer for details.

### DVA Gold Card specifying TPI (TPI)

**Multiple Sclerosis Concession**
- **Concession:** 17.5 per cent off the final quarterly summer electricity bill for people with Multiple Sclerosis and other qualifying medical conditions such as Parkinson’s disease, motor neurone disease, sclerosis and lupus.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Application forms available from your electricity retailer or MS Society Office. If you have a qualifying medical condition, contact the Concessions Unit on (03) 9613 5122 or 1800 658 521.

**Life Support Concession**
- **Concession:** A quarterly rebate on electricity and water bills to card holders who use certain eligible life support machines such as an oxygen concentrator or haemodialysis machine, or where a member of the household uses such a machine.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Application forms available from the hospital supplying life support machines, your electricity retailer or by contacting the Concessions Information Line. Contact your electricity or water retailer for details.

**Electricity transfer fee waiver**
- **Concession:** Waiver of transfer fee payable to electricity retailer when there is a change of occupancy.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Present card when paying your account or contact your electricity retailer.

### Off-Peak Concession

- **Concession:** 13 per cent reduction on the off-peak tariff rates on all quarterly electricity bills.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Present card when paying your account or contact your electricity retailer.

### Service to Property Charge Concession

- **Concession:** For households where the electricity usage charge is less than the supply charge (or service to property charge). The supply charge is reduced to the cost of the electricity used.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Present card when paying your account or contact your electricity retailer.

### Municipal rates

- **Concession:** 50 per cent off council rates up to a maximum of $160 each year.
- **Eligibility:** PCC, TPI and WW card holders.
- **How to apply:** Application forms available from your local council.

*Indexed annually from 1 July

### Water and Sewerage Concessions

- **Concession:** 50 per cent off water and sewerage charges up to a maximum of $144 in 2004/05, up to $150 in 2005/06, and then indexed annually.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Contact your water supplier to automatically deduct the concession, or present your card when paying the bill.

*Customers billed for a single service only receive 50 per cent off water charges, up to a maximum of $72 in 2004/05, $75 in 2005/06, and then indexed annually.

### Carted Water Rebate

- **Concession:** A rebate for people who are not connected to reticulated or mains water and purchase $120 or more of non-mains water, tank water or water cartage costs.
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Contact 1800 133 014 for an application form.

### Stamp duty

- **Concession:** Exemption form stamp duty on real estate purchased up to a value of $250,000 (with a sliding scale to $350,000 or for first home buyers with dependant children on purchases up to a value of $200,000).
- **Eligibility:** PCC, HCC and GOLD card holders.
- **How to apply:** Application forms available from the State Revenue Office on 132 161. (www.sro.vic.gov.au)
The objective of concessions is to improve the affordability of key services for low income households in Victoria. Most State Government concessions are directed to individuals and families who receive income support payments from the Commonwealth Government and who have an appropriate Commonwealth card such as a Pensioner Concession Card, Health Care Card or an appropriate Department of Veterans’ Affairs Gold Card.

Please note that for some concessions, including energy, municipal rates, water and public transport concessions, the account/bill or the person obtaining the concession, must be the primary concession card holder. Any dependants that may be listed on the card are generally not entitled to concessions.

You may be eligible for the following concessions if you hold any of the following cards:

**Pensioner Concession Card (PCC)**

- [State Government](http://wwwystate.vic.gov.au)
- [Centrelink](http://wwwcentrelink.gov.au)
- [Veterans’ Affairs](http://wwwveteransaffairs.gov.au)

**Health Care Card (HCC)**

- [State Government](http://wwwystate.vic.gov.au)
- [Centrelink](http://wwwcentrelink.gov.au)
- [Veterans’ Affairs](http://wwwveteransaffairs.gov.au)

**Department of Veterans’ Affairs (DVA) Gold Card (except those specifying DEPENDANT (GOLD))**

- [State Government](http://wwwystate.vic.gov.au)
- [Centrelink](http://wwwcentrelink.gov.au)
- [Veterans’ Affairs](http://wwwveteransaffairs.gov.au)

**DVA Gold Card specifying War Widow (WW)**

**DVA Gold Card specifying TPI (TPI)**

**Multiple Sclerosis Concession**

**Concession:** 17.5 per cent off the final quarterly summer electricity bill for people with Multiple Sclerosis and other qualifying medical conditions such as Parkinson’s disease, motor neurone disease, scleroderma and lupus.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Application forms available from your electricity retailer or MS Society Office. If you have a qualifying medical condition, contact the Concessions Unit on (03) 9613 5122 or 1800 658 521.

**Winter Energy Concession**

**Concession:** 17.5 per cent off mains electricity and mains gas bills between May to November.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present your concession card when paying these bills or contact your electricity or gas retailer. PCC holders may register for the concession by contacting the electricity and/or gas retailer.

**Non-Mains Winter Energy Concession**

**Concession:** A rebate for people who use $120 or more of LP Gas per annum, and/or who are individually metered for electricity but who pay a caravan park or accommodation proprietor, or for individuals who use an alternative fuel as their main domestic energy source (e.g. diesel or petrol for electricity generators, heating oil).

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Application forms available from LP Gas supplier, local council or by contacting the Concessions Information Line. You must apply before 31 January for a rebate for the previous year.

**Off-Peak Concession**

**Concession:** 13 per cent reduction on the off-peak tariff rates on all quarterly electricity bills.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present card when paying your account or contact your electricity retailer.

**Service to Property Charge Concession**

**Concession:** For households where the electricity usage charge is less than the supply charge (or service to property charge). The supply charge is reduced to the cost of the electricity used.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present card when paying your account or contact your electricity retailer.

**Municipal rates**

**Concession:** 50 per cent off council rates up to a maximum of $160 each year.*

**Eligibility:** PCC, TPI and WW card holders.

**How to apply:** Application forms available from your local council.

*Indexed annually from 1 July

**Water and Sewerage Concessions**

**Concession:** 50 per cent off water and sewerage charges up to a maximum of $144 in 2004/05, up to $150 in 2005/06, and then indexed annually.*

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Contact your water supplier to automatically deduct the concession, or present your card when paying the bill.

*Customers billed for a single service only receive 50 per cent off water charges, up to a maximum of $72 in 2004/05, $75 in 2005/06, and then indexed annually.

**Carted Water Rebate**

**Concession:** A rebate for people who are not connected to reticulated or mains water and purchase $120 or more of non-mains water, tank water or water cartage costs.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Contact 1800 133 014 for an application form.

**Stamp duty**

**Concession:** Exemption form stamp duty on real estate purchased up to a value of $250,000 (with a sliding scale to $350,000) or for first home buyers with dependent children on purchases up to a value of $200,000.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Application forms available from the State Revenue Office on 132 161. (www.sro.vic.gov.au)
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Please note that for some concessions, including energy, municipal rates, water and public transport concessions, the account/bill or the person obtaining the concession, must be the primary concession card holder. Any dependants that may be listed on the card are generally not entitled to concessions.

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- Health Care Card (HCC)
- DVA Gold Card (except those specifying DEPENDANT (GOLD))

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**Winter Energy Concession**
- Concession: 17.5 per cent off mains electricity and mains gas bills between May to November.
- Eligibility: PCC, HCC and GOLD card holders.

**Non-Mains Winter Energy Concession**
- Concession: A rebate for people who use $120 or more of LP Gas per annum, and/or who are individually metered for electricity but who pay a caravan park or accommodation proprietor, or for individuals who use an alternative fuel as their main domestic energy source (e.g. diesel or petrol for electricity generators, heating oil).
- Eligibility: PCC, HCC and GOLD card holders.

**Off-Peak Concession**
- Concession: 13 per cent reduction on the off-peak tariff rates on all quarterly electricity bills.
- Eligibility: PCC, HCC and GOLD card holders.

**Multiple Sclerosis Concession**
- Concession: 17.5 per cent off the final quarterly summer electricity bill for people with Multiple Sclerosis and other qualifying medical conditions such as Parkinson’s disease, motor neurone disease, scleroderma and lupus.
- Eligibility: PCC, HCC and GOLD card holders.

**Life Support Concession**
- Concession: A quarterly rebate on electricity and water bills to card holders who use certain eligible life support machines such as an oxygen concentrator or haemodialysis machine, or where a member of the household uses such a machine.
- Eligibility: PCC, HCC and GOLD card holders.

**Electricity transfer fee waiver**
- Concession: Waiver of transfer fee payable to electricity retailer when there is a change of occupancy.
- Eligibility: PCC, HCC and GOLD card holders.

**Service to Property Charge Concession**
- Concession: For households where the electricity usage charge is less than the supply charge (or service to property charge). The supply charge is reduced to the cost of the electricity used.
- Eligibility: PCC, HCC and GOLD card holders.

**Municipal rates**
- Concession: 50 per cent off council rates up to a maximum of $160 each year.
- Eligibility: PCC, TPI and WW card holders.

**How to apply:** Application forms available from your local council.

*Indexed annually from 1 July

### Pensioner Concession Card (PCC)

**Pensioner Concession Card (PCC)**

**Health Care Card (HCC)**

**Department of Veterans’ Affairs (DVA)**
- **Gold Card (except those specifying DEPENDANT (GOLD))**

**Department of Veterans’ Affairs (DVA) Gold Card (except those specifying DEPENDANT (GOLD))**

**Winter Energy Concession**
- Concession: 17.5 per cent off mains electricity and mains gas bills between May to November.
- Eligibility: PCC, HCC and GOLD card holders.

**Non-Mains Winter Energy Concession**
- Concession: A rebate for people who use $120 or more of LP Gas per annum, and/or who are individually metered for electricity but who pay a caravan park or accommodation proprietor, or for individuals who use an alternative fuel as their main domestic energy source (e.g. diesel or petrol for electricity generators, heating oil).
- Eligibility: PCC, HCC and GOLD card holders.

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### Water and Sewerage Concessions

**Water and Sewerage Concessions**

**Carted Water Rebate**
- Concession: A rebate for people who are not connected to reticulated or mains water and purchase $120 or more of non-mains water, tank water or water cartage costs.
- Eligibility: PCC, HCC and GOLD card holders.

**How to apply:** Contact 1800 133 014 for an application form.
The objective of concessions is to improve the affordability of key services for low income households in Victoria. Most State Government concessions are directed to individuals and families who receive income support payments from the Commonwealth Government and who have an appropriate Commonwealth card such as a Pensioner Concession Card, Health Care Card or an appropriate Department of Veterans’ Affairs Gold Card.

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**Department of Veterans’ Affairs (DVA) Gold Card (except those specifying DEPENDANT (GOLD))**

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**DVA Gold Card specifying TPI (TPI)**

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**Concession:** 17.5 per cent off mains electricity and mains gas bills between May to November.

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**How to apply:** Present your concession card when paying these bills or contact your electricity or gas retailer. PCC holders may register for the concession by contacting the electricity and/or gas retailer.

**Non-Mains Winter Energy Concession**

**Concession:** A rebate for people who use $120 or more of LP Gas per annum, and/or who are individually metered for electricity but who pay a caravan park or accommodation proprietor, or for individuals who use an alternative fuel as their main domestic energy source (e.g. diesel or petrol for electricity generators, heating oil).

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**Eligibility:** PCC, HCC and GOLD card holders

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**How to apply:** Application forms available from the hospital supplying life support machines, your electricity retailer or by contacting the Concessions Information Line. Contact your electricity or water retailer for details.

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**How to apply:** Contact your water supplier to automatically deduct the concession, or present your card when paying the bill.

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**Stamp duty**

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**Eligibility:** PCC and HCC

**How to apply:** Present card when purchasing ticket or contact Metlink Customer Service on 131 638 or V/Line on 136 196. (www.metlinkmelbourne.com.au) or (www.victrip.com.au)

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- The Vision Impaired Persons Pass is available to vision impaired persons and provides free travel on metropolitan and V/Line ticketed services.

Motor vehicle registration fee

**Concession:** 50 per cent off the motor vehicle registration fee is waived for card holder or spouse. There is a limit of one concession per card.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present card when paying registration or contact VicRoads on 131 171. (www.vicroads.vic.gov.au)

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**Concession:** 50 per cent reduction on the TAC insurance charge component of registration renewal notice for one car per card holder.

**Eligibility:** PCC and GOLD card holders.

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The State Government provides a range of subsidised health services including dental health services, low-cost prescription glasses and free ambulance travel in the event of an emergency, to Centrelink Pensioner Concession Card holders and Health Care Card holders.

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Public transport

**Concession:** Approximately 50 per cent off all metropolitan and V/Line ticketed services. WW1 veterans, their wives or widows and TPI veterans receive free travel on public transport.

**Eligibility:** PCC and HCC

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**Concession:** Approximately 50 per cent off all metropolitan and V/Line ticketed services. WW1 veterans, their wives or widows and TPI veterans receive free travel on public transport.

**Eligibility:** PCC and HCC

**How to apply:** Present card when purchasing ticket or contact Metlink Customer Service on 131 638 or V/Line on 136 196. (www.metlinkmelbourne.com.au) or (www.victrip.com.au)

**Other public transport concessions – for PCC holders only**

- One free economy class return trip each year within Victoria on presentation of Pensioner Free Rail Voucher.
- Concessions on urban public transport in all states and in Canberra.
- Concessions on main interstate services.

For these concessions, contact V/Line or Metlink to arrange travel or present card when purchasing ticket.

**Other public transport concessions**

- Victorian Seniors Card holders are entitled to concession fares on metropolitan transport services, the discounted Seniors Daily ticket on all metropolitan services and concession fares on selected weekday V/Line services.
  For information call the Seniors Card Office on (03) 9603 8860. (www.seniorscard.vic.gov.au)
- The Public Transport Pass is available to members of the TPI Servicemen's Association of Vic., Tuberculosis Ex-Servicemen's Association of Vic., and Limbless and Disabled Soldiers.
  For information call Metlink Customer Service on 131 638.
- The Vision Impaired Persons Pass is available to vision impaired persons and provides free travel on metropolitan and V/Line ticketed services.

**Motor vehicle registration fee**

**Concession:** 50 per cent off the motor vehicle registration fee is waived for card holder or spouse. There is a limit of one concession per card.

**Eligibility:** PCC, HCC and GOLD card holders.

**How to apply:** Present card when paying registration or contact VicRoads on 131 171. (www.vicroads.vic.gov.au)

**Transport Accident Commission (TAC) insurance charge**

**Concession:** 50 per cent reduction on the TAC insurance charge component of registration renewal notice for one car per card holder.

**Eligibility:** PCC and GOLD card holders.

**How to apply:** Contact VicRoads on 131 171. (www.vicroads.vic.gov.au)

**Utility Relief Grant Scheme**

The Utility Relief Grant Scheme provides once-off assistance to eligible domestic customers who are at risk of disconnection and who are unable to pay their gas, electricity, water or bottled gas (LPG) bills due to a temporary financial crisis. The grant is also available to eligible customers who experience difficulties paying for other non-mains sources such as carted water and heating oil.

For details regarding the gas, electricity or water grants contact the relevant utility.

For details on alternative fuels or carted water grants contact the Concessions Information Line.

**Capital Grant Scheme**

The Capital Grant Scheme provides once-off assistance to eligible people in an emergency situation by repairing or replacing essential water, gas and electrical appliances (including water and gas pipes) for households who otherwise could not afford to do so.

For information regarding this scheme contact 03 9613 5158.

**Hardship Relief Grant Scheme**

The Hardship Relief Grant Scheme provides once-off assistance to eligible people experiencing financial hardship with the costs of connecting to a mains water and sewerage service.

For information regarding this scheme contact 03 9613 5158.

**Health concessions**

The State Government provides a range of subsidised health services, including dental health services, low-cost prescription glasses and free ambulance travel in the event of an emergency, to Centrelink Pensioner Concession Card holders and Health Care Card holders.

Contact the Concessions Information Line for more information.

For further information about State concessions or other commonwealth concessions contact the
Concessions Information Line on:
(03) 9613 5122 or
toll free 1800 658 521.