

Queensland Concessions and Rebates

Electricity Rebate

Queensland pensioners and seniors may be eligible for a rebate to assist with their electricity consumption.

The Electricity Rebate provides:

An Electricity Rebate of \$0.9623 (GST exclusive) per day.

Eligibility

Rebates are available to people who have any of the below:

- Pensioner Concession Card
- Department of Veterans' Affairs Gold Card (and receive the War Widow/er Pension or special rate TPI Pension)
- Queensland Seniors Card.
- Commonwealth Health Care Card (Electricity Rebate only)
- Asylum seeker status (residents will need to provide their ImmiCard details)

To be eligible, the card holder must also live alone or share their principal place of residence with (only) any of the below:

- their spouse
- other people who hold a Pensioner Concession Card or Queensland Seniors Card
- other people wholly dependent on them
- other people who receive an income support payment from Centrelink, the Family Assistance Office, or the Department of Veterans' Affairs and who do not pay rent
- other people who live with the card holder to provide care and assistance, and who do not pay rent.

If you live in caravan park or multi-unit residential building (e.g. apartment), you must also show that your electricity is paid on the basis of metered consumption.

How do I apply for the Electricity Rebate?

Contact Flipped Energy with your concession details to apply.

Home Energy Emergency Assistance Scheme (HEEAS)

The Home Energy Emergency Assistance Scheme:

- is for Queensland households experiencing problems paying their electricity or reticulated natural gas bills as a result of an unforeseen emergency or a short-term financial crisis
- is one-off emergency assistance to help with paying your home energy bills

The Home Energy Emergency Assistance Scheme:

The Home Energy Emergency Assistance Scheme pays up to \$720 once every 2 years.

Eligibility

To be eligible you must be responsible for paying the outstanding bill (the bill does not need to be in your name) and meet one of the following:

- hold a current concession card, or
- have an income equal to or less than the Australian Government's maximum income rate for part-age pensioners.
Contact [Centrelink](#) for details of the maximum income rate.
- be part of your energy retailer's hardship program or payment plan.

Full eligibility details, including the types of emergency situations you might get help for, are available from Flipped Energy or participating [financial counselling service](#).

How do I apply for the Home Energy Emergency Assistance Scheme?

Contact us at Flipped Energy and we'll assist you with your application.

Medical Cooling Concession and Heating Electricity Concession Scheme

The Medical Cooling and Heating Electricity Concession Scheme helps with electricity costs for people who have a chronic medical condition, such as multiple sclerosis, autonomic system dysfunction, significant burns or a severe inflammatory skin condition, which is aggravated by changes in temperature.

The Medical Cooling and Heating Electricity Concession Scheme provides:

It currently provides \$522.09 (including GST) per year to eligible applicants (eligibility is reviewed every two years).

How do I apply for the Medical Cooling and Heating Electricity Concession Scheme?

Contact [Smart Service Queensland](#) to see if your eligible and to apply for this concession.

For more information on rebates, please visit [the Queensland Government website](#).

NSW Concessions and Rebates

Low Income Household Rebate

The Low Income Household Rebate helps eligible NSW households to pay their energy bills.

The Low Income Household Rebate provides:

\$285 (excluding GST) a year to eligible customers who hold an electricity account, or;

\$313.50 a year to eligible long-term residents of residential communities (caravan and mobile home parks) and retirement villages who receive electricity bills from their community operators.

Eligibility

To be eligible for the Low Income Household Rebate a person must:

- Be a resident in New South Wales;
- Be a residential customer of the retailer;
- A long term resident of an on-supplied residential community, or a resident of an on- supplied retirement village, or a resident of an on-supplied strata scheme; or
- An on-supply customer on or after 1 February 2022; and whose name appears on the electricity account for supply to his or her principal place of residence; and
- Hold a: Pensioner Concession Card issued by SA/DVA, SA Health Care Card; or DVA Gold Card marked with:
- War Widow or War Widower Pension;
- Totally and Permanently Incapacitated (TPI); or
- Disability Pension (EDA)

How do I apply for the Low Income Household Rebate?

Different application and payment processes apply depending on whether you hold an electricity account with an electricity retailer of your choice or receive an electricity bill from, or on behalf of, the operator (or strata manager) of an on-supplied residential community, retirement village or strata scheme.

If you're billed for electricity through Flipped Energy, you can apply for this rebate by providing your concession or healthcare card details over the phone.

There is no form to apply directly to your retailer for the Low Income Household Rebate.

Family Energy Rebate

The Family Energy Rebate helps NSW family households with dependent children to cover the costs of their energy bills.

The Family Energy Rebate provides eligible households a credit on an energy bill of up to \$180.

Am I eligible for the Family Energy Rebate?

To be eligible for the Family Energy Rebate in a given financial year, you must:

- Be a resident of New South Wales;
- Be a residential customer, or a person with the authority to act on behalf of the residential customer of the retailer;
- A long term resident of an on-supplied residential community, or a resident of an on-supplied retirement village, or a resident of an on-supplied strata scheme;
- Whose name appears on the electricity account for supply to her or his principal place of residence; and
- Have been assessed by the SA as being eligible for the Family Tax Benefit (FTB) A or B during the financial year immediately preceding the financial year in which an application for the FER is made to have received a payment of FTB in respect of that eligibility.

How do I apply for the Family Energy Rebate?

You can apply in either of two ways:

Apply online using the [Online Application Form](#) or

Download a [Paper Application Form](#), complete and submit via email, fax or post.

If you are a long term resident of an on-supplied residential community, a resident of an on-supplied retirement village or an on-supplied strata

scheme, or you do not have an email address, or your energy retailer is not listed in the pull down menu on the online application form, you will need to submit a paper application form. Visit the [Applying for the Rebate](#) page for detailed information.

Medical Energy Rebate

The Medical Energy Rebate is for customers who have an inability to self-regulate body temperature when exposed to extremes (hot or cold) of environmental temperatures. It is associated with certain medical conditions such as Parkinson's disease and Multiple Sclerosis. However, to be eligible for the Rebate a customer will require a separate diagnosis that they are unable to self-regulate their body temperature.

The Medical Energy Rebate provides:

\$285 (excluding GST) a year to eligible customers who hold an electricity account with an electricity retailer of their choice.

Eligibility

To be eligible for the Medical Energy Rebate you need to:

- Be resident in New South Wales; and
- Be a customer of the retailer, or a long term resident of an on-supplied residential community, or a resident of an on-supplied retirement village, or a resident of an on-supplied strata scheme; and whose name appears on the electricity account for supply to his or her principal place of residence; and
- Submit a valid application form as provided by the Department of Industry, Skills and Regional Development (the Department), which will be made available to customers on the Department's website, duly signed by a registered medical practitioner (who is not the applicant) to verify that either the customer named on the bill or anyone residing at the residence has an inability to self-regulate body temperature; and
- Hold either a:
 - Pensioner Concession Card issued by the DHS/DVA; or
 - DHS Health Care Card; or
 - DVA Gold Card.

Note: Commonwealth Senior Health Card holders are not eligible for this rebate.

For the purpose of this rebate, an eligible customer has an inability to self-regulate body temperature where the eligible customer (or someone living at the supply address of the eligible customer) has been assessed by a registered treating medical practitioner (who is not the applicant) who has been treating them for at least three months as meeting at least one Primary Qualifying Conditions AND at least one Secondary Qualifying Conditions.

How do I apply for the Medical Energy Rebate?

If you are an Electricity Retail Customer, you will need to fill out the Medical Energy Rebate Application Form and have it signed by your doctor and submit the completed form to your electricity retailer.

You can download the application form here [Medical Energy Rebate Application Form](#)

This application form needs to be filled in and signed by your treating physician of no less than three months (if you are treated by the Royal Flying Doctor Service, the same doctor is not necessarily required to have treated you for three consecutive months).

Life Support Energy Rebate

The NSW Life Support Energy Rebate helps pay electricity bills for people who need, or have someone living with them who needs, to use approved energy-intensive life support equipment at home (such as home dialysis, ventilators and oxygen concentrators).

The NSW Life Support Energy Rebate is up to \$1,343 per retail (on-market) household, per financial year, depending on the equipment type.

If you are a retail (on-market) customer, Flipped Energy can help you apply.

Eligibility

You may be eligible if you live in NSW and all the following apply:

- you have an electricity account for your home in NSW
- you're the account holder (the account and bill must be in your name)
- you or someone living with you has been assessed by a registered medical practitioner to verify that the use of the approved life support equipment is required at their principal place of residence.

What you need

- the completed form – ‘NSW Life Support Rebate Retail Customer Application’
- your registered medical practitioner to complete an assessment and complete and sign the Life Support Medical Practitioner section of the form.

How to apply

1. Check you meet the [eligibility requirements](#) for the rebate.
2. Select the ‘Download application form’ button.
3. Complete the ‘applicant’ and ‘patient’ sections in the application form.
4. Ask your medical practitioner (GP or specialist) to complete the relevant section and sign the declaration.
5. Send us a copy of your completed form.

More information

- You’ll need to reapply for this rebate every 4 years.
- Some machines have a part-time and full-time (24 hour a day) rate rebate. Your doctor will need to indicate on the form the rate you use the equipment.
- You can receive more than one rebate if your doctor has prescribed more than one type of machine, such as an oxygen concentrator and a ventilator.
- If more than one person uses the approved equipment, you can receive multiple rebates, but you need to submit a separate application form for each patient.
- You’ll receive the rebate as a daily credit on each quarterly electricity bill. The amount of the rebate depends on the machine and the number of days in the billing period.
- If you change energy providers, you can continue to receive the rebate by submitting a new, signed application form to your new provider.

Energy Accounts Payment Assistance (EAPA)

You may be eligible for Energy Accounts Payment Assistance (EAPA) if you are experiencing payment difficulty because of a short term or emergency crisis. EAPA vouchers are sent electronically to your energy retailer to help pay your home electricity or gas account. Applying for EAPA vouchers

involves an eligibility assessment by a NSW Government representative or an approved non-government EAPA provider.

EAPA voucher limits apply, and vouchers can't be used to put your energy account into credit, on closed accounts, or if your account has already been paid.

Eligibility

- Have an electricity or natural gas account for a NSW residential address, which is your primary place of residence and the account must be active at the time of your assessment (all other accounts are not eligible)
- Be the electricity or natural gas account holder (your account and bill must be in your name)
- Be experiencing a short-term financial crisis or emergency that has caused you financial hardship and impacted your ability to pay your current residential energy bill (in part or in full).

For more information on how you can apply, please [click here](#).

Seniors Energy Rebate

The Seniors Energy Rebate is to provides assistance to eligible customers who receive the Commonwealth Seniors Health Card to help cover the cost of their electricity.

An eligible customer, who completes a valid application and receives confirmation of eligibility from the Department, will be paid the rebate once per financial year into their nominated bank account.

Eligibility

- • Be a resident in New South Wales;
- • Be:the primary account holder of an electricity retailer;
- • A long term resident of an on-supplied residential community, or a resident of an on-supplied retirement village, or a resident of an on-supplied strata scheme; or
- • An on-supply customer and whose name appears on the electricity account for supply to his or her principal place residence; whose name appears on the electricity account for supply to his or her principal place of residence; and
- • Hold a Commonwealth Seniors Health Care Card issued by SA/DVA.

To apply, please visit the Department for the rebate using the form available from the Department's website [here](#).

For more information on rebates, please visit [the NSW Department of Planning and Environments website](#).