

# Financial Support

## For home dialysis patients in Queensland

This fact sheet provides information about financial concessions available to patients who receive their dialysis treatment at home. This resource has been developed on behalf of The HOME Network, a group of healthcare professionals who are working in partnership with Kidney Health Australia to address the low uptake of home dialysis in Australia.

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 Queensland Government provides a number of subsidies to assist home dialysis patients with the running costs of their dialysis equipment. If you live in Queensland, but access your dialysis equipment through New South Wales, a cross border arrangement means that you should still be eligible for the usual reimbursements. Some states and territories offer ongoing financial assistance and/or a single set-up payment for home dialysis patients.

### Household Assistance Essential medical equipment

To offset the electricity price impacts on home dialysis equipment, the Federal Government provides an Essential Medical Equipment payment of \$149 annually to Commonwealth concession card holders. Once claimed, the Essential Medical Equipment payment will be paid annually until the person's circumstances change.

Refer: [humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment](https://humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment)

### Medical Cooling & Heating Electricity Concession Scheme

This concession is available to assist low-income concession card holders in Queensland who have a medical condition that requires the use of electricity for cooling or heating.

You may be entitled to a concession to assist with increased electricity costs incurred by frequent operation of an air-conditioning unit in order to regulate body temperature.

The concession amount is paid directly by Queensland Government, in quarterly installments, by direct payment to an eligible recipient's bank account.

It currently provides \$320.97 per year to eligible applicants (eligibility reviewed every 2 years).

Refer: [dews.qld.gov.au/electricity/rebates](https://dews.qld.gov.au/electricity/rebates)

### Energy Life Support concession

The Queensland Government subsidises the cost of increased electricity requirements for home dialysis patients, with a concession of \$36.48 per month, which is paid quarterly.

Refer: [qld.gov.au/community/cost-of-living-support/electricity-life-support/index.html](https://qld.gov.au/community/cost-of-living-support/electricity-life-support/index.html)

### Water concessions

Water suppliers in Queensland offer a special dispensation for home haemodialysis patients, providing between 50 and 400 kiloliters of water per year without charge in some areas. Those residing in South East Queensland water grid can receive up to \$120 to assist with their water costs.

Contact your water supplier as concessions vary.

### Energy rebates

The Queensland Government provides general concessions on some utility costs.

Electricity Rebate - \$320.97 per year  
Reticulated Natural Gas Rebate - \$68.56 per year

Refer: [qld.gov.au/community/cost-of-living-support/electricity-gas-rebates](https://qld.gov.au/community/cost-of-living-support/electricity-gas-rebates)

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### The HOME Network

The HOME Network is a national initiative to engage healthcare professionals in the field of home dialysis, empowering these individuals to develop solutions to overcome the barriers that currently inhibit the uptake of home therapies in Australia.

Today, The HOME Network comprises a number of task forces, including the Financial Support and Advocacy Task Force. This team of healthcare professionals aims to address the financial burden experienced by patients who choose to undergo their dialysis treatment at home. This includes understanding financial entitlements for home dialysis patients in each state and territory across Australia, and making this information available to patients, their carers and other healthcare professionals.

Financial assistance available for home dialysis patients differs for each state and territory in Australia. The HOME Network and Kidney Health Australia have looked at ways to address inequities in the financial support available. If you would like further information or to become involved, refer to the contact information below.

### Useful contacts - for Queensland

**Kidney Health Australia**  
Kidney Health Information Service  
1800 454 363  
[kidney.org.au](http://kidney.org.au)  
[homedialysis.org.au](http://homedialysis.org.au)  
[homedialysis@kidney.org.au](mailto:homedialysis@kidney.org.au)

#### Queensland Government

Department of Communities  
Concession Services  
07 3247 5907  
[communityservices.qld.gov.au/community/concessions](http://communityservices.qld.gov.au/community/concessions)

Department of Energy & Water Supply  
134 387  
[dews.qld.gov.au/electricity/rebates](http://dews.qld.gov.au/electricity/rebates)

**Queensland Health**  
Department of Health & Human Services  
1300 135 513  
[health.qld.gov.au](http://health.qld.gov.au)

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**AGL**  
131 245  
[agl.com.au](http://agl.com.au)

**ClickEnergy**  
1300 367 644  
[clickenergy.com.au](http://clickenergy.com.au)

**Energy Australia**  
133 466  
[energyaustralia.com.au](http://energyaustralia.com.au)

**Energex**  
131 253  
[energex.com.au](http://energex.com.au)

**Ergon Energy**  
131 046  
[energyaustralia.com.au](http://energyaustralia.com.au)

**Essential Energy**  
South Queensland  
132 391  
[essentialenergy.com.au](http://essentialenergy.com.au)

**Powerdirect**  
1300 307 966  
[powerdirect.com.au](http://powerdirect.com.au)

**Qenergy**  
1300 448 535  
[qenergy.com.au](http://qenergy.com.au)

**Sanctuary Energy**  
1800 109 099  
[sanctuaryenergy.com.au](http://sanctuaryenergy.com.au)

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**Allconnex Water**  
1300 000 928  
[allconnex.com.au](http://allconnex.com.au)

**Gold Coast Water**  
1300 000 928  
[redland.qld.gov.au](http://redland.qld.gov.au)

**Logan Water**  
1300 156 426 - from landlines  
07 3412 3412 - from mobiles  
[logan.qld.gov.au/environment-water-and-waste](http://logan.qld.gov.au/environment-water-and-waste)

**Redland Water**  
07 3829 8999  
[redland.qld.gov.au](http://redland.qld.gov.au)

**Queensland Urban Utilities**  
132 657  
[urbanutilities.com.au](http://urbanutilities.com.au)

**Unitywater**  
1300 086 489  
[unitywater.com.au](http://unitywater.com.au)

**Wide Bay Water Corporation**  
1300 794 929  
[widebaywater.qld.gov.au](http://widebaywater.qld.gov.au)

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