

Financial Support

For home dialysis patients in New South Wales

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 New South Wales Government provides a number of subsidies to assist home dialysis patients with the running costs of their dialysis equipment. Some states and territories offer ongoing financial assistance and/or a single set-up payment for home dialysis patients.

Low income household rebate

A New South Wales Government funded rebate provides \$235 to \$258 per year to help various concession card holders with the energy costs.

Refer to: resourcesandenergy.nsw.gov.au

Some Concession card holders may also be eligible to receive concessions of up to 100% on water service charges and up to 83% on waste water service charges per year.

For more information contact your water supplier.

Water concessions

Water suppliers in New South Wales offer a special dispensation for home haemodialysis patients, providing between 80 and 400 kilolitres of water per year without charge in some areas.

As the concession varies between different water supply companies, contact your water supplier for more information on how they can help.

Life support rebate

The New South Wales Government subsidises the cost of increased electricity requirements for eligible home dialysis patients with a credit of \$1.28 per day, which is deducted from personal electricity bills by energy retailers.

For more information about the electricity rebate and how to apply, refer to: resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates/life-support-rebates

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.

Refer to: humanservices.gov.au/customer/services/centrelink/essential-medical-equipment-payment

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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 New South Wales

Kidney Health Australia
Kidney Health Information Service
1800 454 3639
kidney.org.au
homedialysis.org.au
homedialysis@kidney.org.au

NSW Government
Energy Information Line
1300 136 88
resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates/life-support-rebates

NSW Government
Department of Health
02 9391 9000
health.nsw.gov.au

AGL
131 245
agl.com.au

ActewAGL Gas & Electricity
131 093
actewagl.com.au

Energy Australia
133 466
energyaustralia.com.au

Lumo Energy
1300 115 866
lumoenery.com.au

Origin Energy
132 461
originenergy.com.au

Powerdirect
1300 307 966
powerdirect.com.au

Red Energy
131 806
redenergy.com.au

Goldenfields Water County Council
02 6977 3200
gwcc.nsw.gov.au

Hunter Water Australia
1300 657 657
hwa.com.au

Rous Water
02 66283 3800
rouswater.nsw.gov.au

Riverina Water County Council
02 6922 0608
rwcc.com.au

Sydney Water
132 092
sydneywater.com.au

Sydney Catchment Authority
1300 722 468
sca.nsw.gov.au

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