

Financial Support

For home dialysis patients in Victoria

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 Victorian 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.

Water concession

The Victorian Government provides a special dispensation for patients undergoing haemodialysis at home.

Patients holding a Pensioner Concession Card, Centrelink Health Care Card or Department of Veteran's Affairs Gold Card are eligible to receive a rebate on their water bill equal to the cost of 168 kiloliters of water per year.

Contact your water supplier as some suppliers offer a further discount on remaining water charges.

Home dialysis patient payment

Home haemodialysis and peritoneal dialysis patients receive a payment from the Victorian Government, administered through hub services to assist with dialysis costs.

Haemodialysis patients receive \$2029 per year and peritoneal dialysis patients receive \$763 per year.

Refer to: health.vic.gov.au/renalhealth/funding.htm

Life support machine electricity concession

The Victorian Government subsidises the cost of increased electricity requirements for eligible home dialysis patients. The discount is equal to the cost of 1,880 kilowatts per year, which is deducted from personal electricity bills for energy retailers.

To be eligible home dialysis patients must hold a Pensioner Concession Card, Centrelink Health Care Card or Department of Veterans' Affairs Gold Card, refer to: humanservices.gov.au/customer/subjects/concession-and-health-care-cards

Annual electricity, water & sewage concessions

The Victorian Government provides additional concessions on some utility costs for holders of various concession cards. Eligible card holders can receive a 17.5% discount on their annual energy bill.

Refer to: dhs.vic.gov.au/for-individuals/financial-support/concessions/water/water-and-sewerage-concession

Concession card holders may also be eligible to receive a rebate of up to \$277 per year on their water usage and sewerage charges.

For information on eligible concession cards and how to apply: dhs.vic.gov.au/for-individuals/financial-support/concessions

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 Victoria

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

Victorian Government
Concession Information Line
132 281
dhs.vic.gov.au/concessions
concessions@dhs.vic.gov.au

Victorian Government
Department of Health
1300 650 172
health.vic.gov.au

AGL
131 245
agl.com.au

Click Energy
1800 775 929
clickenergy.com.au

Dodo Power & Gas
133 636
dodo.com.au

Energy Australia
133 466
energyaustralia.com.au

Lumo Energy
1300 115 866
lumoenery.com.au

Origin Energy
132 461
originenergy.com.au

Red Energy
131 806
redenergy.com.au

Simply Energy
138 808
simplyenergy.com.au

Barwon Water
1300 656 007
barwonwater.com.au

Central Highlands Water
1800 061 514
chw.net.au

City West Water
131 691
citywestwater.com.au

Coliban Water
1300 363 200
coliban.com.au

East Gippsland Water
1800 671 841
egwater.vic.gov.au

Gippsland Water
1800 050 500
gippslandwater.com.au

Goulburn Valley Water
1800 454 500
gvwater.vic.gov.au

GWM Water
1300 659 961
gwmwater.org.au

Lower Murray Water
03 5682 3400
lmw.vic.gov.au

North East Water
1300 361 622
nerwa.vic.gov.au

South East Water
131 694
southeastwater.com.au

South Gippsland Water
1300 851 636
sgw.com.au

Wannon Water
1300 926 666
wannonwater.com.au

Western Water
1300 650 422
westernwater.com.au

Westernport Water
1300 720 711
westernportwater.com.au

Yarra Valley Water
1300 853 811
yvw.com.au

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