



Concessions

Concessions in Victoria

Overview

This Factsheet provides information about concessions available within Victoria.

The Victorian concessions are primarily state concessions or concessions offered within the metropolitan area of Melbourne. Many local councils also offer concessions to residents, sometimes in addition to state concessions. Check with your local council to find out more about other concessions in your area.

Who determines what the concessions are?

The relevant Australian Government and State authorities and businesses determine what concessions to offer, and who is eligible for those concessions.

Who is eligible for a concession?

Where possible, this Factsheet will list the eligibility requirements for each particular concession.

The requirements will normally relate to whether you are eligible for certain types of DVA cards or whether you receive a certain type of DVA pension.

Proving your Eligibility

In many cases you will be able to prove your eligibility by presenting a DVA card such as the Pensioner Concession Card (PCC) or the DVA Gold Card. In situations where this does not apply the concession providers will tell you what confirmation they require.

Changes to concessions

The information given in this Factsheet is based on information provided to us and to the best of our knowledge is correct. Concessions may change at any time and the details should always be confirmed with the provider.

Concessions in Victoria, *continued*

Health concessions

Treatment Cards

If you have a DVA treatment card (Gold or White Card) you should always use this card for medical, hospital, pharmaceutical and allied health services.

Pharmaceutical benefits

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

PCC holders are eligible for pharmaceuticals under the Pharmaceutical Benefits Scheme (PBS) at \$5.30 per prescription. Your pharmacist can tell you which pharmaceuticals are listed under the scheme. Premiums charged by manufacturers may apply to some alternative brands/medicines. Once you have spent the PBS Safety Net threshold amount on PBS medicines, you will receive free PBS medicines for the rest of the year.

Concession Provider

Department of Health and Ageing:

1800 020 613

Website:

www.health.gov.au/pbs

National Diabetes Services Scheme

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

A range of Australian Government approved products are available at subsidised prices for PCC holders who are registered with the National Diabetes Services Scheme.

Concession Provider

National Diabetes Services Scheme:

1300 136 588

Website:

www.diabetesaustralia.com.au/en/NDSS/

Hearing services

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders
- DVA White Card holders where the card is issued specifically for hearing reasons.

Concessions in Victoria, *continued*

Hearing services, *continued*

Concession

Hearing assessments and hearing rehabilitation are available through the Office of Hearing Services. Hearing assessments and hearing rehabilitation, including provision and fitting of some hearing aids, are available free of charge.

Concession Provider

Office of Hearing Services:

1800 500 726

or TTY

1800 500 496

Website:

www.health.gov.au/hear

Ambulance

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

This concession provides free ambulance and air ambulance travel anywhere in Australia in an emergency or on the recommendation of a doctor. If possible, advise the ambulance paramedic of your concession card or contact Ambulance Victoria.

Concession Provider

Ambulance Victoria:

(03) 9840 3500

Website:

www.ambulance.vic.gov.au

Spectacles

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders
- DVA White Card holders.

Concession

Free eye examinations and low cost glasses are available for concession cardholders and dependants under the age of 16 who are listed on the concession card.

Metropolitan residents requiring eye care due to an eye condition or disease should contact the Victorian Eye and Ear Hospital. Metropolitan residents requiring glasses should contact the Victorian College of Optometry. Rural residents should contact the Victorian Eye Care Service.

PCC holders need to have held their concession card for at least 6 months to be eligible for low cost glasses through the Victorian Eye Care Service.

Concessions in Victoria, *continued*

Spectacles, *continued*

Concession Provider

Victorian Eye and Ear Hospital:	(03) 9929 8666
Victorian College of Optometry:	(03) 9349 7455
Victorian Eye Care Service:	(03) 9349 7434

Dental

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

Dental Health Services Victoria provides emergency and general dental care for adult concession cardholders through public dental clinics in community health centres, rural hospitals and the Royal Dental Hospital Melbourne. Waiting lists apply for general dental care. Emergency relief of pain is generally available within 24 hours. A \$23.00 co-payment is payable at each visit, up to a maximum of \$92.00, for general dental care. More advanced dental treatments may be provided but fees above the \$92.00 maximum will apply. A \$23.00 co-payment is also required for an emergency dental visit.

Concession Provider

Dental Health Services Victoria:	1300 360 054
Website:	www.dhsv.org.au

Transport Concessions

Public transport

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- War Widow/War Veteran Victorian Public Transport Concession (VPTC) Card holders.

Concession - PCC holders

Concessions fares are available for:

- Metropolitan services
- V/Line ticketed services (including V/Line Link services and interstate services)
- Urban bus services in the regional cities outlined at www.metlinkmelbourne.com.au/fares-tickets/concessions/
- Regional services that have a contract or service agreement with the Department of Transport.

Concessions in Victoria, *continued*

Public transport, *continued*

Concessions do not necessarily apply to CountryLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses. Please check with the relevant operator before booking or travelling. Show your PCC when you purchase your ticket.

Concession – War Widow/War Veteran Victorian Public Transport Concession (VPTC) Card holders

War Widow/War Veteran Victorian Public Transport Concession (VPTC) Card holders are eligible for concession fares on public transport services throughout Victoria. The concession card is issued by the Metlink Central Pass Office.

To be eligible for this card you must be either a:

- War widow(er) residing in Victoria in possession of a DVA Gold or White Card; *or*
- A Veteran residing in Victoria who has undertaken war /peacekeeping /peacemaking service overseas and are in possession of a DVA Gold or White Card.

You *will not be* eligible for this card if you are already receiving a concession because you hold a:

- Victorian Seniors Card;
- Victorian Health Care Card;
- Australian Pensioner Concession Card;
- A Victorian Public Transport Free Pass; *or*
- Any other concession card valid for concession fares on public transport in Victoria.

Concession Provider

Metlink Central Pass Office:

(03) 9619 1159

or (03) 9619 1650

Website:

www.metlinkmelbourne.com.au/about-metlink/metlink-central-pass-office

Multi-Purpose Taxi Program

Concession Fare – Who is Eligible?

You can become a member of the Multi Purpose Taxi Program if you:

- live in Victoria; *and*
- have a severe and permanent disability; *and*
- have a disability that means you can't use public transport by yourself.

To become a member you also need to either:

- use a wheelchair all the time; *or*
- hold a Pensioner Concession Card or DVA Gold Card; *or*
- be able to show you have financial hardship by providing financial information.

Concession

The Multi Purpose Taxi Program gives members half price taxi fares. It pays up to \$60 per trip and has a cap of \$2180 per year. Some members are exempted from the yearly limit, including disability pensioners receiving the Totally and Permanently Incapacitated (T&PI)

Concessions in Victoria, *continued*

Multi-Purpose Taxi Program, *continued*

rate or the Extreme Disablement Adjustment (EDA) rate. Refer to the Victorian Taxation Directorate for more information on exemptions from the annual limit.

Members are given a Multipurpose Taxi Program card that they have to show when they first get into a taxi. The cards cost \$16.50 and are valid for six years.

Travel can be for any reason. Trips that are covered by insurance or other funding are not covered by the Multi Purpose Taxi Program.

Victorian members can get the same discount interstate for a limited number of taxi trips.

Note: For taxi travel relating to the treatment of accepted disabilities you should use your DVA treatment card (Gold card or White card). For more information refer to *Factsheet HSV02: Entitlements under the Repatriation Transport Scheme*.

Concession Provider

Victorian Taxation Directorate

(03) 9320 4300

Toll free: 1800 638 802

Website:

<http://www.transport.vic.gov.au/doi/internet/vehicles.nsf/headingpagesdisplay/multi+purpose+taxi+program>

Great Southern Railway (GSR) Services

Concession Fare – Who is Eligible?

- Pensioner Concession Card (PCC) holders
- Commonwealth Seniors Health Card (CSHC) holders.

Concession Fare – PCC & CSHC Holders

PCC & CSHC holders are eligible for a discount of up to 55% from Great Southern Railway (GSR) for the following rail journeys:

- The Ghan
- The Indian Pacific
- The Overland.

Special Veteran Travel Concession – Who is Eligible?

- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate
- Veterans receiving disability pension at the Extreme Disablement Adjustment (EDA) rate
- Veterans receiving disability pension at the Intermediate rate
- Veterans receiving disability pension at the Blind rate
- Service Pensioners on the Blind rate
- Disability Pensioners receiving the Specific Disability amount Items 1-14 listed under Section 27 of the Veterans' Entitlements Act 1986, i.e. suffering loss of limb
- Widows of WWI Australian veterans (do not have to be in receipt of DVA pension).

Concessions in Victoria, *continued*

Great Southern Railway (GSR) Services, *continued*

Special Veterans Travel Concession

This concession provides either:

- free rail travel in a Gold Service Sleeper Cabin (formerly known as First Class) over the Commonwealth owned track only. The 'free' component includes a sleeping berth only and does not include any Gold Service meal charges or Fuel Price Surcharges; *or*
- free rail travel in a Red Service Sleeper Cabin (formerly known as Holiday Class) which includes a sleeping berth (if applicable) over the Commonwealth owned track only. Meals can be purchased in Red Service. Fuel Price Surcharges also apply.

The following sections of GSR journeys are covered by the concession:

- the 'Indian Pacific' between Broken Hill and Kalgoorlie
- the 'Overland' between Wolseley and Adelaide
- the 'Ghan' between Adelaide and Darwin.

Carers for Special veterans are also entitled to a concession. A medical certificate must be obtained stating the veteran/widow/widowers and carer's names and that the veteran/widow/widowers requires care for the journey. The carer does not have to be in receipt of a carer's pension or be related to the person travelling.

Refer to *Factsheet IS 152: Great Southern Railway Travel Concession* for more information.

Concession Provider

Great Southern Rail:

132 147

Website:

www.gsr.com.au

Household Concessions

Australia Post

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

Australia Post will re-direct mail at a discounted rate after PCC holders change their address.

Australia Post will deliver some items that aid the visually impaired free of charge or at concessional rates for PCC holders.

Concession Provider

Australia Post:

131 318

Concessions in Victoria, *continued*

Telstra

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

Telstra offer a number of concessions to PCC holders, including:

- a discount on new telephone service connection fee
- a reduction in your home line plan costs.

For more information you can request a brochure from Telstra called 'Pensioner Benefits' which details the concessions that they provide.

Concession Provider

Telstra:

132 200

Water, Sewerage & Storm Water Rebates

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders - excludes dependants.

Concession

The water and sewerage concession provides a 50% discount off water and sewerage charges up to an annual maximum. Maximum concessions are increased each year in line with inflation. Present your concession card when paying the bill, or contact the water business to register to have concessions automatically deducted from your bill.

Concession Provider

The Concession can be claimed directly from your water provider – check your water account for details of who to contact.

Non-Mains Water

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders - excludes dependants.

Concession

The Non-Mains Water Concession, also known as the Carted Water Rebate, assists cardholders not connected to reticulated or mains water with the costs of purchasing non-mains water for domestic usage, for example, when buying carted water for rainwater tanks, or buying water via a billing agent or water cooperative.

Cardholders can apply for up to 3 rebates each financial year, depending on how much is spent on non-mains water. The rebate is indexed each year in line with inflation.

Concessions in Victoria, *continued*

Non-Mains Water, *continued*

To apply for this concession an application form must be completed. To obtain a form, contact the Department of Human Services – Concessions Unit on 1800 658 521.

Rates

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- War Widows pension recipients
- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate.

Concession

The Municipal Rate concession provides a 50% discount off council rates up to a maximum amount. This amount is increased each year in line with inflation.

Application forms are available from your local council. Once completed, the concession will be automatically deducted from the rates notice.

Stamp Duty

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Stamp Duty Concession provides an exemption from stamp duty for cardholders purchasing property up to \$330,000 in value. A sliding scale of partial exemptions is available for properties with a value of more than \$330,000, but not more than \$440,000. An application form is available from the Victorian State Revenue Office.

Concession Provider

Victorian State Revenue Office:

132 161

Website:

www.sro.gov.au

Winter Energy Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Winter Energy Concession provides a discount of 17.5% off mains electricity and mains gas on usage from 1 May to 31 October of each year.

Concessions in Victoria, *continued*

Winter Energy Concession, *continued*

Present your concession card when paying these bills or contact your electricity or gas retailer.

Concession Provider

Eligible cardholders may register with their electricity or gas retailer to have the concession automatically deducted from their bill.

Non-Mains Winter Energy Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Non-Mains Winter Energy Concession is an annual rebate for eligible cardholders who use LPG for domestic heating or cooking, and/or are individually metered for electricity but who pay a caravan park or accommodation proprietor. Concession cardholders who use an alternate fuel such as diesel, petrol or heating oil as their main domestic energy source are also eligible for the rebate. The amount of the rebate depends on the annual amount of non-mains energy purchased. The rebate amount is increased annually in line with inflation.

Concession Provider

Application forms are available from LP Gas suppliers, local councils or by contacting the Department of Human Services – Concessions Unit on 1800 658 521 between 1 September and 31 January each year.

Off Peak Energy Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Off Peak Energy Concession provides a 13% reduction on the off-peak tariff rates on all quarterly electricity bills.

Concession Provider

Present your card when paying your account or contact your electricity retailer.

Concessions in Victoria, *continued*

Electricity transfer fee waiver

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The electricity transfer fee waiver provides a full waiver of the fee that is normally payable to the electricity retailers when there is a change of occupancy at a property.

Concession Provider

Contact your electricity retailer to apply.

Service to Property Charge energy concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Service to Property Charge energy concession provides a reduction on the supply charge for concession households with low energy consumption. The concession is applied if the cost of electricity used is less than the supply (or service) charge. This charge is then reduced to the same price as the electricity usage cost.

Concession Provider

Present your card when paying your account or contact your electricity retailer.

Medical Cooling Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Medical Cooling Concession (formerly the Multiple Sclerosis Concession) provides a 17.5% discount off electricity costs over a six month period from 1 November to 30 April for concession cardholders with Multiple Sclerosis and other qualifying medical conditions such as Parkinson's, motor neurone disease, scleroderma and lupus. Around ninety medical conditions qualify for the Medical Cooling Concession. For details of these conditions please contact the Department of Human Services – Concessions Unit on 1800 658 521.

Concession Provider

Application forms are available from your electricity retailer, MS Society Office or by contacting the Department of Human Services – Concessions Unit on 1800 658 521.

Concessions in Victoria, *continued*

Life Support Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders.

Concession

The Life Support Concession provides a quarterly rebate on electricity bills where a cardholder or member of cardholder's household uses certain life support machines, such as an oxygen concentrator or haemodialysis machine.

Concession Provider

Application forms are available from the hospital supplying the life support machine, the electricity retailer or by contacting the Department of Human Services – Concessions Unit on 1800 658 521.

Vehicle Concessions

Motor Vehicle Registration Fee concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders
- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate
- Veterans receiving disability pension at the Extreme Disablement Adjustment (EDA) rate.

Concession – PCC, Gold Card Holders

The Motor Vehicle Registration Fee concession provides a 50% reduction on the motor vehicle registration fee component of the registration bill where the cardholder or their partner is the registered operator of the vehicle.

There is a limit of one vehicle per concession card.

Concession – T&PI & EDA Veterans

T&PI & EDA veterans receive a 100% reduction on the Motor Vehicle Registration Fee.

Concession Provider

VicRoads:

131 171

Website:

www.vicroads.vic.gov.au

Concessions in Victoria, *continued*

Transport Accident Commission (TAC) insurance charge Concession

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- DVA Gold Card holders
- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate
- Veterans receiving disability pension at the Extreme Disablement Adjustment (EDA) rate.

Concession

The TAC concession provides a 50% reduction of the TAC charge component of the registration bill. There is a limit of one vehicle per concession card.

Concession Provider

VicRoads:

131 171

Website:

www.vicroads.vic.gov.au

Motor Vehicle GST exemption

Who is Eligible?

- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate and other veterans as specified in *Factsheet DP 79: Supply of Cars and Car Parts GST Free*.

Concession

Eligible veterans are entitled to GST exemption on the purchase of new cars (once every 2 years or 40,000 km). GST exemption is also available on spare parts necessary for the running of a motor car. Refer to *Factsheet DP 79: Supply of Cars and Car Parts GST Free*.

For more information:

Application forms are available from DVA, but contact your local Australian Taxation Office for details of exempt items.

Australian Taxation Office:

132 861

Website:

www.ato.gov.au/taxprofessionals/content.asp?doc=/content/13098.htm

Other Concessions

Recreational Fishing Licences

Who is Eligible?

- Pensioner Concession Card (PCC) holders
- Veterans receiving disability pension at the Totally and Permanently Incapacitated (T&PI) rate.

Concessions in Victoria, *continued*

Recreational Fishing Licences, *continued*

Concession

Eligible clients do not need to purchase a fishing licence. This exemption does not apply to inland amateur netting licences. Contact the Department of Primary Industries to apply.

Concession Provider

Department of Primary Industries:

136 186

Website:

www.dpi.vic.gov.au

Pet Registration

Who is Eligible?

- Pensioner Concession Card (PCC) holders.

Concession

Concessions are available on cat and dog registrations (concession varies between councils). Contact your local council to apply.

More Information about Concessions

State Seniors Card

Different concessions may be available for holders of Seniors Cards. All State Governments issue their own Seniors Card.

Eligibility for this card is determined by each state and is usually based on age and/or the number of hours worked per week. In most states you must be over 60 years.

Concessions vary between states but may include discounts on travel, including travel on some public transport when interstate, licences or household expenses, as well as on goods and services. State Government issued Seniors Cards are also often accepted at local businesses and may be accepted where a PCC or Gold Card is not.

For more information on the VIC Seniors Card

Website:

www.seniorscard.vic.gov.au/

Benefits and Concessions Handbook Victoria

DVA produce a handbook covering a wide range of benefits and concessions available to people in Victoria. The handbook can be found on the DVA website at:

http://www.dva.gov.au/vic/services/fringe_ben/Benefits_and_ConcessionHandbook-Victoria2008.pdf.

Concessions in Victoria, *continued*

Finding out more about concessions – T&PI Veterans

The Totally and Permanently Incapacitated Veterans' Association of Victoria sends their magazine 'Chin Up' each quarter to their members. 'Chin Up' includes a list of businesses that provide concessions to T&PI veterans.

For more information:

T&PI Association: (03) 9329 8844
Head Office address: 23-47 Villiers St, North Melbourne 3051

Finding out more about concessions – War Widow(er)s

Legacy offers extensive assistance to Legacy Widows and their dependents. Assistance includes:

- financial assistance with the payment of medical, dental, hospital or optometry etc accounts
- advice on education of Junior Legatees
- housing and financial assistance.

Legacy Melbourne: (03) 9663 3564
Melbourne Office: 293 Swanston St, Melbourne 3000
Website: www.legacy.com.au

Victoria Government Department of Human Services – Concessions Unit

The Concessions Unit provides information on concessions available to Victorian residents.

For more information:

Concessions Information Line: 1800 658 521
Website: www.cyf.vic.gov.au/concessions/concessions

When to contact DVA

Contact DVA:

- to report a lost card
- to notify us of a change of address
- for information about eligibility for Australian Government concessions
- for information about the issue of a PCC.

Contact the authority or business administering the concession for:

- information about the eligibility for a concession
- details about the rate of concessions.

Concessions in Victoria, *continued*

Other Factsheets

Other Factsheets relating to this topic include:

- *Pensioner Concession Card: IS 125*
- *Great Southern Railway Travel Concession: IS 152*
- *Overview of Cards Available to Veterans and Their Dependants: IS 160*
- *Supply of Cars and Car Parts GST Free: DP 79*
- *Entitlements under the Repatriation Transport Scheme: HSV 02*

More information

All DVA Factsheets are available from DVA offices, and on the DVA website at www.dva.gov.au.

You can phone DVA for the cost of a local call on 133 254 or 1800 555 254 for country callers.

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: generalenquiries@dva.gov.au.

You can get more help from any DVA office.