

Tomorrow's Queensland:  
strong, green, smart, healthy and fair



# Every dollar counts

Concessions made easy



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### **TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Brisbane and Queensland – 24 hours a day, 7 days a week

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# Every dollar counts

Concessions made easy



## Message from the Minister

This handy booklet has been updated to include the Queensland Government's recent increases and changes to concessions.

*Every dollar counts: Concessions made easy* provides a convenient listing of the many concessions, rebates and subsidies provided by the Queensland Government.

It is produced by the Department of Communities in cooperation with other government departments and agencies to ensure all Queenslanders have access to information about the wide range of concessions available to help them enjoy a healthy, quality lifestyle.

One of the big changes in this update is no mention of a subsidy for the ambulance levy. That's because we abolished the levy – so ambulance cover is now free for all Queenslanders.

I encourage you to look through this booklet and take advantage of the many savings available to you.

In addition, and to make your search a little easier, you could log onto [www.qld.gov.au/everydollarcunts](http://www.qld.gov.au/everydollarcunts) to find out what savings you may be eligible for by letting the computer do the work for you. The website allows you to search by card type (e.g. Queensland Seniors Card, Centrelink Pensioner Card etc.) or you can search by category, such as 'home and property', to see what help is available for your home related expenses including rates, electricity and water.

Karen Struthers MP

**Minister for Community Services and Housing  
Minister for Women**

## Concessions cards - key

To assist you to use this booklet, the following concessions cards key is used so that you can see at a glance which cards apply to each concession.

- QSC** **Queensland Seniors Card**  
(issued by the Department of Communities)
- CSHC** **Commonwealth Seniors Health Card**  
(issued by Centrelink or the Department of Veterans' Affairs)
- GC** **Repatriation Health Card — for all Conditions (Gold Card)**  
(issued by the Department of Veterans' Affairs)
- GC** **TPI**  
**Totally and permanently incapacitated (Gold Card)**  
(issued by the Department of Veterans' Affairs)
- GC** **War widow/widower**  
(Issued by the Department of Veterans' Affairs)
- HCC** **Health Care Card**  
(issued by Centrelink)
- PCC** **Pensioner Concession Card**  
(issued by Centrelink or the Department of Veterans' Affairs)
- WC** **Repatriation Health Card — for Specific Conditions (White Card)**  
(issued by the Department of Veterans' Affairs)

*Note: Queensland Seniors Business Discount Card holders are not eligible for government concessions.*

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## Are you eligible for a Queensland Seniors Card?

The Queensland Seniors Card gives you access to government concessions and business discounts. To be eligible for a Seniors Card you must be a permanent Queensland resident and either:

- aged 65 years or older, and not working full-time, or
- aged 60 to 64 years, not working full-time and hold a Commonwealth concession card from Centrelink or the Department of Veterans' Affairs.

## Business discount cards for seniors and carers

If you are a permanent Queensland resident and aged 60 years or older, you are automatically eligible for a Seniors Business Discount Card.

If you are a permanent Queensland resident, of any age, and receive the Centrelink Carer Payment or Carer Allowance, you are eligible for a Carer Business Discount Card.

These cards give you access to discounts when purchasing goods and services from participating business outlets in Queensland only, not government concessions.

To apply, phone Smart Service Queensland on 13 QGOV (13 7468) or apply online at [www.seniors.qld.gov.au](http://www.seniors.qld.gov.au) – for the Seniors Business Discount Card, or [www.qld.gov.au/carercard](http://www.qld.gov.au/carercard) – for the Carer Business Discount Card.

## Are you eligible for a Queensland Companion Card?

The Companion Card is designed for people who have a lifelong need for attendant care support in order to attend activities and venues in their community. It promotes fair ticketing and removes a major barrier to participation – the expense of purchasing an additional ticket for their companion.

Card holders present their card when purchasing tickets at participating business venues and activities, pay for their ticket and are issued with a second ticket for their companion at no charge.

Business venues and activities affiliated with the program absorb the costs associated with the companion ticket. The companion ticket is exempt from all booking fees.

The Companion Card program is not a discount scheme, concession or benefit. However the card can be used in conjunction with any recognised concession cards held by the cardholder.

To be eligible for a Companion Card you must demonstrate that you:

- are a lawful Australian resident living in Queensland, and
- have a disability, and
- because of the impact of the disability, you are unable to participate at most community venues or activities without attendant care support, and
- need, or are likely to need, lifelong attendant care support.

For more information, telephone 13 13 04 or visit <http://www.companioncard.gov.au>.

# Queensland Government concessions

## Boat registration fees

**QSC** **GC** TPI only

**PCC**

A recreational ship owner who is the holder of a Queensland Seniors Card or a Pensioner Concession Card is exempt from paying half the registration component of the total registration fee for one recreational ship. The recreational use fee is still payable.

If you have been assessed as at least 70 per cent incapacitated under the *Veterans Entitlement Act 1986* or as 50 impairment points under the *Military Rehabilitation and Compensation Act 2004*, you may be exempt from paying the registration fee and recreational use fee for one recreational ship.

Applicants must provide a letter from Department of Veterans' Affairs confirming the type and rate of pension or payment received.

The Registration Concession Application form is available from Department of Transport and Main Roads' Customer Service Centres or by telephoning 13 23 80. Visit the department's website [www.transport.qld.gov.au](http://www.transport.qld.gov.au) click on 'find a form' followed by 'find form by category', then go to 'concession' section and click on 'QF 3937 Registration Concession Application'.

## Bus travel



A 50 per cent concession is available on urban bus services throughout Queensland.

Concessions do not apply on long distance bus services, for example between Brisbane and the Gold Coast, however, some bus operators do provide discounts. You should contact the relevant operator direct to enquire.

To obtain a concession, you must produce your card when purchasing a ticket.

Bus services in South-East Queensland provided by TransLink also provide concessions to Pensioner Concession Card holders and Seniors Card holders from all Australian states and territories.

For information on bus services in South-East Queensland, contact TransLink on 13 12 30 or visit [www.translink.com.au](http://www.translink.com.au)

For information on bus services outside of South-East Queensland, visit [www.qconnect.qld.gov.au](http://www.qconnect.qld.gov.au)

## Dental



**HCC** and dependants

**PCC** and dependants

Free dental treatment, including the provision of dentures, is available at public dental clinics and hospitals.

Contact details are listed in your local White Pages under Queensland Health – Dental (Oral) Health Services – Public Dental Clinics or visit [www.health.qld.gov.au/oralhealth](http://www.health.qld.gov.au/oralhealth) and click on 'contact us'.

## Electricity life support



The Electricity Life Support Concession is a monthly concession to assist eligible users of oxygen concentrators or kidney dialysis machines meet their electricity costs.

The concession is paid quarterly to seriously ill people who use home-based life support systems, provided they have been medically assessed in accordance with the eligibility criteria determined by Queensland Health.

Eligibility to receive the concession is also dependent on the following conditions:

- Oxygen concentrators must be provided rent-free by Queensland Health to patients who hold an eligible concession card and meet the eligibility criteria of the Medical Aids Subsidy Scheme.
- Kidney dialysis machines must be provided rent-free by Queensland Health to patients based on clinical needs and supplied through Queensland hospitals.

Full eligibility requirements for the concession are outlined on the application form, which is sent to the applicant within 14 working days of receiving their machine.

For more information, contact Concession Services, Smart Service Queensland on 13 QGOV (13 74 68).



## Electricity rebate

**QSC** **GC** War widow/widower and TPI only

**PCC**

The Queensland Government provides a rebate on the cost of electricity supplied to the home of eligible concession card holders. The card holder must be the registered account holder with the electricity retailer for premises that are their principal place of residence. Card holders are eligible to claim the rebate for premises where they live alone or share the home with:

- their spouse
- other persons who hold a Pensioner Concession Card or Queensland Seniors Card
- other persons wholly dependent on them
- other persons 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 persons who live with the card holder to provide care and assistance, and who do not pay rent.

Applicants must also declare that no other persons except casual visitors share the residence with them.

Eligible card holders who live in caravan parks or multi-unit residential buildings may be eligible for the electricity rebate if:

- electricity is paid on the basis of individually metered consumption, and
- the owner/proprietor is prepared to seek the electricity rebate on behalf of the resident.

Full eligibility details for the rebate are provided on the application form, which is available from your electricity retailer.

Eligible card holders who satisfy the above conditions and wish to claim the rebate must, at the electricity retailer's discretion, either complete a written application form or apply by telephone. Your application must be received by your electricity retailer at least 14 days prior to the preparation of the first electricity account to which the rebate applies.

For more information or to apply for the rebate, contact the electricity retailer whose telephone number appears on your account.



## Ferry travel



### Ferries in South-East Queensland

A concession fare is available on Brisbane ferry services, including CityCat and CityFerry. For more information about concessions on these services, contact TransLink on 13 12 30 or visit [www.translink.com.au](http://www.translink.com.au) and click on 'tickets and fares'.

A concession fare is available on the non-TransLink services listed below. Please contact the individual operator for more information.

- **Bay Islands Transit**  
Passenger ferry service to and from the southern Moreton Bay islands of Karragarra, Macleay, Lamb and Russell, departing from the mainland at Weinam Creek Marina jetty facility, Banana Street, Redland Bay.
- **Coochiemudlo Island Ferry Service**  
Services operating between Coochiemudlo Island and Victoria Point.
- **Stradbroke Ferries**  
Services operating between Toondah Harbour, Cleveland and North Stradbroke Island.
- **Stradbroke Flyer**  
Services operating between Toondah Harbour, Cleveland and North Stradbroke Island.

### Ferries outside of South-East Queensland

A concession fare is available on the following ferry services.

- **Sunferries**

Services operate between Townsville and Magnetic Island and between Townsville and Palm Island. For more information, telephone 4726 0800.

- **Peddells Thursday Island Tours**

Services operate between Thursday Island and Seisia. For more information, telephone 4069 1551.

For more information on ferry services outside of South-East Queensland, visit [www.transport.qld.gov.au](http://www.transport.qld.gov.au), click on 'General information' then click on 'Qconnect' from the menu.

## Fire services levy

**GC**

**PCC**

### Urban

A discount of 20 per cent is available on the Urban Fire Services Levy for your principal place of residence. The levy is included in the rates assessment notice issued by your local council.

For more information contact your local council.

### Rural

Where applicable a rural fire services levy is included in the gross rates and charges levied by a local council. The relevant pensioner rate subsidy is calculated on these rates and charges.

For more information, contact your local council.

## First aid

**QSC** **PCC**

Queensland Ambulance Service offers a five per cent discount on the non-GST component of its *Apply First Aid* and *Perform Cardiopulmonary Resuscitation* courses. This discount applies to holders of a Queensland Seniors Card, Pensioner Concession Card and full-time students under the age of 25. A 10 per cent discount applies to Foster and Kinship Carer Card holders.

For more information, contact the Queensland Ambulance Service on 1300 369 003.

## Fishing

**QSC** **GC** **HCC** **PCC**

A 10 per cent annual discount is available on a Stocked Impoundment Permit for holders of a Queensland Seniors Card, Repatriation Health Care Card — for all Conditions (Gold Card), Health Care Card or Pensioner Concession Card. These permits are sold:

- online at [www.qld.gov.au/fishing](http://www.qld.gov.au/fishing) — to use this option you will need a printer and a credit card (Visa or Mastercard)
- via telephone from the Department of Employment, Economic Development and Innovation on 13 25 23 — to use this option you will need a credit card (Visa or Mastercard)
- at small business outlets throughout Queensland — you can find your nearest outlet online. Visit [www.dpi.qld.gov.au](http://www.dpi.qld.gov.au) click on 'fisheries' then click on 'permits for fishing in Queensland dams'.

For more information, contact the Department of Employment, Economic Development and Innovation on 13 25 23.

## Home assistance

People with a disability and people aged 60 years and over can access assistance to help them continue to live in their home.

The Home Assist Secure service provides free information and referrals about home maintenance, falls prevention, repairs and modifications, and home security. Subsidised assistance for minor home maintenance, repairs and modifications which relate to health, safety and security, is also available for eligible clients.

To be eligible for free information and referrals, people must be 60 years and over, or of any age with a disability, and live in their own home or in rental housing.

To be eligible for subsidised assistance, people must also receive an Australian Government payment or allowance and be unable to make use of alternative forms of assistance, such as Home and Community Care, Veterans' Affairs, family or friends.

The Home Assist Secure service does not cover work considered to be the responsibility of the landlord (lessor), under residential tenancies legislation or other tenancy agreements.

For further information, telephone 1300 880 882 or visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au) select 'housing and homelessness services' then click on 'loans and grants' and select 'home modification assistance'.

## Home energy emergency assistance

While not a concession, the Home Energy Emergency Assistance Scheme provides one-off emergency assistance to low-income households. To be eligible for assistance, households must have experienced a short-term financial crisis or unforeseen emergency, within the past 12 months, limiting their ability to pay their current electricity and/or reticulated natural gas account. Assistance can only be provided once in any 12 month period and may only be provided for two consecutive years.

To be eligible you must:

- hold a current concession card in the name shown on your electricity or gas bill, or
- be part of your energy retailer's hardship program or payment plan, or
- have an income equal to or less than the Commonwealth Government's maximum income rate for part-age pensioners. For rate information, refer to the Centrelink publication *Guide to Australian Government Payments*, available through the Centrelink website ([www.centrelink.gov.au](http://www.centrelink.gov.au)) or its offices.

Energy retailers will initiate the application process following consideration of all the eligibility criteria. Full eligibility details are available from your energy retailer.

For more information and to make an application, contact the energy retailer whose number appears on your energy account.

## Land rent

### Residential lessees

Lessees of leasehold land who are suffering hardship or facing financial difficulties and hold a Commonwealth Government concession card may be eligible for a decrease in land rent, provided their leased land is used exclusively as their principal place of residence.

For more information, contact your nearest office of the Department of Environment and Resource Management on 13 QGOV (13 74 68).

### Medical aids subsidy

**QSC** **HCC** **PCC**

The Medical Aids Subsidy Scheme provides funding for scheme endorsed aids and equipment to eligible Queensland residents with permanent and stabilised conditions or disabilities. The range of aids and equipment is selected to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.

Aids and equipment are subsidised either on a permanent loan basis, private ownership or through the purchase of consumables.

Applications are made via delegated health professional prescribers who undertake a full clinical assessment and implement a management strategy of the applicant's needs. Applicants must hold a Queensland Seniors Card, Health Care Card or a Pensioner Concession Card.

For more information, contact your local government or non-government community health service as listed in the White Pages, or contact the Medical Aids Subsidy Scheme on 3136 3636 or visit [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass)

## Medical cooling and heating electricity concession

**HCC** **PCC**

The Medical Cooling and Heating Electricity Concession Scheme assists with the electricity costs for eligible 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, for example multiple sclerosis, autonomic system dysfunction, significant burns and severe inflammatory skin conditions.

To be eligible for the concession, the applicant must have a qualifying medical condition and their residence must be fitted with an air conditioning unit. In some instances, it may be appropriate for a parent or legal guardian to apply on behalf of the person with the medical condition.

The applicant and/or legal guardian must hold a Health Care Card or a Pensioner Concession Card and be financially responsible for the payment of their component of the electricity bill.

The concession is not limited to one person per household, but all applicants must meet all of the eligibility criteria.

The application form must be signed by a relevant specialist e.g. neurologist, general physician, dermatologist or in the instance of multiple sclerosis, a general practitioner who has been treating the patient for more than three months.

Full details of eligibility for the concession are contained in the information brochure. For further information and an application form

contact Smart Service Queensland on 13 QGOV (13 74 68) or visit [www.communities.qld.gov.au/community/concessions](http://www.communities.qld.gov.au/community/concessions)

## Motor vehicle registration fees

**QSC** **GC** TPI only

**PCC**

If your Pensioner Concession Card was issued on or after 1 July 1994, you are entitled to a 50 per cent reduction of the registration fee component of the total registration amount payable.

If your Pensioner Concession Card was issued before 1 July 1994, you will continue to receive the flat rate concession on the registration fee component of the total registration amount payable.

If you are a Queensland Seniors Card holder, you are entitled to a 50 per cent reduction on the registration fee component of the total registration amount payable.

The following conditions apply for this concession:

- All other charges included with your registration (such as compulsory third party insurance) are payable in full.
- This concession is available for:
  - motorbikes (the flat rate applies regardless of when the card was issued)
  - motor vehicles up to and including 4.5 tonnes (passenger and light commercial type vehicles excluding tractors and machinery)
  - motorised caravans (regardless of gross vehicle mass).

- You must be the registered operator of the vehicle and the vehicle must be used for private use.
- This concession is only available on one vehicle recorded in the registered operator's name.
- You and your spouse can receive only one concession between you.
- On new vehicles, you will receive your concession at the time the dealer registers the vehicle as new.
- If you acquire a vehicle that is already registered (such as a second-hand car), the concession will be available from the date you next renew your registration.

If you have been assessed as at least 70 per cent incapacitated under the *Veterans Entitlement Act 1986* or as 50 impairment points under the *Military Rehabilitation and Compensation Act 2004*, you may be eligible for a flat rate concession and exemption from the traffic improvement fee component of the total registration fees payable. Applicants must provide a letter from Department Veterans' Affairs to confirm the type and rate of pension or payment received.

The Registration Concession Application form is available from Department of Transport and Main Roads' Customer Service Centres or by telephoning 13 23 80.

Visit the department's website

[www.transport.qld.gov.au](http://www.transport.qld.gov.au) for more information.

## Parks



The Department of Environment and Resource Management offers the following concessions to eligible cardholders:

A concession for entry\* is available at:

- South-East Queensland Wildlife Centre in D'Aguilar National Park
- David Fleay Wildlife Park

Concession for services\* (e.g. guided tours) are provided on entry at the following parks:

- Chillagoe-Mungana Caves National Park
- Fort Lytton National Park
- Mon Repos Conservation Park
- Mount Etna Caves National Park
- St Helena Island National Park


For more information, visit [www.derm.qld.gov.au](http://www.derm.qld.gov.au) or contact the department's Customer Referral Centre on 1300 130 372.

*\*Concessions are for Department of Environment and Resource Management charges only. Other charges may apply.*

## Patient travel subsidy



The Patient Travel Subsidy Scheme provides financial assistance to patients who need to access specialist medical services not available within 50 kilometres of the patient's nearest public hospital. The scheme offers assistance by providing a contribution towards the cost of transport and accommodation (after four nights), and in some cases, their escorts who are required to accompany them. Patients must also attend the closest service of its kind to qualify for assistance.



Holders of a Commonwealth Seniors Health Card, Health Care Card or Pensioner Concession Card and children under 17 years are entitled to receive accommodation assistance from the first night.

To be eligible for the scheme, patients must hold a current Medicare Card, be a permanent resident of Queensland, be referred by a registered medical practitioner, and meet the eligibility criteria as stated in *The Patient Travel Subsidy Scheme: Information for patients and their carers* booklet.

The scheme provides financial assistance only and does not cover all costs associated with travel. It does not subsidise Queensland residents who are travelling or working interstate and overseas.

For further information, contact the patient travel officer at the patient's nearest public hospital as listed in the White Pages under 'Hospitals'.

## **Public transport – seniors**

Seniors Cards issued by all Australian state and territory governments are recognised in Queensland for fare concessions on the TransLink\* and qconnect urban public transport networks, state government contracted ferry services, as well as on Traveltrain long distance rail services.

For more information about public transport concessions in Queensland, email [PTConcessions@transport.qld.gov.au](mailto:PTConcessions@transport.qld.gov.au)

*\*Excluding Brisbane Airtrain services*

## Public transport — students

TransLink provides standard concessions across South-East Queensland services to passengers who carry valid concession cards.

Most student concession fares are 50 per cent of adult fares. The following student groups are eligible for concession fares:

- **Children** aged five to 14 years (inclusive) pay the child fare, which is 50 per cent of the adult fare. Infants and children who are four years of age or younger travel free.
- **Full-time primary and secondary school students** are eligible for concession fares. However, secondary students who are 15 years of age or older must have an approved student identification card or be wearing a school uniform to be eligible for a concession fare. School students are also eligible to travel on Citytrain services for one-third of the adult fare. This fare is subject for review in January 2011. Check the TransLink website at [www.translink.qld.gov.au](http://www.translink.qld.gov.au) for updates.
- **Full-time tertiary and post-graduate students** undertaking Centrelink-approved courses at universities, TAFE or other approved Queensland educational institutions are eligible for concession fares. Full-time students are those who attend courses for a minimum period of 12 hours per week for at least 12 weeks.

To obtain a concession on bus, rail and ferry services in the TransLink network, eligible tertiary and post-graduate students need to approach their student administration officer

and request to have a concession identifier logo placed on their student ID card.

To obtain a concession on bus services on qconnect urban services outside South-East Queensland, tertiary and post-graduate students need to apply for a Tertiary Transport Card, issued by the Department of Transport and Main Roads. Students who attend more than one institution and have a combined attendance of 12 hours per week or longer may also be eligible for a Tertiary Transport Card.

Interstate student identification cards or overseas student identification cards are not accepted for concession fares on bus, rail or ferry services.

For further information on how to access student concessions, contact Queensland Rail Ticketing Services on 3235 2810 or visit: [www.transport.qld.gov.au](http://www.transport.qld.gov.au) and click on 'assistance and services'.

## Queensland Art Gallery and Gallery of Modern Art (GOMA)



Concessions on the admission price may be available for some major exhibitions at the Queensland Art Gallery and GOMA to holders of a Queensland Seniors Card, Health Care Card or a Pensioner Concession Card as well as Foster and Kinship Carer Card or full-time student card. General gallery entry is free.

For more information contact the Queensland Art Gallery or Gallery of Modern Art on 3840 7303 or visit [www.qag.qld.gov.au](http://www.qag.qld.gov.au)

## Queensland Museum Network



Concessions may be available on the admission price to museums and/or some major exhibitions to holders of a Queensland Seniors Card, Health Care Card, Pensioner Concession Card or full-time student card at:

- Queensland Museum and Sciencentre, South Bank
- The Workshops Rail Museum, Ipswich
- Cobb+Co Museum, Toowoomba
- Museum of Tropical Queensland, Townsville.

General museum entry is free at South Bank, charges apply for the Sciencentre. Entry is also free for local residents covered by the community pass scheme at Cobb+Co Museum and the Museum of Tropical Queensland. The Workshops Rail Museum, Cobb+Co Museum, Museum of Tropical Queensland and Sciencentre offer free entry for carers.

For more information contact the Queensland Museum on 3840 7555.

## Queensland Performing Arts Centre

Concessions are available on ticket prices for most events. Cards accepted depend on the event.

For information on concessions for a specific event, contact 13 62 46 or for ticket prices visit [www.qtix.com.au](http://www.qtix.com.au)

## Rail travel

### Suburban rail services

**QSC** **PCC**

A 50 per cent concession is available on the normal adult fare on suburban rail services.

### Interstate pensioners and seniors – suburban rail

**QSC** **PCC**

A 50 per cent concession is available to Pensioner Concession Card and Seniors Card holders from all Australian states and territories travelling on suburban rail services.

For more information on Citytrain services, contact TransLink on telephone 13 12 30 or visit the website [www.translink.com.au](http://www.translink.com.au)

### Traveltrain long distance services

**QSC** **GC** War widow/widower only

**PCC**

A 50 per cent concession is available on the normal adult fare on Traveltrain long distance services.\*

Queenslanders who hold a Pensioner Concession Card or Veterans' Affairs Gold Card (war widow/widower) are entitled to four free economy class single journeys on Traveltrain long distance services within Queensland each calendar year. These journeys may be combined to provide two economy return journeys or one first class return journey. An administration fee will apply for each journey.\*

### Interstate pensioners – Traveltrain

Discounts of up to 25 per cent are available to Pensioner Concession Card holders from all Australian states and territories travelling on

Traveltrain services. This discount pertains to the rail fare only.\*

## Interstate seniors — Traveltrain

A 50 per cent concession is available to Seniors Card holders from all Australian states and territories travelling on Traveltrain services. This discount applies to the rail fare only.\*

For more information on long distance travel, call the Traveltrain Customer Contact Centre on 1800 872 467.

*\*Travellers will be required to pay full costs for sleeper berths and meals. Concession card holders are advised to book well in advance as seats may be limited.*

## Rate subsidy



The Queensland Government's Pensioner Rate Subsidy Scheme provides a subsidy of 20 per cent (up to a maximum amount of \$200 each year) of the gross rates and charges levied by a local council.

To be eligible you must be:

- a holder of a current eligible concession card
- the owner or life tenant\* of the property which is your principal place of residence
- legally responsible for the payment of local council rates and charges levied on that property.

The property must be located in Queensland and the subsidy is allowable on only one property at a time.

A new application must be lodged if you change your address.

In addition to the state subsidy, a local council may also offer a remission on a portion of the rates and charges levied.

For more information or to obtain an application form, contact your local shire, regional or city council.

*\*A life tenancy can be created only by a valid Will and is effective only after the death of the property owner, or by a Supreme or Family Court Order.*

## Reticulated natural gas rebate

**QSC** **GC** War widow/widower and TPI only

**PCC**

The Queensland Government provides a rebate on the cost of reticulated natural gas supplied to the home of the eligible concession card holder. Eligible card holders must be the registered client of a reticulated natural gas retailer at premises that are their principal place of residence and the only premises for which the rebate is claimed. The card holder must live alone or share the home with:

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

Applicants must also declare that no other people except casual visitors share the residence with them.

Eligible card holders who live in caravan parks or multi-residential buildings may be eligible for the reticulated natural gas rebate if:

- reticulated natural gas is paid on the basis of individually metered consumption, and
- the owner/proprietor is prepared to seek the reticulated natural gas rebate on behalf of the resident.

Full eligibility details for the rebate are listed on the application form, which is available from your reticulated natural gas retailer.

If you satisfy these conditions and wish to claim the rebate, you must, at the discretion of the reticulated natural gas retailer, either complete a written application form or apply by telephone. Your application must be received at least 14 days prior to the preparation of the first reticulated natural gas account to which the rebate applies. The scheme includes reticulated natural gas supplied through the Western Downs Regional Council (Dalby only) and Maranoa Regional Council (Roma only).

For more information contact your reticulated natural gas retailer, whose telephone number appears on your account.

A rebate is not available on LPG/bottled gas or bulk hot water accounts for some multi-unit residences.

## School transport assistance scheme

**HCC** and dependants

**PCC** and dependants

Financially disadvantaged school students may be eligible for safety-net transport assistance.

To be eligible for safety-net assistance the student must be listed as a dependant on the applicant's concession card. The following are eligible:

- Health Care Card issued by Centrelink
- Pensioner Concession Card issued by Centrelink
- Department of Veterans' Affairs Pensioner Concession Card.

Students who have a card issued in their own name, as well as students under a Care and Protection Order issued by the Department of Communities (Child Safety), may also qualify for safety-net assistance.

To be eligible:

- students must meet the general conditions of the scheme
- primary school students must live 3.2 km or less from the nearest state primary school
- secondary school students must live 4.8 km or less from the nearest state secondary school
- non-state school students must live the required distances, or less, from either the nearest state or non-state school attended
- the student must not be in receipt of any other assistance under the School Transport Assistance Scheme.

Bus travel assistance and safety-net application forms are available from the local bus operator, your nearest Department of Transport and Main Roads office or from [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

## Smoke alarm subsidy scheme for deaf and hearing impaired people

**GC** **HCC** **PCC** **WC**

The Queensland Government offers a subsidy to purchase specialised smoke alarms to permanent Queensland residents who are deaf or have a hearing impairment. To be eligible, the person must live in their own home or private rental property and hold, or are the dependant of a person who holds:

- Repatriation Health Card – Gold and White – for all Conditions
- Health Care Card
- Pensioner Concession Card.

The entitlement is for one subsidy voucher per household, with a limit of \$400 for a single storey dwelling and up to \$800 for dwellings with more than one storey, where that extra storey contains living and sleeping areas.

For more information, telephone 3247 8100 or visit [www.fire.qld.gov.au](http://www.fire.qld.gov.au) and click on 'community safety' then 'smoke alarms'.

## Solar hot water rebate

**PCC** **CSHC** **HCC**

The Queensland Government is offering a rebate to eligible households who replace their electric hot water system with a heat pump or solar hot water system.

The Queensland Government Solar Hot Water

Rebate will help reduce the purchase cost of a solar water heater. The rebate offers eligible applicants:

- a \$600 rebate for the installation of a compliant solar hot water system or heat pump, or
- a \$1000 rebate for pensioners and low income earners who install a solar hot water system or heat pump.

If applying for the \$1000 pensioner or low-income earner rebate, applicants must meet the eligibility criteria and also hold an eligible concession card.

For full details on the Queensland Government Solar Hot Water Rebate telephone 13 GET SOLAR (13 438 76527) or visit [www.brightthing.energy.qld.gov.au](http://www.brightthing.energy.qld.gov.au) and select 'rebate and incentives'.

## Spectacles supply



The Spectacles Supply Scheme provides a comprehensive range of free basic prescription spectacles to eligible Queensland residents. The type of spectacles provided is based on individual clinical need as determined by an optometrist or ophthalmologist.

In addition to clinical eligibility criteria, you must be a permanent Queensland resident and hold, in your own name, one of the following concession cards continuously for a minimum of six months immediately before the date of the application:

- Queensland Seniors Card
- Health Care Card

- Pensioner Concession Card
- Department of Veterans' Affairs Pensioner Concession Card (if not eligible for spectacles provided under the department's Optical Supplies Program).

If you are eligible to obtain spectacles through the scheme, you are entitled to purchase limited extras such as tinting, UV protection and hard coating. As these options are based on personal choice rather than clinical need, you are responsible for all associated costs.

For further information, contact Queensland Health on 1343 2584 or visit [www.health.qld.gov.au](http://www.health.qld.gov.au) and click on 'services' then 'statewide and community health services'.

## State Library of Queensland

**QSC** **HCC** **PCC**

Concessions to some programs and events may be available at the State Library of Queensland to holders of a Queensland Seniors Card, Health Care Card, Pensioner Concession Card and holders of a Foster and Kinship Carer Card or full-time student card.

General entry to the State Library is free. For information, visit [www.slq.com.au](http://www.slq.com.au)

## TAFE Queensland

**HCC** and dependants

**PCC** and dependants

### Government-funded programs

TAFE Queensland delivers a diverse range of accredited courses, many government-funded. Concessions or exemptions are available only on government-funded courses.

To claim a concession, students must present their Health Care Card or Pensioner Concession Card. Partners and dependants named on these concession cards are also entitled to reduced fees.

Full tuition and student service fee exemptions are available to students 17 years or under who are undertaking a government-funded qualification at TAFE as part of their senior studies.

Tuition fee reductions are also available for students of Aboriginal or Torres Strait Islander descent.

An application for fee reduction must be made at the time of enrolment.

### Adult Community Education courses

TAFE Queensland provides a broad range of community and personal development courses through its Adult Community Education program. Concessions are offered on some of these courses.

A tuition fee exemption of 50 per cent may be available to:

- holders of a Pensioner Concession Card\*
- Health Care Card holders

- a partner or dependant of a person who holds a Pensioner Concession Card or Health Care Card provided he or she is named on the card.

Where a student seeking to enrol in a government-funded course is experiencing extreme financial hardship, the institute's director may exempt the student from tuition or student service fees.

Fee payment plans are available for many courses.

For application forms and further information, contact the enrolment centre at any TAFE Queensland institute. Or visit the TAFE Queensland website at [www.tafe.qld.gov.au](http://www.tafe.qld.gov.au) and click on 'student services' then 'course fees'.

*\*To be eligible, the holder of the Pensioner Concession Card must be entitled to the maximum rate of pension.*

## Taxi subsidy

The Taxi Subsidy Scheme aims to improve the mobility of people with a severe disability. Through this scheme a 50 per cent concession for taxi travel is available. The maximum subsidy is \$25 for each trip.

To be eligible for the Taxi Subsidy Scheme Smartcard, you must be a permanent resident of Queensland and meet the relevant criteria in relation to your disability.

For information and an application form contact 1300 134 755 or visit [www.transport.qld.gov.au/tss](http://www.transport.qld.gov.au/tss)

## Vision impairment travel pass

The Vision Impairment Travel Pass provides free travel on all participating urban public transport services, including bus, rail and ferry, within Australia, to people certified as legally blind.

Free travel is for the pass holder only. The pass does not include any other arrangements in place in individual states or territories, such as free travel for carers or attendants.

To apply or for further information contact Vision Impairment Travel on 1300 417 481 or visit [www.transport.qld.gov.au](http://www.transport.qld.gov.au) and click on 'assistance and services' then 'concessions'.

## Water subsidy



The Queensland Government's Pensioner Water Subsidy Scheme provides an annual subsidy up to a maximum of \$120 off the cost of utility (water access and volumetric usage) charges. This subsidy is provided to eligible pensioner rate payers residing in the South-East Queensland Water Grid area and will be applied to your water account.

To be eligible for the scheme, you must be:

- a holder of a Pensioner Concession Card or a Repatriation Health Card — for all Conditions (Gold Card) — no other cards are acceptable when determining eligibility
- the owner or life tenant\* of the property which is your principal place of residence, and
- legally responsible for the payment of local council rates and charges levied on that property.

The property must be located in the South-East Queensland Water Grid area and the subsidy is allowed on only one property at a time.

A new application must be lodged if you change your address.

For more information or to apply for the subsidy, contact the local water distribution and retail company whose contact details appear on your water account. If you were previously receiving the water subsidy on your local council rate account, your subsidy will continue in the interim but you will need to contact your new water distributor-retailer to confirm your concession card details.

*\*A life tenancy can be created only by a valid Will and is effective only after the death of the property owner, or by a Supreme or Family Court Order.*

## Commonwealth Government concessions

### Australia Post

**HCC** Recipients of sickness allowance only

**PCC**

Eligible cardholders are entitled to discounted mail redirection through Australia Post.

### General practitioner appointments

**HCC** and dependants

**PCC** and dependants

**CSHC**

Bulk-billed general practitioner appointments may be available to eligible card holders at the doctor's discretion.

## Hearing services



In Australia, eligible adult clients are assisted through the Commonwealth Government Hearing Services Program. To be eligible, you must:

- hold a Pensioner Concession Card
- receive Sickness Allowance from Centrelink
- hold a Repatriation Health Card – for all Conditions (Gold Card) or Department of Veterans' Affairs Health Card – for Specific Conditions (White Card) issued for conditions that include hearing loss
- be a dependant of a person with one of the above cards
- be a member of the Australian Defence Force
- be eligible for vocational rehabilitation services and be referred by an approved vocational rehabilitation service provider.

The Hearing Services Voucher entitles eligible people to a hearing assessment and hearing rehabilitation service, including supply and fitting of hearing aids, free of charge. A minimal annual service fee provides clients with hearing aid maintenance and batteries.

In addition, all Aboriginal and Torres Strait Islander people aged 50 years and older are eligible for hearing services under the Commonwealth Government Hearing Services Program.

Application forms are available from general practitioners or hearing practitioners.

Program information is available in English and a number of other languages via the Office of Hearing Services website at [www.health.gov.au/hear](http://www.health.gov.au/hear)

For further information, contact the Office of Hearing Services on 1800 500 726 or TTY 1800 500 496.

## Medicare Safety Net

**HCC** and dependants

**PCC** and dependants

**CSHC**

Eligible cardholders can receive a reduction in out-of-hospital medical expenses under the Medicare Safety Net's lower concessional threshold.

## Pharmaceutical

**CSHC** **GC**

**HCC** and dependants

**PCC** and dependants

Commonwealth Seniors Health Card, Repatriation Health Card – for all Conditions (Gold Card), Health Care Card, Pensioner Concession Card and PBS Safety Net card holders are entitled to concession rates for prescription medicines provided through:

- a community pharmacist for items included on the Commonwealth Government Pharmaceutical Benefits scheme
- public hospital pharmacy departments where patients are being treated by and have a prescription from a doctor in the public hospital.

The concession rate is the same in both cases. For more information, contact your nearest public hospital or local pharmacy.

## Rail travel



Eligible card holders are entitled to concessions on Great Southern Rail services.

Holders of a Queensland Seniors Card save up to 20 per cent off the standard adult everyday fare on bookings made on Gold Service and Red Service on Great Southern Rail train journeys.

Eligible card holders are required to pre-register to obtain a unique Great Southern Rail Seniors Concession Travel Card.

For more information on whether or not you are eligible or to register online, visit [www.gsr.com.au](http://www.gsr.com.au)

## Other Commonwealth Government allowances

Some Centrelink clients may be entitled to other payments such as Telephone Allowance, Utilities Allowance and Seniors Concession Allowance. For further information contact Centrelink.

## Contact details

### Department of Communities

#### Concession Services, Smart Service Queensland

Phone: 13 QGOV (13 74 68)

Email: [concessions@smartservice.qld.gov.au](mailto:concessions@smartservice.qld.gov.au)

Web: [www.communityservices.qld.gov.au/  
community/concessions/](http://www.communityservices.qld.gov.au/community/concessions/)

#### Card Services, Smart Service Queensland

Phone: 13 QGOV (13 74 68)

Email: [cardservices@smartservice.qld.gov.au](mailto:cardservices@smartservice.qld.gov.au)

Web: [www.seniors.qld.gov.au](http://www.seniors.qld.gov.au)

### Centrelink

Youth and student services 13 24 90

ABSTUDY 13 23 17

Retirement 13 23 00

Employment services 13 28 50

Families 13 61 50

Disabilities, sickness and carers 13 27 17

### Department of Veterans' Affairs

Phone: 1300 551 918

Email: [van.qsbrisbane@dva.gov.au](mailto:van.qsbrisbane@dva.gov.au)

Web: [www.dva.gov.au](http://www.dva.gov.au)

Information contained in this booklet is available on CD or audiotape for people with a visual impairment from Concession Services, Smart Service Queensland on 13 QGOV (13 74 68).

