

# ACT and NSW life support medical confirmation and rebate form



This form is to be completed when you or a member of your household requires the use of life support equipment.

To be eligible for life support protections and the state/territory rebate you must reside in the ACT/NSW. The energy account listed is the principal place of residence for a person who relies on energy to operate approved life support equipment.

## Applicant details

Applicant must be an energy account holder.

Please select one  Ms  Mrs  Miss  Mr

First name:

Last name:

Residential address:

Suburb: Postcode: State:

Home phone: Mobile:

Postal address (if different from residential address):

Suburb: Postcode: State:

Email address:

## Account details

Retailer name: ActewAGL Retail

Electricity account number:																				
Gas account number:																				

## Life support recipient

Name of person who uses life support equipment:

Phone number:

## Medical practitioner details

Practitioner first name:

Practitioner last name:

Provider number:

Name of patient:

Address of patient:

Name of place where the patient was reviewed (hospital/clinic/practice):

Phone number of the place where patient was reviewed (hospital/clinic/practice):

## Approved life support equipment prescribed for the patient

The medical practitioner is required to tick the relevant boxes below.

PLEASE SELECT	EQUIPMENT	QUALIFICATION	STATE/ TERRITORY
<input type="checkbox"/>	Continuous positive airways pressure respirator (CPAP) – full time use	Equipment is continuously used 24 hours per day	NSW / ACT
<input type="checkbox"/>	Continuous positive airways pressure respirator (CPAP) – part time use	Equipment is used less than 24 hours per day	NSW / ACT
<input type="checkbox"/>	Oxygen concentrator – full time	Equipment is continuously used 24 hours per day	NSW / ACT
<input type="checkbox"/>	Oxygen concentrator – part time	Equipment is used less than 24 hours per day	NSW / ACT
<input type="checkbox"/>	Kidney dialysis		NSW / ACT
<input type="checkbox"/>	Intermittent peritoneal dialysis equipment		NSW / ACT
<input type="checkbox"/>	Crigler najjar syndrome phototherapy equipment		NSW / ACT
<input type="checkbox"/>	Ventilator for life support		NSW / ACT
<input type="checkbox"/>	Total parenteral nutrition (TPN) pump		NSW / ACT
<input type="checkbox"/>	Medical heating and cooling	Must have a Centrelink/ Department of Veteran Affairs concession card  Card number	ACT
<input type="checkbox"/>	Power wheelchair	Patient must be classified as a quadriplegic. This does not include mobility scooters.	NSW
<input type="checkbox"/>	Enteral feeding pump		NSW
<input type="checkbox"/>	External heart pump		NSW
<input type="checkbox"/>	Any other equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.  Please specify equipment:		NSW / ACT

## Medical practitioner declaration

I certify the above patient requires the use of the selected life support equipment.

Signature of medical practitioner:	Date:
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### Applicant Declaration and Authorisation

- All particulars provided on this application form are, to the best of my knowledge, true and correct.
- The supply address for my energy account is the primary place of residence for the above patient (if patient is different from the application/electricity account holder).
- I understand that this application is only valid for 24 months and will need to be renewed and validated by a medical practitioner (my GP/specialist) after this time (NSW only).
- I understand that to ensure priority of supply for the life support equipment, my energy supplier will need to provide my application details to the relevant energy distributor.
- I will notify my energy supplier in writing if my circumstances change including the validity of this application or my entitlements to the Life Support Rebate.

Applicant name (please print):
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Signature of applicant:	Date:
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## Please tick each of the below once completed

- I have filled in pages 1, 2, 3 and 4 of this application form.
- My medical practitioner has completed and signed the relevant sections.
- I have signed and dated the Applicant Declaration and Authorisation.

## Privacy Policy

The personal information you provide in the application form is subject to the *Privacy & Personal Information Protection Act 1998*. It is being collected by your energy retailer for purposes related to processing your application for life support protections and an energy rebate. Further information for NSW customers can be obtained from the Department of Industry, Skills and Regional Development website at [industry.nsw.gov.au/legal/privacy](https://industry.nsw.gov.au/legal/privacy) and for ACT customers from the ACT Government website at [assistance.act.gov.au/footer/privacy](https://assistance.act.gov.au/footer/privacy).

## Eligibility criteria

To be eligible for life support protections and rebate a person must:

- be a resident in the Australian Capital Territory or New South Wales; and
- be a customer of the retailer, the energy account for supply must be his or her principal place of residence where approved equipment (see approved list in Attachment 1) issued by the customer or another person who lives at the same address; and
- submit a valid ACT and NSW life support medical confirmation and rebate form, duly signed by the account holder and a registered medical practitioner (who is not the applicant) to verify that the use of the approved life support equipment is required at his or her principal place of residence; and
- Life support rebates are only applied to electricity accounts, however gas accounts still eligible for life support protections.

### Send your application directly to:

ActewAGL Retail  
Life Support  
GPO Box 366  
Canberra ACT 2601  
Or  
[life.support@actewagl.com.au](mailto:life.support@actewagl.com.au)

### Need help filling in this form?

Call ActewAGL on 13 14 93

### More information:

[assistance.act.gov.au/adult/  
utilities/life\\_support\\_rebate](https://assistance.act.gov.au/adult/utilities/life_support_rebate)

[resourcesandenergy.nsw.gov.au/  
info/lifesupportrebates](https://resourcesandenergy.nsw.gov.au/info/lifesupportrebates)

### Support services:

National Relay Service: 1300 555 727  
TTY users: 133 677  
Translation and interpreter Services: 13 14 50  
Dept. of Human Services (Centrelink): 13 23 00  
Dept. of Veterans' Affairs (DVA): 13 32 54

### Emergencies and faults:

Contact your local distributor

Distributor	Phone
Evoenergy	13 10 93
Essential Energy	13 20 80
Endeavour Energy	13 10 03