



## Thermoregulatory Dysfunction Energy Subsidy Scheme

1 July 2017

The Thermoregulatory Dysfunction Energy Subsidy ('subsidy') was introduced to assist financially disadvantaged persons with thermoregulatory dysfunction, or their dependants, to offset the energy costs associated with controlling the temperature in their home under specialist medical advice.

For the purpose of the subsidy, thermoregulatory dysfunction is defined as significant loss of a person's capacity to control body temperature when exposed to extremes of environmental temperatures. It is associated with the medical conditions which result in the affected person being at risk of serious detriment to their general health and bodily function when exposed to extremes of temperatures.

The subsidy of \$709 per annum is paid annually in advance by Electronic Funds Transfer ('EFT') directly into a cheque or savings account nominated by the applicant.

### Eligibility for the Subsidy

To be eligible to receive the subsidy, the applicant must hold one of the following means-tested concession cards:

- **Pensioner Concession Card** (*issued by either Centrelink or the Department of Veterans' Affairs*); or
- **Health Care Card** (*not including the Commonwealth Seniors Health Card*); or
- **Health Care Interim Voucher.**

The Office of State Revenue ('OSR') will require your authorisation to confirm the status of your means-tested concession card with Centrelink and the Department of Veterans' Affairs.

The applicant may be either –

- **the patient** who requires heating and/or cooling for their own use; or
- **the guardian or primary caregiver** of a person who utilises the energy for heating and/or cooling in their own home.

Where an applicant is a child, or an adult who holds one of the above-mentioned concession cards but is unable to sign the application form due to age or disability, the guardian or primary caregiver may sign the form on their behalf, provided they explain their reasons for doing so.

To be eligible under this scheme, the patient must be –

- certified by a treating doctor who has been treating them for at least three months; and
- assessed as meeting one of the four Primary Qualifying Conditions; and
- assessed as meeting one of the three Secondary Qualifying Conditions.

### Medical authorisation

The medical authorisation (at section 6 of the application form) must be completed and signed by the treating physician or specialist. The Public Utilities Office will require the authorisation of the patient and the treating physician to view medical records for the purpose of reviewing the applicant's entitlement to the subsidy.

## Primary Qualifying Conditions

1. Autonomic system dysfunction  
Medical conditions in which the autonomic system has been damaged (*for example, severe spinal cord injury, stroke, brain injury and neurodegenerative disorders*)
2. Loss of skin integrity or loss of sweating capacity  
(*for example, significant burns greater than 20%, severe inflammatory skin conditions and some rare forms of disordered sweating*)
3. Objective reduction of physiological functioning at extremes of environmental temperatures  
(*for example, advanced multiple sclerosis*)
4. Hypersensitivity to extremes of environmental temperature leading to increased pain or other discomfort or an increased risk of complications  
(*for example, complex regional pain syndrome and advanced peripheral vascular disease*)

## Secondary Qualifying Conditions

1. Severe immobility  
(*such as occurs with quadriplegia or the loss of three limbs*)
2. Demonstrated significant loss of autonomic regulation of sweating, heart rate or blood pressure
3. Demonstrated loss of physiological function or significant aggravation of clinical condition at extremes of environmental temperature

## How to Apply

The 'Thermoregulatory Dysfunction Energy Subsidy Scheme Application Form' must be completed in full, and the authorisation and declaration signed by the applicant and patient as applicable (see section 5 of the application form).

The medical authorisation must be completed in full by the treating physician (see section 6 of the application form).

To ensure payment is made in a timely manner, please provide the relevant bank account details **as they appear on the applicant's bank statement**. This includes the name of the bank, the branch location, the BSB and account number, and the name of the account holder. If you are unsure about any of these details please contact your bank for assistance.

Where the patient lives in a form of supported accommodation such as a hostel, caravan park or similar, a copy of an invoice or similar document showing that the patient is individually billed and pays for measured energy usage must be included with the application form.

Application forms can be obtained from [www.finance.wa.gov.au](http://www.finance.wa.gov.au) or by phoning the Energy Subsidies Enquiry Line on (08) 9262 1373.

The OSR has the right to decline an application (or demand repayment of any subsidy already paid) in situations where it is the Commissioner's reasonable opinion that false or misleading information has been provided or where the eligibility criteria have not been met. Applicants may seek review of such a decision, at which time they may put forward their case for payment.

## Renewing your Application

Each year a renewal letter will be mailed to the applicant on the anniversary date of the application. This letter will require the application to be renewed and that any changes to the applicant's circumstances or application details be provided. It is important that the OSR is notified if the applicant's postal and/or residential address changes to ensure that the renewal letter is received.

Every two years the patient's medical condition will need to be recertified by the treating physician to confirm ongoing eligibility for the subsidy. If the patient's condition is permanent, the treating physician may certify this on the form by ticking the appropriate box, and the patient's medical condition will not be required to be recertified.

## Concession Cards

Information regarding Pensioner Concession Cards and Health Care Cards is available from the Department of Veterans' Affairs or your local Centrelink office.

## Further Information

Further information regarding the subsidy is available on the OSR website at [www.finance.wa.gov.au](http://www.finance.wa.gov.au) or by phoning the Energy Subsidies Enquiry Line on (08) 9262 1373.

## Contact the Office of State Revenue

---

<b>Office</b>	Office of State Revenue 200 St Georges Terrace PERTH WA 6000	<b>Telephone</b>	08 9262 1373
		<b>Enquiries</b>	<a href="http://www.osr.wa.gov.au/EnergySubsidiesEnquiry">www.osr.wa.gov.au/EnergySubsidiesEnquiry</a>
<b>Postal</b>	Office of State Revenue GPO Box T1600 PERTH WA 6845	<b>Website</b>	<a href="http://www.finance.wa.gov.au">www.finance.wa.gov.au</a>

---

**Note:** The information contained in this ENERGY SUBSIDY FACT SHEET is issued for guidance purposes only. It is not an exhaustive explanation of the Thermoregulatory Dysfunction Energy Subsidy Scheme. Further information may be obtained by contacting the Office of State Revenue.