

# PENSIONER CONCESSION GUIDELINES

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### Background

Under the *Local Government Act 1993*, eligible pensioners are entitled to receive an annual rebate of up to \$87.50 off their water account(s).

### ***Am I eligible for the pensioner concession?***

To be eligible for the pensioner concession, the:

- Applicant must hold a Centrelink Concession Card, a Department of Veteran's Affairs ('DVA') Concession Card, a letter from the DVA or be in receipt of another concession as outlined by the *Social Security Act 1991*;
- Applicant must be solely or jointly liable for the water charges; and
- Property must be the principal place of residence.

### ***How do I apply for the pensioner concession?***

To apply for the pensioner concession, you must complete the 'Pensioner Concession Application' form (Attachment 1) and provide a copy of the Centrelink or DVA Concession Card or letter from the DVA. You may provide this information:

- In person at Rous County Council's Administration Office, where a Water Billing Team member will take a copy of the card or letter; or
- As a copy sent via post or email.

**Note:** If you are providing a copy of your Pensioner Concession Card, please ensure that both sides of the card are copied and that all relevant information on the card is clearly visible.

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**How is this assistance calculated?**

You will be provided a maximum rebate of \$87.50 per rating year. This is applied at a rate of 50% of the total water and facility charges until the entire rebate is used or the rating year finishes. For example:

<b>EXAMPLE 1</b>	
The calculation for this assistance is:	
[Total water and facility charges x 50% (up to a total of \$87.50 per rating year)]	
<u>Quarter 1 Water Account</u>	
47kL at \$2.00 per kL	\$ 94.00
Daily facility charge for 91 days at \$0.38 per day	\$ 34.58
<b>Total water and facility charges</b>	<b>\$128.58</b>
<i>Concession available</i>	
\$128.58 x 50% (up to a total of \$87.50 per rating year)	\$ 64.29
Concession remaining (\$87.50-\$64.29)	\$ 23.21
<u>Quarter 2 Water Account</u>	
64kL at \$2.00 per kL	\$128.00
Daily facility charge for 91 days at \$0.38 per day	\$ 34.58
<b>Total water and facility charges</b>	<b>\$162.58</b>
<i>Concession available</i>	
\$162.58 x 50% (up to a total of \$87.50 per rating year)	\$ 23.21
<b>Note:</b> The concession available is \$23.21 due to the balance of \$87.50 being applied against the Quarter 1 water account.	
Concession remaining	\$ 0.00
<u>Quarters 3 and 4</u>	
No concession is available in these quarters.	

**Note:** The above figures are calculated on Council's 2014/15 rates and charges.

Where applications are received for a property owned by two or more persons, the rebate will be limited to the proportion of interest held in the property by the eligible pensioner. For example, if a property is owned equally by two or more persons, one of whom is an eligible pensioner, the following concession will be available:

<b>EXAMPLE 2</b>
The calculation for the proportionate concession is:
[Total available concession x % of property ownership]
\$87.50 x 50% = \$43.75
<b>Total concession available = \$43.75</b>

***Does Council accept retrospective claims?***

Yes. Council will allow retrospective claims for the previous two (2) financial years.

To request a retrospective claim, you must:

- Complete the 'Pensioner Concession Application' form (Attachment 1); and
- Complete a Statutory Declaration (Attachment 2) confirming the applicant's principal place of residence for the previous two (2) years and outlining the reasons for not submitting an application previously.

Each application for a retrospective claim will be determined on a case-by-case basis.

Any Statutory Declaration that you provide must be signed by an 'authorised witness'. An 'authorised witness' may include:

- A Justice of the Peace;
- A Notary Public; or
- A solicitor or barrister with a current New South Wales or interstate practising certificate.

***How do I provide my completed Pensioner Concession Application Form and/or Statutory Declaration to Council?***

Please return your completed forms to Council via:

**In Person:** Rous County Council Administration Office, Level 4 218/232 Molesworth Street, Lismore.

**Post:** The General Manager, Rous County Council, PO Box 230, Lismore, NSW 2480.

**Email:** [wb@rous.nsw.gov.au](mailto:wb@rous.nsw.gov.au).

***If I have any questions in relation to the Pensioner Concession who do I contact?***

Please contact Council's Water Billing Team on (02) 6623 3800.