

**TO ASSIST BLIND & VISION IMPAIRED  
PEOPLE OF QUEENSLAND**



**CONCESSIONS BOOKLET**

**Large Print**

*Prepared and Distributed by*  
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**October 2011**

## ***Queensland Blind Association Inc.***

The Queensland Blind Association Inc. has provided practical support for Blind and Vision Impaired people of Queensland for over 70 years.

The Association has over 800 members, which receives no direct Government support, aims to help Blind and Vision Impaired to lead independent and fruitful lives.

Vital services, which are provided by the Association to its members, may include the following:-

- Information and referral service.
- The first White Cane or 'Vision Impaired' or 'Blind Badge' is given free to members from February 2011.
- A 50% discount on one white cane is available to each Member per year.
- Financial assistance towards rates, electricity, house repayments, rental assistance, white & brown goods and home maintenance.
- Tea & Coffee vouchers for our senior retired folk.
- Low vision products on sale from our Resource Department to the public. Discounts apply to membership.
- Reading service by appointment.
- Access to QBA Computer User Group.
- Audio, large print or email Newsletters.
- Publications available in normal print, large print & on our website:
  - Catalogue of Low Vision and Talking Products
  - Concessions Booklet
  - Directory of Agencies to Assist Blind & Vision Impaired People
  - Directory of Queensland Support Groups
  - Directory of Suppliers of Adaptive Technology
  - Directory of Suppliers for Building Modifications
  - Directory of Bursaries, Scholarships, Grants & Funding Information

You do not have to be a member to access some of our services.

Any queries can be directed to this office by telephoning: **3848 8888**.

The information in this booklet is an alpha listing of both Government and private agencies in Queensland, which provide services and benefits for Blind and Vision Impaired people and their carers.

Against each agency is a basic and brief description of the services they provide. This publication has been compiled by the Queensland Blind Association Inc. to assist Blind and Vision Impaired people either in a professional or personal capacity.

## **WHITE CANES ARE ONLY AVAILABLE TO LEGALLY BLIND PERSONS**

The Queensland Blind Association Inc sells White Canes to Legally Blind Persons only. If you are not a member, proof of legal blindness must be presented (e.g. your DSP Blind or Aged Blind Concession Card) to purchase a White Cane. Canes are sold only as a “Symbol of Blindness”.

Incorrect use may be a danger to the user, pedestrians and all road users. We highly recommend that persons receive measurement and training from professional trainers, as correct length and style are a must.

### **DEFINITION OF LEGAL BLINDNESS Stated by Centrelink as Permanent Blindness**

Selection Criteria for Age / Disability Support Pension on the basis of blindness under section 95.

To be paid Age / Disability Support Pension on the grounds of permanent blindness, a person must provide evidence of permanent blindness according to the criteria set out in the guide to the administration of the Social Security law. A person is considered to be permanently blind for the purposes of the *Social Security Act 1991* if any of the following criteria are satisfied:

- (a) Visual acuity on the Snellen Scale after correction by suitable lenses is less than 6/60 in both eyes;
- or
- (b) Field of vision is constricted to 10 degrees or less of arc around central fixation in the better eye irrespective of corrected visual activity (equivalent to 1/100 white test object);
- or
- (c) A combination of visual defects results in the same degree of vision impairment as that occurring in (a) or (b) above.

### **Disclaimer**

Queensland Blind Association Inc. has attempted to ensure the information in this booklet is accurate. However, we do not warrant that the information is accurate or complete nor will we be liable for any loss suffered by any person because they rely in any way on it. We do not endorse and are not responsible for the views, products or services offered or provided by other agencies in this booklet.

## Index

<b>PAGE</b>	<b>TITLE</b>
8	AUSTRALIA POST
9	AUSTRALIAN TAXATION OFFICE
9	TaxPack
9	Medical Expenses Tax Offset for Guide Dogs
9	Technology & Adaptive Equipment
9	CARELINK CENTRES
10	CARER BUSINESS DISCOUNT CARD
10-11	CENTRELINK
11	COMMONWEALTH DEPARTMENT OF VETERANS' AFFAIRS
11	COMMONWEALTH SENIORS HEALTH CARD
12	COMPANION CARD
12	COMPUTERS/COMPUTER SOFTWARE
12	Free Screen Reader Program
12	WorkVentures
12	DISABILITY PARKING SCHEME
13	EDUCATION
13	Adult Community Education Subjects
13	Government Funded Subjects
13	TAFE Queensland
14-15	ENTERTAINMENT / RECREATION
14	Parks
14	Qld Art Gallery and Gallery of Modern Art
14	Qld Museum
15	Qld Performing Arts Centre
15	State Library of Qld
15	HOME ASSIST SECURE
15-16	HOME MAINTENANCE HELPLINE FOR VETERANS
16	LEGAL
16	Legal Aid Queensland (LAQ)
16	Adult Guardian
16-18	MEDICAL
16	Better Start for Children with a Disability
16	Dental Care
17	First Aid
17	Hearing Services
17	Medical Aids Subsidy Scheme

17	Medicare Safety Net
17	Optometrists
18	Patient Travel Subsidy Scheme
18	Pharmaceutical
18	Spectacles Supply
18	Talking Medical Aids
19	QLD COMMUNITY HOUSING COALITION (QCHC)
19	QLD DEPARTMENT OF HOUSING
19	Social Housing
19	Queensland Housing Finance Loan
19	Queensland State Housing Loan
19	QLD GOVERNMENT
19	Every Dollar Counts
19-20	QLD TRANSPORT & MAIN ROADS
19	Audible/Tactile Traffic Lights
20	Vehicle Registration
22-22	SENIORS
21	Senior Card
21	Discount Directory for Seniors Card
21	Seniors Enquiry Line
21-22	Senior Shopper
22-28	TRANSPORT / TRAVEL
22	Access Direct Transport Service
22-23	Airline Fare Concessions
23	Bus Travel
24	Ferry Travel
24-25	Medical Transport
25	Seniors Card Holders
25	Taxi BCC Council Cabs
25	Taxi Subsidy Interstate
26	Taxi Subsidy Queensland
26-27	Train Travel
27-28	Travel Pass
28-31	UTILITIES
28-29	Energex
29	Electricity Discount
29-30	Electricity Life Support
30	Fire Services Levy – Urban/Rural
30	Medical Cooling and Heating Electricity Concession
30-31	Rates Subsidy

31	Reticulated Natural Gas Rebate
31	Solar Hot Water Rebate
31	Waste Collection
31	Water Subsidy
31-34	Telephone
34	Television
34	18+ CARD

# AUSTRALIA POST

Australia Post will deliver some items that aid the vision impaired free of charge or at concessional rates.

Eligible articles:

- Correspondence, documents or literature wholly written in Braille or Moon.
- An aid for teaching Braille
- A plate for embossing literature for the blind
- Special paper intended solely for the use of the blind
- Any form of speech recording for the use of the blind
- Articles up to 7kg

No other matter may be enclosed in the post.

Eligible participants:

To attract the concessional rates, either the sender or the recipient of an article for the blind must be a blind person, or an institution or organisation recognised by Australia Post as one that serves the needs of blind people.

When sending items they must have the name and address of the sender on the outside of the envelope as well as the "Articles for the Blind" label (available from the Post Office) or the words "Materials for the Use of the Blind" or similar.

This programme is funded by the Australian Government of Families, Community Services and Indigenous Affairs.

Pensioner Concession Cardholders can have their postal articles redirected free of charge. Contact your local Post Office for more information.

Australian postcodes can be downloaded from Australia Post's website [www1.auspost.com.au/postcodes/](http://www1.auspost.com.au/postcodes/) and clicking on "Download Postcode Datafile".

Telephone: 13 13 18

## **AUSTRALIAN TAXATION OFFICE**

The Disability Support Pension Blind is Non Taxable; an Aged Blind Pension is Taxable. Contact the ATO for more information.

Telephone: 13 28 61

Website: [www.ato.gov.au](http://www.ato.gov.au)

### **TaxPack**

The Australian Taxation Office and Vision Australia together have produced the TaxPack on Audio CD or Disk. For more information on the products telephone Vision Australia.

Freecall: 1800 847 466

### **Medical Expenses Tax Offset for Guide Dogs**

Medical expenses tax offset for the cost of maintaining a properly trained dog for assisting a person with a disability. You can claim a tax offset of 20% (20c in the dollar) of your total net qualifying expenses over \$1500. Your net medical expenses are the medical expenses you have paid, less any refunds you received from Medicare or a private health fund.

### **Technology & Adaptive Equipment**

Some equipment used for the vision impaired that has been prescribed by the medical doctor, optician or optometrist such as talking computers, reading machines or CCTVs may be eligible for the medical expenses rebate.

## **CARELINK CENTRES**

The Commonwealth Carelink Centres provide free information about community aged care, disability and other support services and can help connect you to the right support.

Government, community based, religious, charitable and private organisations operate and deliver the Commonwealth Carelink Centres on behalf of the Department of Health and Ageing. The information provided makes it easier to find care and support to continue to live in your own home.

Telephone 1800 052 222

Website: [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

## CARER BUSINESS DISCOUNT CARD

Available to Queenslanders who receive the Centrelink Carer Payment or the Carer Allowance (see Centrelink entry below), the card provides carers with discounts and offers on a wide range of goods and services. Telephone: 13 13 04.

## CENTRELINK

**Pensions:** to be eligible for either the **Disability Support Pension (Blind)** or **Aged Blind Pension** you must be an Australian Citizen, or have permanent resident status and been residing in Australia continuously for ten years. If your permanent blindness occurs in Australia, there is no period of required residency.

DSP Blind Pensions were not affected by the government's welfare to work changes. You are also exempt from the income and assets test, however, your partner must meet the income and assets test to qualify for a partnered-rate pension.

To apply for any of these allowances contact the Centrelink Customer Service Centre on 13 2300.

**Carer Allowance** is available to carers providing constant care or supervision to a person (aged 16 plus) whose disability causes substantial functional impairment.

**Mobility Allowance** is available for people working, training or involved in voluntary work for 8 hours or more per week and who are unable to use public transport.

**Telephone Allowance** To qualify a person must be a holder of a pension concession card and have a telephone connected in their own or their partner's name.

**Age Pension** To qualify a person must be aged over 65 for males, or over 63 for females, and meet the Centrelink income and assets criteria.

**Pension Bonus Scheme** You may receive a one-off payment if you continue to work past the date you meet requirements for the Age Pension.

**Sickness Allowance** A person must be over 21 years of age, employed and temporarily unable to work due to a medical condition.

**Working Credit** is to help working-age people keep more of their support payments when they start full-time, part-time or casual work.

Other assistance is available for:

Aboriginal Studies (Abstudy)	13 23 17
Austudy	13 23 17
Centrelink	13 27 17
Concession Cards	13 61 50
Disability Employment Services	13 27 17
Disability, Illness, Injury and Carers	13 27 17
Employment Cover 21	13 28 50
Family Assistance Office	13 61 50
Granny Flats	13 23 00
Rent Assistance	13 27 17
Retirement Services	13 23 00
Seniors Line	13 23 00
Working Credit	13 27 17
Youth & Student Services	13 24 90
Website	<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>

Aged Care Australia	1800 500 853
TTY Service	1800 810 586

Centrelink correspondence is available in alternative formats such as audio cassette/CD, large print, braille and e-text.  
Telephone: 1800 333 995.

For the latest rates and allowances visit:  
<http://www.centrelink.gov.au/internet/internet.nsf/payments/pay-how>

## **COMMONWEALTH DEPARTMENT OF VETERANS' AFFAIRS**

Telephone 13 32 54 or 1800 555 254 (Outside Brisbane)

## **COMMONWEALTH SENIORS HEALTH CARD**

A Commonwealth Seniors Health Card helps with the cost of prescription medicines and other services if you are of Age Pension age but do not qualify for Age Pension.

You may also be entitled to receive the Seniors Supplement - a non-taxable payment made every 3 months to help with regular bills such as energy, rates and motor vehicle registration fees.

Telephone Centrelink Retirement Line on 13 2300.

## **COMPANION CARD**

People who need lifelong attendant care can use their Companion Card to access affiliated community venues, activities and public transport for the price of a single ticket.

For a list of affiliates go to website.

Telephone: 13 74 68 (Mon to Fri, 8am – 6pm)

Fax: 3404 3045

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

Website: [www.qld.gov.au/disability/out-and-about/companion-cards](http://www.qld.gov.au/disability/out-and-about/companion-cards)

## **COMPUTERS/COMPUTER SOFTWARE**

### **Free Screen Reader Program**

There is a free screen reader program available called Non Visual Desktop Access for Windows (NVDA).

For portability, the NVDA screen reader can be run from a memory card or from a CD or DVD, without requiring installation on the destination computer.

The program can be downloaded from <http://www.nvda-project.org>. There are 2 copies available. One you can download and install onto your computer, and the other to store onto a memory card or CD/DVD.

### **WorkVentures**

Centrelink cardholders, individuals on low incomes, schools, and NFP organisations can access a low-cost personal computer (PC) through an initiative between Centrelink and WorkVentures.

For more information visit [www.workventures.com.au/connectit](http://www.workventures.com.au/connectit) or call 1800 112 205.

## **DISABILITY PARKING SCHEME**

Queensland Transport administers the Disability Parking Scheme and a medical practitioner makes eligibility assessments. A non-refundable service fee must accompany applications. Permits are usually valid for 5 years. You do need to have another disability other than blindness to access this permit.

Telephone: 132 380

## **EDUCATION**

### **Adult Community Education (ACE) Subjects**

A tuition fee exemption of 50% may be available to holders of a current Pensioner Concession Card or holders of a current Health Care Card or a partner or dependant of a person who holds either one of these cards provided they are named on the card.

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

The student must produce a current card or official document confirming their entitlement at time of enrolment.

For application forms and further information, contact the enrolment centre at any TAFE Queensland Institute or Customer Service Hotline on 1300 30 8233.

### **Government Funded Subjects**

A tuition fee concession or exemption may be available to a holder of a current Pensioner Concession Card or current Health Care card or a partner or dependant of a person who holds either one of these cards provided they are named on the card.

### **TAFE Queensland**

Tuition fee reductions are available for students on presentation of a current Commonwealth Health Card or Pensioner Concession Card. Partners and dependants named on these concession cards are also entitled to these fee reductions.

Full tuition and student services 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 who are of Aboriginal or Torres Strait Islander descent.

# **ENTERTAINMENT / RECREATION**

## **Parks**

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

Concession entry\* to:

- South East Queensland Wildlife Centre in D'Aguiar National Park
- David Fleays Wildlife Park

Concessions to Services provided on entry\* eg. Guided tours to:

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

\***Note:** concessions for above mentioned locations are for Department of Environment and Resource Management charges only, other charges may apply.

Telephone: 1300 130 372

Website: [www.derm.qld.gov.au](http://www.derm.qld.gov.au)

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

Concessions may be available on the admission price for some major exhibitions at the Queensland Art Gallery and GOMA. General gallery entry is free.

Telephone: 3840 7303

Website: [www.qag.qld.gov.au](http://www.qag.qld.gov.au)

## **Queensland Museum**

Concessions may be available on the admission price for some major exhibitions at Qld Museum and Sciencentre Southbank, The Workshops Rail Museum Ipswich, Cobb & Co Museum Toowoomba, Museum of Tropical Queensland Townsville. General museum entry is free at Southbank.

Telephone: 3840 7555

## **Queensland Performing Arts Centre**

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

Telephone: 13 62 46

Website: [www.qtix.com.au](http://www.qtix.com.au)

## **State Library of Queensland**

Concessions to some programs and events may be available to concession card holders. General entry to the State Library is free.

Telephone: 3840 7666

Website: [www.slq.qld.gov.au](http://www.slq.qld.gov.au)

## **HOME ASSIST SECURE**

Home Assist Secure gives information, advice and assessment of home security, related home maintenance, repairs and minor modifications which relate to a person's health, safety and security. To be eligible, you must be a home owner or live in private rental housing and be over 60 years or of any age with a disability. In addition, to receive subsidised assistance for work in your home you need to be receiving a Commonwealth Government pension or benefit and unable to make use of alternative forms of assistance, such as Home and Community Care, Department of Veterans' Affairs, family or friends. For further information contact:

Telephone: 1300 880 882 for your nearest office

Email: [housingprovidermanagement@communities.qld.gov.au](mailto:housingprovidermanagement@communities.qld.gov.au)

Website: [www.communities.qld.gov.au/housing/loans-and-grants/home-modification-assistance](http://www.communities.qld.gov.au/housing/loans-and-grants/home-modification-assistance)

Jobs done through Homes Assist Secure include, Handyperson/ Carpentry, Minor Modifications, Smoke Alarms, Referrals for Occupational Therapists, Security, Locks – windows & doors, Plumbing, Yard & outside maintenance, and White good repairs.

## **HOME MAINTENANCE HELPLINE FOR VETERANS**

This helpline is available for all veterans and war widows who need to locate a handyman or tradesperson. The veteran or war widow is responsible for the cost of all work done.

After calling the helpline, the veteran will be contacted by a reliable, registered tradesperson who will discuss the work that is needed and make arrangements to provide a quote.

Contact the helpline on 1800 801 945 (operates during business hours, with after hours service for property emergencies only).

## **LEGAL**

### **Legal Aid Queensland (LAQ)**

Legal Aid Queensland provides legal assistance to financially and socially disadvantaged Queenslanders. It provides information, advice and representation in family, civil, and criminal law matters.

Telephone: 1300 651 188

### **Adult Guardian**

The role of the Adult Guardian is to protect the rights and interests of adults who are unable to make decisions for themselves.

Telephone: 3234 0870

Email: [adult.guardian@justice.qld.gov.au](mailto:adult.guardian@justice.qld.gov.au)

Website: [www.justice.qld.gov.au/justice-service/guardianship](http://www.justice.qld.gov.au/justice-service/guardianship)

## **MEDICAL**

### **Better Start for Children with a Disability**

As of 1 July 2011, children who are aged under 6 years and have been diagnosed with Down syndrome, cerebral palsy, Fragile X syndrome, or a moderate or greater vision or hearing Impairment, including deafblindness, can be registered to access early intervention. The categories of disability identified in the announcement were determined based on evidence that intensive early intervention in the pre-school years is effective in preparing this cohort of children for school

Telephone: 1800 989 530

Email: [Better.Start@fahcsia.gov.au](mailto:Better.Start@fahcsia.gov.au)

Website: [www.fahcsia.gov.au/betterstart](http://www.fahcsia.gov.au/betterstart)

### **Dental Care**

Free dental treatment, including the provision of dentures at public dental hospitals and clinics is available to Pensioner Concession cardholders and their dependents.

Telephone: 1800 686 126 for eligibility enquiries

Website: [www.health.qld.gov.au/oralhealth](http://www.health.qld.gov.au/oralhealth).

## **First Aid**

Queensland Ambulance provides a 5% discount on the non-GST component of the Senior First Aid and CPR course. You must be a holder of a current concession card.

Telephone: 1300 369 003

## **Hearing Services**

Pensioner Concession Cardholders can apply to the Office of Hearing Services for a Hearing Service Voucher. This entitles cardholders to hearing assessment and rehabilitation including supply and fitting of hearing aids, free of charge by hearing service providers. An annual fee needs to be paid, which provides cardholders with hearing aid maintenance and battery supplies.

Telephone: 1800 500 726

Website: [www.health.gov.au/hear](http://www.health.gov.au/hear)

## **Medical Aids Subsidy Scheme**

Provides access to subsidy funding for the provision of endorsed aids and equipment to eligible Queensland residents with permanent and stabilised conditions or disabilities. Is selected to assist people to live at home and avoid premature or inappropriate care or hospitalisation. Residents must hold an eligible concession card.

Telephone: 3136 3636

Website: [www.health.qld.gov.au/mass](http://www.health.qld.gov.au/mass).

## **Medicare Safety Net**

Concession card holders can receive a reduction in the cost of out-of-hospital medical expenses through the lower concessional threshold for the Medicare Safety Net.

## **Optometrists**

The majority of optometrists in Queensland “bulk-bill” their patients – this means Medicare will cover the cost of an eye examination. However Medicare does not cover the cost of any spectacles or contact lenses. If you have private health insurance, these costs may be covered by your insurer.

## **Patient Travel Subsidy Scheme**

Provides financial assistance to patients and in some cases carers to help them access specialist medical services. A subsidy is provided to approved patients to assist the cost of travel and accommodation, if the nearest service is 50km from the patient's nearest hospital. To be eligible, patients must hold a current Medicare Card, be a permanent resident of Qld, be referred by a registered medical practitioner and meet the eligibility criteria. For further information contact the patient travel officer and the patients nearest public hospital.

Telephone: 13 43 25 84

Website: [www.health.qld.gov.au/iptu/html/ptss.asp](http://www.health.qld.gov.au/iptu/html/ptss.asp)

## **Pharmaceutical**

The Pharmaceutical Benefits Scheme provides timely, reliable and affordable access to necessary medicines for Australians.

## **Spectacles Supply**

Concessions on the supply of spectacles (when clinically required) are available under the Spectacles Supply Scheme. Concessions apply to the standard range of spectacles. To be eligible a client must be a permanent resident of Queensland. Cardholders must have held their card for at least 6 months before the date of application to the scheme. Clients must have a clinical need for spectacles as determined by an optometrist/ophthalmologist. For further information contact Qld Health.

Telephone: 1343 2584

Website: [www.health.qld.gov.au](http://www.health.qld.gov.au)

## **Talking Medical Aids**

Talking Blood Pressure Monitor

Available from RSB of SA Inc

Telephone: (08) 8232 4777

Talking Blood Glucose Monitor

Available from:

Diabetes Australia 1300 136 588

Point of Care Diagnostics 1300 640 075

Talking First Aid Kits

Available from:

Parasol Emt Pty Ltd 1300 366 818

## **QLD COMMUNITY HOUSING COALITION (QCHC)**

QCHC is a not-for-profit industry body representing social and affordable Housing providers, with a member base of organisations and individuals within the community housing sector.

Address: 368 Montague Road, West End Qld 4101

Telephone: 3844 9947

Email: [info@qchc.asn.au](mailto:info@qchc.asn.au)

Website: [www.qchc.asn.au](http://www.qchc.asn.au)

## **QLD DEPARTMENT COMMUNITIES – Housing and Homelessness Services**

**Social Housing** is secure and affordable rental housing for low to moderate income families.

**Queensland Housing Finance Loan** is designed to help people earning low to moderate incomes to buy an established house, unit, townhouse or duplex; or build a house.

**Queensland State Housing Loan** is a home loan product designed to assist you if you purchase the public rental property you are renting or another available Queensland Department of Housing owned property.

Telephone: 1300 654 322 or visit [www.communities.qld.gov.au/housing](http://www.communities.qld.gov.au/housing) for further information on eligibility and contact details.

## **QLD GOVERNMENT**

### **Every Dollar Counts**

A comprehensive guide to concessions, retail discounts and rebate assistance.

Telephone: 13 74 68

Website: [www.qld.gov.au/everydollarcounts](http://www.qld.gov.au/everydollarcounts)

## **QLD TRANSPORT & MAIN ROADS**

### **Audible-Tactile Traffic Lights**

If Audible-Tactile Traffic lights are not working, please contact Brisbane City Council on 3403 8888. If not in the BCC area please contact Main Roads Department on 3834 2011.

## **Vehicle Registration**

- If your Pensioner Concession Card was issued on or after 1 July 1994, you are entitled to a 50% 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.
- If you are a Qld Seniors Card holder (not Seniors Business Discount Card), you are entitled to a 50% 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 whether or not the card was issued before or after 1994)
- Motor vehicles up to and including 4.5 tonnes (passenger and light commercial type vehicles excluding tractors and machinery etc)
- Motorised caravans (regardless of Gross Vehicle Mass)
- You must be the registered operator of the vehicle and the vehicle must be used mainly for your private use.
- This concession is available on only 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.

Application forms are available from Department of Transport and Main Roads Customer Service Centres or by phoning 13 23 80.

Website: [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

# **SENIORS**

## **Seniors Card**

All Queensland residents aged 60 and over are eligible for either a Seniors Card, Seniors Card +go or a Seniors Business Discount Card.

Telephone: 13 74 68

Website: [www.comunityservices.qld.gov.au/seniorscard](http://www.comunityservices.qld.gov.au/seniorscard)

## **Discount Directory for Seniors Card**

Locating businesses that offer Seniors Card discounts in Brisbane will now be easier than ever with the Brisbane Seniors discount directory.

The directory will provide listings of metropolitan business offering Senior Care discounts. All card holders have access to a range of free shopping services, including Senior Shopper, a free price comparison service for large items such as white goods, furniture and cars.

Website:

[www.communityservices.qld.gov.au/seniorcard/savings/discount.directories](http://www.communityservices.qld.gov.au/seniorcard/savings/discount.directories)

## **Seniors Enquiry Line**

Seniors Enquiry Line is a statewide personalised information on concessions, social activities, household assistance, retirement accommodation, financial & legal matters, health, education, transport & referral services.

Telephone: 1300 135 500 9am to 5pm weekdays

Email: [sel@lccq.org.au](mailto:sel@lccq.org.au)

Website: [www.seniorsenquiryline.com.au](http://www.seniorsenquiryline.com.au)

## **Senior Shopper**

Senior Shopper is a no-obligation, hassle-free shopping service that aims to get Seniors Card holders the best price on a wide range of goods and services. Using Senior Shopper is very easy.

1. Decide on what you want and note the make, model number and the best price you have seen advertised or have been quoted.
2. Have your Seniors Card ready and contact Senior Shopper with the details you have collected. They will call you back with the best price they have obtained. You are under no obligation to buy.

3. If you want to make the purchase, simply place your order with Senior Shopper. The supplier will contact you to organise payment and delivery.

Senior Shopper is only available to Seniors Card and Senior Business Discount Card holders. Telephone Senior Shopper on 1300 366 265 or online at [www.seniorshopper.com.au/seniorsqld/](http://www.seniorshopper.com.au/seniorsqld/).

## **TRANSPORT / TRAVEL**

### **Access Direct Transport Service**

Access Direct Transport Service is a door-to-door service that provides transport to a wide variety of destinations including health facilities, rehabilitation and social activities. The service is for HACC eligible people, who need to be:

- An aged or frail person
- Have a moderate to severe disability
- Unable to access a private vehicle and not able to use public transport
- Live independently in the community.

The service operates on a 48-hour book-in-advance basis and requires clients to be medically fit for transport.

It services Brisbane City Council suburbs north of the Brisbane River and south of the Pine River and Redcliffe City. The service is operated using volunteer drivers. Clients are asked to make a contribution. Telephone Access Direct on 3253 0532.

### **Airline Fare Concessions**

Concession fares are available from some airlines.  
Guide Dogs always travel free of charge.

**QANTAS Airlines** Telephone 13 13 13.

### **Qantas Carer Concession**

Nican administers the Qantas Carer Concession Card on behalf of Qantas.

The Qantas Carer Concession Card is issued to people with a disability and high level support needs who require the full-time assistance of a carer whilst they are on the plane. A person is eligible if they need to have one-on-one support when seated on the plane for assistance with meals/drinks, transferring to the bathroom, orientation, communicating with the flight staff etc. A person would not be eligible if they only need assistance boarding the plane, or when they arrive at their destination. Bookings for the cardholder and their nominated carer must be made at the same time and both bookings must be made using the Card in order to obtain the discount.

The Qantas Booking Fee is not payable on bookings made using Qantas Carer Concession Card

Discounts are not available on international travel, on flights operated by any of Qantas' alliance partners, or in conjunction with any other concessional airfare eg airfares for children and seniors

This card is a photo ID card which is valid for three years and has an administration fee of \$27.50 including GST.

Telephone: 1800 806 769  
Email: info@nican.com.au  
Website: www.nican.com.au

## **Bus Travel**

**National Bus Company (Redland Shire)** allows free travel for Legally Blind people and their Guide. Pension concession card to be shown. Contact: 3245 3333.

**Clarks Logan City Bus Service (Logan Shire)** allows free travel for a Vision Impaired Person. Pension concession card to be shown. Contact: 3200 6754.

**Brisbane City Council** allows free travel for all Brisbane residents who are legally blind and their companions. Free Bus Passes are obtained from Customer Service Centres. Just show your Blind Pension card.

## **Free Downtown Loop Bus Service**

The free loop bus circles Brisbane's CBD, stopping at Central Station, Queen Street Mall, City Botanic Gardens, Riverside Centre, QUT and King George Square. Visit the TransLink website for the free Loop service timetable information.

## **Ferry Travel**

A 50% concession is available to holders of a Pension concession card on ferry services below. To obtain a concession, your card must be produced when purchasing a ticket.

### **Bay Island Taxi Service (Passengers only)**

Services operate between southern Moreton Bay Islands and Redland Bay and Coochiemudlo Island and Victoria Point.

### **Stradbroke Ferries Water Taxi (Vehicles accepted)**

Services operate between Toondah Harbour, Cleveland and North Stradbroke Island.

### **Stradbroke Flyer and Island Taxi Charter**

Services operate between Toondah Harbour & North Stradbroke Island.

For more information in south east Queensland phone TransInfo on 13 12 30

### **Sunferries Magnetic Island Pty Ltd**

Services operate between Townsville and Magnetic Island.  
Contact: 4771 3855

### **Peddells Ferry & Tour Bus Services**

Services operate between Thursday Island and Seisia.  
Contact: 4069 1551

## **Medical Transport Services**

LANDS Community Services operate a regular door to door transport service that will pick up from the following regions and will deliver you within those regions. These services are pre booked group travel and you must register before you can use the service. Services operate in the Bayside, Centenary & Oxley Reach, Belmont to Coorparoo, Logan, Mt Gravatt, South West Brisbane and Sunnybank.

Each run has a set fare depending on the distance. Carers travelling with clients will be charged the same price as the client. Booking must be made the day prior to the appointment. For a full list of pick-ups and destinations and fees contact Lands

Telephone: 3422 7900

Website: [www.lands.org.au](http://www.lands.org.au)

## **Seniors Card Holders**

Seniors Card holders can now access public transport concessions when they are interstate.

Contact: 13 13 04

## **Taxi Brisbane City Council Cabs**

The Brisbane City Council provides Cabs for the following citizens:

- Over 60, or
- Mobility Impaired, or
- A Pension Concession card holder, or
- A Centrelink card holder

A Council Cab will take you to your local shopping centre from between \$1 and \$3, depending on the Service. Payment is made to the cab driver at the start of your trip.

The Council Cabs operate on a weekly basis and service some areas twice weekly. To book the Council cab service, phone 3403 2227. The ACE TTY service is available to the hearing impaired on 13 36 77.

Reserve your seat on a Council Cab up to 12 noon the day prior to using the service. Wheelchair accessible vehicles are available on request.

The Council Cab will pick you up from your house in the morning (the operator will give you an approximate time when you book) and take you to the shopping precinct. If you book a return service, the Council Cab will take you back home at around lunch time.

## **Taxi Subsidy Interstate**

If travelling interstate contact Qld Transport Offices and request an Interstate Travel Voucher book for half price travel interstate. Allow plenty of time for orders.

## **Taxi Subsidy Queensland**

The taxi subsidy scheme is an initiative of Queensland Transport that aims to improve the mobility of persons with severe disabilities. The scheme is funded and administered by Queensland Transport and applications are forwarded to Queensland Transport. The scheme provides a subsidy for local taxi travel at a half rate concession with the maximum subsidy being \$25. The scheme operates state-wide and generally, participants may use any taxi operator.

An application form must be completed.

Telephone: 1300 134 755

Website: [www.transport.qld.gov.au/tss](http://www.transport.qld.gov.au/tss)

## **Train Travel**

### **Great Southern Railway**

Great Southern Railway operates The Indian Pacific, the Ghan and the Overland and the Southern Spirit services. There are generous concession fares for Legally Blind people on all services operating between Perth, Adelaide, Melbourne & Sydney. For detailed fares and bookings contact The Great Southern Railway Call Centre on 13 21 47.

### **Queensland Rail - City Train Fares**

Residents in Queensland with a current Pensioner Concession Card are able to travel for a concession fare on all Citytrain services.

If unable to use a ticket vending machine from the departure station, persons may board without a ticket and purchase a ticket from the destination station. If proof of a disability is required by Citytrain staff, a Pensioner Concession Card may be presented.

Telephone: Queensland Rail on 13 12 30.

### **Traveltrain and Citytrain Services**

Pensioners will simply need to present their current Pensioner Concession Card at any booking office to access their free rail entitlement on Traveltrain services. An administration fee will apply.

A person who needs a full time carer to assist them whilst travelling on traveltrains must obtain a letter from their doctor stating so. The letter is valid for two years. Present it to the travel agent when making the booking. The letter will be attached to your letter for reference during your trip.

The Traveltrain Reservations System will maintain a record of usage of a pensioner's individual rail entitlement. Traveltrain information phone 1800 872 467.

A Legally Blind Person can travel free on trains, ferries and buses with a Travel Pass - Person with Vision Impairment.

Telephone 1300 134 755 to assist with any queries.

## **Travel Pass Companion Card**

A person holding a Companion Card and a valid ticket or pass is entitled to free travel for one accompanying person who provides attendant care support. Companion Cards issued by any state or territory are valid.

To apply for a Companion Card, call 13 13 04 or visit the Department of Community

## **Vision Impairment Travel Pass**

A Vision Impairment Travel Pass entitles the holder to free travel on all TransLink bus, train and ferry services (except Airtrain services).

To apply for a Vision Impairment Travel Pass, call 1300 134 755 or visit [www.transport.qld.gov.au](http://www.transport.qld.gov.au).

## **Translink Access Pass**

This pass gives you unlimited travel on all our services except Airtrain, until it expires.

You don't need to touch on and off like a go card. You just need to carry it with you at all times while travelling in case you're asked to show it.

## **You can get this pass if all these things apply:**

- you are a permanent Queensland resident
- you have a significant permanent physical or intellectual disability
- you can travel independently on TransLink services
- you've been assessed by a qualified health care professional as being unable to touch on or touch off with a go card.

This includes if you're in a wheelchair and have limited fine hand movement.

To apply contact 13 12 30

## **Animal Assistance Card**

The TransLink Assistance Animal Card allows Guide Dogs and other assistance animals to ride on TransLink services. The card is valid for two years from the date of issue.

The card is only valid on TransLink operated services. For Queensland Rail long distance train service and services operated outside of the TransLink service area, please contact the service operator directly to confirm access arrangements.

Please note: unless specified, this card is not accepted by any organisations for access to venues or vehicles.

For more information on taking assistance animals on public transport, call TransLink on 13 12 30.

Timetables for trains, ferries and buses phone TransLink call centre on 13 12 30 or website [www.translink.com.au](http://www.translink.com.au).

## **UTILITIES**

### **Energex**

#### **Loss of Power Supply**

13 62 62 - 24 hours a day, 7 days a week

- To report electricity interruptions, and for updates on power restoration progress in your area
- To report electric hot water supply problems

## **Electricity Emergencies**

13 19 62 - 24 hours a day, 7 days a week

- To report life-threatening emergencies relating to powerlines, such as fallen powerlines or electric shocks
- Not for loss of supply

## **Customer Services**

13 12 53 - 8.00am to 6.30pm, Monday to Friday

- For all general enquiries, including tree-trimming requests and streetlight faults
- Not to be used for account related enquiries. Please contact your electricity retailer

## **Electricity Discount**

An Electricity Discount is available to eligible customers who meet the criteria including that it is their principle place or residence, live alone or share with their spouse, other pensioners, dependents and carers who are not paying rent. Large print bills are available on request. For an applications and eligibility details contact your Electricity supplier.

## **Electricity Life Support**

A concession of \$469.36 per year (paid quarterly) per machine for eligible users of an oxygen concentrator and \$314.31 per year (paid quarterly) for eligible users of a kidney dialysis machine are available to assist with meeting electricity costs.

The scheme provides financial assistance to seriously ill people who use home-based life support systems (oxygen concentrators or kidney dialysis machines) 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:

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

Full details of eligibility for the concessions are listed in the application form. Applications for this concession are automatically sent to the applicant within 14 days of receiving their machine.

For more information phone the Concessions Unit, Department of Communities on 3247 5907.

### **Fire Services Levy – Urban / Rural**

A discount of 20% is allowed on the urban fire services levy for the principle place of residence. Any rural fire services levy is included in the gross rates and charges, on which the concession general pensioner discount rate is calculated.

For more information contact your local shire or council.

### **Medical Cooling and Heating Electricity Concession**

The Queensland Government provides financial assistance to low-income Queenslanders with a medical condition that requires the use of electricity for cooling or heating.

Telephone: 13 74 68

Website: [www.communities.qld.gov.au/community/concessions](http://www.communities.qld.gov.au/community/concessions)

### **Rates Subsidy**

The Queensland Government provides a subsidy equal to 20 per cent of the gross rates and charges levied by a local government to card holders if:

- they are owners or life tenants of the property
- the property is their principal place of residence
- they are legally responsible for the payment of such rates and charges.

Cardholders may also be entitled to a subsidy of rates by the local government.

For further information contact your local shire, town or city council.

### **Brisbane City Council Council Rates Discount**

Application Form to be completed by person requiring discount.

These forms may be completed at the Brisbane City Council Administration Office, George Street, Brisbane or any customer Service Branch Office or Council Ward Office.

Consumer must bring current rates notice bearing their name, also Centrelink Pension Card or payment details form or bank statement showing that pension income is being received to qualify for full discount. Staff from BCC will assist in completing the application form. For more information telephone 3403 8888.

### **Reticulated Natural Gas Rebate**

Discounts may be available for Pension Concession holders on their gas accounts. Large Print bills are available on request. For information and eligibility information contact your reticulated natural gas retailer.

### **Solar Hot Water Rebate**

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

Telephone: 13 438 76527

Website: [www.brightthing.energy.qld.gov.au/rebate-and-incentives](http://www.brightthing.energy.qld.gov.au/rebate-and-incentives)

### **Waste Collection**

If you live in the Brisbane City Council Region, the Council can arrange for Rubbish Bin Collection from your yard if you are frail, have a physical disability, are vision impaired and have no able-bodied person living at your address.

There is no extra charge for this service.

Telephone: 3403 8888

### **Water Subsidy**

The Qld Government's Pensioner Water Subsidy Scheme provides an annual subsidy off the cost of water access and volumetric usage. Applications for the discount on water rates are made through the local water distribution and retail companies.

### **Telephone**

#### **Optus**

Optus provides limited services for people who are blind or vision impaired. You can obtain a Braille bill by phoning Customer Services on 13 30 66 (Optus cable customers) or 1300 300 469 (for Optus phone service only customers).

The Optus number 124'yes' (124937) charges \$1.10 for connection plus local call rates for the duration of the call.

## **Telstra**

### **Disability Enquiry Hotline**

Telstra's Disability Enquiry Hotline (DEH), 1800 068 424, will be able to assist customers if they wish to inquire about Telstra's equipment and generally to answer queries about Telstra's Disability Equipment program, including a large button phone, as well as other information on products and services for people with a disability.

People who are deaf blind can now rent a Braille TTY or a TTY with a large visual display for the same annual rental charge as a standard rental telephone handset.

Telstra includes an automatic exemption from the credit card payment processing fee for customers who:

- (a) Are registered with Telstra for the Telstra Disability Equipment Program or other Telstra Disability Products or services.
- (b) Those currently registered with Telstra for Pension Concession Card holders who are currently receiving the pension concession on their fixed line / single Bill account.

If you are not covered by the above automatic fee exemption criteria, you are still eligible for the exemption if you have a disability.

It is true that the pension concessions are not compatible with Telstra's reward packages. It is your personal choice as to which plan you take up. Please call the Telstra's Hotline to help you make the best choice.

Telephone: 1800 068 424

TTY: 1800 808 981

Email: [disabilityenquiryhotline@team.telstra.com](mailto:disabilityenquiryhotline@team.telstra.com)

Website: [www.telstra.com.au/disability](http://www.telstra.com.au/disability)

Customers who are blind have the option of receiving their Telstra standard and mobile telephone bills in Braille or large print. All other written communications with customers may, on the customer's request, be sent on audio CD.

## **Telstra Call Connect - 12456**

This is a live, operator-assisted, premium service that finds and connects the customer to the number being sought from White and Yellow pages. Customers who are unable, or find it extremely difficult, to dial numbers on a telephone and therefore are prevented from using an ordinary telephone *may* be eligible to receive access to the Telstra Call Connect (12456) service for free (call charges still apply). Applications for registration for this service are through Telstra's Disability Enquiry Hotline.

## **Telstra Directory Assistance on 1223**

If you have the name of the person or business you're after then find the telephone number with Telstra Directory Assistance on 1223. An optional call connection service is available to eligible Telstra fixed-line callers, Telstra post-paid mobile callers and Telstra pre-paid mobile callers.

Calls to Telstra Directory Assistance on 1223 are free from Telstra residential fixed-line phones and from Telstra payphones. The cost to Telstra business fixed-line customers and Telstra mobile customers is \$0.50.

## **Home Messages**

A free home message service for Telstra local call customers Australia wide. Dial 101 on your home phone to turn it on, and Telstra Home Messages 101 will answer your calls when you aren't able to. You will know when you have a message when you hear a special dial tone. Available from most Telstra home phones.

## **Do Not Call Register**

The Do Not Call Register has been set up by the Australian Government in response to community concern about the growth in unsolicited telemarketing calls.

To register:

- visit [www.donotcall.gov.au](http://www.donotcall.gov.au)
- Telephone 1300 792 958

## **Telstra White Pages® Mobile**

Telstra NextG and 3G customers can browse White Pages® Mobile free of charge via Home or Search Tabs. Charges apply when you access 3<sup>rd</sup> party websites or type URL address into your browser.

If you are with another carrier, charges may apply, check with your service provider.

Website: <http://m.whitepages.com.au>

## **Television**

### **Digital Switchover Household Assistance Scheme (HAS)**

HAS will help households to receive digital free-to-air TV signals. The Scheme will supply, install and demonstrate a high definition set top box. This package is free of charge.

You may be eligible if:

- You or your partner receives the maximum rate of the Age, Disability Support, Carer or Veteran Affairs Pensions.
- You own a functioning TV
- You do not have access to digital TV on the TVs that you own.
- You live in switchover area that is currently switching to digital TV.

Telephone: 1800 20 10 13

Website: [www.digitalready.gov.au](http://www.digitalready.gov.au)

## **18+ CARD**

Queensland Transport issues 18+ cards on behalf of the Liquor Licensing Agency for a means of identification if you do not have a driver's licence. The cost of an 18+ card is presently \$25.65. To obtain an 18+ card an applicant is required to supply:

- a completed application form
- one primary and one secondary form of identification. All applicants must have the Verification of Identity declaration on the back of the Card 18+ Application form completed.

For more information telephone 13 23 80.