

**TO ASSIST BLIND &  
VISION IMPAIRED PEOPLE**



**CONCESSIONS BOOKLET**

*Prepared and Distributed by*  
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## ***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 of approximately 760 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 Symbol Cane is given free to members.
- 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.

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# 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, Sickness 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
Working Credit	13 27 17
Youth & Student Services	13 24 90
Website	<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>

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

Telephone: 1800 333 995.

Department of Veterans' Affairs (DVA) readers should call 13 32 54; those in regional Australia can telephone 1800 555 254.

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 53 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 and activities for the price of a single ticket.

For a list of affiliates go to website.

Telephone: 13 13 04 (Mon to Fri, 8am – 6pm)

Fax: 3404 3045

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

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

## **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: 3253 4071

## **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 exemption of 75% 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.

Tuition fee reductions of 75% are available for students who have not completed Grade 12 and who are under 17 year old at the end of February in the year they enrol.

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

## **ENTERTAINMENT / RECREATION**

### **Parks**

The Environmental Protection Agency which incorporates the Queensland Parks and Wildlife Service – QPWS offers the following concessions to eligible card holders:

Concession entry\* to:

- Brisbane Forest Park – Walkabout Creek ph 3300 4855

- Mt Etna Caves ph 4959 1652 – seasonal
- Fleays Wildlife Park ph 5576 2411
- Chillagoe Caves Royal Arch, Donna & Trezkinn Caves Ph 40947163

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

- Mon Repos National Park ph 4159 1652
- St Helena National Park ph 3396 5113
- Fort Lytton National Park ph 3393 4647

\***Note:** concessions for above mentioned locations are for QPWS charges only, other charges may apply.

## **Queensland Art Gallery**

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

Telephone: 3840 7555

## **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 your local Home Assist Secure office listed or visit their website on: [www.housing.qld.gov.au/pdf/hascontacts](http://www.housing.qld.gov.au/pdf/hascontacts)

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 Assist Secure Contact Numbers***

Barcaldine & District 4651 2187  
Beaudesert 5541 1653  
Blackall & District 4657 4013  
Bowen / Whitsunday 1800 649 842  
Bribie Island 3408 0416  
Brisbane North East 3254 0355  
Bundaberg & District 4153 1099  
Bundaberg & District for Perry, Monto & Eidsvold 1800 112 210  
Caboolture & Kilcoy 5495 8700  
Caloundra 5491 7489  
Central Queensland 1800 223 301  
Charleville & District 46543325  
Chermside & District 3624 2111  
Far North Queensland 1300 301 882  
Gold Coast Central 5538 1947  
Gold Coast North 5531 3502  
Gold Coast South 5598 1073  
Hervey Bay 4197 4332  
Inner West 3366 3066  
Ipswich 1300 656 207  
Kangaroo Point to Carina 3391 8100  
Logan & Beenleigh District 3208 0604  
Longreach & District 4658 1416  
Mackay & Hinterland 1800 679 622  
Maroochy 5476 6130  
Maryborough/Burnett/Cooloola Districts 4123 2234  
Maryborough/Burnett/Cooloola Districts - Gympie 5483 6666  
Mt Gravatt District 3849 2131  
Mt Isa & District 1800 640 932  
Noosa 5449 0214  
North Queensland 1800 130 943  
Pine Rivers 3889 1852  
Redcliffe 3284 0526  
Redland 3829 8478  
Sandgate & District 3869 1000  
South West Brisbane 3892 3200  
South West Queensland 1800 464 664  
Stafford / Wavell Heights 3229 9416  
Tableland 4091 4512

Toowoomba 4632 7385  
Townsville 4727 9025  
Western Suburbs Brisbane 3878 8058  
Wynnum 3393 3154

## **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 AID**

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

## **MEDICAL**

### **Dental Care**

Free dental treatment 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](http://www.health.qld.gov.au).

### **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.

### **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: 3250 8555

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 following optometrists provide bulk billing for low vision assessments twice per year & general consultations once every two years.

Name: Ms Mee-Jane Chin  
Business: Trevenen Optical  
Address: Cnr Newton & Gatton Streets, Manunda Q 4870  
Phone Number: 4031 1360

Name: Mr Russell Cooper  
Business: Russell Cooper Optometrist  
Address: 160 Bolsover Street, Rockhampton Qld 4700  
Phone Number: 4922 6996

Name: Ms Mary Svjetlana Kavur  
Business: About Specs  
Address: Shop 35/Orion Springfield Town Centre  
Main Street, Springfield Lakes Qld 4300  
Phone Number: 3470 0888

Name: Mr Paul Lagos  
Business: Springfield Lakes Eyecare  
Address: 31 Springfield Lakes Boulevard  
Springfield Lakes Qld 4300  
Phone Number: 3818 9199

Name: Dr Simon Little  
Business: North Lakes Optometry  
Address: Shop 4/12 North Lakes Drive  
North Lakes Qld 4509  
Phone Number: 3491 6786

Name: Mrs Aphrodite Livanes  
Business: Colour Blind Sight Centre Optometrists  
Address: Shop 43/Alexandra Hills Shopping Centre  
Finucane Road  
Alexandra Hills Qld 4161  
Phone Number: 3824 1878

Name: Dr Jan Lovie-Kitchin  
Business: Faculty of Health  
Address: QUT, Victoria Park Road  
Kelvin Grove Qld 4059  
Phone Number: 3138 5743

Name: Mr Stuart Macfarlane  
Business: Stuart Macfarlane Optometrist  
Address: Shop 78/Cnr Kingston & Wembley Road  
Logan Central Qld 4114  
Phone Number: 3299 3699

Name: Mrs Beverley Roberts  
Business: Roberts Alexander Optometrists  
Address: Shop 3/69 King Street  
Caboolture Qld 4510  
Phone Number: 5495 2316

Name: Miss Irma Sator  
Business: Park Ridge Eyewear  
Address: Shop 111/Park Ridge Village  
3732 Mt Lindsay Highway  
Park Ridge Qld 4125  
Phone Number: 3802 2299

Name: Mr Bryan Smith  
Business: Aphrodite Livanes Optometrists  
Address: Shop 43/Alexandra Hills Shopping Centre  
Finucane Road  
Alexandra Hills Qld 4161  
Phone Number: 3824 1878

Name: Ms Louella Varney  
Business: Stewart & Leach Optometrists  
Address: Unit 24/ Plains Junction  
24-48 Browns Plains Road  
Browns Plains Qld 4118  
Phone Number: 3800 1988

### **Patient Travel Subsidy Scheme**

Provides direct 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. Patients need a referral and an application form needs to be completed, this is available from the Queensland Health website.

Telephone: 3234 011

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 allows an item prescribed under the National Health Scheme to be charged at the rate of \$3.60 per item. For other items the normal charge applies.

### **Queensland Ambulance Services**

Community Ambulance Cover is Australia wide ambulance cover by making contributions through electricity accounts from 1 July 2003. Pensioners, Senior Card Holders and Gold Card Veterans, who meet

living arrangements criteria, will be exempt from paying ambulance contributions on their principal place of residence.

Telephone: 1300 304 274

Website: [www.ambulancecover.qld.gov.au/exemptions/customer\\_sale/pensioner.shtml](http://www.ambulancecover.qld.gov.au/exemptions/customer_sale/pensioner.shtml)

## **Spectacles**

Concessions on the supply of spectacles (when clinically required) are available under the Queensland Spectacle 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 your local public hospital or community health centre. North Brisbane residents can contact The Royal Brisbane Hospital on 3636 8275 (Means Testing Department). Southside residents can contact any other public hospital. All public hospitals offer this scheme.

## **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

Telephone: 1300 136 058

## **QLD DEPARTMENT OF HOUSING**

**Public Rental Housing** provides affordable rental housing to 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.housing.qld.gov.au](http://www.housing.qld.gov.au) for further information on eligibility and contact details.

# 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 Queensland Transport Customer Service Centre or by phoning 13 23 80.

# **SENIORS**

## **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: <http://directory.aboutseniors.com.au/>

## **Seniors Enquiry Line**

Seniors Enquiry Line is 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

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

**SINGAPORE Airlines** Telephone 13 10 11

## **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 your local library. Just show your Blind Pension card.

## **Free Downtown Loop Bus Service**

A free Spring Hill Loop Bus services from Queen Street to Wickham Terrace, stopping at 12 key locations in-between. The Loop's distinctive red buses stop at several convenient destinations including: Central Station, Queen Street Mall, City Botanic Gardens, Riverside Centre, QUT and King George Square.

## **Access Free Bus Service – Fairfield Shops**

A free bus service is provided on Wednesday mornings with pick up and drop off to your home to Fairfield Shopping Centre. Bookings essential.

Contact: 3892 2568

## **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

### **Health and Community Care**

Transport Services for Health and Community Care eligible clients are available in most parts of the state.

Visit <http://www.health.qld.gov.au/hacc> or call the Commonwealth Care Link on 1800 052 222.

### **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 3677.

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 Centenary & Oxley Reach Medical Runs**

To register for this service, call the Transport Options Project office on 3422 7999, allowing 2-3 days for registration processing.

Bookings can be made between 8am and 12noon, Monday to Friday. Ring Yellow Cabs on 13 62 94 and ask for the 'Centenary & Oxley Reach Medical Run'.

Please book before 12 noon the business day prior to travel.

These services do not cover transport from discharge or day surgery procedures.

There are two Medical Runs, depending on your location and desired destination.

### **Centenary & Oxley Reach Medical Run 1**

*Picks up from:*

Chelmer  
Darra  
Jamboree Heights  
Middle Park  
Oxley  
Sherwood  
Seventeen Mile Rocks  
Sumner  
Wacol  
Corinda  
Graceville  
Jindalee  
Mt Ommaney  
Riverhills  
Sinnamon Park  
Tennyson  
Westlake

*Destinations:*

Doctors/Specialists  
Optometrists  
Allied Health Services:  
Podiatry, Occ. Therapy, Physio,  
Dietetics  
Pathology/X-Ray/Diagnostic Clinics  
including Sumner Park and Mt  
Ommaney  
Carers Support Groups  
Dentists  
Hopetoun and Sinnamon Village  
Hydrotherapy  
Montrose Access Hydrotherapy  
Corinda Community Health Centre  
Inala Community Health Centre

This service runs Monday to Friday.

Pickups operate three times a day at 8.30am, 10.30am and 12noon.

Returns operate three times a day at 10.30am, 12.30pm and 2pm.

Cost is \$3 each way for Home & Community Care eligible persons & \$6 each way for non-HACC eligible persons. Carers and children under the age of five travel at half fare when accompanying a full paying customer.

## **Centenary & Oxley Reach Medical Run 2**

### *Picks up from:*

Chelmer  
Darra  
Jamboree Heights  
Middle Park  
Oxley  
Sherwood  
Seventeen Mile Rocks  
Sumner  
Wacol  
Corinda  
Graceville  
Jindalee  
Mt Ommaney  
Riverhills  
Sinnamon Park  
Tennyson  
Westlake

### *Destinations:*

Princess Alexandra Hospital  
Mater Hospital – Adult & Private  
including Taylor Medical Centre  
Mt Olivet Hospital

This service runs Monday to Friday.

Pickups operate four times a day at 7.30am, 9am, 11am and 1pm.

Returns operate four times a day at 10.30am, 12pm, 2pm and 4pm.

Cost is \$5 each way for Home and Community Care eligible persons and \$10 each way for non-HACC eligible persons. Carers and children under the age of five travel at half fare when accompanying a full paying customer.

For more information contact

TOPS – Transport Options Project office

Hours: 8.30am to 4.30pm, Monday to Friday

Telephone: 3422 7999

## **Taxi South West Brisbane Medical Transport**

To register for this service, call the Transport Options Project office on 3422 7999, allowing 2-3 days for registration processing.

Bookings can be made between 8am and 12noon, Monday to Friday. Ring Yellow Cabs on 13 62 94 and ask for the 'South West Brisbane Medical Transport Run'.

Please book before 12 noon the business day prior to travel.

This service can be used for medical appointments, outpatient appointments, admission to hospital and transport to day respite centres in the hospitals listed.

*Picks up from:*

Acacia Ridge  
Annerley  
Coopers Plains  
Durack  
Forest Lake  
Moorooka  
Parkinson  
Rocklea  
Tarragindi  
Yeerongpilly  
Algester  
Archerfield  
Doolandella  
Fairfield  
Inala  
Pallara  
Richlands  
Salisbury  
Willawong  
Yeronga

*Destination:*

QEII Hospital  
Princess Alexandra Hospital  
Mater Hospital – Adult and Private  
Sunnybank Private Hospital  
Taylor Medical Centre  
Mater QRI  
South Brisbane Dental Clinic  
Mt Olivet Hospital  
Wickham Terrace Specialists  
Inala Community Health Centre  
Hopetoun Hydrotherapy  
Sinnamon Village Hydrotherapy  
Mater Medical Centre  
Yeronga Dental Clinic

This service runs Monday to Friday.

Pickups operate on the hour from 7am, 8am, 9am, 10am and 12 noon.

Returns operate on the hour from 12 noon, 1pm, 2pm, 3pm and 4pm.

Cost is \$4 each way for Home and Community Care eligible persons & \$10 each way for non-HACC eligible persons. Carers and children under the age of five travel at half fare when accompanying a full paying customer.

For more information contact

TOPS – Transport Options Project office

Hours: 8.30am to 4.30pm, Monday to Friday

Telephone: 3422 7999

## **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](http://www.transport.qld.gov.au)

## **Train Travel**

### **Great Southern Railway**

Great Southern Railway operates The Indian Pacific, the Ghan and the Overlander 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 at half the normal fares 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 3235 5555.

## **South East Explorer Ticket**

These tickets give you unlimited, all day travel on trains, ferries and participating buses in South East Queensland between Coolangatta and Noosa and west to Helidon. Full price and concession fares are available. Tickets can be purchased from ticket resellers or Queensland Rail contact 3235 5555 for more information.

## **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. For Citytrain information phone 3606 5555 and for Traveltrain information phone 13 22 32.

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

Telephone 1300 417 481 to assist with any queries.

## **Travel Pass**

(Persons with a Vision Impairment VIP Travel Pass)

A National Travel Pass is available to persons who are legally blind. You are entitled to receive the discounts that are available to people who are blind who live in the State you are visiting. As each State offers different discounts, is always advisable to check what transport discounts are available in the State you are travelling to.

This Pass will entitle holders to FREE travel on all participating urban scheduled public transport services including bus, rail and ferry within Australia. Not available for use on the Airport Train in Brisbane. Please note that free travel is specifically for the Travel Pass holder only. Free travel is not available on long distance bus or rail services.

Telephone the Vision Impairment Travel Pass hotline on 1300 417 481. The forms are available online at [http://www.transport.qld.gov.au/Home/Assistance\\_and\\_services/Concessions/](http://www.transport.qld.gov.au/Home/Assistance_and_services/Concessions/)

### **Companion Pass**

Free travel for a carer on Citytrain services. A letter is required from a doctor stating you require assistance when travelling by train. An administration fee of \$6.35 is payable for a two year Companion Pass. The pass is issued in the blind or vision impaired person's name. Apply at your local station or send letter and money to:

Citytrain Ticketing Service  
P O Box 13266  
George St Post Shop  
Brisbane Qld 4003

Telephone: 3235 2810

Transinfo have a voice activated system for timetables for trains, ferries and buses. The telephone number is 13 12 30.

## **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 \$336 per year (paid quarterly) per machine for eligible users of an oxygen concentrator and \$260 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.

## **Gas Discounts**

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 Energex on 13 12 53.

## **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.

## **Urban Utilities**

### **Water Rates Discount**

Applications for the discount on water rates are made through the Brisbane City Council as part of the land rates discount application process.

For more information telephone Urban Utilities on 13 26 57 or Brisbane City Council on 3403 8888.

### **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.

## **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.

Telephone: **3403 8888**

## **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>

## **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 \$20.70. 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.