

If you have a Pensioner Concession, State Concession, WA Senior or both a WA Senior and Commonwealth Senior Health Card you could be entitled to a rebate on your Council rates, Underground Power and ESL (Emergency Services Levy).

What are your entitlements as a cardholder?

If you are a Pensioner Concession or State Concession Card holder you receive a rebate of 50% on your annual rates (or to the capped amount), Underground Power and ESL charges and are eligible should you wish to defer those charges.

If you are a WA Seniors Card holder you could receive a rebate of up to 25% on your annual rates & Underground Power (or to the capped amount) and ESL charges.

If you are a holder of both a WA Seniors Card and a Commonwealth Seniors Health Card you also receive a rebate of up to 50% on your annual rates (or to the capped amount), Underground Power and ESL charges and are eligible should you wish to defer those charges.

Partial concessions are also available to pensioners and seniors who own and occupy their property at 1 July and become eligible during the financial year.

You are also entitled to have the full financial year to pay your rates. However, all rates and charges must be paid by 30 June to receive your rebate. If you opt to defer you must pay your waste and pool fee (if applicable).

How do you qualify for an annual rebate?

To qualify you must:

- Hold a valid Pensioner Concession Card, State Concession Card, WA Seniors Card or both a WA Senior and Commonwealth Senior Health Card, and
- Be a registered owner, Homeswest shared equity owner, co-owner or life tenant under the terms of the probated will of a deceased estate, or other relevant interest in the property.
- Be the owner and occupier of the property as your ordinary place of residence as at 1 July.

Where the rated property is subject to co-ownership (other than a spouse or defacto) a partial rebate may apply.

How do you apply for a rebate?

The easiest and most convenient way to apply for your rebate is by contacting the Water Corporation (as you also received a rebate on your water rates) on 1300 659 951 and they will take your application over the telephone or online at <https://www.watercorporation.com.au/my-account/i-want-to/apply-for-a-concession>.

Please have your Water Corporation Account number and your concession card/s

handy as you will need to provide these details to the call center representative handling your call. Once your application is approved, details will be forwarded to us at the City so that you may receive the rebate. Alternatively, you can visit us at the Administration Centre and complete an application form, please remember to bring your card/s with you.

When do you need to make an application by?

Full Concessions:

To receive the full concession for any financial year, you must meet all of the conditions stated in the section "How do you qualify for an Annual Rebate". In addition, you must hold valid card(s) as at 1 July of that year and the application must be received on or before 1 July.

Partial Concessions:

You may be entitled to a partial concession if you hold a valid card/s issued after 1 July and were the owner and occupier of the residence as at 1 July.

Important Information About Your Rebate

Pensioner/senior concession applies only to rates, underground power and the emergency services levy. ***Waste and other charges must be paid in full by the due date.***

You are required to notify Council if you cease to be an entitled pensioner or senior. Any person who remains registered as an entitled pensioner or senior knowing that they are no longer qualified to be registered commits an offence, which carries a penalty of \$1,000.

Changes in circumstances which may affect your entitlement to rate concessions are:

- If the ownership on the Certificate of Title for your property has been amended or additional owners' names, added. In this case, you are required to provide a copy of the current Certificate of Title.
- A person with whom you share ownership deceases.
- Your pension type has changed.
- You sell the property (you need to re-register for any new property you may purchase)
- You move to another address.
- You no longer occupy the property for reasons of ill health or frailty.
- Your Pensioner Concession Card, State Concession Card, WA Seniors Card or Commonwealth Seniors Health Card is cancelled.

Where can I get more information about the cards?

WA Seniors Card:

Department of Communities WA Seniors Card Centre
Phone: (08) 6551 8800 Email: info@seniorcard.wa.gov.au
8:30am to 4:30 pm weekdays (except public holidays)

Commonwealth Seniors Health Card or Pensioners Concession Card:

Department of Human Services

Centrelink

Phone: 13 23 00

Department of Veteran Affairs

Phone: 1800 555 254

Email: [General Enquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

State Concession Card:

Department of Child Protection and Family Support

Phone: 13 32 54

Country: 1800 555 254

Email: css@dcp.wa.gov.au

If you would like further information or have any questions regarding any of the above information, please contact the City's Rates Officer on 9273 3500.