



DVA Factsheet SOI21

Queensland

Concessions for Pensioner Concession Card Holders

Overview

This Factsheet provides information about concessions available to holders of pensioner concession cards (PCC). It includes concessions available specifically within Queensland (QLD) as well as throughout Australia.

The QLD concessions are primarily state concessions or concessions offered within the metropolitan area of Brisbane. Many local councils also offer concessions to residents, sometimes in addition to state concessions. Check with your local council to find out more about other concessions in your area.

About the Pensioner Concession Card

PCCs are issued by the Australian Government through DVA to:

- service pensioners
- age pensioners who receive their pension through DVA
- war widows and widowers receiving an income support supplement.

The cardholder's name and address appear at the top of the card. If a cardholder has a partner and/or dependent children, their names will be listed on the centre of the card.

Your PCC is proof that you receive a means tested pension and are eligible to receive certain concessions.

It is issued when you are granted a means tested pension and then during October/November for each new year while you continue to be eligible for the pension.

Your DVA PCC has the same status as a PCC issued by Centrelink. Both cards provide access to the same concessions.

Who determines what the concessions are?

The relevant Australian Government and State authorities and businesses determine what concessions to offer, and who is eligible for those concessions.

Australian Government concessions

The PCC entitles the card holder to benefits from the Australian Government including:

- Pharmaceutical Benefits
 - National Diabetes Services Scheme
 - Hearing services
 - Great Southern Railway Services
 - Discounts on some services from Australia Post.
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Pharmaceutical benefits

PCC holders are eligible for pharmaceuticals under the Pharmaceutical Benefits Scheme (PBS) at \$5.30 per prescription. Your pharmacist can tell you which pharmaceuticals are listed under the scheme. Premiums charged by manufacturers may apply to some alternative brands/medicines. Once you have spent the PBS Safety Net threshold amount on PBS medicines, you will receive free PBS medicines for the rest of the year.

For more information:

Department of Health and Ageing

1800 020 613

National Diabetes Services Scheme

A range of Australian Government approved products are available at subsidised prices for PCC holders who are registered with the National Diabetes Services Scheme.

For more information:

National Diabetes Services Scheme

1300 136 588

Hearing services

Hearing assessments and hearing rehabilitation are available through the Office of Hearing Services. Hearing assessments and hearing rehabilitation, including provision and fitting of some hearing aids, are available free of charge to PCC holders.

For more information:

Office of Hearing Services

or TTY

1800 500 726

1800 500 496

Great Southern Railway Services

PCC holders are eligible for a discount of up to 55% from Great Southern Railway (GSR) for the following rail journeys:

- The Ghan
- The Indian Pacific
- The Overland.

For more information:

For more information regarding discounts, contact GSR on 132 147 or refer to their website at – <http://www.gsr.com.au/>.

Australia Post

Australia Post will re-direct mail at a discounted rate after PCC holders change their address.

Australia Post will deliver some items that aid the visually impaired free of charge or at concessional rates for PCC holders.

For more information:

Australia Post 131 318

Telstra Concessions

Telstra offer a number of concessions to PCC holders, including:

- a discount on new telephone service connection fee
- a reduction in your home line plan costs.

A brochure 'Pensioner Benefits' detailing the products and service which may be of help to card holders is available on request.

For more information:

Telstra 132 200

Free rail

PCC holders who live in Queensland are entitled to four (4) economy or two (2) first class journeys on Traveltrain services each year.

Present your current PCC to the Station Master or Railway Booking Office when making travel arrangements. Queensland Rail charges a \$12.10 booking fee per economy journey or \$24.20 per first class journey.

Rail travel

PCC holders are eligible for rail travel at half the normal fare and railway platform tickets free of charge.

A 50% discount is available to sitting passengers only on train journeys between state capital cities. Present your PCC when purchasing your ticket.

Buses

All PCC holders who reside in the Greater Brisbane area are eligible for reduced bus fares. Show your PCC to the driver or ticket seller. Reduced fares are not available on Full Fare or Special Buses.

Coaches

Many coach and bus companies offer concessions to PCC holders. Discounts vary depending on the company and the destination. Present your PCC when purchasing tickets.

Contact the bus or coach company or a travel agent for details about fares and reservations.

Rates

The State Government provides PCC holders with a 20% rebate on their rates and fire levy (maximum allowable \$180.00 per annum).

Brisbane City Council offers an additional 40% to service pensioners on the maximum rate of pension and 20% to service pensioners on less than the maximum rate. If you require a certificate setting out pension details in order to obtain the rate rebate, contact DVA.

Most local councils also offer an additional rebate. Check with your local council for details.

Electricity

A rebate on the cost of electricity may be available to PCC holders. Application forms for the rebate are available at Central & Regional Electricity Authority Offices and Depots.

Motor vehicle registration

A discount of 50% on the Motor Vehicle Fee is available on one vehicle only for PCC holders. Some conditions apply. For more information contact the Department of Transport.

Ambulance

PCC holders are eligible for free treatment and transport in Queensland. Simply show the ambulance officer your PCC. If you are too sick to produce your card immediately, you should produce it when you receive an account. You should use your PCC even if you have a gold repatriation card for all conditions.

Motor boat registration and licences

Service pensioners in receipt of the maximum rate of pension may receive a 50% reduction in the registration component for one motor boat registration. Contact DVA for a certificate with pension details. The certificate should then be submitted to the Queensland Transport Customer Service Centre with your payment.

Sport, entertainment and recreation

Many sporting, entertainment and recreational venues offer discounts to PCC holders. Check with the venue for details.

Changes to concessions

The information given in this Factsheet is based on information provided to us and to the best of our knowledge is correct. However, concessions may change at any time. Details of the concessions should always be confirmed with the provider.

Other cards

Some authorities and businesses give concessions to holders of cards other than the PCC, and in some cases, at different levels of concession. If you are unsure which card to use, make sure that you ask the authority or business that is providing the concession. Only one discount is available on a service at any time.

All State Governments issue their own Seniors Card. Eligibility for this card is determined by each state and is usually based on age and/or the number of hours worked per week. In most states you must be over 60 years. Concessions vary between states but may include discounts on

travel, including travel on some public transport when interstate, licences or household expenses, as well as on goods and services . State Government issued Seniors Cards are also often accepted at local businesses and may be accepted where a PCC or Gold Card is not.

Other cards, *continued*

In addition to the PCC and the State Government issued Seniors Card, concessions may also be offered to holders of a Gold Card, a Commonwealth Seniors Health Card, or a Health Care Card (only available through Centrelink).

For more information on the QLD Seniors Card

Website www.communities.qld.gov.au/seniorscard/

Cancellation of your PCC

You are no longer entitled to the PCC if your service pension, age pension or income support supplement is cancelled. If this happens, you should destroy or return your PCC.

Other Factsheets

Other Factsheets relating to this topic include:

- *Commonwealth Seniors Health Card: IS 126*
 - *Concessions for Pensioner Concession Cards Holders: IS 125*
 - *Great Southern Railway Travel Concession: IS 152*
 - *Overview of Cards Available to Veterans and Their Dependants: IS 160*
 - *Concessions for War Widows and Widowers – QLD: SOI 24*
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When to contact DVA

Contact DVA:

- to report a lost card
- to notify us of a change of address
- for information about eligibility for Australian Government concessions
- for information about issue of a PCC.

Contact the authority or business administering the concession:

- for information about eligibility for a concession
- for details about the rate of concessions.

More information

All DVA Factsheets are available from DVA offices, and on the DVA website at www.dva.gov.au.

You can phone DVA for the cost of a local call on 133 254
or 1800 555 254 for country callers.

Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: generalenquiries@dva.gov.au.

You can get more help from any DVA office.