

**APPLICATION FOR PENSIONER CONCESSION ON RATES AND CHARGES**

**Important Information**

- A separate pension application form is required for each pensioner owner.
- All applications are to be completed in full, IN BLOCK LETTERS, and shall be treated as confidential.
- All applications are subject to approval under the provisions of council's Pensioner Concession Policy and/or Queensland Government Pensioner Rate Subsidy Scheme.
- All applications are subject to confirmation.
- All applications require a photocopy or scanned and emailed copy of both sides of the pensioner's current signed Queensland "Pensioner Concession Card" or DVA Health Card (All Conditions within Australia) or DVA Health Card (Totally & Permanently Incapacitated).
- Seniors Cards and Health Care Cards are not applicable.
- Outstanding rates and charges will be recovered in accordance with council's Debt Recovery Policy.

**Property Details**

**Property Number:** \_\_\_\_\_ **Assessment Number:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Pension Details**

Pension Type: \_\_\_\_\_ PCC/Gold Card No.: \_\_\_\_\_

**Personal Details**

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Date of birth >> \_\_\_\_/\_\_\_\_/\_\_\_\_

Phone no.: \_\_\_\_\_ Email address: \_\_\_\_\_

Postal Address (as shown on pension card): \_\_\_\_\_

Postal Address (as shown on rating records): \_\_\_\_\_

**Do you reside in this Property? Yes / No (if no refer below \*)**

A Statutory Declaration (available from Townsville City Council) is required to be submitted with this application in the following situations:

- >> (\*) The owner/applicant is residing in a nursing home or with friends or family due to ill health or infirmity and the property is not rented.
- >> The co-owner of this property is my spouse, and this person does not reside at the property.

**Is this property solely owned by you? Yes / No**

If no, what is your relationship to the other owners: \_\_\_\_\_

**Would you like to authorise a 3<sup>rd</sup> Party (spouse/child etc) to discuss all aspects of your rates? Yes / No**

If so please provide their full name and contact number: \_\_\_\_\_

**Privacy Collection Notice:**  
 Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with *Local Government Act 2009* so that we can assess your eligibility to participate in the scheme and update your details in relation to your property. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. However, in performing the above functions, we may need to disclose your personal information to the Department of Human Services (Centrelink) or Department of Veteran Affairs and your nominated 3<sup>rd</sup> party. For further information about how we manage your personal information please see our [Information Privacy Policy](#).

**Property Number:**

**Assessment Number:**

**Property Address:**

**DECLARATION**

I the owner/applicant on this application do sincerely declare that the information shown on this application is true and correct.

**CONSENT – CUSTOMER CONFIRMATION/INCOME CONFIRMATION**

This consent will be used for the sole purpose of authorising Centrelink/Department of Veterans' Affairs to provide information to Townsville City Council to confirm your eligibility in relation to concessions or services provided by Townsville City Council:

I authorise the Townsville City Council to use Centrelink Confirmation eServices to perform a Centrelink/Department of Veterans' Affairs enquiry of my Centrelink/Department of Veterans' Affairs Customer details and concession card status in order to enable Townsville City Council to determine if I qualify for a Pension Concession on Rates and Charges.

I authorise the Australian Government Department of Human Services Centrelink/Department of Veterans' Affairs to provide the results of that enquiry to Townsville City Council.

I understand that the Townsville City Council will use information I have provided to Centrelink/Department of Veterans' Affairs to confirm my eligibility for Pension Concessions and will disclose to the Townsville City Council my personal information including my name, address, concession card status, payment type, payment status, income and one-off payment.

I understand that this consent, once signed, remains valid while I am the owner of this property unless I withdraw it by contacting the Townsville City Council or Centrelink/Department of Veterans' Affairs.

I can obtain proof of my circumstances/details from Centrelink/Department of Veterans' Affairs and provide it to the Townsville City Council so that my eligibility for Pension Concessions can be determined.

If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the Pension Concession provided by the Townsville City Council.

Staff Initials

Date >> \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant

**All applications require a photocopy of both sides of the pensioner's current signed Queensland "Pensioner Concession Card" or DVA Health Card (All Conditions within Australia) or DVA Health Card (Totally & Permanently Incapacitated).**

**Please return the signed pensioner concession application form for each pensioner owner, and a copy of both sides of the applicable pensioner concession card/s or DVA Health card/s.**

In person:

Customer Service Centre  
8.00am – 5.00pm  
103 Walker Street, Townsville City

By mail:

Townsville City Council  
PO Box 1268  
TOWNSVILLE QLD 4810

Thuringowa Central Library  
9.00am – 5.00pm  
86 Thuringowa Drive, Thuringowa Central

By email:

enquiries@townsville.qld.gov.au  
(be sure to attach scanned copies of all relevant documentation)

Need Help? Contact Council:

By phone: 13 48 10 (8am - 5pm)  
Click to chat: [townsville.qld.gov.au](http://townsville.qld.gov.au)

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