

# 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 signed DVA Health Card (Gold Card)
- Pensioner Concession Card/s must list the property address that the concessions are being applied to.
- White cards are not applicable
- 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:	
Property Address:	

Pension Details	
Pension type:	PCC / Gold Card No:

Personal Details		
Surname:		Given Names:
Date of birth:	Phone:	
Email:		
Postal Address (as shown on rating records):		
Town:	State:	Post Code:
Do you reside in this Property? <input type="checkbox"/> Yes <input type="checkbox"/> 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: <ul style="list-style-type: none"><li>• (*) 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.</li><li>• The co-owner of this property is my spouse, and this person does not reside at the property.</li></ul>		
Is this property solely owned by you? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, what is your relationship to the other owners:		
Would you like to authorise a 3rd Party (spouse/child etc) to discuss all aspects of your rates? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If so please provide their full name and contact number:		
Name:		Phone:

**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 3rd party. For further information about how we manage your personal information please see our [Information Privacy Policy](#).

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Property 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 Services Australia 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.

Signature of Applicant:	Date:	Staff initials

**Please return the signed pensioner concession application form for each pensioner owner, and a copy of both sides of the applicable Pension Concession Card / DVA Gold Card.**

### In person

Customer Service Centre  
8am - 5pm  
103 Walker Street, Townsville City

Citylibrary Riverway  
9am - 5pm  
20 Village Boulevard, Thuringowa Central

### By mail

Townsville City Council  
PO Box 1268  
TOWNSVILLE QLD 4810

### By email

[enquiries@townsville.qld.gov.au](mailto: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](https://www.townsville.qld.gov.au)

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