

Can't afford to repair or replace an essential faulty household appliance?



The Home Wise grant provides assistance to concession card households who cannot afford to repair or replace an essential faulty appliance currently located at their premises.



Applicants are eligible to apply for two grants within a ten year period.

From 1 April 2009 where applicable faulty appliances will be repaired rather than replaced and a qualified contractor will be sent to your home to assess the faulty appliance.

If the appliance cannot be repaired, the relevant size and model of the replacement appliance will be selected by DHS.

All applicants must meet the following eligibility criteria:

- You are the holder of a current valid concession card – Pensioner Concession Card, Health Care Card or Veterans' Affairs Pension Card or Gold Card.
- You do not have the savings to repair or replace your faulty appliance.
- You own or are in the process of buying your property if you are applying for a fixed appliance.

Appliances covered by the Home Wise Program:

Fixed

- hot water service
- water tank/water pump
- wall furnace/space heater
- generator
- toilet
- leaking gas or water pipes
- upright stove/wall oven/
cooktop

Non-fixed

- refrigerator
- washing machine

If applying for the repair or replacement of a fixed appliance a copy of the applicant's rates notice must be included.

Access to the Home Wise program is available by contacting the Concessions Information Line on **1800 658 521**.

Send completed application forms to:

Home Wise Program
Department of Human Services
P O Box 4057
Melbourne Vic 3001



To find out more about financial services available for low income Victorians visit www.dhs.vic.gov.au/concessions or call **1800 658 521** (toll-free)

If you would like to receive this publication in an accessible format, please phone 1800 658 521 using the National Relay Service 13 36 77 if required, or email concessions@dhs.vic.gov.au

This document is also available in PDF format on the Internet at www.dhs.vic.gov.au/concessions