The Thermoregulatory Dysfunction Energy Subsidy Scheme assists financially disadvantaged persons with thermoregulatory dysfunction, or their dependants, to offset the energy costs associated with controlling the temperature in their home under specialist medical advice.

*Thermoregulatory dysfunction* is defined as significant loss of a person’s capacity to control body temperature, and the medical conditions which result in the person’s health and bodily function being seriously affected when exposed to extremes of environmental temperatures.

**Eligibility for the Subsidy**

The applicant must hold one of the following means-tested concession cards:
- Pensioner Concession Card (issued by either Centrelink or the Department of Veterans’ Affairs) or
- Health Care Card (*not including the Commonwealth Seniors Health Card*) or
- Health Care Interim Voucher.

RevenueWA will require your authorisation to confirm the status of your concession card with Centrelink and the Department of Veterans’ Affairs.

The applicant may be either:
- the patient who requires heating and/or cooling for their own use or
- the guardian or primary caregiver if the patient is residing in their home.

If an applicant is a child, or an adult who is unable to sign the application form due to age or disability, the guardian or primary caregiver may sign the form on their behalf and provide an explanation for doing so.

The applicant must meet at least two of the three qualifying criteria and be certified by a treating doctor who has been treating them for at least three months.

**Medical authorisation**

The medical authorisation must be completed and signed by the treating physician or specialist. Energy Policy WA requires the applicant’s and the treating physician’s authorisation to view medical records for the purpose of reviewing the applicant’s entitlement under the scheme.
Qualifying conditions

At least two of the following criteria must be met:

1. A medical condition with an evidence-based association of deterioration in temperature extremes. For example, severe cases of spinal cord injury, stroke, brain injury, neurodegenerative disorders, multiple sclerosis and familial disautonomia.¹
2. Loss of skin integrity or loss of sweating capacity. For example, significant burns to greater than 20 per cent of body surface area, severe inflammatory skin conditions and some rare forms of disordered sweating.
3. Objective reduction of autonomic regulation and physiological functioning at extremes of environmental temperatures (excessive sweating, heart rate increases or changes in blood pressure) resulting in dehydration, dizziness or fainting.

Excluded conditions

The following conditions are excluded from the scheme as they do not affect an individual’s capacity to regulate internal body temperature:
- Attention Deficit Hyperactive Disorder
- autism and
- psychiatric conditions such as anxiety, depression and obsessive-compulsive disorder.

Permanent medical condition

If the applicant’s condition is permanent, the treating physician may confirm this on the form and provide a copy of the medical report stating that it is a permanent condition. Applicants will be permanently registered for the scheme if they have:

- severe autonomic dysfunction, specifically:
  - high spinal transection
  - familial disautonomia or
  - progressive neuro-genetic degenerative conditions.
- extensive loss of skin integrity, with burns to over 50 per cent of the body surface area.

How to apply

Complete the ‘Thermoregulatory Dysfunction Energy Subsidy Scheme Application Form’, available from the website or by phoning us on 08 9262 1373.

The medical authorisation must be completed in full by the treating physician.

To ensure payment is made in a timely manner, please provide the relevant bank account details as they appear on the applicant’s bank statement. Contact your bank if you are unsure about any of the details.

If the subsidy is approved, payment will be made by EFT into the nominated bank account within 10 working days.

¹ A genetic disorder affecting individuals’ automatic (involuntary) bodily responses, including sweating.
If the patient lives in supported accommodation such as a hostel, caravan park or similar, we may request a copy of an invoice or similar document showing that the patient is individually billed and pays for measured energy usage.

RevenueWA has the right to decline an application (or demand repayment of any subsidy already paid) in situations where it is the Commissioner’s reasonable opinion that false or misleading information has been provided or where the eligibility criteria have not been met. Applicants may seek review of such a decision.

Renewing your application

All subsidy recipients, other than those permanently registered, must recertify at their anniversary date to ensure ongoing eligibility.

The applicant will receive a letter each year requesting that they renew their application and provide us with details of any changes to their circumstances or personal details. It is important to notify us if the applicant’s postal, email and/or residential address changes to ensure the renewal letter is received.

If the subsidy is approved, payment will be made by EFT into the nominated bank account within 10 working days.

Every two years the patient’s medical condition will need to be recertified by the treating physician to confirm ongoing eligibility under the scheme, unless the condition is permanent.

### Contact RevenueWA

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<th>Contact Details</th>
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**Note:** This fact sheet provides guidance only. Contact RevenueWA for further information.