



## Thermoregulatory Dysfunction Energy Subsidy Scheme

24 March 2026

The thermoregulatory dysfunction energy subsidy assists eligible persons, or their dependants, who experience thermoregulatory dysfunction to offset the energy costs associated with controlling the temperature in their home under medical advice.

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

The subsidy of \$810 is paid annually in advance directly into a nominated bank account.

Up to two payments per household can be made each year if two or more eligible persons live in the same household.

### Eligibility for the subsidy

To apply, you must:

1. be either the patient who requires heating and/or cooling for your own use, or be the guardian or primary caregiver of the patient who lives in the same household as you, and
2. hold one of the following means-tested concession cards:
  - Pensioner Concession Card or
  - Health Care Card (not including the Commonwealth Seniors Health Card) or
  - Health Care Interim Voucher.

### Qualifying conditions

The patient must meet at least two of these three qualifying conditions and be certified by a doctor or specialist who has been treating them for at least three months.

A patient who only meets one of the qualifying conditions is not eligible for the scheme.

- 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 dysautonomia.
- 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.
- 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.

## *Ineligible conditions*

The following conditions are not eligible under this scheme even though there may be some discomfort or symptoms experienced when exposed to extremes of temperature:

- arthritis
- autism
- chronic pain
- chronic fatigue
- attention deficit hyperactive disorder (ADHD)
- fibromyalgia
- postural orthostatic tachycardia syndrome (POTS)
- psychiatric conditions such as post-traumatic stress disorder, anxiety, depression, and obsessive-compulsive disorder.

## **How to apply**

It's fastest and easiest to use the online application form.

If you already have an Online Services Portal account, use your registered email address to log in to [RevenueWAConnect](#). If you don't already have an account, you will need to register for one. See information about [registering for, or logging in to, RevenueWAConnect](#).

After logging in to RevenueWAConnect, click on Online Services Portal to access your account.

For information about applying online or setting up an account, see the [Energy Subsidy Schemes Portal Guide](#).

The doctor or specialist will be emailed to complete the medical authorisation form. Once completed, the application will be automatically submitted to RevenueWA.

If you are unable to apply online, use the paper-based [application form](#). The doctor or specialist must complete the medical authorisation section of the application form before it can be submitted.

If the application is approved, payment will be made to the nominated bank account within 10 working days of approval.

RevenueWA has the right to decline an application (or require repayment of any subsidy already paid) if the Commissioner is of the reasonable opinion that false or misleading information has been provided, or if the eligibility criteria have not been met. Applicants may request a review of the decision.

## **Renewing your application**

Every year, you must renew the application no later than 60 days from your anniversary date. Your anniversary date is the same date the initial application was lodged.

If you applied through the Online Services Portal or have subscribed to receive renewals by email, we will send an email to let you know your application is due for renewal. You can then log in to your account to renew the application.

If you are not subscribed, we will send a renewal letter to the nominated postal address. [Subscribe via the online services portal](#) to receive renewal and recertification letters by email.

If your application is not renewed within 60 days of your anniversary date, the subsidy will automatically be cancelled and you will need to re-apply.

If the patient's medical condition is not registered as permanent, the doctor or specialist will need to provide a medical authorisation every two years to reconfirm the patient's eligibility.

### *Permanent medical conditions*

Patients may be permanently registered for the scheme if they have:

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

The doctor or specialist must confirm the thermoregulatory dysfunction is permanent and provide a copy of a medical report confirming this.

Patients with permanent conditions will still need to have the application renewed each year but will not require medical recertification.

### **If you are already registered and your details change**

#### *Change of bank details*

Complete the [change of bank details form](#) to update the account nominated for receiving the subsidy.

If the nominated bank account details provided are incorrect resulting in payment to an incorrect account, RevenueWA will attempt to recover the funds. If recovery is unsuccessful, you will not be entitled to a duplicate payment.

#### *Change of address*

You must keep your postal, email and residential address up to date to ensure you receive notifications about the subsidy, including annual renewal letters.

Contact us to update your details.

<b>Contact RevenueWA</b>			
<b>Web enquiry</b>	<a href="http://www.osr.wa.gov.au/thermo">www.osr.wa.gov.au/thermo</a>	<b>Website</b>	WA.gov.au
<b>Office</b>	200 St Georges Terrace Perth WA 6000	<b>Phone</b>	(08) 9262 1373 1300 368 364
<b>Postal</b>	GPO Box T1600 Perth WA 6845		(WA country landline callers)

**Note:** This fact sheet provides guidance only. Contact RevenueWA for further information.