

TO ASSIST BLIND & VISION IMPAIRED PEOPLE OF QUEENSLAND



DIRECTORY OF CONCESSIONS

Large Print

Prepared and Distributed by

QUEENSLAND BLIND ASSOCIATION INC.

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Queensland Blind Association Inc.

The Queensland Blind Association Inc. has provided practical support for Blind and Low Vision people of Queensland for over 85 years.

The Association receives no direct Government support and aims to help our membership to lead independent lives.

Vital services, which are provided by the Association to its members, may include the following: -

- Information and referral service.
- Financial assistance towards utility accounts, adaptive technology, white goods, some items of furniture and home maintenance.
- Talking and Low Vision Products from our Resource Department.
- Large print or email Newsletters.
- Publications available in normal print, large print & on our website of
 - Catalogue of Talking and Low Vision Products
 - Directory of Agencies
 - Directory of Concessions
 - Directory of Queensland Support Groups
 - Directory of Suppliers for Building Modifications

You do not have to be a member to access some of our services. We are also a NDIS Provider of Talking and Low Vision Products.

Disclaimer

Queensland Blind Association Inc. has attempted to ensure the information in this booklet is accurate. However, we do not warrant that the information is accurate or complete nor will we be liable for any loss suffered by any person because they rely in any way on it. We do not endorse and are not responsible for the views, products or services offered or provided by other agencies in this booklet.

Index

Title

| | |
|--|-----|
| Photo Identification Card | 4 |
| Australia Post | 4 |
| Australian Taxation Office | 5 |
| Lodge Your Tax Return Online | 5 |
| Carer Business Discount Card | 5 |
| Commonwealth Seniors' Health Card | 5 |
| Companion Card | 5 |
| Computers/Computer Software | 5 |
| Free Screen Reader Program | 5 |
| WorkVentures | 6 |
| Department Of Human Services | 6-7 |
| Department Of Transport & Main Roads | 7 |
| Department Of Veterans' Affairs | 7 |
| Disability Parking Permit Scheme | 8 |
| Education | 8 |
| Government Funded Subjects | 8 |
| Tafe Queensland | 8 |
| Entertainment / Recreation | 8 |
| Fishing | 8 |
| Parks | 8 |
| Qld Art Gallery & Gallery Of Modern Art (Goma) | 8 |
| Qld Museum | 9 |
| Qld Performing Arts Centre | 9 |
| State Library Of Qld | 9 |
| Home Assist Secure | 9 |
| Home Care For Veterans | 10 |
| Legal | 10 |
| Legal Aid Queensland (LAQ) | 10 |
| Office Of Public Guardian (OPG) | 10 |
| Medical | 10 |
| Dental Care | 10 |
| Essential Medical Equipment Payment | 10 |
| First Aid | 10 |
| Hearing Services | 11 |
| Medical Cooling & Heating Electricity Concession Scheme | 11 |
| The Extended Medicare Safety Net (EMSN) | 11 |

| | |
|---|-------|
| Optometrists | 11 |
| Pharmaceutical Benefits Scheme | 11 |
| Spectacles Supply Scheme | 11 |
| Talking Medical Aids | 12 |
| Seniors | 12 |
| Seniors Card | 12 |
| Discount Directory For Seniors Card | 12 |
| Senior Shopper | 12 |
| Seniors Enquiry Line | 12 |
| Transport / Travel | 13 |
| Airline Fare Concessions | 13 |
| Bus Travel | 13-14 |
| Community Transport | 14 |
| Ferry Travel | 14-15 |
| My Translink App | 15 |
| Patient Travel Subsidy Scheme (PTSS) | 15 |
| Personalised Public Transport | 15 |
| Seniors Card Holders | 16 |
| Taxi Bcc Council Cabs | 16 |
| Taxi Subsidy Scheme Queensland | 16-17 |
| Taxi Subsidy Interstate | 17 |
| Train Travel | 17 |
| Travel Pass | 17-18 |
| Utilities | 18-20 |
| Energex | 18 |
| Electricity Rebate | 19 |
| Electricity Life Support | 19 |
| Emergency Management Fire & Rescue Levy | 19 |
| Rates Subsidy | 19 |
| Reticulated Natural Gas Rebate | 19 |
| Smoke Alarm Subsidy Scheme | 19 |
| Waste Collection | 20 |
| Water Subsidy | 20 |
| Telephone | 20 |

Photo Identification Card

Queensland Government issues Photo I.D. Cards as a means of identification if you do not have a driver's licence. To apply for a card an applicant must be at least 15 years of age; complete the application form and provide evidence of identity and a fee is payable.

Telephone: 13 74 68

Website: www.qld.gov.au

Australia Post

Australia Post will deliver some items that assist the vision impaired free of charge or at concessional rates.

Eligible articles:

Correspondence of any sort wholly written in Braille, Moon or Large Print. Aids for the teaching of Braille; Plates for embossing literature including special paper intended solely for the use of blind people; any form of speech recording for the use of the blind person.

No other matter may be enclosed in the post.

Eligible participants:

To attract the concessional rates, either the sender or the recipient of an article for the blind must be a blind person, or an institution or organisation recognised by Australia Post as one that serves the needs of blind people.

When sending items, they must have the name and address of the sender on the outside of the envelope as well as the "Articles for the Blind" label (available from the Post Office) or the words "Materials for the Use of the Blind" or similar.

MyPost Concession Account

If you hold a Federal Government concession card you may be eligible for a reduced rate on domestic stamps and other services of a free booklet of 5 concession stamps and the ability to purchase up to 50 concession stamps per year; discount on Mail Hold and Mail Redirection; a free MyPost Concession Card and digital mailbox.

To apply, download and complete an application form and take to your nearest post office with your Federal Government concession card.

Telephone: 13 76 78

Website: www.austpost.com.au

Australian Taxation Office

Income Tax is not paid on certain tax-free government pensions or benefits. Contact the ATO for more information.

Telephone: 13 28 61

Website: www.ato.gov.au

Lodge Your Tax Return Online

MyTax is the quick, easy, safe and secure way to lodge your tax return. It is compatible with screen-reader software and can be used on any device, such as a tablet, smartphone or computer.

Carer Business Discount Card

Available to Queenslanders who receive the Centrelink Carer Payment or the Carer Allowance. The card provides carers with discounts and offers on a wide range of goods and services.

Telephone: 13 74 68

Commonwealth Seniors Health Card

A Commonwealth Seniors Health Card helps with the cost of prescription medicines and other services if you are of Age Pension age, but do not qualify for the Age Pension/Vet Affairs, meet an income test and Australian resident currently living in Australia.

Telephone: 1800 227 475

Companion Card

People who need lifelong attendant care support can use their Companion Card to access affiliated community venues, activities and public transport for the price of a single ticket.

Telephone: 13 74 68 (Mon to Fri, 8am – 6pm)

Website: www.qld.gov.au

Computers/Computer Software

Free Screen Reader Program

There is a free screen reader program available called Non-Visual Desktop Access for Windows (NVDA).

For portability, the NVDA screen reader can be run from a USB stick without requiring installation on the destination computer.

Website: www.nvaccess.org

WorkVentures

WorkVentures is Australia's oldest not-for-profit IT Social Enterprise. They sell refurbished computers as near new condition for a fraction of original cost.

Telephone: 1800 112 205

Website: www.workventures.com.au

Department of Human Services

Pensions: To be eligible for either the Disability Support Pension (Blind) or Aged Blind Pension you must be an Australian Citizen or have permanent resident status and been residing in Australia continuously for ten years. If your permanent blindness occurred in Australia, there is no period of required residency. DSP Blind Pensions are also exempt from the income and assets test; however, your partner must meet the income and assets test to qualify for a partnered-rate pension.

Telephone: 13 27 17

Age Pension To qualify a person must meet the Centrelink income and assets criteria.

Telephone: 13 23 00

Carer Allowance is available to carers providing constant care or supervision to a person (aged 16 plus) whose disability causes substantial functional impairment.

Telephone: 13 27 17

Child Disability Assistance Payment is an automatic annual payment if you get Carer Allowance to assist with the costs of caring for a child with a disability.

Telephone: 13 27 17

Mobility Allowance is available for people 16 and over working, training, looking for work or involved in voluntary work for 8 hours or more per week and who are unable to use public transport.

Telephone: 13 27 17

Jobseeker Allowance is financial help if you are looking for work or participating in approved activities that may increase your chances of finding a job. Age between 22 and Age pension eligible.

Telephone: 13 28 50

Rent Assistance Financial help to people who pay rent and receive a Centrelink payment.

Telephone Allowance A person must receive a Disability Support Pension, be under 21, with no dependent children and have internet and/or telephone connected in their own name or their partner's name.

Utilities Allowance is a quarterly payment to help with household bills if you are on a Disability Support Pension.

Working Credit is to help working-age people keep more of their support payments when they start full-time, part-time or casual work.

Telephone: 13 27 17

Website: www.humanservices.gov.au

Department of Transport and Main Roads

Audible-Tactile Traffic Lights

If Audible-Tactile Traffic lights are not working, contact Brisbane City Council (BCC) on 3403 8888. Outside of this area, contact Department of Transport and Main Roads Department.

Telephone: 13 19 40

Vehicle or Boat Registration

There are a range of concessions available including provision of evidence that can reduce the cost of registering a vehicle or a boat for eligible applicants.

You must be the registered operator of the vehicle and the vehicle must be used mainly for your private use.

This concession is available on only one vehicle and one recreational boat recorded in the registered operator's name.

You and your spouse can receive only one concession between you.

Application forms are available from Department of Transport and Main Roads Customer Service Centres.

Telephone: 13 23 80

Website: www.qld.gov.au/transport/registration/fees/concession

Department of Veteran's Affairs

Telephone 1800 838 372

Website: www.dva.gov.au

Disability Parking Permit Scheme

To access this permit scheme contact the Department of Transport and Main Roads.

Website: www.qld.gov.au/disability/out-and-about/travel-transport/driving/parking-permits

Education

Government Funded Subjects

A tuition fee concession or exemption may be available to a holder of a current Pensioner Concession Card or current Health Care Card or a partner or dependant of a person who holds either one of these cards provided they are named on the card.

TAFE Queensland

Some TAFE courses have fee concessions if they are government subsidised. Financial assistance may also be available. For more information contact your local TAFE Qld Institute.

Website: www.tafeqld.edu.au

Entertainment / Recreation / Fishing

Stocked Impoundment Permit Scheme (SIPS) for fishing, offers discounts for concession card holders.

Telephone: 1300 575 359

Website: www.qld.gov.au

The Department of Environment and Science offers the following concessions to eligible card holders, other charges may apply though. Concession entry to South East Queensland Wildlife Centre in D'Aguilar National Park and David Fleays Wildlife Park.

Concessions to Services provided on entry eg. Guided tours to Chillagoe-Mungana Caves National Park; Mon Repos Conservation Park; St Helena Island National Park; Fort Lytton National Park and Mount Etna Caves National Park

Telephone: 13 74 68

Website: www.des.qld.gov.au

Queensland Art Gallery (QAG) and Gallery of Modern Art (GOMA)

Concessions may be available on the admission price for some major exhibitions at the Queensland Art Gallery and GOMA. General gallery entry is free.

Weekdays from February to November on request (15 days notice required), GOMA offer narrated descriptions of the visual elements of artworks.

Telephone: 3840 7303

Website: www.qagoma.qld.gov.au

Queensland Museum

Concessions may be available on the admission price for some major exhibitions at Qld Museum and Sciencentre Southbank, The Workshops Rail Museum Ipswich, Cobb & Co Museum Toowoomba, Qld Museum Tropics Townsville.

Telephone: 3153 3000

Website: www.qm.qld.gov.au

Queensland Performing Arts Centre (QPAC)

Concessions are available on ticket prices for most events. Cards accepted depend on the event. Companion Card bookings are accepted. A number of audio described performances are available throughout the year.

Telephone: 13 62 46

Website: www.qpac.com.au

State Library of Queensland

Concessions to some programs and events may be available to concession card holders. General entry to the State Library is free.

Telephone: 3840 7666

Website: www.slq.qld.gov.au

Home Assist Secure

Gives information, advice and assessment of home security, home maintenance, repairs and minor modifications which relate to a person's health, safety and security. To be eligible, you must be a home owner or live in private rental housing and be over 60 years or of any age with a disability. To receive subsidised assistance for work in your home you should be receiving a Commonwealth Pension or Benefit and unable to undertake or pay for critical maintenance services through Home and Community Care, Department of Veterans' Affairs, family or friends. For further information see website for offices in your area.

Telephone: 13 74 68

Website: www.qld.gov.au

Home Care for Veterans: Department of Veterans' Affairs

This program is designed to assist entitled persons who need a small amount of practical help to continue living independently in their own home. To discuss your eligibility and services.

Telephone: 1800 838 372

Website: www.dva.gov.au

Legal

Legal Aid Queensland (LAQ)

Legal Aid Queensland provides legal assistance to financially and socially disadvantaged Queenslanders. It provides information, advice and representation in family, civil, and criminal law matters.

Telephone: 1300 651 188

Website: www.legalaid.qld.gov.au

Office of Public Guardian (OPG)

The role of OPG is to protect the rights and interests of adults and children who are unable to make decisions for themselves.

Telephone: 1300 653 187

Website: www.publicguardian.qld.gov.au

Medical

Dental Care

Free dental treatment, including the provision of dentures at public dental hospitals and clinics is available to Pensioner Concession cardholders and their dependants.

Telephone: 1343 2584

Website: www.health.qld.gov.au

Essential Medical Equipment Payment

The Essential Medical Equipment Payment has an annual payment to people who experience additional increases in home energy costs from the use of essential medical equipment to manage their disability or medical condition. This payment must be claimed.

Website: www.servicesaustralia.gov.au

First Aid

QAS provides a discount on the non-GST component of the Senior First Aid and CPR course. Must be a holder of a current concession card.

Telephone: 13 74 68

Website: www.ambulance.qld.gov.au

Hearing Services

Pensioner Concession Cardholders can apply through the Hearing Services Program for a Hearing Service Voucher. This entitles card holders to a hearing assessment and rehabilitation including supply and fitting of hearing aids, free of charge. The Annual fee provides card holders with hearing aid maintenance and battery supplies.

Telephone: 1800 500 726

Website: www.health.gov.au/our-work/hearing-services-program

Medical Cooling & Heating Electricity Concession Scheme

The Queensland Government provides financial assistance to low-income Queenslanders with a medical condition that requires the use of electricity for cooling or heating which is paid quarterly.

Telephone: 13 74 68

Website: www.qld.gov.au

The Extended Medicare Safety Net (EMSN)

Concession card holders can receive a reduction in the cost of out-of-pocket hospital and doctor medical expenses through the lower concessional threshold.

Website: www.servicesaustralia.gov.au

Optometrists

Some Optometrists in Queensland “bulk-bill” their patients – this means Medicare will cover the cost of an eye examination. Medicare does not cover the cost of spectacles or contact lenses. If you have private health insurance, these costs may be covered by your insurer.

Pharmaceutical Benefits Scheme

The Pharmaceutical Benefits Scheme provides timely, reliable and affordable access to necessary medicines for Australians.

Contact your Pharmacist.

Spectacles Supply Scheme

Concession Card, Health Care Card and Seniors Card holders may be eligible to receive a pair of basic prescription spectacles once every 2 years with a clinical need for spectacles as determined by an optometrist or ophthalmologist. Contact Qld Health.

Telephone: 1300 443 570

Website: www.qld.gov.au

Talking Medical Aids

For a Talking Blood Pressure Monitor, contact your local Pharmacist.

Talking Blood Glucose Monitors are available from Diabetes Qld

Telephone: 1800 177 055

Website: www.diabetesaustralia.com.au

Seniors

Seniors Card

All Queensland residents aged 60 and over are eligible for either a Seniors Card, Seniors Card +go or a Seniors Business Discount Card.

Telephone: 13 74 68

Website: www.qld.gov.au/seniors

Discount Directory for Seniors Card

Locating businesses that offer Seniors Card discounts in Brisbane will now be easier than ever with the Brisbane Seniors discount directory, providing a listing of metropolitan businesses offering Senior Care discounts. All card holders have access to a range of free shopping services, including Senior Shopper, a free price comparison service for large items such as white goods, furniture and cars.

Telephone: 1300 366 265

Senior Shopper

Senior Shopper is a no-obligation, hassle-free shopping service that aims to get Seniors Card holders the best price on a wide range of goods and services. Decide on what you want and note the make, model number and the best price you have seen advertised or have been quoted.

Have your Seniors Card ready and contact Senior Shopper with the details you have collected. You are under no obligation to buy.

If you want to make the purchase, simply place your order. The supplier will contact you to organise payment and delivery.

Senior Shopper is only available to Seniors Card and Senior Business Discount Card holders.

Telephone: 1300 366 265

Seniors Enquiry Line

Seniors Enquiry Line is state-wide personalised information on concessions, social activities, household assistance, retirement accommodation, financial & legal matters, health, education, transport & referral services.

Telephone: 1300 135 500 9am to 5pm weekdays

Email: sel@uccommunity.org.au

Website: www.seniorenquiryline.com.au

Transport / Travel

Airline Fare Concessions

Concession fares are available from some airlines.

Guide Dogs always travel free of charge.

Qantas Carer Concession

The Qantas Carer Concession Card is issued by People with Disability Australia (PWDA) to people with a disability and high-level support needs who require the full-time assistance of a carer whilst they are on the plane. A person is eligible if they need to have one-on-one support when seated on the plane for assistance with meals/drinks, transferring to the bathroom, orientation, communicating with the flight staff etc. A person would not be eligible if they only need assistance boarding the plane, or when they arrive at their destination. The Qantas Booking Fee is not payable on bookings made using Qantas Carer Concession Card.

Discounts are not available on international travel, on flights operated by any of Qantas' alliance partners, or in conjunction with any other concessional airfare eg airfares for children and seniors.

Telephone: 13 13 13

Website: www.pwd.org.au/services/qantas-card

Virgin Australia Airlines

Bookings for vision impaired guests travelling with a Guide or Guide Dog must book through the Guest Contact Centre. You can make a booking up to 331 days in advance without the requirement to enter the carers name at the time of booking.

Telephone: 13 67 89

Bus Travel

Brisbane City Council allows free travel for blind passengers and accompanying guide or instructor who have a Vision Impairment Travel Pass. Holders of pension concession cards will receive a discount.

Telephone Translink: 13 12 30

CityGlider Bus Service: The CityGlider buses provide high-frequency transport from West End to Teneriffe (Blue CityGlider) and Ashgrove to Coorparoo (Maroon CityGlider).

Telephone Translink: 13 12 30

Free Downtown City Loop Bus Service: The free loop bus circles Brisbane's CBD, stopping at Stop 96 A, Alice Street near QUT, Botanic Gardens, Queens Street Mall, City Hall, Central Station and Riverside.

Website: www.brisbane.qld.gov.au/

Free Spring Hill Loop Bus Service: Operating a loop between CBD and Spring Hill, stopping at Post Office Square, Qld Windmill Observatory, St Andrew's War Memorial Hospital, Brisbane Private Hospital and Central Station.

Telephone Translink: 13 12 30

Community Transport H.A.C.C.

Community Transport is available to help people with a disability to travel for shopping, social events, medical appointments.

Free or low-cost transport is available in some locations through The Community Care Program for access to shops, day centres or appointments. They do not provide patient transport.

For further information contact Community Access Point

Telephone: 1800 600 300

Medical Appointments

Queensland Ambulance Service (QAS) provides non-emergency patient transport for pre-arranged visits to a medical facility for ongoing treatment. QAS must have at least 24 hours' notice for bookings. An authorised certificate from a doctor is required for non-emergency patient transport.

Telephone: 13 12 33

Ferry Travel

Citycat and Ferry Services

Free travel for holders of Vision Impairment Travel Pass.

A concession is available to holders of a Pension concession card

Peddells Ferry & Tour Bus Services

Services operate between Thursday Island and Seisia.

Telephone: 4069 1551

Sea Link Bay Islands

Services operate from Redland Bay to Russell Island, Lamb Island, Macleay Island and Karragarra Islands.

Telephone: 3488 5300

Sea Link Magnetic / Palm Islands

Services operate between Townsville – Magnetic and Palm Islands.

Telephone: 4726 0800

Sea Link North Stradbroke Island

Services between Cleveland and North Stradbroke Island.

Telephone: 3488 5300

Stradbroke Flyer Water Taxi: Services operate between Cleveland & North Stradbroke Island.

Telephone: 3821 3821

For more information in south east Queensland phone Translink

Telephone: 13 12 30

My TransLink App

My TransLink App is available free from the App Store and Google Play. Features include: Trip Announcer, Stop timetable, Journey Planner, Find Stops and My Services.

Patient Travel Subsidy Scheme (PTSS)

If you live in rural or remote areas and must travel more than 50km for specialist medical services that are not available locally, you may be eligible for the Patient Travel Subsidy Scheme to help with your travel costs. Contact the PTSS office at your hospital for more information.

Telephone: 13 43 25 84

Website: www.qld.gov.au/health/services/travel/subsidies

Personalised Public Transport

Personalised Public Transport (PPT) is a low-cost hail and ride service that helps connect residents to their local transport hubs.

The service operates in areas where Translink service are limited with specially marked wheelchair-accessible and air-conditioned maxi-cabs provided by Black & White Cabs. There is a PPT fare each way and children under 5 and legally blind people travel free.

Areas serviced are Aspley, Bald Hills, Carindale Hills, Hemmant Hills, Karana Downs, Upper Brookfield and Wynnum Manly. Moggill to Bellbowrie.

www.brisbane.qld.gov.au/traffic-transport/public-transport/personalised-public-transport

Seniors Card Holders

Seniors Card holders can now access public transport concessions when they are interstate. Contact relevant State for details.

Taxi

Brisbane City Council Cabs:

The Brisbane City Council provides Cabs for the following citizens over 60, or Mobility Impaired, or a Pension Concession card holder, or a Centrelink Seniors card holder.

All Council Cabs will now honour the Qld Government Companion Card, allowing free travel for anyone accompanying a person with disability who requires attendant care support.

A Council Cab will take you to your local shopping centre for a fee, depending on the Service. Payment is made to the cab driver at the start of your trip.

The Council Cabs operate on a weekly basis and service some areas twice weekly. To book the Council cab service, phone 3403 2227. The National Relay Service (NRS) is available to the hearing impaired on 13 36 77.

Reserve your seat on a Council Cab up to 12 noon the day prior to using the service. Wheelchair accessible vehicles are available on request.

The Council Cab will pick you up from your house in the morning (the operator will give you an approximate time when you book) and take you to the shopping precinct. If you book a return service, the Council Cab will take you back home at around lunch time.

Taxi Subsidy Scheme Queensland (TSS)

The taxi subsidy scheme aims to improve the mobility of persons with severe disabilities. The scheme is funded and administered by Department of Transport and Main Roads.

The scheme, accessed through an application form, provides a subsidy for local taxi travel at a half rate concession and there is a maximum subsidy. The scheme operates state-wide and generally, participants may use any taxi operator.

Telephone: 1300 134 755

Taxi Subsidy Interstate

If travelling interstate contact Department of Transport and Main Roads and request an Interstate Travel Voucher book. Allow plenty of time for orders.

Telephone: 1300 134 755

Train Travel

Queensland Rail - City Train Fares

Residents in Queensland with a current Pensioner Concession Card can travel for a concession fare on all Citytrain services.

Telephone: 13 12 30

Queensland Rail Travel – Within State

Qld Pensioner Concession Card holders are eligible to four rail entitlements each calendar year to travel on long-distance services across Queensland. The entitlement can be used in various ways including RailBus Connections depending on the rail travel. Once all four entitlements are used the 50% concession applies for the rest of the calendar year. An administration fee will apply.

Queensland Pensioner Concession Card Holder must register their details before booking online for the first time for validation.

When travelling the valid physical or digital concession card must be presented to onboard teams and authorised offices on request. Fines may apply on an invalid concession card or concession fare ticket.

Telephone: 1800 872 467

Travel Pass

Assistance Animal Pass

The TransLink Assistance Animal Card allows Guide Dogs and other assistance animals to ride on TransLink services. The card is valid for five years from the date of issue.

The card is only valid on TransLink operated services (excluding Airtrain). For Queensland Rail long distance train service and services operated outside of the TransLink service area, please contact the service operator directly to confirm access arrangements.

Please Note: unless specified, this card is not accepted by any organisations for access to venues or vehicles.

Website: www.translink.com.au

Companion Card

The Companion Card is for those with a disability who need lifelong attendant care support to participate in community activities.

Website: www.qld.gov.au

Vision Impairment Travel Pass / go access VITP

A Vision Impairment Travel Pass / go access VITP entitles the holder to free travel on all TransLink bus, train and ferry services and regional qconnect bus services (except Airtrain services).

To apply for a Vision Impairment Travel Pass / go access VITP

Telephone: 13 12 30

Website: www.translink.com.au

Translink Access Pass

Travel is unlimited on all South East Queensland Translink bus, train, ferry and tram services except Airtrain, until it expires. You need to carry the card with you while travelling in case you're asked to show it. If you are a permanent Queensland resident; have a significant permanent physical or intellectual disability; you can travel independently on TransLink services; have been assessed by a qualified health care professional as being unable to touch on or touch off with a go card.

Telephone: 13 12 30

Website: www.translink.com.au

Utilities

Energex

Loss of Power Supply

To report electricity interruptions, and for updates on power restoration progress in your area and to report electric hot water supply problems.

Telephone 13 62 62 – 24 hours a day, 7 day a week

Electricity Emergencies

To report life-threatening emergencies relating to powerlines, such as fallen powerlines or electric shocks. Not for loss of supply.

Telephone 13 19 62 – 24 hours a day, 7 days a week

Customer Services

For all general enquiries, including tree-trimming requests and streetlight faults. Not to be used for account related enquiries.

Telephone 13 12 53 - 7.00am to 5.00pm, Monday to Friday

Electricity Rebate

Qld Pensioners and Seniors may be eligible for the electricity rebate each year. Large Print bills are also available on request.

Please contact your provider.

Electricity Life Support

A concession per year (paid quarterly) per machine for eligible users of an oxygen concentrator and for eligible users of a kidney dialysis machine are available to assist with meeting electricity costs.

The scheme provides financial assistance to seriously ill people who use home-based life support systems (oxygen concentrators or kidney dialysis machines) provided they have been medically assessed in accordance with the eligibility criteria determined by Qld Health.

Full details of eligibility for the concessions are listed in the application form. Applications for this concession are automatically sent to the applicant within 14 days of receiving their machine.

Telephone: 13 74 68.

Emergency Management, Fire & Rescue Levy

A concession is available for Pension Concession holders on the above levy. For more information contact your local shire or council.

Rates Subsidy

The Queensland Government and local Councils offers concessions on rates for Pension Concession holders.

For further information contact your local council.

Reticulated Natural Gas Rebate

Rebates may be available per year for Pensioners and Seniors on their gas accounts. Large Print bills are available on request. For information and eligibility information contact your reticulated natural gas retailer.

Smoke Alarm Subsidy Scheme

The Smoke Alarm Scheme is available to those who have a Concession Card and are deaf or hard of hearing.

Enquiries through Deaf Connect.

Telephone: 1800 893 855

Website: www.deafconnect.org.au

Waste Collection

If you live in the Brisbane City Council Region, the Council can arrange for Rubbish Bin Collection from your yard if you are frail, have a physical disability, are vision impaired and have no able-bodied person living at your address. There is no extra charge for this service.

Telephone: 3403 8888

Water Subsidy

Eligible pensioners can receive a subsidy off the cost of water access and usage charges. Applications for the discount on water rates are made through the local water distribution - retail or local councils.

Telephone

Optus

If you are an Optus customer with a disability who needs assistance accessing Directory Services, you can ask to apply for 'free operator assisted calls. If you are eligible, they will provide you with 1800 numbers that you use to access the services.

Telephone: 13 39 37

Telstra

Accessibility Equipment

Telstra have a range of products to help customers who have difficulty accessing standard telephone services. The products are generally available as a Telstra customer although some have specific eligibility requirements.

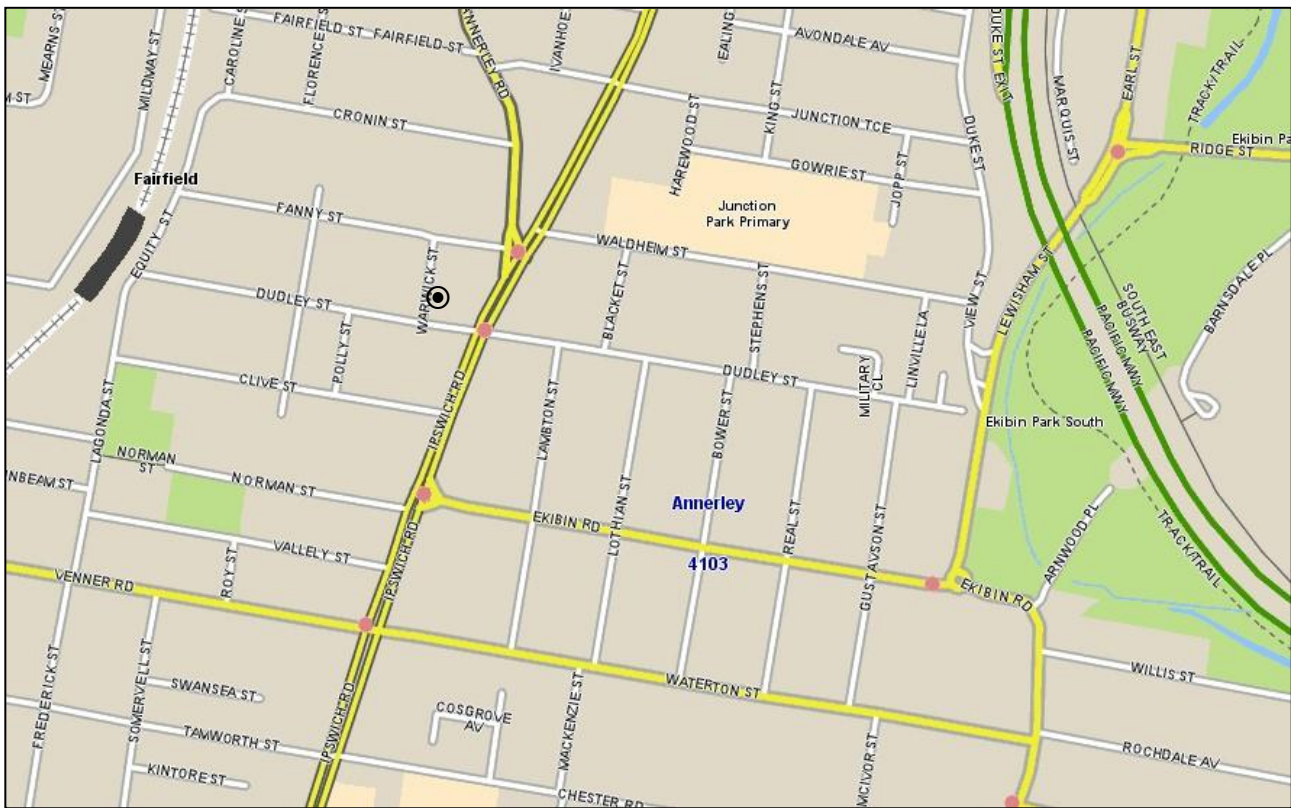
Telephone: 1800 068 424

13 36 77 (NRS) National Relay Service

Disability Help Line (DAH)

Telstra's Directory Assistance Helpline is to assist Telstra customers with a disability to access national directory information call the Telstra Disability Help Line on 1800 068 424. The operator will assess if you are eligible for the service and request that you complete an application form. Once application is assessed and approved you will be identified as a person with special needs.

They Do Not connect your call directly to the number you have.



Directions to Warwick Street, Annerley

- If coming from the city travelling South:

Head towards Annerley along Annerley Road. Turn right into Cronin Street and follow this street down to the end which then flows into Equity Street. Turn first left into Fanny Street and head up as far as you can and turn right into Warwick Street which is a one-way street.

If travelling south bound by bus the stop number is No 22 Annerley Junction.

- If coming from Moorooka travelling North:

Travel along Ipswich Road until the road meets Annerley Road (sharp turn left) into Fanny Street and turn left into Warwick Street which is a one-way street.

If travelling north bound by bus the stop number is No 22/21 Annerley Junction.

Our administration building has a braille trail leading to our front door. You have a choice of a ramp or steps to enter our building. There is one visitor's car park in front of our building for your convenience.