



## Improvements to Water and Sewerage Concessions for members in Body Corporate arrangements and Retirement Villages

### *Questions and Answers*

#### *What is happening?*

The NT Concessions Scheme is improving how members who live in body corporate and retirement villages receive water and electricity concessions.

From January 2020, concessions on water and sewerage for members who reside in body corporate arrangements and retirement villages will be paid directly into member's bank accounts. Payments will occur every 6 months in arrears removing the requirement for members, body corporate and retirement village management to submit supporting documentation including Power and Water bills and proof of payment.

#### *How will the new process affect me?*

If you are currently receiving concessions automatically to your account through Power and Water Corporation this change will not affect you.

If you currently claim concessions manually by providing Power and Water invoices and receipts of payment, through your body corporate (including self-managed body corporate arrangements) or retirement village management, paperwork will no longer be required to receive concessions on water and sewerage.

#### *Will the amount of concessions on my water and sewerage change?*

No, there will be no change in the concession rates. Concessions payments are calculated on a daily fixed concession rate.

#### *What are the benefits?*

For the very first time, concession payments will be paid direct to member's bank accounts providing greater access to members of the scheme and removing administrative burden for members, body corporate and retirement village managers.

Technology will be utilised to ensure compliance and improve service delivery and ensure payments are made safely to members.



***If I am talking to my body corporate or retirement village manager what should I tell them?***

Tell your body corporate provider or retirement village provider that you are a member of the NT Concession Scheme and the provider will no longer need to submit documents to the NT Concession Scheme on my behalf.

Territory Families will also contact body corporate providers and retirement villages operating in the Northern Territory and advise them of the content of this Frequent Answering Questions.

***What if my living arrangements change?***

Before concessions are paid to your bank account the NT Concessions and Recognition Unit will check to make sure that you continue to reside in a body corporate arrangement or retirement village and no other person is claiming concessions for the household.

If your details change you are required to advise the NT Concession and Recognition Unit. This includes change to your contact details (including address) or changes that may impact your eligibility to remain a member of the NT Concession Scheme.

***What if my bank details change?***

It is important that you tell the NT Concession and Recognition Unit if your bank details change so we can make sure you receive your concessions. You can find out how to update your details by contacting a Customer Services Officer on 1800 777 704 or by visiting a Territory Families shopfront.

***Who can I contact for more information?***

For more information about your how these changes visit the NT Concessions website at [ntconcessions.nt.gov.au](http://ntconcessions.nt.gov.au) or contact the NT Concession Scheme on 1800 777 704 or [ntconcessionandrecognition@nt.gov.au](mailto:ntconcessionandrecognition@nt.gov.au)