

Are you eligible for a concession?



Are you a **pensioner**?

Are you on a **low income**?

Do you receive a **benefit from Centrelink**?



Government of South Australia
Department of Human Services



Cost of Living Concession: Are you eligible?

You may be eligible to receive the Cost of Living Concession if on 1 July you:

- own or part-own your home and it is your principal place of residence; **OR**
- rent your accommodation and it is your principal place of residence²; **AND**
- hold a Pensioner Concession Card or a Department of Veterans' Affairs Gold Health Card (TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*); **OR**
- are in receipt of an eligible Centrelink allowance⁴; **OR**
- are on a low income⁵; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card⁶.



Water and Sewerage Charges: Are you eligible?

The water concession is calculated at 30% of your total water account over the financial year, subject to minimum and maximum amounts.

You may be eligible to receive a concession on your water and sewerage charges if you:

- are a home owner and occupy the property as your principal place of residence; **OR**
- rent your accommodation (water concession only) and are responsible for paying all of your water use and/or supply charges; **AND**
- hold a Pensioner Concession Card or a Department of Veterans' Affairs Gold Health Card (TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*); **OR**

- are in receipt of an eligible Centrelink allowance⁴; **OR**
- are on a low income⁵; **OR**
- hold a Centrelink Low Income Health Care Card⁶.

A minimum concession amount is applied to three of the four quarters of the financial year. The concession for the remaining quarter is based on actual water usage and is adjusted accordingly.

If your home is connected to a Community Wastewater Management System, you may be eligible for a sewerage concession if you also meet the other eligibility criteria.



Energy Concessions: Are you eligible?

You may be eligible to receive a concession on your energy bill if you:

- are claiming the concession for your principal place of residence and your name appears first on the electricity account; **AND**
- do not live with anyone who has an income of more than \$3,000 per year, unless they are a spouse/domestic partner/dependant, or receive an allowance from Centrelink or the Department of Veterans' Affairs; **AND**
- hold a Pensioner Concession Card, or a Department of Veterans' Affairs Gold Health Card (TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*); **OR**
- are in receipt of an eligible Centrelink allowance⁴; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card⁶.

Medical Heating and Cooling

A Medical Heating and Cooling Concession is available in addition to the energy concession, to people with a clinically verified qualifying medical condition who require the frequent and/or prolonged use of heating and/or cooling appliances in their home to maintain their health. Applicants are required to provide certification from their regular medical practitioner or a specialist.

Medical Heating and Cooling Hotline:
1300 735 350.



Emergency Services Levy (fixed property): Are you eligible?

You may be eligible to receive a concession on your Emergency Services Levy (fixed property) (ESL) if you:

- own or part-own your home and it is your principal place of residence and you are responsible for paying the rates and taxes; **AND**
- hold a Pensioner Concession Card or Department of Veterans' Affairs Gold Health Card (TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*); **OR**
- are in receipt of an eligible Centrelink allowance⁴; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card⁶.



Transport: Are you eligible?

You may be eligible for a concession of around 50% of the normal fare when you travel on Adelaide Metro public transport services (buses, trams, trains) if you hold one of the following approved concession cards:

- Full-time Student Card³;
- Department of Veterans' Affairs Gold Health Card (TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*);
- Seniors Card; **OR**
- Pensioner Concession Card, **OR**
- are in receipt of an eligible Centrelink allowance⁴.

Note: If you receive an eligible Centrelink allowance⁴, you may be eligible for a Transport Concession Card, which will enable you to receive a public transport concession. This card is re-issued every six months, as long as you continue receiving an eligible Centrelink allowance. You can apply online at **www.sa.gov.au/concessions** or contact the ConcessionsSA Hotline for application details.

If you are a Seniors Card holder you can travel free on Adelaide Metro public transport services (buses, trains, trams) during off peak periods 9:01am to 3:00pm and 7:01pm to 7:00am weekdays, all day on weekends and public holidays.

Cards recognised by the SA Department of Planning, Transport and Infrastructure can be viewed at **www.adelaidemetro.com.au/Tickets/Concession-Cards**

Concessions Eligibility Chart	Cost of Living	Sewer	Water	Energy	ESL
Pensioner Concession Card ¹	✓	✓	✓	✓ ²	✓
DVA Gold Health Card (TPI, EDA, War Widow or MRCA) ¹	✓	✓	✓	✓ ²	✓
British and NZ War Widow	✓	✓	✓	✓ ²	✓
Centrelink Beneficiary ^{1 and 4}	✓	✓	✓	✓ ²	✓
Austudy, ABSTUDY ³	✓	✓	✓	✓ ²	✓
Low Income ⁵	✓	✓	✓		
Commonwealth Seniors Health Card	✓			✓ ²	✓
Centrelink Low Income Health Care Card ⁶	✓	✓	✓	✓ ²	✓

Explanatory Notes

¹ For travel on Adelaide Metro public transport services (buses, trams, trains) or regional city transport services recognised by the Department of Planning, Transport and Infrastructure. Show your pensioner concession card, Department of Veterans' Affairs Gold Health Card or full-time student ID card when travelling on public transport and purchasing tickets to receive the concession.

² Applicant must not be sharing a house with someone with an income of more than \$3,000 per annum unless that person is a spouse/ domestic partner/dependant or is in receipt of a Centrelink benefit or pension, or a pension from the Department of Veterans' Affairs.

³ Apply for a student card through your educational institution.

⁴ **Eligible Centrelink allowances are:**

- Newstart Allowance
- Sickness Allowance
- ABSTUDY/ Austudy
- Widow Allowance
- New Enterprise Incentive Scheme (NEIS)
- Partner Allowance

- Youth Allowance
- Parenting Payment
- Farm Household Allowance
- Community Development Employment Project (CDEP)
- Special Benefit

⁵ **Low Income**

The applicant's income limits are assessed by the Department of Human Services. For more information visit:
www.sa.gov.au/concessions

⁶ **Centrelink Low Income Health Care Card**

The Centrelink Low Income Health Care Card income limits are assessed and applied by Centrelink. For more information visit:
www.centrelink.gov.au

The South Australian Government provides a range of household concessions for eligible South Australians

These include:	2017-18		2018-19	
Cost of Living*				
Homeowner-occupier		\$202.70		\$207.30
Tenants		\$101.40		\$103.70
Commonwealth Seniors Health Card holder (homeowner-occupier and tenants)		\$101.40		\$103.70
Energy*	up to	\$217.90	up to	\$223.01
Water*	Min	Max	Min	Max
Homeowner-occupier; tenants paying all use and supply or supply only	\$187.50	\$298.90	\$191.80	\$305.80
Tenants	\$121.60	\$233.10	\$124.40	\$238.40
Sewerage* (homeowner-occupier)		\$111.50		\$114
Medical Heating & Cooling*		\$217.90		\$223.01
Emergency Services Levy (fixed property)		\$46		\$46

* Concession amounts will change on 1 July each year, subject to indexation

Cost of Living

The Cost of Living Concession commenced 1 July 2015 and is payable as a maximum per eligible household, not individual.

Water Charges

The water rate remission is calculated at 30% of your total water account for a financial year. The table above highlights the minimum and maximum levels you may receive.

Sewerage Charges

If your home is connected to a Community Wastewater Management System you may be eligible for a concession on any related charges.

The Residential Parks Concession Scheme

If you live in a residential park, telephone the ConcessionsSA Hotline on 1800 307 758 or visit our website at www.sa.gov.au/concessions Residential Park Concession Scheme application forms are available from your Residential Park operator or one can be posted to you.

How to apply

New applicants: Application forms are available online, or telephone the ConcessionsSA Hotline to have one sent to you. You can apply online at www.sa.gov.au/concessions or post your application to ConcessionsSA. Enter your address and personal details as they appear on your Centrelink or Department of Veterans' Affairs card.

Low income⁵: If you are applying for a water, sewerage or Cost of Living Concession you will need to provide details of your income when applying, (e.g. income tax notice of assessment or 4 weeks of consecutive payslips prior to the date of the application).

Private tenants: When applying for the Cost of Living Concession you will need to provide a photocopy of your lease agreement signed by you and your landlord. If you are also applying for a concession on your water usage and/or supply charges, you must provide the section of your lease agreement that sets out the arrangement

between you and your landlord for the payment of water usage and/or supply charges. You must provide evidence of the amount you have been charged for water each quarter by your landlord.

Housing SA tenants: If you are currently receiving a water concession and your circumstances have not changed, you will continue to receive a concession. For new applicants, complete an application form and submit it, either online, or post your application to ConcessionsSA at the address below.

Registered retirement village tenants: When applying for the Cost of Living Concession you will need to provide a photocopy of your lease agreement signed by you and your village manager. If you are also applying for a concession on your water usage, you will need to provide a letter from your village manager that water use charges form part of your lease agreement or form part of your recurrent charges.

Backdated concession applications: If you believe you may be eligible for a backdated water, sewerage or energy concession, you will need to provide copies of all the original accounts (i.e. no reminder notices).

There is no backdating available for the Cost of Living Concession.

Existing Customers


Change of address: If you are moving house you must update your address details with Centrelink or Department of Veterans' Affairs before contacting the ConcessionsSA Hotline on 1800 307 758, or email concessions@sa.gov.au to arrange continuation of your eligible concessions.


Once you have received your first energy bill for your new address contact the ConcessionsSA Hotline and provide the account number, National Meter Identifier (NMI) and billing dates to ensure you receive the correct concession amounts.

Changing energy retailers: If you are changing energy retailers, contact the ConcessionsSA Hotline once you have received your first bill from the new energy retailer. The information required from the new bill is the account number, National Meter Identifier (NMI) and billing dates to ensure you receive the correct concession amounts.


How to contact us


 **ConcessionsSA Hotline**
1800 307 758

 **Medical Heating and Cooling Hotline**
1300 735 350

 ConcessionsSA
Reply Paid 292, ADELAIDE SA 5001
(No postage stamp is required)

 concessions@sa.gov.au

 www.sa.gov.au/concessions
to apply online or print an application form.

 A text telephone service is available for the hearing and speech impaired by contacting TTY (08) 8226 6789.

Feedback: DHS Client Feedback

 GPO Box 292 Adelaide SA 5001

 DHS.clientfeedbackandcomplaints@sa.gov.au

Alternative formats: The information in this publication can be provided in an alternative format or another language on request by calling ConcessionsSA Hotline 1800 307 758.

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