



# Are you eligible for a concession?

Do **you** have a  
**Commonwealth  
Seniors Health Card?**

Are **you**  
on a **low  
income?**

Are **you** a  
**pensioner?**

**Yes?**

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



Energy



Emergency Services



Transport



Water charges



## 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 residence<sup>2</sup>; **AND**
- hold a Pensioner Concession Card or a Department of Veterans' Affairs Gold 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 allowance<sup>4</sup>; **OR**
- are on a low income<sup>5</sup>; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card<sup>6</sup>.

If you are a tenant, you 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.



## 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; **AND**
- hold a Pensioner Concession Card or a Department of Veterans' Affairs Gold Card

(TPI, EDA, War Widow or with 80 or more overall impairment points under the *Military Rehabilitation and Compensation Act 2004 (Cwlth)*), or Centrelink Low Income Health Care Card<sup>6</sup>; **OR**

- are in receipt of an eligible Centrelink allowance<sup>4</sup>; **OR**
- are on a low income<sup>5</sup> and do not hold a Centrelink Low Income Health Care Card<sup>6</sup>.

If you **rent** your accommodation and are responsible for paying for all of your water use, you may be eligible to receive a water concession if you also meet the other eligibility criteria.

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 the address of your principal place of residence and your name appears 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 (DVA); **AND**
- hold a Pensioner Concession Card, or a Department of Veterans' Affairs Gold 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 allowance<sup>4</sup>; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card<sup>6</sup>.

### Medical Heating and Cooling

A Medical Heating and Cooling Concession is available to people who have Multiple Sclerosis, Parkinsons Disease or another 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 (DVA) Gold 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 allowance<sup>4</sup>; **OR**
- hold a Commonwealth Seniors Health Card; **OR**
- hold a Centrelink Low Income Health Care Card<sup>6</sup>.



## 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 Card<sup>4</sup>;
- Department of Veterans' Affairs (DVA) Gold 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 allowance<sup>4</sup>.

**Note:** If you receive an eligible Centrelink allowance<sup>4</sup>, 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. Contact the Concessions 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.

Recognised cards by the SA Department of Planning, Transport and Infrastructure can be located at [www.adelaidemetro.com.au/Tickets/Concession-Cards](http://www.adelaidemetro.com.au/Tickets/Concession-Cards)

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

## Explanatory Notes

<sup>1</sup> 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, DVA Gold Card, full-time student ID card when travelling on public transport and purchasing tickets to receive the concession.

<sup>2</sup> 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.

<sup>3</sup> Apply for a student card through your educational institution.

<sup>4</sup> **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

<sup>5</sup> **Low Income**

The applicant's income limits are assessed by the Department for Communities and Social Inclusion. For more information visit: [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)

<sup>6</sup> **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](http://www.centrelink.gov.au)

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

### These include:

2017-18 financial year

#### Cost of Living

Cost of Living (for homeowner-occupier)	\$202.70*
Cost of Living (for tenants)	\$101.40*
Cost of Living (Commonwealth Seniors Health Card holder) (homeowner-occupier & tenants)	\$101.40*

#### Energy

up to \$217.90\*

#### Water and Sewerage

	Min	Max
Water (for homeowner-occupier)	\$187.50*	\$298.90*
Water (for tenants)	\$121.60*	\$233.10*
Sewerage (for homeowner-occupier)		\$111.50*

#### Emergency Services Levy (fixed property) (ESL)

ESL	\$46
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\*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, please telephone the Concessions Hotline on 1800 307 758 or visit our website at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) Residential Park Concession Scheme application forms are available from your Residential Park operator or we can post one out to you.

#### How to apply

**New applicants:** Application forms are available online, or telephone the Concessions Hotline to have one sent to you. You can apply online at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or post your application to Concessions at the address below. Please enter your address and personal details as they appear on your Centrelink or Department of Veterans' Affairs card.

**Low income<sup>5</sup>:** 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 please 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, please provide the section of your lease agreement where it sets out the arrangement between you and your landlord for the payment of water usage.

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 Concessions at the address below.

**Registered retirement village tenants:** When applying for the cost of living concession please 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, please 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 Concessions Hotline on 1800 307 758, or email [concessions@sa.gov.au](mailto: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 Concessions 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 Concessions 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

**Concessions Hotline:** 1800 307 758

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

**Post:** Concessions  
Reply Paid 292  
ADELAIDE SA 5001  
(No postage stamp is required)

**Email:** [concessions@sa.gov.au](mailto:concessions@sa.gov.au)


**Website:** [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)  
to apply online or print your application form and post it to us.

**TTY:** If you have a hearing or speech impairment, for assistance, call text telephone service (08) 8226 6789

**Feedback:** DCSI Client Feedback  
GPO Box 292 Adelaide SA 5001  
Email: [clientfeedback@sa.gov.au](mailto:clientfeedback@sa.gov.au)

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