

# 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

## How to use this guide

ConcessionsSA provides a range of concessions to help South Australians on low or fixed incomes with the cost of household expenses and/or travel on public transport.

Use the Concessions Eligibility Chart to check which concessions your Centrelink or

Department of Veterans' Affairs (DVA) card may entitle you to **OR** check the eligibility criteria for individual concessions.

NOTE: Centrelink/DVA card type is only one part of eligibility. You must meet all eligibility criteria for each concession to receive it.

Concessions eligibility chart	Cost of Living	Sewer	Water	Energy <sup>2</sup>	ESL
Pensioner Concession Card <sup>1</sup>	✓	✓	✓	✓	✓
DVA Gold Health Card (TPI, EDA, War Widow or MRCA) <sup>1</sup>	✓	✓	✓	✓	✓
British and NZ War Widow	✓	✓	✓	✓	✓
Centrelink Beneficiary <sup>1 and 6</sup>	✓	✓	✓	✓	✓
Austudy, ABSTUDY <sup>3 or 4</sup>	✓	✓	✓	✓	✓
Low Income <sup>5</sup>	✓	✓	✓		
Commonwealth Seniors Health Card	✓			✓	✓
Centrelink Low Income Health Care Card <sup>7</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 Health Card or 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 year unless that person is a spouse/ domestic partner/dependant or is in receipt of a Centrelink/DVA benefit or pension.

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

<sup>4</sup> Apply for a Transport Concession Card.

#### <sup>5</sup> Low Income

Income limits are assessed by ConcessionsSA. Visit [www.sa.gov.au/concessions/incomelimits](http://www.sa.gov.au/concessions/incomelimits) for more information.

#### <sup>6</sup> Eligible Centrelink allowances:

- Newstart Allowance
- Sickness Allowance
- ABSTUDY/ Austudy
- Widow Allowance
- New Enterprise Incentive Scheme (NEIS)
- Partner Allowance
- Youth Allowance
- Parenting Payment
- Farm Household Allowance
- Community Development Project (CDP)
- Special Benefit

#### <sup>7</sup> Centrelink Low Income Health Care Card

The Centrelink Low Income Health Care Card income limits are assessed and applied by Centrelink. Visit [www.humanservices.gov.au](http://www.humanservices.gov.au) for more information.



## 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 DVA 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 allowance<sup>6</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>7</sup>.



## 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 or 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 the supply charge and/or all your water use **AND**
- hold a Pensioner Concession Card or a DVA 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 allowance<sup>6</sup> **OR**
- are on a low income<sup>5</sup> **OR**
- hold a Centrelink Low Income Health Care Card<sup>7</sup>.

The minimum concession amount is paid for each of the first three quarters of the financial year. The concession for the remaining quarter is based on actual annual water charges 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 a pension/benefit from Centrelink or DVA **AND**
- hold a Pensioner Concession Card, or a DVA 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 allowance<sup>6</sup> **OR**
- hold a Commonwealth Seniors Health Card **OR**
- hold a Centrelink Low Income Health Care Card<sup>7</sup>.

## Medical Heating and Cooling Concession

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, on 1 July of the year the levy notice is issued **AND** on or between the levy notice issue and dues dates you:
- hold a Pensioner Concession Card or DVA 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 allowance<sup>6</sup> **OR**
- hold a Commonwealth Seniors Health Card **OR**
- hold a Centrelink Low Income Health Care Card<sup>7</sup>.



## Transport concessions:

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>3</sup>
- DVA 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
- Pensioner Concession Card<sup>1</sup> **OR**
- are in receipt of an eligible Centrelink allowance<sup>6</sup>.

**Note:** If you receive an eligible Centrelink allowance<sup>6</sup>, and do not hold an eligible card<sup>1</sup>, you can apply for a Transport Concession Card, which will enable you to receive a public transport concession. This card is re-issued every six months, for as long as you continue receiving an eligible Centrelink allowance. You can apply online at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or contact the ConcessionsSA Hotline for application details.

If you hold a Seniors Card 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.

Visit [www.adelaidemetro.com.au/tickets/Concession-Cards](http://www.adelaidemetro.com.au/tickets/Concession-Cards) to view a full list of cards that are eligible for concession fares on Adelaide Metro services.

# Household concessions amounts

These include:	2018-19		2019-20	
<b>Cost of Living*</b>				
Homeowner-occupier		\$207.30		\$210.70
Tenants		\$103.70		\$105.40
Commonwealth Seniors Health Card holder (homeowner-occupier and tenants)		\$103.70		\$105.40
<b>Energy*</b>	up to	\$223.01	up to	\$226.67
<b>Water*</b>	<b>Min</b>	<b>Max</b>	<b>Min</b>	<b>Max</b>
Homeowner-occupier; tenants paying all use and supply or supply only	\$191.80	\$305.80	\$194.90	\$310.70
Tenants	\$124.40	\$238.40	\$126.40	\$242.30
<b>Sewerage*</b> (homeowner-occupier)		\$114		\$115.90
<b>Medical Heating and Cooling*</b>		\$223.01		\$226.67
<b>Emergency Services Levy</b> (fixed property)		\$46		\$46

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

## Cost of Living

The Cost of Living Concession is payable as a maximum per eligible household, not individual.

## Water charges

The water concession is calculated as up to 30% of your total water account for a financial year. The table above highlights the minimum and maximum levels you may receive per year.

## Sewerage charges

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

## Residential Parks Concession Scheme

If you live in a residential/caravan park, ask for an application form from your park operator, visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or telephone the ConcessionsSA Hotline.

## Existing customers

**Change of address:** If you are moving house you must update your address details with Centrelink or DVA before contacting ConcessionsSA to arrange continuation of your eligible concessions.

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

**Changing energy providers:** If you change energy providers, contact ConcessionsSA once you have received your first bill from the new provider. The information required from the new bill is the provider name, your account number, National Meter Identifier (NMI) and billing dates.

## How to apply

**New applicants:** Apply online or download an application form at [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or telephone the ConcessionsSA Hotline to have one posted to you. Enter your address and personal details as they appear on your Centrelink or DVA 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:** At the end of each financial year, provide evidence of the amount you have been charged for water for the whole year to see if you qualify to receive a top-up payment.

**Backdated concession applications:** ConcessionsSA will automatically backdate up to two years of energy, ESL, water and sewerage concessions to approved applicants who were eligible during that period. If you believe you may be eligible for an extended backdated concession payment, contact ConcessionsSA.

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





## How to contact us


 [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)  
to apply online or print an application form.

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

 **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)

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

**Feedback:** DHS Client Feedback

 [DHS.clientfeedbackandcomplaints@sa.gov.au](mailto:DHS.clientfeedbackandcomplaints@sa.gov.au)

 GPO Box 292 Adelaide SA 5001

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

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