



SOUTH AUSTRALIA (SA) CONCESSIONS FOR AGING VETERAN FAMILIES

This information sheet provides an overview of key concessions and support services available **ONLY** in South Australia for aging veteran families. This sheet outlines eligibility criteria, benefits, and contact details for programs covering health assistance, household expenses, transport, and everyday living needs. Please note that this sheet features concessions strictly bound to South Australia. Concessions that are available nationwide will not be found here, but can be found in our *'Support & Services guide for aging Veteran Families'*. Scan the QR on the last page to view this guide.

SA Seniors Card

The SA Seniors Card is a free card available to eligible South Australians aged 60 years and over. It provides access to government concessions and thousands of business discounts across the state.

The SA Seniors Card's benefits include free travel on buses, trains and trams through Adelaide Metro (with a Seniors metroCARD), access to thousands of discounts across South Australia including retail, dining, services, entertainment and travel, and also may assist with access to certain state concessions administered by the Department of Human Services South Australia (additional eligibility may apply).

Phone: 1800 819 961

Website: www.seniorcard.sa.gov.au

Health Assistance & concessions

Personal Alert AssistanceSA

People can use a personal alert system to call for help if they are unable to use the phone in an emergency. Some newer systems can detect falls, keep working when you leave the house, and find your location in an emergency.

You can apply for help to pay for an approved system and for monitoring services. You will first need to get a My Aged Care assessment. My Aged Care may fund your personal alert system through Support at Home, a Home Care Package or the Commonwealth Home Support Program.



FAMILIES OF VETERANS GUILD

To be eligible you must:

- be aged 75 years or older (65 years or older if you are Aboriginal)
- have a Centrelink or DVA Pensioner Concession Card
- be a permanent resident of South Australia
- have sought an assessment from My Aged Care for aged care services and been assessed as one of the following:
 - approved for Support at Home (SAH) Classification 1 with Low Assistive Technology (AT) funding
 - approved for a level 1 Home Care Package (HCP)
 - approved for a Commonwealth Home Support Program (CHSP)
 - not eligible for SAH, CHSP, or a HCP.

Phone: 1300 700 169

Email: paasa@sa.gov.au

Website: www.sa.gov.au/topics/care-and-support/concessions/health-concessions/personal-alert-systems

GlassesSA

The GlassesSA program helps eligible South Australians access low-cost prescription glasses, or in some cases no-cost contact lenses for serious eye conditions.

You may be eligible if you live in South Australia and:

- Hold a Pensioner Concession Card
- Hold a Health Care Card or Low Income Health Care Card
- Are an eligible dependant of a card holder
- Are a child in state care or an eligible asylum seeker

To access the GlassesSA program, visit a participating optometrist and present your eligible concession card.

You will be able to select from a range of approved frames and lenses provided under the scheme. In most cases, eligible individuals can receive one pair of glasses every three years, or more frequently if clinically required.

Phone: 1300 762 577

Email: GlassesSA@sa.gov.au

Website: www.sa.gov.au/topics/care-and-support/concessions/health-concessions/glassessa



FAMILIES OF VETERANS GUILD

Private patient in a public hospital

You can choose to be admitted as a private patient in a South Australian public hospital, whether or not you hold private health insurance. Benefits vary between hospitals but may include no health fund co-payments or excesses, free television, internet and local calls, generally a choice of doctor, and a single room where one is available.

If you have hospital cover, your fund should cover accommodation and prostheses charges, and Medicare and your fund will cover medical fees in full where the scheduled fee is charged.

Without insurance, you can still elect to be a private patient, but you will meet any costs Medicare does not cover. To be admitted, let hospital staff know and a representative will help with the forms.

Website: www.sahealth.sa.gov.au

Patient Assistance Transport Scheme (PATs)

The Patient Assistance Transport Scheme (PATs) is a subsidy program funded by the Government of South Australia to help people who must travel more than 100km each way to reach necessary specialist medical services not available locally. Approved escorts are also eligible. You can download claim forms and use the online portal through the PATs website.

Phone: 1300 341 684

Email: PATS@sa.gov.au

Website: www.pats.sa.gov.au

Medical heating and cooling

The Medical Heating and Cooling Concession assists individuals who require regulated indoor temperatures for medical reasons. Some medical conditions require frequent or constant use of air conditioning, heating, or cooling equipment to prevent deterioration in health.

This helps reduce electricity costs associated with medically necessary temperature control.

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/health-concessions/medical-heating-and-cooling-concession



FAMILIES OF VETERANS GUILD

Home oxygen therapy

An electricity rebate is available to eligible South Australians to help with the cost of running an oxygen concentrator at home.

If you are a pensioner or hold a health care card and receive state-funded home oxygen therapy, contact your respiratory or community nurse or specialist respiratory clinic to find out more and how to apply.

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions

Home dialysis

The Home Dialysis Concession provides financial assistance to people who undertake dialysis treatment at home. Dialysis treatment can significantly increase electricity and water usage. This concession helps offset those additional utility costs to reduce the financial burden on individuals and families managing chronic kidney disease.

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/health-concessions/home-dialysis

Household Concessions

Energy bill

The Energy Bill Concession provides assistance with electricity costs for eligible South Australians. This concession helps reduce the cost of household electricity and may be provided as:

- A direct credit to your electricity retailer account, or
- A quarterly payment (depending on eligibility and billing arrangements)

It is designed to support people who rely on heating, cooling, medical equipment, or who are managing on low or fixed incomes.

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/household-concessions/energy-bill-concessions



FAMILIES OF VETERANS GUILD

Water and Sewerage Rate Concession

The Water and Sewerage Rate Concession helps eligible South Australians reduce the cost of water supply and sewerage charges at their principal place of residence.

This concession is available to people on low or fixed incomes, including those who hold a Pensioner Concession Card, Low Income Health Care Card, or eligible Department of Veterans' Affairs (DVA) card, as well as those receiving certain Centrelink payments or meeting low-income criteria.

To be eligible, you must live in and be responsible for water charges at your primary residence. Email or phone the below to request the form of application.

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/household-concessions/water-and-sewerage-rate-concession

Cost of living

The Cost of Living Concession (COLC) is an annual payment designed to assist eligible South Australians with general household expenses. This concession helps offset costs such as:

- Council rates
- Electricity bills
- Water and sewerage charges
- Emergency Services Levy
- Medical and living expenses

The payment is made once per financial year and is intended to ease the financial pressure faced by people on fixed or limited incomes. Only one Cost of Living Concession is available per household (principal place of residence).

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/household-concessions/cost-of-living-concessions

Emergency Services Levy (ESL) Remission

South Australian residents may be eligible to receive a remission of up to \$46 per year on the Emergency Services Levy (ESL) (fixed property) for their principal place of residence.



FAMILIES OF VETERANS GUILD

To be eligible, you must:

- live at the property on 1 July of the year the levy notice is issued
- be a registered owner of the property, or be the holder of a life estate, on 1 July of the year the levy notice is issued
- hold an eligible card or receive an eligible Centrelink payment between the levy notice issue and due dates.

Email or phone the below to request the form of application.

Email: concessions@sa.gov.au

Phone: 1800 307 758

Website: www.sa.gov.au/topics/care-and-support/concessions/household-concessions/emergency-services-levy-remission

Transport Assistance

Public transport concession

Eligible South Australians can access reduced fares on public transport services operated by Adelaide Metro, including buses, trains, and trams. Benefits may include:

- Concession fares (generally approximately half the full adult fare)
- Free travel for eligible South Australian Seniors Card holders
- Free travel for children under 5 years of age

Concession travel requires a valid concession metroCARD or approved proof of eligibility. Different concession categories apply depending on card type (e.g., pensioner, student, DVA).

Phone: 1300 311 108

Website: www.adelaidemetro.com.au/fares-and-passes/seniors-card

Website: www.sa.gov.au/topics/care-and-support/concessions/transport/transport-concessions

Registration and driver's licence concession

You may be eligible for reduced fees for vehicle registration and driver's licences or be exempt from paying stamp duty on compulsory third-party insurance.

A new application is required each time a concession is applied to a vehicle, trailer or motorbike. An electric vehicle subsidy package is available if you are buying an electric vehicle.

You can apply for one of the following:

- **Pensioner concession**

You may be entitled to this concession if you hold a pension card issued by the Australian Government.

- **Incapacitated person's concession**

You may be entitled to this concession if you've lost the use of one or both legs and you can't use public transport because of this.

- **Incapacitated ex-service person's concession**

You may be eligible for this concession if you previously served in the Australian Defence Force and have become totally incapacitated due to an injury during your service.

- **Primary producer concession**

A primary producer may be engaged in farming, beekeeping, fishing or other similar activity.

- **Outer areas concession**

You may be entitled to this concession, providing the vehicle is used wholly in outer areas such as the whole of Kangaroo Island, the District Council of Coober Pedy, the District Council of Roxby Downs.

Phone: 13 10 84

Website: www.sa.gov.au/topics/care-and-support/concessions/transport/registration-and-licence-concessions

Taxi fare subsidy scheme

The South Australian Transport Subsidy Scheme (SATSS) provides subsidised taxi fares for people with permanent and severe disabilities that limit their ability to use public transport. People permanently dependent on a wheelchair receive a 75% subsidy (up to \$30 per trip), and those not permanently dependent on a wheelchair receive a 50% subsidy (up to \$20 per trip).

To apply, complete the transport assistance application form, which requires sections to be filled in by a general practitioner, medical specialist, or mobility instructor. You will also need a certified passport-sized photograph. Successful applicants receive a barcoded photo ID card to present to the taxi driver.

Phone: 1300 360 840

Website: www.sa.gov.au/topics/driving-and-transport/disability/taxi-fare-subsidy-scheme



FAMILIES OF VETERANS GUILD

Disability parking permit

A disability parking permit is available to South Australians whose mobility is significantly affected by a physical, cognitive, behavioural, or neurological condition, or who are legally blind.

There is no age restriction, and people who need ongoing support from another person to move safely may also qualify.

To apply, complete your section of the application form and have an approved health practitioner — such as a medical practitioner, specialist, occupational therapist, optometrist, or psychologist, depending on your condition — complete the rest.

You can submit the form in person at a Service SA centre or by post. A temporary permit (up to 12 months) costs \$15 and a permanent permit (up to five years) costs \$26. If approved, your permit arrives within three weeks.

Phone: 13 10 84 (Service SA)

Website: www.sa.gov.au/topics/driving-and-transport/disability/disability-parking-permit/apply

Find out more

For full details on eligibility, application processes and additional concessions available in South Australia, visit the official SA Government website. You can explore all available concessions, grants and support services at www.sa.gov.au.

Additionally, scan the QR code or [click here](#) to view our 'Support & Services guide for aging Veteran Families' guide. This guide features concessions available to all aging Australians.

Visit our Resource Hub for more useful information that could be useful to you in your journey.

familiesofveterans.org.au/resource-hub/

