



Government of  
South Australia








human  
services



Are you  **eligible** for a **concession?**



**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 below chart to check which concessions you may be entitled to:

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 4</sup>	✓	✓	✓	✓	✓
Austudy, ABSTUDY	✓	✓	✓	✓	✓
Low Income <sup>3</sup>	✓	✓	✓		
Commonwealth Seniors Health Card	✓			✓	✓
Centrelink Low Income Health Care Card <sup>5</sup>	✓	✓	✓	✓	✓

### <sup>1</sup> Public transport

Show your card when travelling on public transport and purchasing tickets to receive a concession. Centrelink beneficiaries must apply for a ConcessionsSA Transport Concession Card.

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

<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> Low Income

Income limits are assessed by ConcessionsSA.

Visit [sa.gov.au/concessions/incomelimits](http://sa.gov.au/concessions/incomelimits) for more information.

### <sup>4</sup> Eligible Centrelink allowances:

- JobSeeker Payment
- 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>5</sup> Centrelink Low Income Health Care Card

Income limits are assessed and applied by Centrelink.

Visit [servicesaustralia.gov.au](http://servicesaustralia.gov.au) for more information.



## Household concessions amounts

2022–23

### Cost of Living\*\*

Homeowner-occupier	(standard rate \$224.50) <b>\$449.00</b>
Tenants	(standard rate \$112.30) <b>\$224.60</b>
Commonwealth Seniors Health Card holder (homeowner-occupier and tenants)	(standard rate \$112.30) <b>\$224.60</b>

### Energy\*

up to **\$241.63**

### Water\*

Homeowner-occupier; tenants paying all use and supply or supply only up to **\$331.10**

Tenants up to **\$258.10**

**Sewerage\*** (homeowner-occupier) **\$123.50**

**Medical Heating and Cooling\*** **\$241.63**

**Emergency Services Levy** (fixed property) **\$46.00**

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

\*\* All eligible applicants will receive a once-off doubling of the Cost of Living Concession payment for 2022–23. These rates reflect this increase.

### 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.

### Low income<sup>3</sup>

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).

## 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, NMI and billing dates.

### Private tenant water

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.

## How to apply

### New applicants

Apply online or download an application form at [sa.gov.au/concessions](https://sa.gov.au/concessions) or telephone the ConcessionsSA Hotline to have one posted to you.

### Residential Parks Concession Scheme

If you live in a residential/caravan park, download an application form at [sa.gov.au/concessions](https://sa.gov.au/concessions) or telephone the ConcessionsSA Hotline.

### Backdated concession applications

ConcessionsSA will automatically backdate 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.

## Contact details

-  [sa.gov.au/concessions](https://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 1300 735 350
-  ConcessionsSA  
Reply Paid 292, ADELAIDE, SA 5001  
(no postage stamp required)

### Social media

    / HumanServicesSA

### Feedback

DHS Client Feedback

 GPO Box 292 Adelaide SA 5001

 [DHS.clientfeedbackandcomplaints@sa.gov.au](mailto: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 1800 307 758.