

# Changes to GlassesSA from 1 January 2025

## Centrelink concession cards recognised

- The type of Centrelink payment will no longer apply, instead applications will be assessed based on their eligible Centrelink concession card, which can be validated like normal.
- The Pensioner Concession Card, Health Care Card and Low Income Health Care Card are all now accepted.

## Asylum seekers and young people in care now eligible

- Asylum seekers and children and young people in state care will be eligible for all concessions offered by GlassesSA.
- The Transport Concession Card has been available to asylum seekers for some time and this card can be accepted by optometrists to access GlassesSA.

## System improvements for Aboriginal customers

- For Aboriginal customers, system changes are in place to improve the Centrelink validation when the exact street address or date of birth are not known.
- Optometrists are encouraged to complete applications where only partial details are available. For example, the customer does not know their date of birth. They will still need to validate with a name and eligible Centrelink Card and be a resident of South Australia.
- This change is in response to feedback received from optometrists working in regional and remote South Australia.

## What does this mean for optometrists and staff?

Changes are being promoted by the Department for Child Protection and agencies that support asylum seekers.

All potential customers should be asked if they:

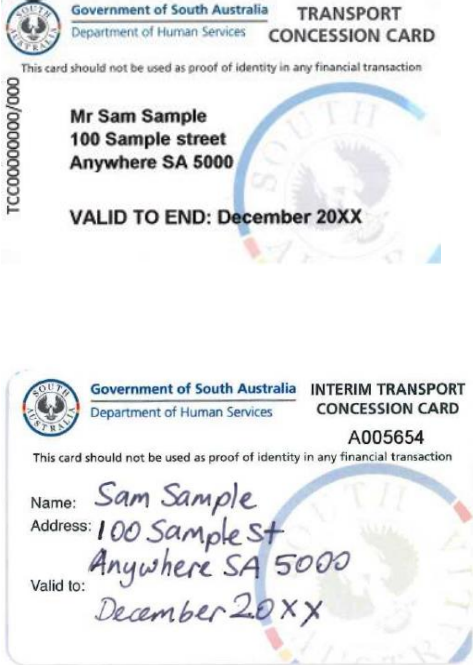
- hold a Health Care Card, Pensioner Concession Card, Transport Concession Card or Carer ID
- are under 18 years old. If so, they should confirm whether the card is in their name or the name of a parent/guardian or carer
- identify as an Aboriginal person

The user guide has been updated to reflect the above changes and is available on the DHS website at [dhs.sa.gov.au/how-we-help/cost-of-living/concessions/glassessa](https://dhs.sa.gov.au/how-we-help/cost-of-living/concessions/glassessa). A summary of the new card types is provided overleaf.

**Any questions?** Contact us at [GlassesSA@sa.gov.au](mailto:GlassesSA@sa.gov.au) or 1300 762 577 (Mon-Fri, 9- 5pm)


# 1. Asylum seekers

Eligible asylum seekers are 'TCC holders'.

| Concession cards   | Summary of the Salesforce GlassesSA portal process   |
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| <p>Transport Concession Card (TCC) <u>or</u> interim Transport Concession Card</p> <p>Examples:</p>  | <p>Follow the current process for selecting / creating a new customer:</p> <ol style="list-style-type: none"> <li>1. Search for the customer</li> <li>2. Select existing customer or create new customer</li> <li>3. Update status as an Aboriginal person to 'No'</li> <li>4. Enter the cardholder and/or dependent's details as per usual process</li> </ol> <p>Start a new concession application:</p> <ol style="list-style-type: none"> <li>5. Enter information as usual, with these changes - under 'Centrelink Eligibility': <ul style="list-style-type: none"> <li>• Do not enter Centrelink information</li> <li>• Under 'Customer Category' (new), select 'TCC holder'</li> <li>• Under 'Supporting evidence sighted' (new), select either: <ul style="list-style-type: none"> <li>○ Interim Transport concession card</li> <li>○ Transport Concession Card</li> </ul> </li> <li>• Under 'TCC Number' (new), enter the card number. For the examples shown, this would be either an 11 digit/ 3 digit number (TCC00000000/000) or a 7 digit number (A002501).</li> </ul> </li> <li>6. Complete the application (as normal)</li> <li>7. Save the application</li> <li>8. Click on 'Independent child / TCC holder check' (new)</li> <li>9. Click on 'confirm' in the pop up box (new) – this submits the application.</li> </ol> |

## 2. Child or young person with a Health Care Card

- Most children and young people in care hold a Health Care Card (HCC) in their name.
- Customers holding a HCC in their name who are under the age of 18 are categorised as an 'independent child' in the GlassesSA portal.
- This means you do not have to discuss whether the customer is a child in care, anyone in this category is eligible from 1 January.


| Concession card  | Summary of the Salesforce GlassesSA portal process   |
|--|--|
| <p>Health Care card in the child's name</p>  <p>Should say 'SOUTH AUSTRALIA'</p> <p>Child's name</p> | <p>Follow the current process for selecting / creating a new customer:</p> <ol style="list-style-type: none"> <li>1. Search for the customer (child)</li> <li>2. Select existing customer or create new customer</li> <li>3. Update status as an Aboriginal person</li> <li>4. Enter the child's details as the customer, as per the usual process</li> </ol> <p>Start a new concession application:</p> <ol style="list-style-type: none"> <li>5. Enter information as usual, with these changes under 'Centrelink Eligibility': <ul style="list-style-type: none"> <li>• Do not enter Centrelink information</li> <li>• 'Customer Category' (new), select 'Independent child'</li> <li>• 'Supporting evidence sighted' (new), select 'Health Care Card' from the drop down</li> </ul> </li> </ol> <p><i>If the child is accompanied by an adult, ask the adult if you may also record their name and relationship to the child. If they agree:</i></p> <ul style="list-style-type: none"> <li>• 'Accompanying adult full name' (new), enter the adult's name.</li> <li>• 'Accompanying adult relationship to child' (new), <i>ask the adult what their relationship is to the child</i> and select out of the options in the drop-down list: <ul style="list-style-type: none"> <li>○ youth worker / case worker</li> <li>○ foster carer / kinship carer / long term guardian</li> <li>○ parent/ guardian</li> <li>○ none of the above</li> </ul> </li> </ul> <p><i>If the child is unaccompanied or the adult does not want their details recorded, leave these fields blank.</i></p> |

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6. Complete the application and save the application, as normal
7. Click on 'Independent child / TCC holder check' (new)
8. Click on 'confirm' in the pop up box (new) – this submits the application.

### 3. Child or young person with a carer

- Children or young people in care may be with a foster / kinship carer / long term guardian who presents a Carer ID card
- The child should be treated as an 'independent child' – this means the child is the customer and no Centrelink validation is required
- The carer is not entitled to GlassesSA

| Concession card   | Summary of the Salesforce GlassesSA portal process   |
|---|--|
| <p>Either of the following cards may be accepted and is preferred to the Health Care Card:</p> <p>DCP carer's ID - example</p>  | <p>Follow the current process for selecting / creating a new customer:</p> <ol style="list-style-type: none"><li>1. Search for the customer (child)</li><li>2. Select existing customer or create new customer</li><li>3. Update status as an Aboriginal person</li><li>4. Enter the child's details as the customer, as per the usual process</li></ol> <p>Start a new concession application:</p> <ol style="list-style-type: none"><li>5. Enter information as usual, with these changes - under 'Centrelink Eligibility':<ul style="list-style-type: none"><li>• Do not enter Centrelink information</li><li>• Under 'Customer Category' (new), select 'Independent child'</li><li>• Under 'Supporting evidence sighted' (new), select:<ul style="list-style-type: none"><li>○ Carer ID</li></ul></li><li>• Under 'Accompanying adult full name' (new), enter the carer's name, as it appears on the card.</li><li>• Under 'Accompanying adult relationship to child' (new), select:<ul style="list-style-type: none"><li>○ foster carer / kinship carer/ long term guardian</li></ul></li></ul></li></ol> |

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Long Term Guardianship (Specified Person)  
carer ID card – example



6. Complete the application (as normal)
7. Save the application
8. Click on 'Independent child / TCC holder check' (new)
9. Click on 'confirm' in the pop up box (new) – this submits the application.