

How much do the contact lenses cost?

Contact lenses are provided at no cost. Upgrades to more expensive lenses are not allowed.

How do I get my glasses or contact lenses?

Apply through a participating optometrist or ophthalmologist.

Simply show your eligible Centrelink or DVA card to the optometrist, ophthalmologist, or a member of their staff. You cannot apply directly to GlassesSA.

How often can I get glasses or contact lenses?

You can get one new pair of glasses every three years, or more often if clinically necessary.

You can get contact lenses as often as clinically necessary for your prescribed medical condition.

What if I lose or damage my glasses or lenses, or my vision changes?

You can get new glasses or contact lenses if the optometrist or ophthalmologist certifies they are clinically necessary.

GlassesSA

 sa.gov.au/concessions/GlassesSA

 GlassesSA@sa.gov.au

 **1300 762 577**
(Monday – Friday 9am to 5pm)


 ask a participating optometrist or ophthalmologist

DHS Client Feedback

 GPO Box 292, Adelaide SA 5001

 dhs.sa.gov.au/feedback

Health and Community Services Complaints Commissioner

 (08) 8226 8666

 info@hcscs.sa.gov.au

 hcscs.sa.gov.au

Alternative formats

The information in this publication can be provided in an alternative format or another language on request by calling GlassesSA on 1300 762 577 (Monday – Friday 9am to 5pm).

   /HumanServicesSA



GlassesSA

Are you eligible for low cost glasses?

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GlassesSA

Helping South Australians obtain low cost glasses or, for those with serious eye conditions, no cost contact lenses.

Eligibility for glasses

You must:

- live permanently in South Australia

AND

- receive one of the following maximum rate Centrelink payments:

- Age Pension
- Disability Support Pension
- JobSeeker Payment
- Parenting Payment (single or partnered)
- Carer Payment

OR

- receive a maximum rate pension from the Department of Veterans' Affairs (DVA)

OR

- be under the age of 18 years and are the dependant of a person receiving an eligible payment.

Eligibility for thinner lenses

You may qualify for thinner lenses if you:

- meet eligibility criteria for glasses
- have a lens prescription level of +5.00 or -5.00 with up to -2.50 cylinder, but with a combined power of +/-5.00.

Eligibility for contact lenses

You must:

- live permanently in South Australia
- hold **one** of these cards:
 - Pensioner Concession Card
 - Health Care Card (HCC) or be listed on an HCC as a qualified dependant
- have been diagnosed with a prescribed eye condition for which contact lenses are the only means of vision correction. Visit sa.gov.au/concessions/GlassesSA for prescribed medical conditions.
- have contact lenses prescribed by either:
 - a country optometrist (business and your residential address has a postcode greater than 5200).
 - Flinders Medical Centre
 - the Women's and Children's Hospital
 - the Royal Adelaide Hospital.

Who is not eligible?

- Centrelink Carer Allowance recipients
- DVA pensioners who are eligible for DVA optical services
- DVA Gold Card holders.

How much do the glasses cost?

The maximum you will pay for complete standard glasses (**basic frames and standard lenses**) is:

- Glasses with single vision lenses \$25
- Glasses with single vision grind lenses \$30
- Glasses with bi-focal lenses \$50
- Glasses with multi-focal lenses \$100.

Aboriginal people can receive standard glasses at no cost.

Optional frame and lens upgrades

You can choose to pay extra for lens treatments and more expensive frames. You may also bring your own frames, subject to their suitability, and only receive lenses through GlassesSA.

Optional children's frame upgrades

GlassesSA will meet \$50 in additional costs for children's frames outside the standard range. Any cost above \$50 will be at the customer's expense.

Thinner lenses

GlassesSA will meet \$50 in additional costs for customers eligible for thinner lenses. Any cost above \$50 will be at the customer's expense.