

GlassesSA

Terms and Conditions

If you are eligible for glasses or contact lenses under GlassesSA, you must receive a copy of these terms and conditions, which you must read with the 'Are you eligible for low cost glasses?' brochure.

GlassesSA

GlassesSA is an initiative of the Government of South Australia and is administered by the Department of Human Services (DHS).

Under GlassesSA eligible South Australians can obtain low cost glasses or, for specified medical conditions, no cost contact lenses.

Liability and privacy

In order to verify claims and conduct research about products being supplied under GlassesSA, DHS may use information you have provided to:

- contact you to ask about your new glasses or lenses
- contact or visit your optometrist
- measure or monitor the success of GlassesSA.

- check whether you are eligible for, or currently in receipt of, other South Australian concessions. If DHS determines that you may be eligible for other South Australian concessions, DHS can use information you have provided to contact you about your potential eligibility for other South Australian concessions.

If you are found to have fraudulently obtained glasses or contact lenses under GlassesSA, you may be asked to pay back the value of the glasses or lenses to DHS.

The Minister for Human Services may alter or change the terms and conditions of GlassesSA or cancel the scheme at any time.



All reasonable care has been taken to accurately and correctly convey the scope of GlassesSA and of any entitlements under the scheme. Neither the Minister nor DHS shall be liable for any inadvertent errors.

The information contained in GlassesSA resources does not constitute technical, safety, emergency or medical advice. Neither the Minister nor DHS are liable for any injury, damage or loss sustained by any person in their use of glasses or contact lenses supplied under the scheme.

Complaints

If you wish to discuss a decision about your application, you should contact GlassesSA. If you are unhappy with GlassesSA's response, you can contact DHS Client Feedback. If you are unhappy with DHS's response or the outcome of a complaint, you have the right to refer the matter to the Health and Community Services Complaints Commissioner.

GlassesSA



sa.gov.au/concessions/GlassesSA



GlassesSA@sa.gov.au



1300 762 577

(Monday – Friday 9am to 5pm)

DHS Client Feedback



GPO Box 292,
Adelaide SA 5001



dhs.sa.gov.au/feedback

Health and Community Services Complaints Commissioner



(08) 8226 8666



info@hcsccl.sa.gov.au



hcsccl.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).