



How to get help with household bills



Easy Read information



This guide uses simple words and pictures to explain information.

This can make information easier to understand.



This guide has some hard words.

The first time we write a hard word, the word is in **blue**.

We explain what the hard word means straight away.



Government of
South Australia



human
services

The Department of Human Services wrote this guide for **ConcessionsSA**.

ConcessionsSA is a team in government who helps people save money with some bills.

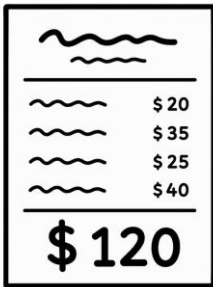
In this guide, we means ConcessionsSA.

About this guide



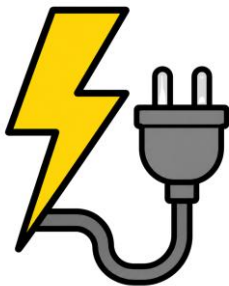
This guide is about how you can pay less for **household bills**.

Household bills are costs you pay for your home.



Household bills can include:

- **electricity** or **energy**
- water
- **sewerage**
- **emergency services** costs



Electricity or energy is power for things in your home.

For example, lights, the fridge and the TV uses electricity to work.



Sewerage is wastewater from your toilet, shower, bath and sink.



Emergency services are people who help when something unsafe happens. For example, fire services.



This guide tells you:

- what help you can get
- who can ask for help
- how to ask for help

You can only get help for your main home



Your main home is the home you live in most of the time.



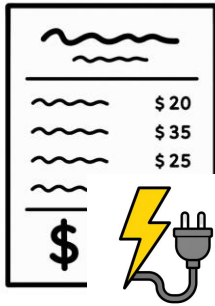
You can only get these household **concessions** for your main home.



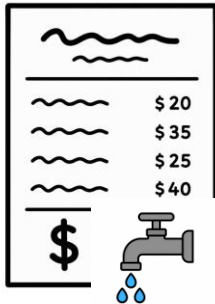
A **concession** is help to pay less for household costs.

It can be money paid to you or a cheaper bill.

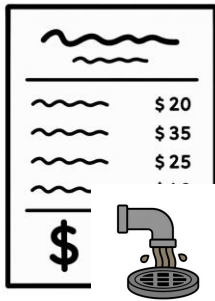
Types of concessions



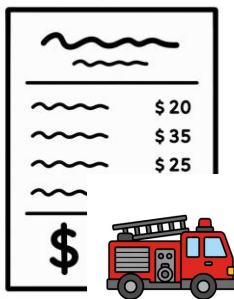
The Energy Concession can help you pay less for electricity.



The Water Concession can help you pay less for water.



The Sewerage Concession can help some home owners pay less for wastewater.



The Emergency Services Levy concession can help some home owners pay less for emergency services costs.

Cost of Living Concession



The Cost of Living Concession can help you pay for everyday household costs.



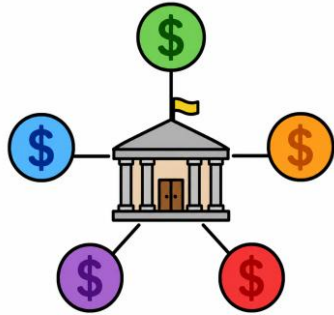
Everyday household costs can include:

- food
- petrol
- internet
- anything to help you pay bills



The Cost of Living Concession is paid into your bank account once a year.

Other help



ConcessionsSA can also help you find other programs.

These programs may help pay for:



- glasses
- a **personal alert device**
- a funeral



A personal alert device is something you wear around your neck or on your arm like a watch that will let people know if you have had a fall or need help.

Who can ask for concessions



You may be able to get all household concessions if you have a:

- **Pensioner** Concession Card
- Low Income Health Care Card
- **Veteran** Gold Card



A pensioner is someone who no longer works because they are older than 65 years.

A veteran is someone who worked in the Australian Defence Force in the past.



You may also be able to get all household concessions if you get an **eligible** Centrelink payment.

Eligible means the payment is on the list of payments we accept.

Other people who may be able to get help



Some **low-income** people can ask for Cost of Living, Water and Sewerage concessions.

Low income means you do not earn more than a set amount of money each year.



Some people with a Commonwealth Seniors Health Card can ask for:

- Cost of Living Concession
- Energy Concession
- Emergency Services Levy reduction

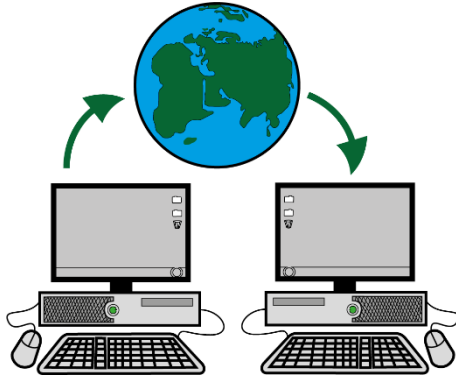
Some **asylum seekers** can check online to see what help they can get.



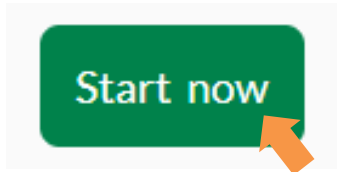
An asylum seeker is someone who came to Australia and is allowed to stay here because their home country is not safe.

Asylum seekers might be able to get household concessions, a transport card and cheaper glasses.

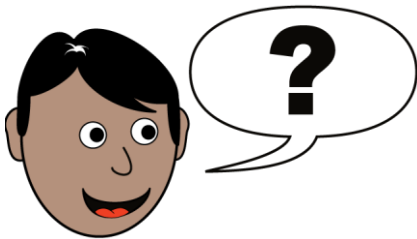
How to apply



You can apply for concessions online.
Go to sa.gov.au/concessions



Click household.
Click apply.
Then click the green Start now button.



You can ask someone you trust to help
you apply.

For example, a family member, friend or
support worker.

Before you apply

You will need to give us your:



- Centrelink Customer Reference Number

Or

- Department of Veterans' Affairs file number



Your Centrelink Customer Reference Number is also called a CRN.

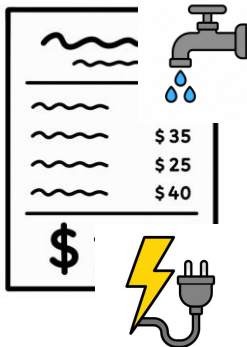
It is at the top of letters from Centrelink.



Your Department of Veterans' Affairs file number is also called a DVA file number.

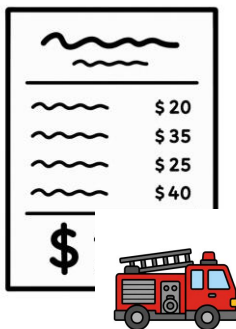
It is near the top of letters from DVA.

Have these things ready



We will ask about your most recent:

- electricity bill
- water bill



If you own your home, we may ask about your Emergency Services Levy notice.

This notice usually comes from your local council.

We will need your bank details.

Make sure you have your **BSB** and **account number** with you.



A BSB number is a 6-number code that tells us who you bank with.

Your account number is the longer number that tells us what bank account to pay money into.

After you apply



You can apply for a concession at any time.



You only need to fill out one form to apply.



If we can give you a concession, we will:

- call you

or

- send you a letter



Tell us if your details change.

For example, your home address, electricity company or bank account details.

How to contact us



Call the ConcessionsSA Hotline

1800 307 758

You can call Monday to Friday between 9am and 5pm.



You can email us.

concessions@sa.gov.au



You can go to our website.

sa.gov.au/concessions



You can write to ConcessionsSA.

ConcessionsSA

Reply Paid 292

Adelaide SA 5001

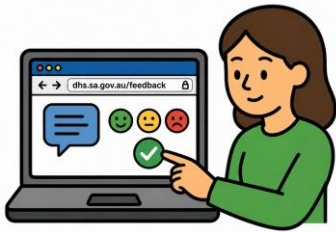
You do not need a postage stamp if you use this address.

More ways to get help



You can ask for an **interpreter** if you speak a language other than English.

An interpreter is a person who can help you understand another language.



You can give **feedback** to DHS.

Feedback means you tell us what you think.
Go to dhs.sa.gov.au/feedback



Government of
South Australia



human
services

This Easy Read guide is based on the
ConcessionsSA brochure called Are you
eligible for a concession?

July 2025

Word list

This word list explains hard words in this guide.

Hard word

What it means

Concession

Help to pay less for household costs. It can be money paid to you or a cheaper bill.

Household bills

Costs you pay for your home, like **electricity**, water and **sewerage**.

Electricity

Power for things in your home, like lights, the fridge and the TV.

Sewerage

Wastewater from your toilet, shower, bath and sink.

Emergency services

People who help when something unsafe happens. For example, fire services.

Main home

The home you live in most of the time.

Eligible

You can ask for help because you meet the rules.

Low income

You do not earn more than a set amount of money each year.

Asylum seeker

A person who came to Australia because they were not safe in their own country.

CRN

Your **Centrelink Customer Reference Number**. It is at the top of letters from

Centrelink.

DVA file number

Your **Department of Veterans' Affairs file number**. It is near the top of letters from DVA.

Bank details

The numbers that tell us where to pay money.

BSB

A 6 number code that helps identify your bank branch.

Account number

The number for your bank account.

Interpreter

A person who can help you understand another language.

National Relay Service

A service that helps people who are d/Deaf, hard of hearing, or who find it hard to speak on the phone.

Feedback

When you tell us what you think.