


## Can I apply if I have previously purchased a personal alert system?

If you purchased a device more than five years ago, you may be eligible to apply for an upgraded device.

## How do I apply?

Complete an application form with the help of a medical professional.

 Download the form at [sa.gov.au/concessions/pasa](https://sa.gov.au/concessions/pasa)

 1300 700 169 to have the form posted to you.



## Contact details:

### Personal AlertSA

 [sa.gov.au/concessions/pasa](https://sa.gov.au/concessions/pasa)

 [pasa@sa.gov.au](mailto:pasa@sa.gov.au)

 1300 700 169 (Monday to Friday 9am to 5pm)

 Reply Paid 292, Adelaide SA 5001

### Feedback

DHS Client Feedback

 GPO Box 292, Adelaide SA 5001

 [DHS.clientfeedbackandcomplaints@sa.gov.au](mailto:DHS.clientfeedbackandcomplaints@sa.gov.au)

**Catalyst Foundation** can assist you with filling out an application form.

The foundation aims to support the independence and quality of life of South Australians by providing free and independent information, supporting community education and digital literacy, and helping people to navigate other services, such as My Aged Care, NDIS and myGov.

 [catalystfoundation.com.au](https://catalystfoundation.com.au)

 [information@catalystfoundation.com.au](mailto:information@catalystfoundation.com.au)

 (08) 8168 8776

 SA Country Freecall 1800 636 368

 47 Tynte Street, North Adelaide SA 5006

### Alternative formats

The information in this publication can be provided in an alternative format or another language on request by calling 1300 700 169.

   /HumanServicesSA



**Personal  
AlertSA** 



# Personal AlertSA (PASA) provides funding towards the purchase and/or monitoring of approved personal alert systems.

Alert systems support older South Australians who are at risk of falls and medical emergencies to age well, live independently in their home, and remain connected to their community for longer.

## What is a personal alert system?

A personal alert system is a device that enables you to call for help in an emergency if you are unable to access or use a telephone.

Alert systems are usually a lightweight pendant worn on the wrist or around the neck, with a button to alert friends, family, or an approved monitoring service, in an emergency.

## What does PASA provide?

- a subsidised personal alert system
- subsidised monitoring services.

Funds are paid directly to your chosen PASA supplier.

## Can I choose my alert system and/or supplier?

Only **approved** alert systems provided by an approved supplier are eligible for PASA.

For a list of approved alert systems and suppliers contact PASA or visit:

 [sa.gov.au/concessions/pasa](https://sa.gov.au/concessions/pasa)

## Am I eligible?

To be eligible you must:

- ✓ be aged 75 years or older (65 years or older if you are Aboriginal)
- ✓ have a Centrelink or Department of Veterans' Affairs (DVA) Pensioner Concession Card
- ✓ be a permanent resident of South Australia
- ✓ have sought an assessment from My Aged Care for aged care services and been assessed as one of the following:
  - approved for a Commonwealth Home Support Programme (CHSP)
  - approved for a level 1 Home Care Package (HCP)
  - approved for a level 2–4 HCP and not assigned a Level 1, 2, 3 or 4 HCP
  - not eligible for a HCP or CHSP.
- ✓ meet the additional clinical, functional and social criteria requirements.

## What are the additional criteria?

### Clinical criteria

- ✓ high risk of falls
- ✓ suffer from an ongoing major medical condition that requires an emergency response.

### Functional criteria

- ✓ have sufficient physical and cognitive function to wear and operate the alert system
- ✓ be willing to wear the alert system and to activate it if necessary.



**A registered health professional must certify that you meet all the clinical and functional criteria.**

## Social criteria

- ✓ You must meet one or more of the following:
  - be living alone
  - be alone a minimum of five consecutive hours, four times a week
  - be living exclusively with someone who is unable to communicate using a phone in an emergency.

## Who is not eligible?

- ✗ people who have not sought an assessment for aged care services from My Aged Care
- ✗ people who have been assigned a Level 1, 2, 3 or 4, HCP
- ✗ people who have rejected a HCP or CHSP
- ✗ people currently participating in the Transition Care Programme (TCP)
- ✗ veterans or veterans' widows/widowers who are eligible for the DVA Rehabilitation Appliances Program
- ✗ DVA Gold Card holders
- ✗ people who live independently in a retirement village where a personal alert system, or similar service, is included in the residence contract
- ✗ people who live in supported accommodation, such as a supported residential facility or residential aged care facility.