



## 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/paasa](https://sa.gov.au/concessions/paasa)
-  1300 700 169 to have the form posted to you.





## Contact details:

### Personal Alert AssistanceSA

-  [sa.gov.au/concessions/paasa](https://sa.gov.au/concessions/paasa)
-  [paasa@sa.gov.au](mailto:paasa@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.sa.gov.au/feedback](https://dhs.sa.gov.au/feedback)

### 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

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**Personal Alert  
AssistanceSA**

# Personal Alert AssistanceSA (PAASA) 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 PAASA provide?

- a subsidised personal alert system
- subsidised monitoring services.

Funds are paid directly to your chosen PAASA supplier.

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

You can choose from a selection of alert systems from approved suppliers.

A list of these is provided to all approved applicants, or can be viewed at:

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

## 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)
  - 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 approved for a level 2–4 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.