




Government of
South Australia








human
services



Are you  **eligible** for a
concession?



ConcessionsSA provides a range of concessions to help South Australians on low or fixed incomes with the cost of household expenses and/or travel on public transport. Use the below chart to check which concessions you may be entitled to:

Concessions eligibility chart					
	Cost of living	Sewer	Water	Energy ²	ESL
Pensioner Concession Card ¹	✓	✓	✓	✓	✓
DVA Gold Health Card (TPI, EDA, War Widow or MRCA) ¹	✓	✓	✓	✓	✓
British and NZ War Widow	✓	✓	✓	✓	✓
Centrelink beneficiary ^{1 and 4}	✓	✓	✓	✓	✓
Austudy, ABSTUDY	✓	✓	✓	✓	✓
Low Income ³	✓	✓	✓		
Commonwealth Seniors Health Card	✓			✓	✓
Centrelink Low Income Health Care Card ⁵	✓	✓	✓	✓	✓

¹ Public transport

Show your card when travelling on public transport and purchasing tickets to receive a concession. Centrelink beneficiaries must apply for a ConcessionsSA Transport Concession Card.

Visit adelaidemetro.com.au/tickets to view a full list of cards that are eligible for concession fares on Adelaide Metro services.

² Applicant must not be sharing a house with someone with an income of more than \$3,000 per year unless that person is a spouse/ domestic partner/dependant or is in receipt of a Centrelink/DVA benefit or pension.

³ Low Income

Income limits are assessed by ConcessionsSA.

Visit sa.gov.au/concessions/incomelimits for more information.

⁴ Eligible Centrelink allowances:

- JobSeeker Payment
- ABSTUDY/ Austudy
- Youth Allowance
- Parenting Payment
- Farm Household Allowance
- Community Development Project (CDP)
- Special Benefit

⁵ Centrelink Low Income Health Care Card

Income limits are assessed and applied by Centrelink.

Visit servicesaustralia.gov.au for more information.



Household concessions amounts		2023–24
Cost of Living*		
Homeowner-occupier		\$243.90
Tenants		\$122.00
Commonwealth Seniors Health Card holder (homeowner-occupier and tenants)		\$122.00
Energy*		up to \$263.15
Water*		
Homeowner-occupier; tenants paying all use and supply or supply only		up to \$359.70
Tenants		up to \$280.40
Sewerage* (homeowner-occupier)		\$134.10
Medical Heating and Cooling*		\$263.15
Emergency Services Levy (fixed property)		\$46.00

* Concession amounts will change on 1 July each year, subject to indexation.

Cost of Living

The Cost of Living Concession is payable as a maximum per eligible household, not individual.

Water charges

The water concession is calculated as up to 30% of your total water account for a financial year. The table above highlights the minimum and maximum levels you may receive per year.

Sewerage charges

If your home is connected to a Community Wastewater Management System you may be eligible for a concession on any related charges.

Low income³

You will need to provide details of your income when applying, (e.g. income tax notice of assessment or 4 weeks of consecutive payslips prior to the date of the application).

Existing customers

Change of address

If you are moving house you must update your address details with Centrelink or DVA before contacting ConcessionsSA to arrange continuation of your eligible concessions.

Once you have received your first energy bill for your new address contact ConcessionsSA and provide the account number, National Meter Identifier (NMI) and billing dates to ensure you receive the correct concession amounts.

Changing energy providers

If you change energy providers, contact ConcessionsSA once you have received your first bill from the new provider. The information required from the new bill is the provider name, your account number, NMI and billing dates.

Private tenant water

At the end of each financial year, provide evidence of the amount you have been charged for water for the whole year to see if you qualify to receive a top-up payment.

How to apply

New applicants

Apply online or download an application form at sa.gov.au/concessions or telephone the ConcessionsSA Hotline to have one posted to you.

Residential Parks Concession Scheme


If you live in a residential/caravan park, download an application form at sa.gov.au/concessions or telephone the ConcessionsSA Hotline.

Backdated concession applications

ConcessionsSA will automatically backdate energy, ESL, water and sewerage concessions to approved applicants who were eligible during that period. If you believe you may be eligible for an extended backdated concession payment, contact ConcessionsSA.

There is no backdating available for the Cost of Living Concession.


Contact details

 sa.gov.au/concessions to apply online or print an application form

 concessions@sa.gov.au

 ConcessionsSA Hotline 1800 307 758

 Medical Heating and Cooling 1300 735 350


 ConcessionsSA
Reply Paid 292, ADELAIDE, SA 5001
(no postage stamp required)

Social media

    / HumanServicesSA

Feedback

DHS Client Feedback

 GPO Box 292 Adelaide SA 5001

 dhs.sa.gov.au/feedback

Alternative formats

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