

DHS Disability Services

Applying for concessions

How Government concessions may help you to pay for everyday living expenses

A concession is a grant of money or a discount on a bill that helps people on low or fixed incomes with their general living expenses.

The South Australian Government delivers a number of concessions for households, including:

- Energy bill discounts
- Water
- Cost of living

Until 30 June 2025 there is also the Australian Government Energy Bill Relief Fund for low-income households.

Are you eligible for Government concessions?

All clients supported by DHS Disability Services pay for everyday living expenses like utilities and may be eligible for South Australian Government concessions.

It is important to check if you are eligible before you start the application process for concessions. Each concession may have different criteria.

Currently each concession is paid to one person per household. If you live with other people, the person with the energy accounts in their name will need to apply for the energy concession.

How are concessions paid?

Concession	Maximum 2024-25 value	How the concession is paid
Cost of Living Concession	\$255.60	An annual concession <ul style="list-style-type: none"> • Paid into the bank account of an eligible person. • Apply once by 31 December to receive within that financial year. On approval, this is then paid in August annually.

Concession	Maximum 2024-25 value	How the concession is paid
Water	\$398.40	<ul style="list-style-type: none"> • Paid every 3 months into the bank account. OR • Taken as a deduction off the bill of an eligible person who is named on the water bill.
Energy	\$274.85	Discount applied every 3 months to the electricity bill of an eligible person. The bill must be in that person's name.

Australian Government Energy Relief Fund

The Australian Government provides energy relief to eligible low-income households. You don't need to do anything to receive this. Your electricity provider will automatically apply the bill relief of up to \$300 directly to your electricity account.

How do I apply for South Australian Government concessions?

Use the online form on the SA.GOV.AU website to apply for all household concessions and to keep your details updated (for example, to change your address, energy account or bank details).

You will need:

- Your Centrelink Customer Reference Number (CRN)
- Copies of your most recent electricity and water bills that are in your name and knowledge about how this is paid for, as an example - direct debit every 3 months.

Important information to remember when applying:

- Make sure your information with Centrelink (for example your address) is up to date before starting.
- In Section D of the application, check 'Community Housing' and state you are assisted by 'DHS Disability Services'.
- If someone is applying on your behalf, (for example a decision-maker or family member), they need to also submit evidence they have authority and provide their contact details.

A hard copy form is available if you cannot complete an application electronically. Please call the Concessions SA team on the contact details below.

Contact information

If you have questions, there are supports available to help you.

Concessions SA | 1800 307 758, concessions@sa.gov.au

Client Fees, DHS Disability Services | 1800 952 962 (and press2),
dhsdisabilityservices@sa.gov.au