



Government
of South Australia

Department for Communities
and Social Inclusion



Personal Alert Systems Rebate Scheme

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The Personal Alert Systems Rebate Scheme helps frail older South Australians, who are at risk of falls or medical emergencies, to obtain a personal alert system, allowing them to live independently in their own homes for longer.

What is a personal alert system?

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

Personal alert systems generally consist of a lightweight pendant worn on the wrist or around the neck that can be activated to alert a monitoring centre in an emergency.

By pressing a button on the pendant, a signal or message is sent and a pre-agreed response put into action.

What type of system is approved for the rebate?

For more information on approved systems, refer to the information on choosing a Personal Alert System document, which is available from www.sa.gov.au/concessions/pasrs or call 1300 700 169.

What is the rebate?

The Scheme provides a rebate to approved applicants via Scheme preferred suppliers for:

- the personal alert system and its installation of up to \$380.
- the monitoring services of up to \$250 per year.



Am I eligible?

To be eligible for a rebate you must meet the following criteria and requirements:

- be aged 75 years or older*
- have a Centrelink Pensioner Concession Card or a Department of Veterans' Affairs Pensioner Concession Card**
- be a permanent resident of South Australia.

* Or if of Aboriginal descent, 65 years or older

** Gold card holders and senior card only holders are not eligible to apply

You must also meet the following clinical criteria:

- be at high risk of falls
- suffer from a major medical or chronic condition that requires an immediate and urgent response in an emergency.

You must also meet the following functional criteria:

- you should have sufficient physical and cognitive function to wear and operate the personal alert system
- you must be willing to wear the alert system 24 hours a day and to activate the system, if necessary.

You must have a referral from a registered health professional who certifies that you meet both the clinical and functional criteria.

You must also meet one or more of the following social criteria:

- be living alone
- be alone for most of the day or night
- be living exclusively with someone who is unable to get to the phone in an emergency, or is unable to use the phone.



The following are not eligible for the rebate:

- veterans or veterans' widows/widowers who are eligible under the Department of Veterans' Affairs Rehabilitation Appliances Program
- 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
- Seniors Card only holders
- Commonwealth seniors health card holders.

Can I apply for a rebate if I purchased a personal alert system before April 2011?

While the Rebate Scheme started in April 2011, a rebate for monitoring services costs is also available for approved applicants who have previously purchased an approved monitored system.

How do I apply for the rebate?

For information on applying for a rebate, refer to the Client Information Sheet for the Rebate Scheme, which is available from www.sa.gov.au/concessions/pasrs or call 1300 700 169.

How do I fill out the application form?

Contact the Department for Communities and Social Inclusion on 1300 700 169.

Seniors Information Service (SIS) can also assist you with filling out an application form.

SIS is a government-funded information service that aims to maximise the independence and improve the quality of life of seniors by providing free information about the services and facilities available to them. Contact SIS for more information regarding services for seniors or to make an appointment for assistance with the application at their Currie Street office in the city.

Contact Seniors Information Service on (08) 8168 8776, SA Country Freecall 1800 636 368 or visit www.seniors.asn.au

Contact details:

 GPO Box 292, Adelaide SA 5001

 1300 700 169 (office hours)

 pasrs@sa.gov.au

 www.sa.gov.au/concessions/pasrs

TTY: If you have a hearing or speech impairment, call telephone service (08) 8226 6789.

Feedback

 DCSI Client Feedback
GPO Box 292 Adelaide SA 5001

DCSI.clientfeedbackandcomplaints@sa.gov.au

Alternative formats

The information in this publication can be provided in an alternative format or another language on request:

 1300 700 169 (office hours)

 pasrs@sa.gov.au

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