



# Personal Alert Systems Rebate Scheme

## Client Information Sheet

This information sheet should be read in conjunction with the *Terms and Conditions* of the Personal Alert Systems Rebate Scheme, the *Information on Choosing a Personal Alert System* document, and the *Application for Rebates* form.

### What is the Rebate Scheme ?

The Personal Alert Systems Rebate Scheme (the Rebate Scheme) is an initiative of the Government of South Australia. The 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.

The Rebate Scheme provides a rebate of:

- up to \$380 for approved applicants for the purchase and installation of approved monitored systems and autodiallers.
- up to \$250 per year for approved applicants for monitoring services for approved monitored systems.

Rebates are not available for rented, leased or hired systems.

The rebate is available for second hand systems that are purchased from a registered business with an ABN.

### 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 someone, such as neighbours, relatives, friends or a monitoring centre, in an emergency. By activating a button on the pendant, a signal or message is sent and a personalised pre-agreed response put into action.

### Who is eligible for the rebate ?

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

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

\* (From 8 April to 31 December 2011, priority will be given to those aged 85 years or older or, if of Aboriginal descent, 65 years or older. From 1 January 2012, the Rebate Scheme will be open to eligible applicants aged 75 years or older.)

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

- be at high risk of falls, **or**
- have experienced a fall in the last six months that required medical attention\*\*, **or**
- suffer from a major medical or chronic condition that requires an immediate and urgent response in an emergency.

\*\* The fall/s should have been investigated and the cause of the fall/s eliminated, where possible. A personal response system should only be considered if there is a continued risk of falls.

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

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

### 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 also have a referral from a registered health professional.

### 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.

### What type of system is approved for the rebate ?

Under the Rebate Scheme, there are two types of approved personal alert systems: monitored systems and autodiallers.

To be eligible for the rebate, the system must be installed at your residential address in South Australia.

For more information on the types of systems approved for the rebate, see the *Information on Choosing a Personal Alert System* document.

### How do I apply for the rebate ?

**Step 1** Make sure that you meet all the eligibility criteria.

**Step 2** Choose a personal alert system that suits your needs.

Please note that rebates are only available for approved applicants and approved personal alert systems. If you purchase a system before your application has been approved, you cannot be assured of a rebate.

For information, see the *Information on Choosing a Personal Alert System* document.

**Step 3** Complete the *Application for Rebates* form, which is available from: [www.sa.gov.au/Seniors](http://www.sa.gov.au/Seniors), or by calling **1300 700 169**.

A registered health professional (see section below) must confirm that you require a personal alert system and that you are able to operate your chosen system. The health professional will need to complete Section E of the application form.

**Step 4** Submit your completed *Application for Rebates* form to:

#### **Concessions and Support Services**

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## Getting help with filling out your application form

For any questions you might have about applying for a rebate, contact the Department for Families and Communities on **1300 700 169**.

Seniors Wise SA can also assist you with filling out an application form. Seniors Wise SA is a volunteer-based service offering information, referrals to services, and a one-to-one home visiting service.

If you live in the metropolitan area, Seniors Wise SA can organise for a volunteer to visit you at home to help you with the application process.

Contact Seniors Wise SA on **8168 8708**.

## Who is a 'registered health professional' ?

Your chosen registered health professional must be one of the following:

- registered medical practitioner
- registered physiotherapist
- registered occupational therapist, or
- nursing practitioner or registered nurse.

## What happens after I submit my application ?

On receipt of your completed application form, it will be assessed.

### **If it is accepted:**

If your application is approved, you will receive a letter advising that you can proceed with purchasing your chosen system.

Once you have purchased and installed your personal alert system, and paid for your twelve-month monitoring agreement (if applicable), you will need to complete the *Reimbursement for Rebates* form.

### **If it is declined:**

If your application is declined, you will receive a letter advising you of the reasons for this decision, and who you can contact to discuss your application and eligibility, if you would like more information.

## How and when will I receive my rebate ?

Once you have purchased and installed your personal alert system, and paid for your twelve-month monitoring agreement (if you have a monitored system), you will need to complete the *Reimbursement for Rebates* form, which is available from: [www.sa.gov.au/Seniors](http://www.sa.gov.au/Seniors), or by calling **1300 700 169**.

Submit your completed reimbursement form to:

### **Concessions and Support Services**

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Included with your reimbursement form must be:

- your original receipt and tax invoice
- your original twelve-month monitoring agreement (if you have a monitored system).

## How do I claim my monitoring costs each year ?

When your twelve-month monitoring agreement is due to expire, you will receive a letter from the Department for Families and Communities, with information on how you can claim a reimbursement for the following twelve months.

## Can I apply for a rebate if I purchased a personal alert system before 8 April 2011 ?

Rebates for monitoring services are also available for approved applicants and approved personal alert systems purchased on or after 1 July 2010.

To determine your eligibility, you will need to apply for the rebate by completing the *Application for Rebates* form, and follow the application process from step 3, as outlined in the section, *How do I apply for a rebate?* above.

Your application will be assessed in the same way as other applications. You will then receive a letter advising you whether your application has been approved.

## Feedback and complaints

Applicants wishing to discuss a decision relating to their application should contact the Department for Families and Communities, either by phone, e-mail, letter or fax, as follows:

### **Department for Families and Communities**

Personal Alert Systems Rebate Scheme  
GPO Box 292  
Adelaide SA 5001

Telephone: 1300 700 169  
Fax: 8226 7047  
E-mail: [concessions@dfc.sa.gov.au](mailto:concessions@dfc.sa.gov.au)

Applicants who are dissatisfied with the Department's response, or the outcome of a complaint, have the right to refer the matter to the:

### **Health and Community Services Complaints Commissioner**

PO Box 199  
Rundle Mall  
Adelaide SA 5000

Telephone: 8226 8666  
Toll Free in SA 1800 232 007  
Website: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

## For more information

### **Department for Families and Communities**

Personal Alert Systems Rebate Scheme  
GPO Box 292  
Adelaide SA 5001

Website: [www.sa.gov.au/Seniors](http://www.sa.gov.au/Seniors)  
Telephone: 1300 700 169  
Fax: 8226 7047  
E-mail: [concessions@dfc.sa.gov.au](mailto:concessions@dfc.sa.gov.au)

In developing this Personal Alert Systems Rebate Scheme, and this Client Information Sheet, every effort has been made to ensure that the information reflects the intention of the Scheme and/or represents examples of best known practice. The Crown, the Minister and the Department for Families and Communities will not be liable for any injury, damage or loss sustained by any person in his or her purchase or use of a personal alert system.

The information contained in these resources does not constitute technical, safety, emergency or medical advice.

