

COVID-19 frequently asked questions

Rapid antigen test Concession access program

Who is eligible to access free rapid antigen tests (RAT) under this program?

You are eligible to access free RATs under this program if you hold one of the following concession cards:

- > Pensioner Concession Card
- > Health Care Card
- > Commonwealth Seniors Health Card
- > Department of Veterans Affairs Concession Card

How many RATs can I access under this program?

If you hold an eligible concession card, you can access a maximum of ten RATs over three months. You cannot collect more than five RATs within a month.

Where can I access free RATs under this program?

If you hold an eligible concession card, you can access free RATs from RAT Collection Points around South Australia. Find your nearest RAT Collection Point at www.sahealth.sa.gov.au/COVIDrapidantigentesting.

I have a concession card, but it is no longer valid, can I access free RATs under this program?

No. You can only access free RATs under this program if you hold a valid concession card.

I am on a concession card, but my spouse is not. Are they eligible for RATs under this program?

No. Only valid concession card holders are eligible for RATs under this program.

Are there age limits to be eligible under this program?

No. Anyone with a valid concession card can claim free RATs under this program.

I am waiting to receive my concession card via post. Can I quote the concession card number only?

No. To collect your RATs, you must present your physical card to the collection point at the time of collection.

How do I register to collect free RATs?

If you hold an eligible concession card, you must register to collect free RATs using an [online form](#).

When registering you must select the location you want to collect your RATs and provide:

- > Your name
- > Your date of birth
- > An email address and/or phone number (mobile or landline)
- > Your concession card number and details

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What do I do if I can't complete the online form?

Someone can register to access free RATs on your behalf. They must provide your information when completing the form.

If no one can assist you or complete the form on your behalf, call the SA COVID-19 Information Line on 1800 253 787.

What do I need to bring with me when collecting my RATs?

You will need to bring:

- > The receipt number you received when registering
- > The QR code you received if you registered with an email
- > Your valid concession card

I have registered to collect rapid antigen tests via this program but cannot collect them myself. What can I do?

Someone else can collect the RATs on your behalf. The person collecting them will need to show your valid concession card and have the receipt number with them to present to staff on site.

Do I have to collect RATs from the location I registered to collect from?

Yes. You must collect the RATs from the location that you registered to collect them from.

Am I required to wear a face mask when attending a RAT Collection Point?

Please wear a face mask when attending our collection sites, as close contacts of people who have tested positive to COVID-19 also attend these sites. This protects both the person collecting the rapid antigen ensures the protection of the person collecting the RATs and the on-site staff.

I do not have a valid concession card, where can I access RATs?

You can only claim via this program if you have an eligible concession card.

If you are a close contact, you can [register](#) to collect free RATs to undertake required tests.

If you are not a close contact or do not hold a valid concession card, you can purchase RATs from various retail and pharmacy outlets.

I have used the free RATs that I am entitled to receive under the program and need more. Can I get more?

If you hold an eligible concession card, you are only entitled to access a maximum of ten RATs over three months. You cannot collect more than five RATs within a month.

If you are a close contact, you can [register](#) to collect free RATs to undertake required tests.

If you are not a close contact or do not hold a valid concession card, you can purchase RATs from various retail and pharmacy outlets.

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I have used my free RATs that I am entitled to receive under the program and I now have COVID-19 symptoms, what should I do?

If you have any COVID-19 symptoms, get a COVID-19 test as soon as possible. If you have COVID-19 symptoms and test negative using a rapid antigen test, get a PCR test as soon as possible. Get a PCR test as soon as possible if you have COVID-19 symptoms and do not have access to a rapid antigen test.

I have used my free RATs that I am entitled to receive under the program and am now a close contact of a COVID-19 case, what should I do?

You will be eligible to register to collect free rapid antigen tests as a close contact to undertake your required tests. You must test five times over seven days.

I am currently COVID-19 symptomatic. Should I attend a collection point to get my free RATs under this program?

No. Do not attend a collection site. You must attend a PCR testing facility if you are showing symptoms of COVID-19 and have not been able to test on a RAT or have tested negative on a RAT.

For more information

Department for Health and Wellbeing
www.sahealth.sa.gov.au/COVID-19

