



Foster and Grandcarer Gold Card

Frequently asked questions

What is the Foster and Grandcarer Gold Card?

The Foster and Grandcarer Gold Card (Gold Card), linked through the ServiceWA app, is a digital service developed to provide a range of discounts, credits and benefits for eligible carers. While the related discounts and benefits will grow over time, the first payment being made available is an Energy Bill Relief Payment to assist with household energy costs (electricity and gas).

Are all Foster, Family and Special Guardian Carers eligible?

Eligibility is linked to carers defined under the *Children and Community Services Act 2004*.

All existing foster and family carers (including community and pre-adoptive), as well as Special Guardianship Order (SGO) carers who have provided a care arrangement for a child (or children) for 14 nights in total between 1 January 2026 and 30 June 2026 are eligible.

Eligibility includes carers with either the Department of Communities (Communities) or an out-of-home care provider including an Aboriginal Community Controlled Organisation (ACCO).

All new foster and family carers are eligible for the first 26 weeks of their carer registration. As a transition, all Communities, CSO or an ACCO carers that were approved from 1 January 2026 to 30 June 2026 are eligible for the Gold Card irrespective of the number of days of care they have provided.

After a foster, family and SGO carer's first six months of carer registration, eligibility for the Gold Card will be maintained by caring for a child (or children) for 14 nights out of the previous 26 weeks.

Are grandcarers eligible?

Further eligibility is available to grandcarers who are in receipt of the Grandcarers Support Scheme (GSS) payment and are the full-time primary carer for a grandchild. The grandcarer must not be in receipt of any other financial support from Communities. The Gold Card will be active for one year, renewed annually for grandcarers in receipt of GSS.

Where a renewal happens when the child is 17 years or older, the grandcarer is still eligible for the full year membership even if the child turns 18 years during that period.

Who isn't eligible?

Carers who provide unpaid personal care, support and assistance to a family member needing help with daily life due to disability, impairment, mental illness, age, chronic health conditions, terminal illness, alcohol or drug dependency are not eligible for this incentive.

Is the Foster and Grandcarer Gold Card means tested?

No, if carers meet the above eligibility requirements, they will have access to the benefits outlined.

Do I need to do anything to register?

Yes. To access the Gold Card, you need to register via ServiceWA from 1 July 2026.

How do I register for ServiceWA?

Before registering with ServiceWA all carers will require a Digital ID, most commonly referred to as myID, so your identity is verified securely.

1. Download the ServiceWA app from App Store or Google Play and create an account by tapping on the profile icon.
2. Choose to log in or sign up.
3. You will then be redirected to myID login, follow the prompts to verify your identity.
4. Once verified, your account is ready and you can now access services, offers and notifications in the app.

To find out more about your Digital ID, go to: [ServiceWA app: Get your Digital ID](#)¹

To access the ServiceWA support hub, go to: [ServiceWA app: Support hub](#)²

What if I am already registered with ServiceWA?

If you are already registered, you don't need to sign up again – just log in to your account and select the '+' to link a service and select the Foster and Grandcarer Gold Card in the Linkable Service list.

If it has been a while since you last used the ServiceWA app you might be asked to reconfirm your details or reconnect your Digital ID.

I can't get into the ServiceWA app.

Make sure you use the same email address and myID you registered with.

Reset your myID login if you have forgotten it.

¹ <https://www.wa.gov.au/organisation/servicewa/servicewa-app-get-your-digital-id>

² <https://www.wa.gov.au/organisation/servicewa/servicewa-app-support-hub>

Update or reinstall the app if it is not working properly.

You can also access the Service WA support hub for direct support, go to: [ServiceWA app: Support hub](#)³

What are the benefits of registering through ServiceWA?

More discounts, credits and benefits will be added to the Foster and Grandcarers Gold Card over time. You will need to have registered for the Gold Card via ServiceWA to receive these benefits. It also ensures official messages from the WA Government such as reminders, offers and programs are received in a timely way.

Do all carers in the household need to register for ServiceWA?

All eligible carers within a household are encouraged to register with ServiceWA to be notified of the offers available. Discounts and benefits are applied to the household, not per carer.

I do not want to use the ServiceWA app, how else can I access the Foster and Grandcarers Gold Card and benefits?

For foster, family and SGO carers who cannot access the ServiceWA app or choose not to access the app, please contact Fostering Connections on 1800 182 178 or attend your local Department of Communities office for further assistance with registration.

For eligible grandcarers please contact WA Seniors Card Centre on 1800 671 233 or Fostering Connections on 1800 182 178.

Will my information be shared?

Communities will not share any of your personal information with a third party, including ServiceWA, without permission. ServiceWA will collect your personal information, such as your name, date of birth and postcode.

What is the cut-off date for registration for ServiceWA?

Registration for ServiceWA will remain open and ongoing to all new and existing carers that meet the eligibility criteria.

What benefits will I receive with the Foster and Grandcarers Gold Card?

The Foster and Grandcarers Gold Card will include a suite of benefits for carers, aimed at recognising and supporting their contribution to the care of children and young people. Eligible and registered carers will receive an Energy Bill Relief Payment of \$377.14 after registration has been completed.

To access the Energy Bill Relief Payment all eligible carers are encouraged to register between 1 July 2026 and 30 August 2026.

³ <https://www.wa.gov.au/organisation/servicewa/servicewa-app-support-hub>

What is the Energy Bill Relief Payment?

The Energy Bill Relief Payment is a WA Government payment for recipients of the Foster and Grandcarer Gold Card that helps with household energy costs (electricity and gas). Gold Card recipients will receive one payment of \$377.14 for the household.

When will the Energy Bill Relief Payment be in my account?

Once registered with ServiceWA, households will receive the full amount of \$377.14 directly into their nominated bank account within 30 days of registration approval.

For foster, family and SGO carers with Communities, CSO's or ACCO's this will be to the same bank account where you receive your fortnightly subsidy.

For grandcarers this will be to the bank account linked to the GSS payment.

Should you wish to update your bank details, please reach out to Fostering Connections on 1800 182 178.

What other benefits can I expect to receive?

The Foster and Grandcarers Gold Card will provide access to a growing range of discounts, credits and benefits commencing with the Energy Bill Relief Payment from 1 July 2026 and additional supports introduced after this time, including financial assistance with utilities, vehicle licensing fees, family activities and events.

Grandcarers who meet eligibility criteria will continue to receive the Grandcarers Support Scheme.

More information and support

Please visit our website or contact Fostering Connections.

- **Web:** www.communities.wa.gov.au
- **Email:** fosteringconnections@communities.wa.gov.au
- **Phone:** 1800 182 178 (Freecall)

Grandcarers can contact WA Seniors Card Centre on 1800 671 233 or Fostering Connections on 1800 182 178.