Government of **Western Australia**
Department of **Communities**

Foster and Grand Carer Gold Card

Terms and Conditions



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1 Overview

The **Foster and Grand Carer Gold Card** (Gold Card) is an initiative provided by the Western Australian Government to support eligible foster and family carers, as well as grandcarers with concessions, credits and benefits to assist with some of their everyday expenses.

2 Eligibility

Eligible carers

Foster and family carers (including community, interim and pre-adoptive) and Special Guardianship Order (SGO) carers.

Grandcarers who receive the Grandcarers Support Scheme (GSS) payment and are the full-time primary carer for a grandchild. Grandcarers are eligible for the Gold Card from the date of the GSS payment for the next 12 months.

For the purposes of these Terms and Conditions, the term ‘Carers’ means Foster, Family, SGO and Grandcarers.

Minimum care requirement for Foster and Family Carers

Existing foster and family carers must have provided a care arrangement for a child (or children) for 14 nights in total between 1 January 2026 and 30 June 2026 to be eligible for the first benefit, the Energy Bill Relief Payment.

All new foster and family carers are eligible during the first 26 weeks after registering. As a transition, all carers that were approved from 1 January 2026 to 30 June 2026 are eligible for the Foster and Grand Carer Gold Card, regardless 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 Foster and Grand Carer Gold Card will be maintained by caring for a child (or children) for 14 nights out of the previous 26 weeks.

For example, if a carer registers on 28 March 2027, they must have provided 14 nights of care arrangements between 28 September 2026 and 27 March 2027.

Exceptional circumstances

The Department of Communities may, at its discretion, undertake an assessment and approve eligibility for the Gold Card in exceptional circumstances. Requests will be considered on their individual merits and against the established criteria. The Department of Communities reserves the right to decline a request for assessment where the circumstances do not meet the threshold for exceptional circumstances. The decision outcome will be made by the Department of Communities and is considered final.

Reside in Western Australia

Carers and grandcarers must reside in Western Australia to be eligible for the Gold Card.

Carers residing outside of Western Australia with children in a care arrangement, where the child's usual residence is in Western Australia, are not eligible.

3 Identification and validation

Foster and family carers identification and validation is confirmed by the Department of Communities through the carers recorded assessment and registration details.

Grandcarer identification and validation is confirmed by Communities when the grandcarer receives a Grandcarer Support Scheme payment.

If you are not registered in Assist or in receipt of the Grandcarer Support Scheme payment, you are not eligible for the Foster and Grand Carer Gold Card.

4 Updates to details and changes to circumstances

Applicants are responsible for notifying Communities of any changes that may affect their eligibility. This includes but not limited to:

- Change of residential address, moving interstate or residency status
- Change of contact information (phone and email)
- Separation/divorce/death change of spouse
- Change in circumstances relating to your carer status

Carers can update their details through their district case manager.

Grandcarers can update their details by contacting Uplyft or the WA Seniors Centre.

If you are applying for a replacement card, the card will be sent to your current postal address. If this has changed, you will need to update your details.

5 Improper use and conduct

Improper use and conduct may result in suspension of membership and referral to relevant law enforcement agencies for investigation. Examples include:

- Providing false or misleading information
- Not reporting changes in circumstances
- Sharing access to your Gold Card with an unauthroised third party
- Aggressive or abusive behaviour towards Department of Communities customer service staff

6 Cancellation

The Department of Communities may, at its discretion, cancel membership to the Gold Card if a carer or grandcarer if they have been assessed as posing an unacceptable risk to children or accused of a Class 1 or Class 2 offence resulting in revocation of their Working with Children Check. The outcome decision will be held by the Department of Communities and considered final.

7 Redeeming Benefits

Discounts offered through the Gold Card apply only to valid Gold Card members. They do not apply to purchases made by another family members or friends.

Some participating businesses have applied conditions and exclusions to their discount offer. Always contact the participating business to ensure you are aware of conditions and exclusions that may apply prior to purchasing.

Businesses are not obliged to honour discounts after the transaction has occurred; therefore, you must advise that you are a Gold Card member before the sale of goods or services.

Unless otherwise stated, the discount offer cannot be used in conjunction with any other offer.

The discounts offered through the Gold Card are provided for information purposes only. The Government of Western Australia does not endorse or make any guarantee as to the suitability or quality of the goods and services offered by the businesses listed.

Before purchasing from a listed business, you should decide whether the product or service is of good quality and whether it is suitable for your needs.

Whilst every effort has been made to ensure that the discount information is accurate and up to date at the time of publication, the Government of Western Australia does not accept any responsibility for any errors, omissions, inaccuracies or changes in policy or products of businesses listed.

The benefits provided by the Gold Card may change from time to time, and certain benefits may be cancelled altogether.

The Department of Communities reserves the right to amend the Terms and Conditions at any time.

8 Energy Bill Relief Payment (EBRP)

The EBRP is a one-off payment provided by the Western Australian Government to support eligible Foster and Grand Carer Gold Card members with the cost of energy usage in the home.

Eligibility

To qualify for the EBRP, applicants must hold a valid Gold Card membership.

Rebate Amount

The 2026-27 EBRP amount is $377.14 and any additional payments offered may vary annually and is determined each financial year by the Western Australian Government.

The EBRP is per household, not per individual carer. It is the responsibility of the member to notify the Department of Communities if there are any changes to their relationship status and/or living circumstances.

Payment Process

The 2026-27 EBRP will be process as follows:

- Foster and family carers will be paid into the bank account that their carer subsidy is paid into.
- Grandcarers will be paid into the account that is listed for the Grandcarer Support Scheme payments.

Please contact your Department of Communities case worker (carers), Uplyft or the WA Seniors Centre (grandcarers) to update your bank details prior to applying or as required.

Payments can only be made via Electronic Funds Transfer (EFT) to an authorised deposit-taking institution (ADI) operating in Australia, as listed on the Australian Prudential Regulation Authority (APRA) register. This includes Australian-owned banks, foreign bank subsidiaries incorporated in Australia, and branches of foreign banks authorised by APRA.

Payments must be made to an APRA-authorised ADI to ensure funds are transferred securely to a regulated Australian banking entity.

The nominated account must be held in Australia with an APRA-authorised ADI.

Accounts held outside Australia are not eligible.

In the scenario where an eligible carer and grandcarer reside in the same household the payment of the EBRP will be made to the first eligible carer to register for the Gold Card.

In the scenario where an eligible carer and grandcarer reside in the same household and register at the same or similar timeframe for the EBRP, then the Department of Communities may seek additional information from the carers to ascertain who has the account holder for the electricity bill for the household to determine who receives the EBRP.

In the scenario where multiple carers reside in separate dwellings on the one property and all hold individual energy bill accounts, the Department of Communities may seek additional information or evidence to confirm payment of the EBRP to one or all eligible carers.

The Department of Communities holds the right to assess each eligible carer's care arrangement and consider extraordinary conditions. The decision outcome will be held by the Department of Communities and is considered final.

Application Requirements and Deadlines

To receive the EBRP, registrations for the Foster and Grand Carer Gold Card must be between 1 July 2026 and 30 November 2026.

Registered members who fail to update their bank details if required before 30 November 2026 will not receive payment.

Please note retrospective payments cannot be made and applications received after 30 November 2026 will not be accepted.

Overpayments

You must notify Fostering Connections as soon as practicable if an overpayment has been made to you, or whereby you are no longer eligible to receive the EBRP, due to changes in your circumstance.

Privacy and Data Protection

Information provided with your application will only be used for verifying eligibility for the EBRP and processing payments.

Any personal information you share with the Department of Communities will be handled in accordance with the *Privacy and Responsible Information Sharing Act 2024* information privacy principles, and WA State Government data security protocols.

More information on the Department of Communities Privacy Policy can be found here.

Improper Use and Conduct

Providing false or misleading information to receive the EBRP where you are not eligible may constitute as a criminal offence. You may face serious consequences, including:

- Cancellation of the Gold Card
- Repayment of any funds received or reduction in future payments received.
- Suspension of your Gold Card (if applicable)
- Referral to law enforcement agencies for further investigation.

Income Tax

The EBRP is made by the Government of Western Australia and could be considered assessable income by the Australian Tax Office. Eligible and registered carers are encouraged to seek advice from a registered Tax Agent if concerned of the potential impact to their individual financial situation.

9 Privacy policy

Any personal information you share with the Department of Communities for the purposes of the Foster and Grand Carer Gold Card will be handled in accordance with the principles of the *Privacy and Responsible Information Sharing Act 2024* information privacy principles, and WA State Government data security protocols. Refer to the Department of Communities Privacy Policy.

10 References and related documents

- Foster and Grand Carer Gold Card
- Department of Communities Privacy Policy and Collection Notices

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