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## **TERMS AND CONDITIONS**

**for**

## **THE COUNTRY AGE PENSION FUEL CARD SCHEME**

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February 2023

## 1. Background

- 1.1. The Country Age Pension Fuel Card Scheme began in 2009 and for as long as the Scheme continues, will provide an Eligible Pensioner each financial year with a card of set value for the purchase of Fuel and Taxi Fares. The value of the card will be provided upon the issue of a card along with a copy of the Terms and Conditions.
- 1.2. An Applicant must complete a Country Age Pension Fuel Card Application Form to be issued a Fuel Card.
- 1.3. One Fuel Card is issued in each Financial Year to a successful Applicant. If the Applicant is part of a Couple, one Card is issued in each Financial Year to that Couple.
- 1.4. Once a Fuel Card is issued, the Fuel Card will be automatically issued to an Eligible Pensioner every Financial Year until the first of the following occurs:
  - a) The Cardholder ceases to be an Eligible Pensioner; or
  - b) The Country Age Pension Fuel Card Scheme ceases or terminates for whatever reason.
  - c) The Cardholder is in breach of these Terms and Conditions.

## 2. Introduction

- 2.1. This document and the provisions in relation to privacy, consent to release of information and the applicant's declaration in the Application Form sets out the Terms and Conditions of the Country Age Pension Fuel Card Scheme provided by Scheme Administrator.
- 2.2. The Terms and Conditions will apply to you (the Cardholder) from the time you sign the Application Form. The Terms and Conditions explain the eligibility requirements for the issue of a Fuel Card, what the Fuel Card can be used for, where you can use the Fuel Card and how you can use the Fuel Card.
- 2.3. You must read this document carefully. If you do not understand these Terms and Conditions or if you have any questions, please call the Country Age Pension Fuel Card Scheme Information Line on 1300 666 609 and they will be happy to help you with any questions including:
  - a) Card balance
  - b) Eligibility
  - c) Updating of details
  - d) Lost/stolen card
  - e) Faulty card
  - f) Locations of participating fuel outlets in Western Australia
  - g) WA Country Local Government areas
  - h) Other enquiries, including taxis accepting Cabcharge and Live payments and locations of Australia Post outlets

**The Information line will operate between 8.00am and 5.00pm, Monday to Friday for general information, and 24 hours a day for lost and stolen cards.**

### 3. Definitions and Interpretation

In this document, unless the context otherwise requires:

- 3.1. **Applicant** means a person, or persons, who apply for a Fuel Card.
- 3.2. **Application Collection Agent** means a vendor/organisation authorised to accept and progress Scheme applications through to the Scheme Administrator for processing.
- 3.3. **Application Form** means the application form, statutory declaration and any other documents required by the Scheme Administrator to be completed by an Eligible Pensioner (or on behalf of an Eligible Pensioner by a person authorised to do so such as an administrator of his or her affairs, Centrelink Nominee or attorney under Enduring Power of Attorney) in order to receive a Fuel Card.
- 3.4. **Cardholder** means the name of the person on the Fuel Card.
- 3.5. **Couple** means if you live with or usually live with your partner and you are married, in a registered relationship (opposite-sex or same sex) or a de-facto relationship (opposite-sex or same sex). The definition of Couple is the same as the Services Australia's definition of a Couple. If you require more information, please contact the Country Age Pension Fuel Card Information Line on 1300 666 609 or telephone the Services Australia (Centrelink) on 13 23 00 or visit the website on <https://www.servicesaustralia.gov.au/>
- 3.6. **Eligible Pensioner** means a permanent resident (including a Couple) who resides in an Eligible Western Australia Country Local Government Area and receives a Centrelink Age Pension, Carer Payment, Disability Support Pension, or a Department of Veterans' Affairs Service Pension, Social Security Age Pension or Income Support Supplement, and who meets the requirements set out in clause 4.1 of this document.
- 3.7. **Eligible Western Australian Country Local Government Area** means a local government area within a Region as listed in Schedule 1 of the *Regional Development Commissions Act 1993*. But, for Country Age Pension Fuel Card Scheme eligibility, excluded within the Peel Region, are both Mandurah (except post code 6211 which is included), and Serpentine-Jarrahdale (apart from the areas with post codes 6124, 6125 and 6126 which are included). If you require more information regarding the Eligible Western Australia Country Local Government Area, please contact the Country Age Pension Fuel Card Scheme Information Line on 1300 666 609.
- 3.8. **Financial Year** means 1 July to the following 30 June.
- 3.9. **Fuel** means petrol, autogas or diesel purchased at Participating Fuel Outlets.
- 3.10. **Fuel Card** means a card that is issued to a Cardholder under the Terms and Conditions.
- 3.11. **Participating Fuel Outlets** means fuel stations located in Western Australia and displaying the Motorpass logo. If you require more information regarding the Participating Fuel Outlets in Western Australia, please contact the Country

Age Pension Fuel Card Scheme Information Line on 1300 666 609 or visit the WA Government website: [How to apply for a country age pension fuel card](#) .

- 3.12. **Scheme** means the Country Age Pension Fuel Card Scheme referred to in clause 1.1 of this document.
- 3.13. **Scheme Administrator** means the State Government Agency/s and organisations responsible for the administration and delivery of the Country Age Pension Fuel Card Scheme.
- 3.14. **Taxi Company** means a taxi company participating in the Country Age Pension Fuel Card Scheme.
- 3.15. **Terms and Conditions** means this document and the provisions in relation to privacy, consent to release of information and the applicant's declaration in the Application Form and any other documents required to be provided by the Scheme Administrator (and any such documents as revised and published on the Scheme website from time to time under clause 3.12 of this document).
- 3.16. **Taxi Fare** means the amount charged by a Taxi Company.
- 3.17. In this document, unless the context otherwise requires:
- a) a reference to the plural includes the singular and vice versa;
  - b) if an applicant or Cardholder comprises 2 or more natural persons, each of those persons are jointly and severally liable under this document;
  - c) a reference to any document or law means that document or law as lawfully replaced or amended from time to time;
  - d) a reference to a thing includes each and every part of that thing;
  - e) a reference to government department or agency includes any successor or replacement thereof.

#### 4. Eligibility

- 4.1. To be eligible for a Fuel Card, an applicant must:
- a) be a permanent resident in an Eligible Western Australian Country Local Government Area; and
  - b) receive a Centrelink Age Pension, Carer Payment, Disability Support Pension, a Department of Veterans' Affairs Service Pension, Social Security Age Pension or Income Support Supplement.

This person will then be an "Eligible Pensioner".

- 4.2. If an applicant is an Eligible Pensioner and is part of a Couple, only one Fuel Card will be issued to that Couple, even if both partners are Eligible Pensioners.
- 4.3. The Scheme Administrator shall be entitled to rely on the accuracy of documents submitted by the applicant and on records provided by Services Australia and Department of Veterans' Affairs from time to time, in determining Eligibility for the purposes of this clause 4.

## **5. Application Form**

- 5.1. Only one Application Form is required to be completed by an applicant for the life of the Scheme, provided that the applicant remains an Eligible Pensioner and subject to clause 5.2.
- 5.2. If the Cardholder revokes his or her consent authorising Services Australia to electronically confirm the Cardholder's details, the Cardholder must complete a new Application Form for each Financial Year in order to be issued with a new Fuel Card.
- 5.3. An applicant's details on the Application Form must exactly match the Applicant's Service Australia or Department of Veterans' Affairs record.
- 5.4. Application Forms may be lodged at Australia Post outlets between 1<sup>st</sup> July and 31<sup>st</sup> May. The Fuel Card Scheme is closed for processing of applications between 1<sup>st</sup> June and 30<sup>th</sup> June.
- 5.5. For administrative reasons applications lodged with Australia Post between May 15<sup>th</sup> (or the Friday before if May 15<sup>th</sup> falls over a weekend) and May 31<sup>st</sup> inclusive, will be held and will not result in the issue of a Fuel Card for use in that financial year. Applications so held will be processed on July 1<sup>st</sup> (or the Monday after, if 1<sup>st</sup> July falls over a weekend) and a fuel Card will be issued for use at that time.

## **6. Couples**

- 6.1. If the applicant is part of a Couple, both of whom are Eligible Pensioners, only one Application Form is required to be completed for the life of the Scheme, but the Centrelink Customer Reference Number of both Eligible Pensioners must be provided on the Application Form in the space provided.
- 6.2. If the Cardholder dies, then, provided that the surviving partner is an Eligible Pensioner who qualifies for a Fuel Card, the surviving partner will be required to apply for a Fuel Card in his/her own name and:
  - a) if there is a balance of \$10.00 or more remaining on the Fuel Card, the balance on the Fuel Card will be transferred to that surviving partner's Fuel Card for that Financial Year;
  - b) if there is less than \$10.00 remaining on the Fuel Card, a new Fuel Card will be issued to him/her at the beginning of the next Financial Year; and
  - c) for as long as the surviving partner is an Eligible Pensioner who is a Cardholder, the provisions of the Terms and Conditions will apply.
- 6.3. If the partners cease to be a Couple, the partner who is not the Cardholder will be required to complete an Application Form. If the Applicant is an Eligible Pensioner, a new account will be created for that applicant and a new Fuel Card will be issued with a value that will be advised upon receipt of the Fuel Card.

## **7. Issue and Use of Fuel Cards**

- 7.1. The issue of a Fuel Card is limited to one Fuel Card per Eligible Pensioner, or one Fuel Card per Couple (as per clauses 6.1 to 6.3 inclusive of this document) per Financial Year during the life of the Scheme.

- 7.2. A Fuel Card is issued in the name of the Cardholder and is to be used only by or for the sole benefit of the Cardholder. If the Cardholder is part of a Couple, the Fuel Card may be used for the benefit of both the Cardholder and his or her partner.
- 7.3. A Fuel Card must be presented together with the Cardholder's current pensioner concession card or Department of Veterans' Affairs card as proof that the Cardholder is an Eligible Pensioner when using the Fuel Card.
- 7.4. Fuel Cards issued will be sent with a letter advising the Cardholder of the amount credited to the account for the purchase of Fuel or Taxi fares for the remainder of that Financial Year.
- 7.5. A Fuel Card is active from the date a Fuel Card is issued.
- 7.6. A Fuel Card expires on 30 June automatically each Financial Year and any unused balance on the Fuel Card will be forfeited and cannot be transferred to a new Fuel Card or any Fuel Card issued for the following Financial Year.
- 7.7. Each Cardholder must ensure that his or her expenditure (using the Fuel Card) is only to the value, and **does not exceed** the value, of the Fuel Card issued. Cardholders should obtain receipts and maintain a record of the value of each transaction enacted with the Fuel Card to ensure expenditure is only to the total value and does not exceed the value of the Fuel Card issued. Transactions that exceed the allocated annual Fuel Card limit may be required to be repaid, or a Fuel Card may be issued with an amount that is less the amount overspent in any previous financial year, or a Fuel Card/s will not be issued until the full value of the overspend is accounted for.
- 7.8. If the purchase of Fuel or Taxi Fare exceeds the remaining balance on a Fuel Card, the Cardholder may pay the excess amount by using any other payment method accepted by the Participating Fuel Outlet or Taxi Company. Before transacting this purchase, the Cardholder must ensure that the relevant supplier will accept payment of the total amount partly with the Fuel Card and partly with another form of payment. Participating Fuel Outlets and Taxi Companies are not obliged to accept split tender in payment.
- 7.9. Cardholders must ensure that their Fuel Card is kept safe and secure at all times.
- 7.10. A Fuel Card:
  - a) cannot be reloaded at any time;
  - b) must not be sold or exchanged for other benefits;
  - c) is neither assignable nor transferable.

Neither this document nor any rights under it are assignable or transferrable.

- 7.11. Each applicant and Cardholder acknowledges and agrees that the Scheme is voluntary as far as suppliers or fuel and taxi services are concerned. Before transacting a purchase, the Cardholder must ensure that the relevant supplier subscribes to and participates in the Scheme.
- 7.12. The amount of money credited to each Fuel Card will be as determined by the State from time to time.

## 8. New Fuel Cards

- 8.1. Provided that a Cardholder remains an Eligible Pensioner during the life of the Scheme, an Eligible Pensioner will automatically receive a new Fuel Card at the beginning of each Financial Year.

## 9. Change of Details

- 9.1. A Cardholder must notify the Scheme Administrator by calling the Information Line on 1300 666 609 of any changes relating to his or her details that may affect his or her use or eligibility of a Fuel Card including but not limited to:
- a) change of residential or postal address;
  - b) change of name;
  - c) change of partner;
  - d) change of relationship status;
  - e) no longer receiving a Centrelink Age Pension, Carer Payment, Disability Support Pension, a Department of Veterans' Affairs Service Pension, Social Security Age Pension or Income Support Supplement.
  - f) no longer lives in an Eligible Western Australia Country Local Government Area.
- 9.2. If a Cardholder does not notify the Scheme Administrator of any change in details resulting in the delay of the issue of a new Fuel Card or causes the incorrect issue of a Fuel Card, the Scheme Administrator will not be liable and may, in its sole discretion, suspend or terminate the Fuel Card in terms of clause 11 of this document.

## 10. Lost or Stolen Cards

- 10.1. A Cardholder must notify the Scheme Administrator as soon as he or she becomes aware that his or her Fuel Card is damaged, lost or stolen by calling the Country Age Pension Fuel Card Information Line on 1300 666 609 immediately.
- 10.2. The Scheme Administrator will replace any damaged, lost or stolen Fuel Cards provided the Cardholder notifies the Scheme Administrator immediately. A new Fuel Card will be issued provided the Scheme still exists and the amount of the balance remaining on the Fuel Card as at the date of notification is \$10 or more. This balance will be transferred to the new card.

Prior to replacement of a stolen Fuel Card that has been used for the purchase of fuel and/or taxi journey/s the Scheme Administrator may require the provision, by the Cardholder, of a Statutory Declaration which declares the Fuel Card use was unauthorised and gives full details surrounding the theft of the Fuel Card, (including any other items stolen at the same time). The Scheme Administrator may also require the Cardholder report the theft of the Fuel Card to the police and provide the Police Report number.

- 10.3. The Scheme Administrator will **not** be liable for any delay in replacing a damaged, lost or stolen Fuel Card or for any unauthorised use of any lost or stolen Fuel Cards.

## **11. Suspension and Termination of a Fuel Card**

11.1. The Scheme Administrator reserves the right to suspend or terminate a Fuel Card at any time and with or without notice if:

- a) a Cardholder is no longer receiving a Centrelink Age Pension, Carer Payment, Disability Support Pension, a Department of Veterans' Affairs Service Pension, Social Security Age Pension or Income Support Supplement;
- b) a Cardholder no longer lives in an Eligible Western Australia Country Local Government Area;
- c) the Scheme Administrator reasonably believes that:
  - a Cardholder has breached any of the Terms and Conditions;
  - a Cardholder or any person whomsoever has engaged or may engage in wrongful (including fraudulent) conduct, or conduct is suspected to be wrongful (including fraudulent) in relation to use of the Fuel Card; or
  - it is necessary for the investigation of a matter involving the Fuel Card or its use. This includes seeking further information from a Cardholder, his or her partner or any person whomsoever regarding the use of the Fuel Card.
- d) a Cardholder has notified the Scheme Administrator that the Fuel Card is damaged, lost or has been stolen;
- e) the Country Age Pension Fuel Card Scheme terminates for any reason.

11.2. The Scheme Administrator may in its sole discretion:

- a) refuse to issue a Fuel Card for the following Financial Year/s or for the remainder of the Scheme;
- b) issue a Fuel Card at an amount less than the allocated annual grant amount, or not issue a future Fuel Card/s, for the reasons set out in clause 7.7 of this document.
- c) transfer the remaining balance from a deceased Cardholder's Fuel Card to a Fuel Card in the deceased Cardholder's partner name in the circumstances mentioned in clauses 6.2 of this document; or
- d) terminate a Fuel Card and/or require a Cardholder to repay any monies used on the Fuel Card; or
- e) in respect of any future Fuel Card, deduct from and against the relevant amount that would ordinarily be credited to that Fuel Card any monies owed or to be forfeited by the Cardholder under or by virtue of this document.

## **12. Indemnity**

12.1. The Cardholder hereby indemnifies the State of Western Australia and all its agents, agencies and emanations and instrumentalities (each, "those indemnified") from and against all loss, damage, costs and liability sustained or incurred by any of those indemnified on account of any fraud, dishonesty, tort or breach of this document of, by or on the part of the Cardholder.

12.2. Each applicant and Cardholder acknowledge and agrees to the maximum liability on the part of any of those indemnified for any breach by any of them of this document, or any other obligation, howsoever arising and associated with the Fuel Card or this document, is \$1.00.



## 13. Terms and Conditions

- 13.1. The Scheme Administrator in its sole discretion reserves the right at all times to make any changes to the Country Age Pension Fuel Card Scheme Terms and Conditions, which will apply from the date of publication under clause 13.2 of this document.
- 13.2. The Scheme Administrator will provide a copy of the Terms and Conditions with each Fuel Card issued and will publish the current Terms and Conditions on the WA Government website: [How to apply for a country age pension fuel card](#) .

Further information or questions relating to the Country Age Pension Fuel Card Scheme should be directed to:

**Country Age Pension Fuel Card Information Line**

Telephone: 1300 666 609

**Scheme Administrator**

Email: [fuelcard@transport.wa.gov.au](mailto:fuelcard@transport.wa.gov.au)

Website: [How to apply for a country age pension fuel card](#)