

FREQUENTLY ASKED QUESTIONS

Am I eligible?

The Scheme applies to regional residents in receipt of 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.

I do not have a licence/car, can I still apply for a Fuel Card?

Yes. At your discretion, the Fuel Card may be used to purchase fuel for someone else's vehicle to support your transport needs or to pay for taxi fares therefore you do not have to hold a driver's licence or own a vehicle to qualify for the Fuel Card.

How do I apply?

You must apply using the Country Age Pension Fuel Card application form available at participating Australia Post outlets.

Will the Fuel Card affect my pension?

There is no impact on your Commonwealth payment. The Commonwealth Government has permanently exempted the Scheme from the social security income test.

How long will it take for the Fuel Card to arrive?

The card may take about four weeks to arrive in the mail.

Where can I use my Fuel Card?

The card can be used at any participating Western Australian Fuel Outlet. The listing of participating Fuel Outlets is provided on the WA Government website: [How to apply for a country age pension fuel card](#) or by calling 1300 666 609.

How will I know what Taxi's will accept the card?

Taxis displaying the Cabcharge or Live Payment logo are participating in the Scheme. Please ask the taxi company if they accept Cabcharge or Live Payment when you order a taxi.

I had a card last year – do I need to reapply?

Providing records or your personal details are correct (name, address) and your pension and country residence eligibility is unchanged you will automatically be issued a new card in July each year of the Scheme.

What happens if my card is lost or stolen?

Fuel cards must be always kept safe and secure. If a Fuel Card is lost or stolen it must be reported and deactivated immediately by calling 1300 666 609.

How do I find out the balance of my Fuel Card?

Call 1300 666 609 or visit <https://wacap.com.au> to check your balance online.

I have updated my address or personal details with Centrelink, Department of Transport (DoT) Licensing Services and all other government services, do I still need to update my address or personal details with the Fuel Card scheme?

Yes. The Fuel Card system is separate to Centrelink, DoT Licensing Services and all other government services. A card can only be issued once the home/residential address at Centrelink matches the Fuel Card system. The same applies to other personal details.

How do I change my address or update my personal details?

Call 1300 666 609.

Can I trade the Fuel Card to buy something else?

No. A Fuel Card cannot be transferred, reloaded, sold or exchanged for other benefits.

Why is there a surcharge?

The Reserve Bank of Australia's Standard emphasises the right of merchants to recover card transaction costs through a surcharge. Some Fuel Outlets and Taxi Companies choose to exercise their right to apply a surcharge to recover costs associated with the installation and operation of on-line technology related to any card payments. Any surcharge imposed on a transaction by a Fuel Outlet or Taxi Company will be added to the cost of your purchase and deducted from your Fuel Card. Card holders should check with each Fuel Outlet to determine whether a surcharge will be applied. The list of participating Fuel Outlets and their contact details is provided on the WA Government website: [How to apply for a country age pension fuel card](#).

Will I get a discount with a fuel discount docket or membership card?

Any discounts offered by Fuel Outlets is at the discretion of each individual fuel company through partnerships they establish with individual organisations such as supermarket chains and insurance organisations. Card holders should check with Fuel Outlets to determine if discount dockets will be honoured with Fuel Card purchases prior to purchasing fuel. The list of participating Fuel Outlets and their contact details is provided on the WA Government website: [How to apply for a country age pension fuel card](#) .

**For more details on the Country Age Pension Fuel Card Scheme please call the Information Line on
1300 666 609**