

Regional Pensioner Travel Card – Frequently Asked Questions

Am I eligible?

To be eligible for the Regional Pensioner Travel Card (RPTC), regional residents must be in receipt of any one of these payments - 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 living in an eligible regional postcode.

Which postcodes are eligible?

Eligible postcodes are any regional area as listed in Schedule 1 of the *Regional Development Commissions Act 1993* **except** for the following Peel region post codes which are **ineligible**:

- Mandurah 6180 and 6210.
- Serpentine-Jarrahdale 6121, 6122 and 6123.

I do not have a licence or car, can I still apply for a Travel Card?

Yes. At your discretion, the Travel 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 Travel Card.

How do I apply for a Travel Card?

You must apply using the Regional Pensioner Travel Card application form available at participating Australia Post outlets.

Will the Travel Card affect my pension?

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

How long will it take for my Travel Card to arrive?

The card may take up to four (4) weeks to arrive in the mail.

Where can I use my Travel Card to buy fuel?

The card can be used at any participating Western Australian fuel outlet. The list of participating fuel outlets is provided on the WA Government website: www.wa.gov.au/travelcard or by calling the Travel Card Information Line on 1300 666 609.

How will I know which taxis will accept the card?

Taxis displaying the Cabcharge logo are participating in the Travel Card. Please ask the taxi company if they accept Cabcharge when you order a taxi.

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

Providing records of 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 Travel Card.

Is it true that I can set up and use a PIN number for my Travel Card transactions?

Yes. You have the choice to set a PIN on your new card for enhanced security. To set a PIN you must have a mobile phone registered with your card. For further information on PINs please refer to the FAQs for setting PINs.

What happens if my card is lost or stolen?

If a Travel 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 Travel Card?

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

Please note: To check your balance online, you must have a mobile number linked to your card.

I have updated my address or personal details with Centrelink, Department of Transport and Major Infrastructure's (DTMI) Driver and Vehicle Services and all other government services, do I still need to update my address or personal details for the Travel Card?

Yes. The Travel Card system is separate from Centrelink, DTMI's Driver and Vehicle Services and all other government services. A card can only be issued once the home / residential address at Centrelink matches the Travel Card system. The same applies to other personal details.

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

1. For General Contact Information Updates:

Please call the Information Line on **1300 666 609**.

2. For address Update:

Address updates are best handled via email. Before we can update your address, please ensure your details are already updated with Service Australia.

To complete your address change with us, please email the following documents to enquiries@wexaustralia.com:

- A copy of your **pension card** showing your new address (for validation).
- A recent **utility bill** or other official proof of your new address.

Can I trade the Travel Card to buy something else?

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

Why is there a surcharge?

The Reserve Bank of Australia's regulatory standards provide the right for merchants to recover costs associated with the installation and operation of on-line technology related to any card payments through a surcharge. Some fuel outlets and taxi companies choose to exercise their right to apply a surcharge.

Any surcharge imposed on a transaction is added to the cost of your purchase and deducted from your Travel Card. Card holders should check with each fuel outlet to determine whether a surcharge will be applied and at what rate. The list of participating fuel outlets and their contact details is provided on the WA Government website:

www.wa.gov.au/travelcard.

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

Any discount offered by fuel outlets is at the discretion of each individual fuel company. Card holders should check with fuel outlets to determine if discount dockets will be honoured with Travel Card purchases prior to purchasing fuel. The list of participating fuel outlets and their contact details is provided on the WA Government website:

www.wa.gov.au/travelcard

For more details on the Regional Pensioner Travel Card please call the Information Line on 1300 666 609.

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