



## Country Age Pension Fuel Card Scheme FREQUENTLY ASKED QUESTIONS

### Am I eligible?

The Scheme applies to regional residents in receipt of a Centrelink Age Pension, Carer Payment, Disability Support Pension, Wife Pension or Widow B Pension or a Department of Veterans' Affairs Service Pension, Social Security Age Pension or Income Support Supplement.

### I don't 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, which is available from participating country post offices.

### 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 service station. Call 1300 666 609 to find out about participating fuel outlets.

### 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 kept safe and secure at all times. 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.

### How do I change my address 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 taxi surcharge?

The Reserve Bank of Australia Payment Reforms 2003 allows taxi owners, at their discretion, to recoup the cost of processing card payments by levying a 1 to 2.75 per cent charge as part of the transaction.

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