

## **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 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 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](http://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 or Live Payment logo are participating in the Travel Card. 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 Travel Card.

### **What happens if my card is lost or stolen?**

Travel Cards must be always kept safe and secure. 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.

### **I have updated my address or personal details with Centrelink, Department of Transport's (DoT) 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 to Centrelink, DoT'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?**

Call the Information Line on 1300 666 609.

### **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 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 will be 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. The list of participating fuel outlets and their contact details is provided on the WA Government website: [www.wa.gov.au/travelcard](http://www.wa.gov.au/travelcard).

### **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. 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](http://www.wa.gov.au/travelcard)

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