

DEPARTMENT FOR COMMUNITIES

Cost of Living Rebate

Questions and Answers

Q.1 When can I expect my payment?

A: Payments are being made progressively into bank accounts over the next few weeks for those seniors who sent a correct application in before 15 January 2009.

Seniors who:

- never received the original application and requested a replacement application
- joined the Seniors Card program from December 08
- or submitted their application after 15 January

will be included in the payment run scheduled for the end of May 2009.

If the bank account details you provided were incorrect you will receive a letter. If you have already received a letter advising the bank account details you provided were incorrect, you will not get a payment until you have provided your correct bank account details.

Q.2 How much will I receive?

A: The rebate is \$100 for a single Seniors Card holder and \$150 for couples living in the same household where both partners have a Seniors Card.

Q.3 How will I know when the payment is in my account?

A: Check your bank statement. The payment will be paid directly into the bank account you nominated on your application form and will show on your statement as "DfC – Seniors Card Rebate 09".

Q.4 Will I receive a letter telling me when the payment is going into my account?

A: No. Sending a letter would have added around \$100 000 to the cost of making the payment. The payment will go directly into the bank account nominated on your application form. You will be able to tell when you have received the payment by checking your bank statement. Your payment will show on your statement as "DfC – Seniors Card Rebate 09"



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Q.5. What if I haven't received a payment?

A: Payments will be made progressively until the end of the financial year, depending on when your correct application was received. You will receive a letter if your application was completed incorrectly or if the bank rejects your payment.

Q.6 I've had a letter asking me to complete another form. Does this mean I'm not getting my payment?

A: You just need to complete the new form with all the details required and return it as soon as possible.

Q.7 Why didn't my payment go into my nominated account?

A: Some financial institutions will only credit the payment to certain types of accounts, for example some banks will not credit the payment to a business account or to a credit card. If you have received a letter asking you to nominate an account, it is safest to confirm with your bank whether the account you choose can receive Electronic Funds Transfer (EFT) payments.

Q.8 I didn't know I had to fill in an application form. Is it too late to send one in now?

A: If you already have a Seniors Card, you can still apply for your cost of living rebate until 31 May 2009. New Seniors Card members from 1 April 2009 may submit an application for the rebate during 2009, but payment will not be processed until March 2010.

Q.9 Do I have to do anything when I receive the payment?

A: No.



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Q.10 A friend got \$900 from the government recently. Why is my payment for \$100?

A: The State Government made a commitment at the last election to pay a cost of living rebate to Seniors Card holders for the next four years. This year's payment is \$100 for singles and \$150 for couples. The rebate is currently being paid into Seniors Card holder's bank accounts (provided they have provided their correct bank account details). The State Government's cost of living rebate is completely separate from the Federal Government's one-off pension bonus (paid in December last year) and its current one-off household stimulus package of up to \$900 for eligible taxpayers.

Q.11 Will I have to do anything to get next year's payment?

A: No, as long as you are a registered, eligible, Seniors Card holder and have provided your correct bank details

Q.12 How do I know if I am eligible for the payment?

A: All Seniors Card holders are entitled to apply for the Cost of Living Rebate. If you are not a Seniors Card member, you can apply to become a member if you are aged over 60, are a permanent resident of WA and do not work more than 20 hours a week. You can get an application form from the Seniors Card Centre, Level 1 Albert Facey House, 469 Wellington Street, by emailing seniorscard@communities.wa.gov.au or by calling the centre on 6217 8855 and asking for an application form to be posted to you.

Q.13 I may be changing bank account details or my address, how do I update my details?

A: You can drop into the WA Seniors Card Centre, Level 1 Albert Facey House, 469 Wellington Street, send an email to seniorscard@communities.wa.gov.au or call the centre on 6217 8855

For further information contact the Seniors Card hotline weekdays from 9am to 3pm on 6217 8855 (1800 671 233 for country callers) or go to www.seniorscard.wa.gov.au

