Department of Primary Industries and Regional Development
GOVERNMENT OF WESTERN AUSTRALIA

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Tackle Shop Rebate program: Frequently Asked Questions

What is the Tackle Shop Rebate Program?

The Tackle Shop Rebate Program (**Program**) offers Western Australians who have a current Recreational Fishing from Boat Licence (**RFBL**) a rebate of up to $50 on fishing gear purchased from participating tackle shop retailer.

The Program is part of the government's Fisheries Support Package to support the recovery of demersal fish stocks.

You can help by targeting sustainable, alternative species. Your local tackle shop's staff can provide advice about suitable fishing opportunities and recommend the best gear for the job.

Please refer to the full Terms and Conditions for complete details.

When will the rebate Program go live and how long will it be open?

The rebate Program opened on 18 May 2026 and will close on 17 November 2026, or when 66,000 rebates have been claimed.

Who is eligible for the rebate?

To be eligible to submit a claim under the Program, a claimant must:

- be a resident of Western Australia
- hold a valid Recreational Fishing from Boat Licence (RFBL) at the time of claim.

Can a child (under 16 years of age) claim a rebate?

If a Recreational Fishing from Boat Licence holder is under 16 years of age, a parent or guardian can submit a rebate claim on their behalf via the online claim form.

The parent or guardian will need to provide copies of their own identity documents (not the child's) to meet the 100-point ID check, a valid tax invoice, the nominated Australian bank account details and the child's Recreational Fishing from Boat Licence number.

This alternative claim method may take up to 30 business days to process due to manual identity verification. You'll receive a message to your nominated email address with updates on your claim.

How much am I able to claim?

One claim up to $50 on your fishing gear purchased from a participating tackle shop retailer. If you spend less than $50, you can only claim the amount spent. There is a $1 minimum spend requirement.

Please read 'What can I claim from participating tackle shops?' for more details.

Which tackle shops are participating?

A list of independent WA tackle shop retailers participating in the Program is available at dpird.wa.gov.au/TSR

What can I claim from participating tackle shops?

You can claim a rebate on any recreational fishing gear used solely for fishing including rods, reels and terminal tackle (e.g. lures, hooks and bait). Tackle shops sell a large variety of fishing products and there are no restrictions on fishing gear. Fishers are encouraged to engage in alternative fishing activities to demersal scalefish, and tackle shop staff can recommend the best gear to target other species. Non-fishing gear or items that have general or multiple uses outside of fishing such as ice, drinks, food, water bottles, clothing, merchandise, camping and boating equipment are not eligible under the Program.

You will need to sign a declaration as part of the claim process.

Can I purchase non-eligible items in the same tax invoice?

Yes, you can. However, you will only receive the rebate for eligible fishing gear.

How do I claim the rebate?

You can apply for the rebate in one of two ways:

The ServiceWA app is the fastest, most secure and most convenient way to claim.

If you are unable to claim through the ServiceWA app, or you are claiming on behalf of someone else, you can fill out an alternative claim form online via DPIRD's Tackle Shop Rebate webpage (under 'about the rebate program').

If you need assistance, you can phone ServiceWA Customer Care on 13 33 92 (available 24/7), email support@digital.wa.gov.au or visit a DPIRD licensing office.

What proof of purchase do I need to make a claim?

A valid itemised tax invoice must be from a participating tackle shop retailer and must have the following clearly displayed:

- Business name
- Australian Business Number (ABN)
- Total value (including GST)
- Date of invoice (on or after 15 May 2026)
- Itemised purchase clearly showing details on product or service

The tax invoice can be hardcopy or digital. If it is a hardcopy, you will need to take a photo or scan the tax invoice and upload it to ServiceWA when you submit your claim.

See 'How do I claim the rebate' for additional information.

Why do I need a tax invoice to be able to claim?

See above.

Where can I find my Recreational Fishing from Boat Licence number?

You can find your Recreational Fishing from Boat Licence (RFBL) number by checking your physical plastic licence card or by logging into your DoTDirect account.

If you have just applied for a RFBL you will need to wait until you receive your physical card in the mail.

Why is my fishing licence number not recognised when I try to lodge my claim?

If you've recently purchased a Recreational Fishing Boat Licence, your updated details may not yet have been processed into the rebate system. Please allow some time for this information to sync and try submitting your claim again after about a week, when your licence should be present in the rebate system.

Who is WAIVPAY?

Waivpay Limited is a secure third-party payment provider used by the WA Government to process payments and reimbursements for certain programs, including the Tackle Shop Rebate Program.

How do I set up the ServiceWA app to make a claim for the rebate?

1. Download or update the latest version of the ServiceWA app.
2. Ensure that your Digital ID (myID) is set to at least Standard strength.
3. Sign in to the ServiceWA app using your Digital ID.

Visit the following website for support with setting up the Service WA app: ServiceWA app: Support.

If you need assistance setting up the ServiceWA app, step-by-step videos and support materials are available to guide you through the process. You can also contact ServiceWA Customer Care on 13 33 92 (available 24/7) or support@digital.wa.gov.au.

Will I receive a notification and status update on the claim I submitted through the ServiceWA app?

Once you submit a claim through the ServiceWA app, you'll receive a notification in your ServiceWA Inbox confirming your submission, along with your claim reference number. All future updates about your rebate claim will also be sent to your ServiceWA Inbox.

To ensure you don't miss any important updates, please make sure email and push notifications are enabled in the app. If you submitted you claim via the alternative claim form, you will receive updates on your claim via email.

Can my purchases be split across multiple tax invoices?

No, you can only provide one valid invoice per claim. Eligible claimants will only be able to make one successful claim.

How long will it take to receive my payment?

Successful claims will see payments delivered to your nominated bank account within approximately seven business days. Claimants will receive a ServiceWA inbox message notifying when their claim has been approved.

Processing times for the alternative claim form available on Waivpay's website will take up to 30 business days due to the manual checking required. Alternative claim forms will receive an email from Waivpay (no-reply@waivpay.com) to their nominated email address.

It is possible that your payment may be delivered to your bank account before you receive a notification. Please check your bank account regularly.

Is there a household limit on rebate claims?

No, but only one RFBL holder can claim per tax invoice/receipt.

If the RFBL holder is under 16 years of age, a parent or guardian will need to submit a rebate claim on the child's behalf using the child's RFBL number via the alternative claim form.

I don't have a tax invoice. Can I still make a claim?

No.

Can the $50 rebate be paid into an overseas bank account?

No. Australian bank accounts only.

How many times can I claim the rebate?

Once per RFBL holder, and one claim per tax invoice/receipt.

Can two RFBL holders buy different eligible items on the same tax invoice and use it for two separate claims?

No. Even if two RFBL holders purchase different eligible items on the same tax invoice, that receipt cannot be used for more than one claim.

Each eligible RFBL holder must submit their claim using their own individual tax invoice, and each person is limited to one claim using one valid tax invoice. A single receipt cannot be split or shared across multiple claims, regardless of the number of people listed or the items purchased.

I made a purchase from a participating tackle shop, but the Program has hit the claims cap. Can I make a claim?

No. The Tackle Shop Rebate program runs from 18 May to 17 November 2026, or until the maximum number of 66,000 claims has been reached. If the rebate program reaches the maximum number of claims, you will not be able to make a claim.

Can I submit a claim after the end of the rebate program?

No. Claims will only be accepted from 18 May to 17 November 2026, or until the maximum number of 66,000 claims has been reached.

You can see how many claims have been approved to date on this webpage.

I made a purchase from a participating tackle shop before the rebate program started. Can I still claim a rebate?

No. You can only make a claim during the program period from 18 May to 17 November 2026, or until the maximum number of claims has been reached.

How is the rebate amount determined?

The rebate amount that you receive will be equal to the amount you spent on your purchase, up to $50. There is a $1 minimum spend requirement. See ‘How do I claim the rebate’ for additional information.

I received a ServiceWA Inbox message saying my claim was declined. Why?

If you received a message in your ServiceWA Inbox stating that your claim was declined, the reason for the decision will be included in that message. Please review the Inbox message carefully for specific details regarding your claim outcome.

I received an error message saying the image file I'm trying to upload is too large. What should I do?

If you receive an error message stating that the file you're trying to upload is too large, it means the file exceeds the maximum size limit of 10MB. Please ensure the file is no larger than 10MB and is an acceptable file type (JPEG, PNG, TIFF, GIF, and HEIC).

I have received a message notifying me of an update to my claim status. What do I need to do?

The below are the different ServiceWA user claim notification messages, and associated actions:

Received – Your claim has been received and is under review. You will be notified once a decision has been made within 7 business days.

Approved - Your claim has been approved, and payment has been made to your nominated bank account. If you have not received the payment, please contact ServiceWA Customer Care at support@digital.wa.gov.au or 13 33 92 with your claim reference number.

Declined - Your claim has been declined due to the reason stated in the inbox message. If eligible, you may revise your application and resubmit it for consideration. If you have any questions about your claim, please contact ServiceWA Customer Care at support@digital.wa.gov.au or 13 33 92 with your claim reference number.

If you have claimed through the alternative claim form, you will receive the following notification messages:

Submitted – Your claim has been submitted. You will receive an email if there are any issues with your claim or upon approval of your claim with 20 business days.

Approved – Your claim has been approved. Funds will be deposited in your nominated account within 7 business days.

Paid – Your rebate has been sent to your nominated bank account.

Declined – Your claim has been declined. Please refer to the eligibility criteria in the link below. If you believe your claim has been declined in error or if you would like to discuss the outcome of your claim, please email TSRsupport@dpird.wa.gov.au

Who can help me claim the rebate?

If you need assistance, you can phone ServiceWA Customer Care on 13 33 92 (available 24/7), email support@digital.wa.gov.au or visit a DPIRD licensing office.

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