



FACTSHEET


Updating and enhancing MyService

DVA is modernising MyService as part of our response to the Royal Commission into Defence and Veteran Suicide. We are implementing a number of improvements to the claims administration system. These changes started with Initial Liability claims on 15 October 2023, but over time you will see these changes applied to more of your claims.

Prompts to guide you >

When you submit or manage a **claim**, you may see some additional prompts to provide documents where you can.

These documents will help us more efficiently progress your claim.


 **We notice you haven't uploaded any medical documents**

Providing supporting documents will enable us to progress your claim. If you have the following documents, you can [upload them now](#).


Supporting documents may include:

- _____
- _____
- _____
- _____
- _____

Claims

 **You have an outstanding task**
Complete your task, to progress your claim.


Incomplete claims
These are claims you have started but not yet submitted.

Incomplete Expires in 90 days	Service Pension Claim ID: _____	Add documents 
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Claims underway
These are claims you have submitted and DVA is progressing.

Awaiting your information Received: _____ Lodged via MyService	Initial Liability Claim ID: _____	Add documents
Awaiting your information _____		View details

Finalised claims
These are claims finalised by DVA.

Determined Received: _____ Determined: _____ Lodged via Paper	Incapacity Payments Claim ID: _____	View documents 
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Claims status >

We are improving the ability to see the status of claims in MyService. This will include claims submitted from **all channels**, not only the claims submitted via MyService.

To help you identify your claims consistently, Initial Liability claims will be displayed by 'Claim ID' rather than 'condition'.

Additional prompts will let you know which claims still require supporting documents.

You will also be able to view documents you have submitted in MyService. Select 'View documents' to access all submitted documents on determined claims.



Adding documents

Improvements have also been made to how documents are uploaded. These changes allow for a more consistent and efficient experience when submitting documents supporting your claim.

Ability to upload 'Other documents', so you can continue to provide additional information (if you wish) to support your claim while it's in progress.

Add documents

Add documents to your
Accepted file types include pdf, jpeg and png. Maximum file size is 50MB.

⚠ We need some documents from you to progress your claim.

Required documents
Please upload your required documents so we can progress your claim. Once you have uploaded your documents, select 'Submit'. We may ask for more information later.

Required documents for your claim
⚠

Other documents
You can upload additional documents that may support your claim.

Other documents (optional)
Other

Submitted documents
These are documents you have added via MyService to your claim. You can view these documents and their details.

Date added	Document type	Document
<input type="text"/>	<input type="text"/>	<input type="text"/>

Specific upload fields per required document, to help you to provide all the documents you need to.

Ability to see your MyService 'Submitted documents' at any stage, so you know what you've provided and what's still outstanding.

Tasks

1 task to complete >

Tasks

Once you've submitted your claim, you may receive a Task designed to help you provide the required documents.

You will receive a message to your myGov Inbox, which then directs you to MyService to complete the task.

Your MyService Tasks screen will display this task – selecting it will allow you to complete it.

Where to go for help

If you need further support using MyService, go to dva.gov.au/myservice and see our how-to guides and instructional videos.

If you have questions about this factsheet or you're having problems with MyService, call us on 1800 VETERAN (1800 838 372) for help.