



Australian Government  
Department of Veterans' Affairs

transforming  
**DVA**

# Australian Defence Veterans' Covenant Covenant Application Process

31 October 2019

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**AUSTRALIAN DEFENCE VETERANS' COVENANT**  
MYSERVICE APPLICATION PROCESS

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## Applying for the Australian Defence Veterans' Covenant

The following screen shots are the screens that clients will view when they are applying for the Australian Defence Veterans' Covenant online via MyService.

### Register with myGov

#### Step 1

- Sign in to your myGov account (enter your username and password), OR
- Create a myGov account (see below steps)



## Welcome, please sign in

Username or email

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

**Sign in**

or

### What is myGov?

A simple and secure way to access government online services.



### How secure is your account?

Stay smart online and take control. Read how you can [protect your information](#).

### Which services can I access?

- Australian JobSearch
- Australian Taxation Office • Centrelink
- Child Support
- Department of Veterans' Affairs
- HousingVic Online Services • Medicare
- My Aged Care • My Health Record
- National Disability Insurance Scheme

AUSTRALIAN DEFENCE VETERANS' COVENANT  
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Step 2

- Select 'I agree'



[< Back](#)

### Terms of use

Step 1 of 5

By creating a myGov account, you are agreeing to be bound by the [terms of use](#).

You are also agreeing to how the Department of Human Services collects, uses and discloses your personal information, as set out in the [privacy notice](#).

The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov.

By clicking 'I agree', this means you have read and understood the full terms of use and agree to comply with them.

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Step 3

- Enter your email address



[< Back](#)

### Enter an email

Step 2 of 5

Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.

We will send an email to this address if you receive a message in your myGov inbox.

Email address

**AUSTRALIAN DEFENCE VETERANS' COVENANT**  
MYSERVICE APPLICATION PROCESS

Step 4

- When you receive your myGov email, follow the instructions.

**Signing in to your MyGov account**

*Hello,*

*This email address was used to create a MyGov account.*

*You can sign in to MyGov using either your:*

*-username, issued by MyGov*

*Email OR*

*Mobile number.*

*To change your sign in preferences, go to **Account settings** and update your **Username** and **Sign in options**.*

*Depending on your sign in option, when you sign in to MyGov you will need to authenticate with:*

- *A one-time use code, sent to your mobile phone*
- *A one-time code, created by the MyGov Access app, OR*
- *Answers to secret questions.*

*If you plan on travel overseas, before you go, download and set the MyGov Access app. MyGov Access is a code creator app and a secure way to sign in while you're away.*

*Regards*

*MyGov team*

Step 5

- Link DVA to your MyGov account

[Link another service >](#)

Step 6

- Choose Department of Veterans' Affairs, you will then be directed to the DVA website.

Link a service

Australian JobSearch	>
Centrelink	>
Child Support	>
Department of Veterans' Affairs	>
HousingVic Online Services	>
Medicare	>
My Aged Care	>

AUSTRALIAN DEFENCE VETERANS' COVENANT  
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Step 7

- **New to DVA:** Select 'Register now' if you do not have an activation code.
- **Current DVA clients:** Call 1800 VETERAN for a MyService linking code. When you have the code, enter it along with your date of birth.



You will need an activation code to link your  
DVA account to MyGov

If you do not have an activation code [Register now](#)

Link your DVA account

Activation code

Date of birth (dd / mm / yyyy)

 /  / 

[Submit](#)

## Register in MyService

### Step 1

- Getting Started



### Register (Step 1: Getting Started)

Select an option that best relates to you

 I am still serving	 I am no longer serving	 I have never served
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#### Things you will need:

You will need two proof of identity documents. Choices may include:

- Your PMKey5 number (preferred)
- Australian birth certificate
- Australian driver licence
- Certificate of Australian citizenship
- Medicare card
- Australian marriage certificate
- Australian change of name certificate
- Australian passport
- Centrelink concession card
- Australian immiCard
- Australian visa

Do you have a PMKey5 number?

Yes	No
-----	----

Cancel registration

Next

## Step 2

### Register your details

This is a trial. Please provide feedback 24hr counselling and support services

**MyService**

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### Register (Step 2: Your details)

**Service Details**

**Highest rank achieved**

Admiral

[Help](#)

**Personal details**

**Title**  
Used for correspondence

Mr

**Given name** (first name)

Peter

**Middle name** (required if applicable)

**Surname** (last name)

Schmeichel

**Date of birth** (DD / MM / YYYY)

01 / 01 / 1965

**Gender**

Male  Female

**Contact details**

**Email address**

kevin.kemp@humanservices.gov.au

**Re-enter email address**

kevin.kemp@humanservices.gov.au

**Home phone number** (optional)  
Please include your area code (for example, '03' for Victoria)

Australia +61

**Mobile phone number** (optional)

Australia +61

[Previous](#) [Cancel registration](#) [Next](#)

AUSTRALIAN DEFENCE VETERANS' COVENANT  
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Step 3

- Register your details continued

This is a trial. Please provide feedback 24hr counselling and support services ▾



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## Register (Step 2: Your details)

**Postal address**

**Country**  
Australia ▾  Help

**Building name or address prefix** (optional)

**Address line 1** (start typing your address)

**Address line 2** (optional)

**Suburb or town**

**Postcode**

**State or territory**  
South Australia ▾

**Residential address**  
 Same as postal address

Step 4

- Enter your proof of identity

This is a trial. Please provide feedback 24hr counselling and support services ▾

 MyService <sup>BETA</sup>

## Register (Step 3: Proof of identity)

Have you legally changed your name since leaving the ADF?



Yes  No

Proof of identity 1 of 2

Register using

Australian driver licence ▾

Australian driver licence

State or Territory drivers licence issued

South Australia ▾



Driver licence number

AN1234

**App version information**

Angular : 0.0.3

Document Lodgement Services : 3.0.15 (Thu Jun 13 15:29:57 AEST 2019)

Reference Data Services : 3.0.15 (Thu Jun 13 15:32:09 AEST 2019)

Student Claim Services : 3.0.15 (Sat Jun 8 18:27:42 AEST 2019)

Step 5

- See your confirmation and next steps

This is a trial. Please provide feedback

24hr counselling and support services ▾



## We're confirming your details

Once approved, an activation code will be sent to [REDACTED]

### Next steps:

1. Login to your [myGov account](#).
2. Use the **activation code** from your email to link MyService to myGov.
3. Access MyService through your myGov account.

If you don't receive your activation code by the end of the next business day contact us.

Phone during business hours: 1800 555 254  
Email: [generalenquiries@dva.gov.au](mailto:generalenquiries@dva.gov.au)

[Back to home](#)



Australian Government  
Department of Veterans' Affairs

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### App version information

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Step 6

- You will receive a DVA MyService email with your activation code (this will occur if you are a new client to DVA)

Hi [REDACTED]

Your MyService registration was successful.

Your activation code is [REDACTED]

**Next steps:**

1. Login to your myGov account.
2. Then use your activation code to link your MyService account to myGov.
3. Access MyService through your myGov account.

Your activation code will remain valid for the next 14 days.

You can sign in to your [myGov account](#) now.

Regards,

The DVA MyService team

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AUSTRALIAN DEFENCE VETERANS' COVENANT  
MySERVICE APPLICATION PROCESS

Submit application for Veteran Covenant

Step 1

- Veteran Covenant – Dashboard
- Select 'Veteran Covenant'

Good morning Yellow

**Make sure your profile is up to date**

To help us better support you, make sure your profile is up to date. Managing your profile means entering less information when you need to submit a claim. [Review your profile now.](#)

Claims & applications

<p><b>Initial Liability</b></p> <p>Your first step towards treatment and support for a service-related injury or condition.</p> <p><a href="#">Get started</a></p>	<p><b>Mental health treatment</b></p> <p>Access free mental health treatment.</p> <p><a href="#">Get started</a></p>	<p><b>Veteran Covenant</b></p> <p>Request the Covenant Oath, Lapel Pin and Veteran Card as recognition of your service.</p> <p><a href="#">Get started</a></p>
<p><b>Education assistance</b></p> <p>Apply for assistance with the cost of education for children of eligible veterans.</p> <p><a href="#">Get started</a></p>	<p><b>Defence Service Home Insurance Scheme</b></p> <p>For home, contents and other insurance policies.</p> <p><a href="#">Defence Service Homes website</a></p>	<p><b>Qualifying Service</b></p> <p>Submit a claim to determine if you have qualifying service.</p> <p><a href="#">Get started</a></p>
<p><b>Civilian qualifying service</b></p> <p>Submit a claim to determine if you have qualifying service.</p> <p><a href="#">Get started</a></p>		

Step 2

- The Covenant explained

24hr counselling and support services [MyGov](#) [Logout](#)

MyService

### The Covenant explained

[Help](#)

The Australian Defence Veterans' Covenant

The Covenant provides:

- Enhanced recognition and support for veterans and their families to better connect and integrate into their local community after service.
- Increased community awareness of Australian defence service and sacrifice veterans and their families make in order to serve and protect our nations and
- Encourage a whole of community responsibility for fair treatment of veterans and their families.

Covenant Oath	Lapel Pin	Veteran Card
Recognising the valuable contribution that members of the Australian Defence Force (ADF) and their families make and have made for our country.	The Lapel Pin allows the wider community to acknowledge your service regardless of whether you served in the Australian Navy, Army or Air Force.	Use your Veteran Card to access treatment for service-related conditions or injuries and access to mental health treatment, if required. Support or concessions from participating businesses and organisations.

[Previous](#) [Cancel](#) [Okay, I've got it](#)

AUSTRALIAN DEFENCE VETERANS' COVENANT  
MySERVICE APPLICATION PROCESS

Step 3

- Request Veteran Covenant – Top of the screen

The screenshot shows the top portion of the 'Request Veteran Covenant' form. At the top, there is a blue header with the MyService logo and navigation links for '24hr counselling and support services', 'myLink', and 'Logout'. Below the header, the page title 'Request Veteran Covenant' is centered. The main content area is titled 'Tell us about your Australian service history'. It contains several sections: 'Are you still serving?' with 'Yes' and 'No' buttons; 'Have you ever been a member of the Australian Permanent Force?' with 'Yes' and 'No' buttons; 'PMKey(s) or Service number' with a text input field; 'Date of enlistment (dd / mm / yyyy)' with a date picker; and 'Date of discharge (dd / mm / yyyy)' with a date picker. Below these is the 'Upload proof of service' section, which includes an information box stating that a document is required as proof of service and lists acceptable documents: Certificate of Service, Discharge signal, Military passbook, and Service ID card.

Step 3.1

- Request Veteran Covenant – bottom of the screen

This screenshot shows the bottom portion of the 'Request Veteran Covenant' form. It features a 'Date of discharge (dd / mm / yyyy)' date picker. Below it is the 'Upload proof of service' section, which is identical to the one in Step 3. Underneath is an 'Uploads' section with a table header 'Document title' and 'Actions'. The table currently shows 'No documents uploaded'. There is an 'Upload a document' button below the table. At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Next'. The 'Next' button is highlighted with a red rectangular box.

Step 4

- Veteran supplement payment – Enter bank details

The screenshot shows the 'Veteran supplement payment' form. At the top, there is a blue header with the MyService logo and navigation links for '24hr counselling and support services', 'myLink', and 'Logout'. Below the header, the page title 'Veteran supplement payment' is centered. The main content area is titled 'You may be entitled to the Veteran supplement payment'. It includes a paragraph explaining that providing bank details will allow the user to be checked for eligibility and that they will receive a letter from the department to confirm their first payment. Below this is an 'Add bank details (optional)' button. At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Next'. The 'Next' button is highlighted with a red rectangular box. The footer of the page contains the Australian Government logo, the Department of Veterans' Affairs name, and various links for 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', and 'Feedback'.

AUSTRALIAN DEFENCE VETERANS' COVENANT  
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Step 4.1

- Veteran supplement payment - Enter bank details

24hr counselling and support services [myCite](#) [Logout](#)

MyService

### Veteran supplement payment

**You may be entitled to the Veteran supplement payment**

If you choose to provide your bank details, we will check if you are [eligible for this payment](#). We will pay this into the account you provide below.

If eligible, you will receive a letter from us to confirm your first payment.

**Add bank details (all fields are required)**

Account name

BSB (XXX - XXX)

Account number

**This will also be your nominated bank account for all DVA payments**

Cancel

Previous Cancel Next

Step 5

- Review and submit your application

24hr counselling and support services [myCite](#) [Logout](#)

MyService

### Review and submit

**Australian service history**

Are you still serving?	No
Have you ever been a member of the Australian Permanent Forces?	Yes
Rank/AFS or Service number:	1234568
Date of enlistment:	01 / 01 / 1999
Date of discharge:	01 / 01 / 2019
Proof of service:	Card Carrier - Gold TPI.pdf 646.85 KB

Edit

**Bank details**

Account name:	Testing account
Account number:	1234567
BSB:	063-122
Financial institution:	CBA Coburg

Edit

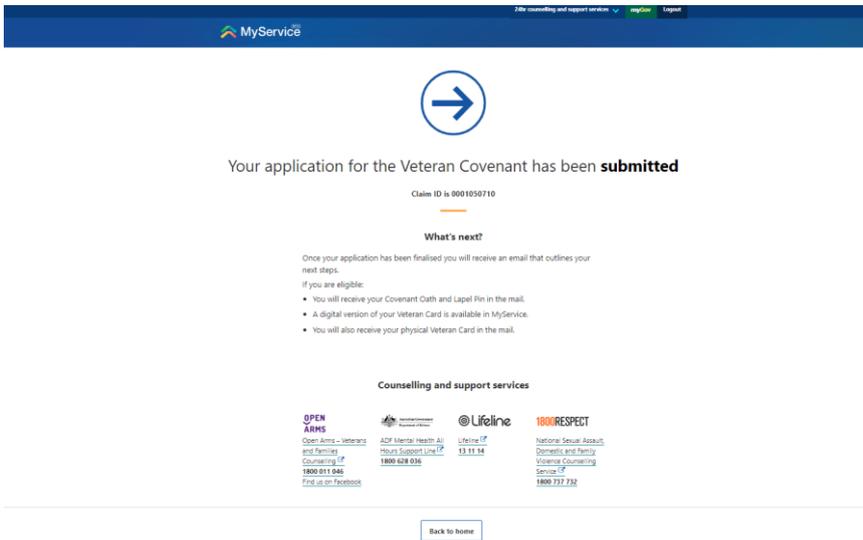
Previous Cancel Submit

# AUSTRALIAN DEFENCE VETERANS' COVENANT

## MySERVICE APPLICATION PROCESS

### Step 6

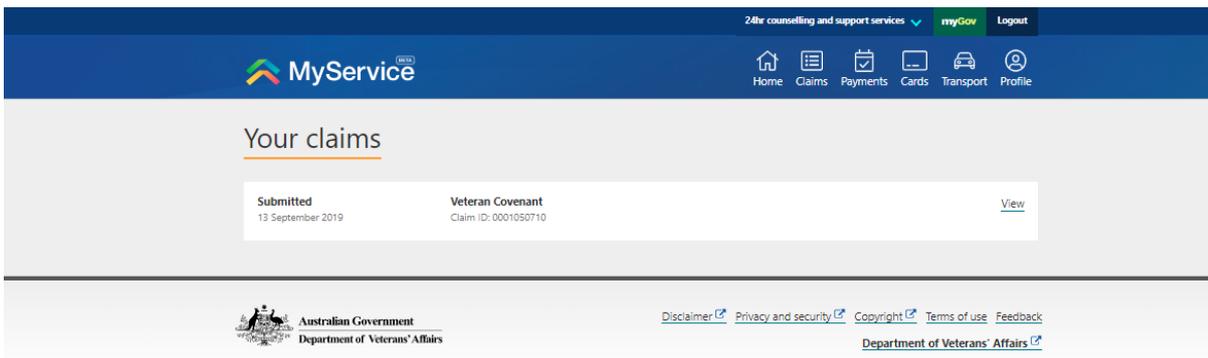
- See your acknowledgment



The screenshot shows the MyService website interface. At the top, there is a navigation bar with "24hr counselling and support services", "myGov", and "Logout". The MyService logo is on the left. In the center, a blue circle with a white arrow points to the right. Below this, the text reads: "Your application for the Veteran Covenant has been **submitted**". Underneath, it says "Claim ID is 0001050710". A section titled "What's next?" explains that the user will receive an email with next steps. It lists: "You will receive your Covenant Cloth and Lapel Pin in the mail.", "A digital version of your Veteran Card is available in MyService.", and "You will also receive your physical Veteran Card in the mail." Below this is a section for "Counselling and support services" with logos for OPEN ARMS, ADF Mental Health 24/7 Hours Support Line, Lifeline, and 1800RESPECT. At the bottom, there is a "Back to home" button.

### Step 7

- See your claims tab



The screenshot shows the MyService website interface for the "Your claims" page. The navigation bar at the top includes "24hr counselling and support services", "myGov", and "Logout". The MyService logo is on the left, and a menu with icons for Home, Claims, Payments, Cards, Transport, and Profile is on the right. The main heading is "Your claims". Below this, there is a table with one row: "Submitted" (13 September 2019) and "Veteran Covenant" (Claim ID: 0001050710). A "View" link is next to the claim ID. At the bottom, there is the Australian Government Department of Veterans' Affairs logo and footer links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.