

Changes coming to DVA online services

Over the past few months DVA has been working to increase the services available to clients on MyService. MyService will soon be the one stop access point for all DVA online services. These changes are designed to provide clients, their families and their representatives with a simpler way to transact with DVA online.

More services are coming to MyService

From 5 June, the following services will be transferred from MyAccount to MyService:

- Request reviews and appeals
- Income Support Supplement claims
- Centrelink Age Pension Transfers.

Clients with unfinalised requests for reviews or Income Support Supplement claims do not need to do anything. The process for completing reviews or claims for clients will not change and the progress status of their review or claim will not be affected. Client reviews and claims will continue to be progressed as quickly as possible by our business teams. Clients will be emailed directly about these changes.

From 18 June, clients can also use MyService to apply for their Commonwealth Seniors Health Card. On the MyService homepage, click *What can I apply for?* On the next page, scroll down to *Other* to find the Commonwealth Seniors Health Card option.

DVA letters starting to go online

From 5 June selected DVA letters will be sent directly to clients' myGov inbox. myGov will automatically send clients a message when mail arrives, and clients can access their DVA letters on their preferred device wherever they have internet access.

Letters about changes of circumstances, lump sum advances, and income support acknowledgement will be the first to be sent to clients' myGov inbox. Over the next 12 months, DVA will be increasing the types of letters sent to clients' myGov inbox, including the letters that are currently sent to MyAccount users.

Clients are able to choose how their letters from DVA will be sent to them. If clients don't have a MyService account, they will continue to receive letters by Australia Post.

Making our online services simple and easy to use for clients and their families is a priority in transforming DVA. Of course, if clients prefer to call us or submit a paper form they will still be able to do that. We will keep you updated on further changes during the year.