

Saying goodbye to MyAccount

2020 has shown just how important it is that DVA services are simpler, better and more accessible, so that veterans can access the support they need when they need it.

Throughout this year you will see changes to the way DVA deliver services online. Over the next six months, you will see an increase in the number of services veterans can access using MyService. At the same time, to simplify how veterans access DVA online, DVA is moving MyAccount transactions to MyService and we will say goodbye to MyAccount later this year.

Services have been moving from MyAccount into MyService since November 2020. Veterans can already use MyService to manage their income support needs, book transport and claim travel expenses for approved medical treatment. Since the introduction of transport booking and travel reimbursement services in MyService on 5 December 2020, there have been over 8,800 expense claims and more than 4,600 transport bookings made, making it more convenient for veterans and family members to arrange transport to medical appointments at a time that suits them.

From 27 March, veterans will be able to use MyService to access official letters that confirm their DVA payments and concession entitlements, and eligible veterans will be able to nominate their commemoration preference online. From this time, veterans will no longer be able to use MyAccount to access transport bookings and travel reimbursement for approved medical treatment. This will need to be done using MyService. Further changes will be made in June with more services becoming available in MyService and being removed from MyAccount.



A new way to claim

for current and former serving ADF members and their families

MyService will be the place for all DVA online needs when MyAccount is no longer available. Of course, if veterans prefer to call DVA or submit a paper form they will still be able to do that.

Veterans who use MyAccount will be emailed directly by DVA to let them know what is changing, the support available to them and what they can do to prepare. Information will be available to support veterans on DVA.gov.au.

DVA recognises that Advocates play an important role, supporting many veterans to start/manage their DVA online journey. We look forward to working together supporting veterans to access their DVA support and information online.

For more information and to register for a MyService account, visit dva.gov.au/myservice.