



## The Hon Darren Chester MP

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC

### MEDIA RELEASE

10 August 2018

#### **DVA ONLINE SERVICES NOW AVAILABLE THROUGH MYGOV**

VETERANS and their families will join millions of Australians transacting with government online through myGov. As part of its program to modernise and streamline services, the Department of Veterans' Affairs (DVA), in partnership with the Department of Human Services has made it simpler for clients to do their online transactions with government by linking all of their DVA online services with myGov.

Minister for Veterans' Affairs Darren Chester said this change allows veterans and their families to access DVA services in the same place they access Medicare, the Australian Taxation Office, Centrelink and other government services.

"This initiative is about understanding that veterans and their families will be doing business with more than one government department online. They can currently access multiple government online services through myGov and now they can also make claims with DVA through this 'one stop shop'," Mr Chester said.

"This change will mean that DVA clients utilising the online services MyService and MyAccount will need a myGov account. Veterans and their families wanting to access face-to-face services will still be able to visit DVA's Veterans Access Networks around Australia. Registering with myGov enables clients to use one username and password to access all their government online services, including DVA."

Over the next 12-18 months as part of the ongoing DVA transformation program, services available through MyAccount will transition to MyService, which has been co-designed with ex-service organisations, veterans and their families.

Minister for Human Services Michael Keenan said there were more than 12 million myGov accounts, with Australians accessing the platform hundreds of thousands of times every day.

"Many veterans will already be familiar with myGov through their dealings with the ATO or Medicare and I am confident that those who are new to the system will also find it simple and easy to use," Mr Keenan said.

*Veterans and Veterans Families Counselling Service (VVCS) can be reached 24 hours a day across Australia for support and free and confidential counselling. Phone 1800 011 046 (international: +61 8 8241 4546). VVCS is a service founded by Vietnam veterans.*

Instructions on how to register for myGov are available through the myGov website ([my.gov.au](http://my.gov.au)). Details on how to register for MyService are available at [www.dva.gov.au/MyService](http://www.dva.gov.au/MyService).

Using MyService, current and former ADF members and their families can:

- register as a client;
- lodge a claim for compensation;
- access free mental health treatment;
- apply for an increase in their disability pension;
- view an electronic copy of their DVA Health Card and accepted conditions;
- submit claims for Education Allowance through the Education Schemes;
- inform DVA of their change of personal details, and
- track the claims that they make online.

**ENDS**

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