



How to apply for incapacity payments

You can apply for incapacity payments in MyService.

Incapacity payments compensate you for loss of income if a service-related injury or disease reduces your ability to work or prevents you from working.

Getting started

Before you get started, you:

- may need to provide us with details of your service, along with proof of service documentation the first time you submit a claim
- will need to provide current medical certificates and we may ask you to have a medical examination to support your application
- will also need to provide details of your employment, income, pensions and Commonwealth Superannuation Corporation (CSC) payments.

Contents

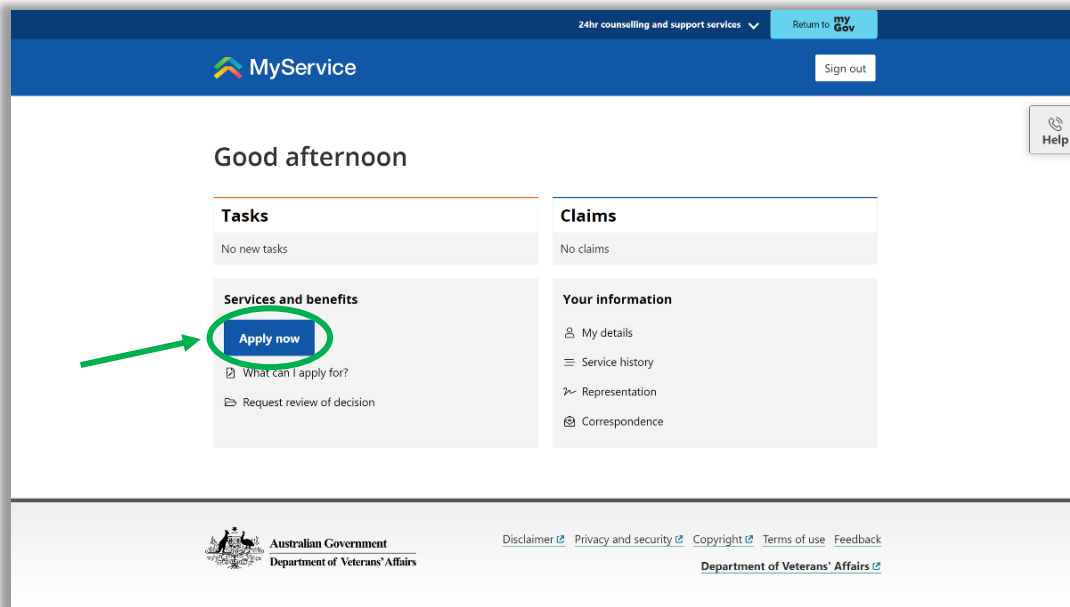
Step 1 – Select 'Apply Now'	2
Step 2 – Provide claim details	3
Step 3 – Review and submit	8
Step 4 – Add documents after you've submitted your claim (if needed)	9

Note: This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

Step 1 – Select ‘Apply Now’

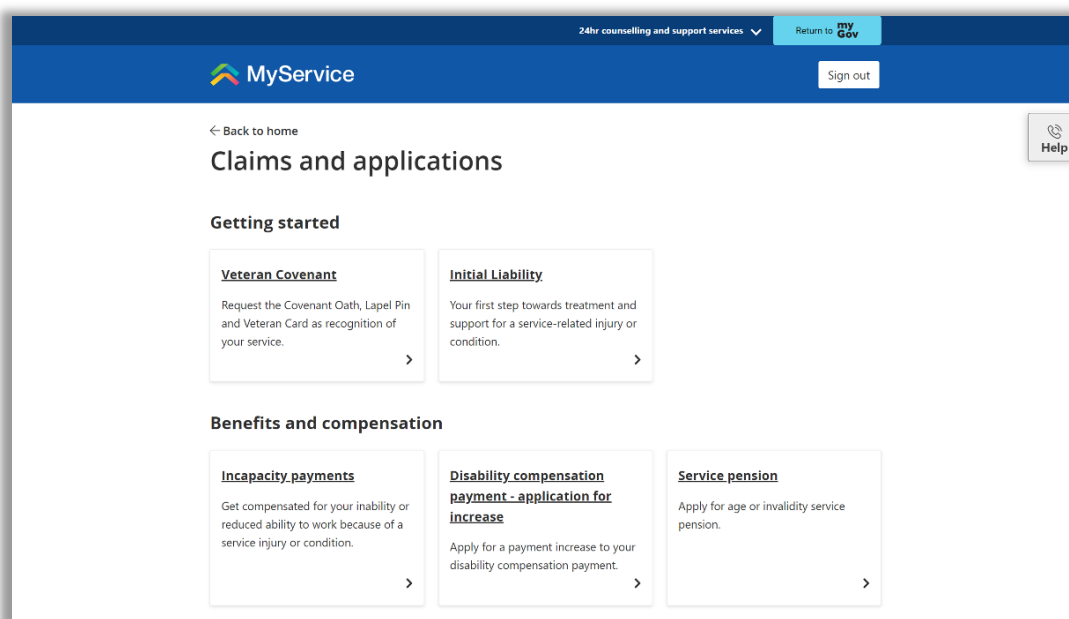
Sign in to MyService and select ‘Apply Now’ on your MyService home screen.

Note: Your home screen might look a little different to the one shown here. Look for a blue ‘Apply now’ button under ‘Services and benefits’.



You are now on the ‘Claims and applications’ screen. Select the ‘Incapacity payments’ tile.

Note: You can only have one active claim for incapacity payments at a time, which means this tile will no longer appear here once you’ve submitted a claim.



Step 2 – Provide claim details

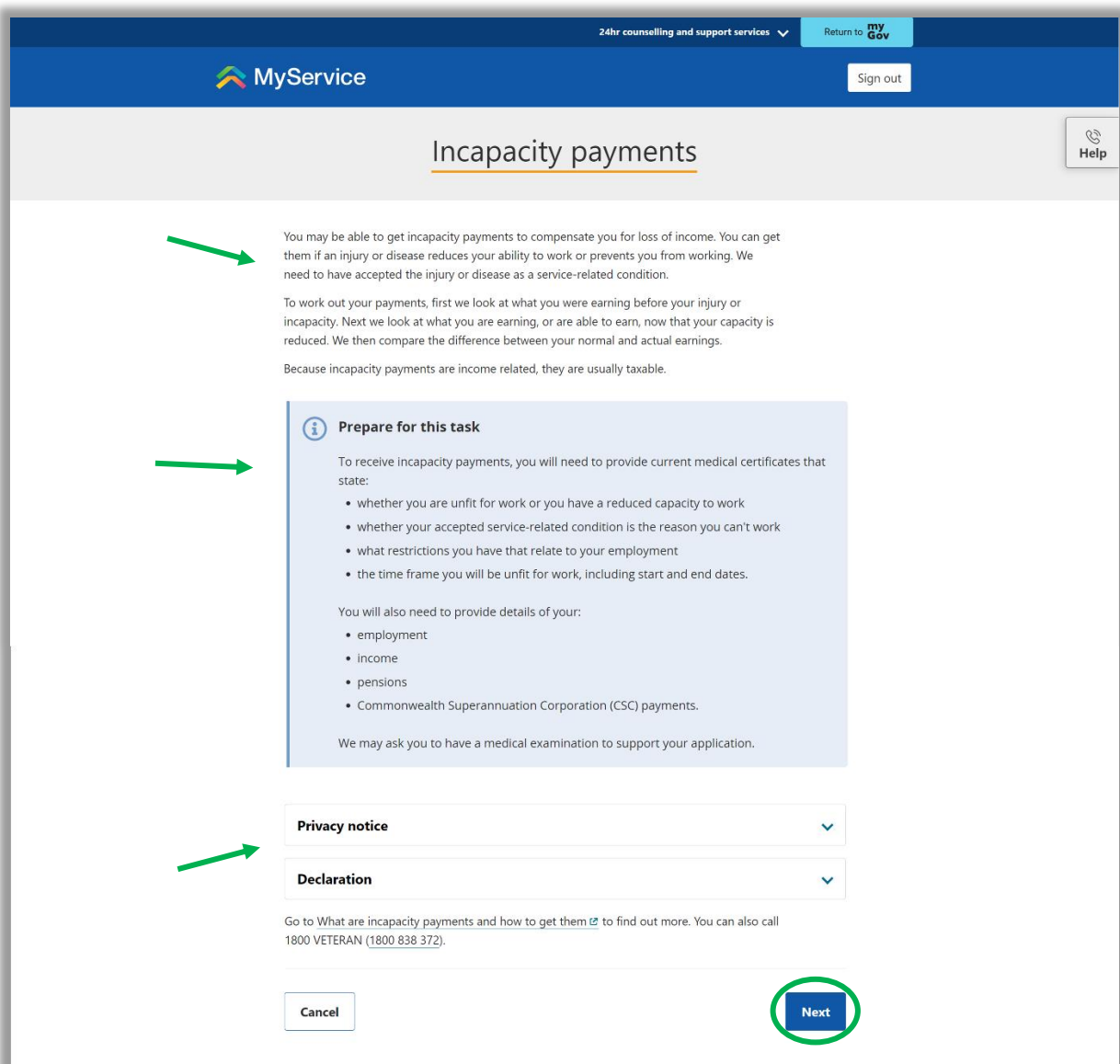
To apply, you will need to complete Parts A, B and C in this step. You can select 'Save and exit' on any of the screens and your draft will be in your tasks when you are ready to return.

Prepare for this task

You are now on the 'Incapacity payments' screen. This screen outlines what incapacity payments are and what you need to do to apply for them.

You will also find our Privacy notice and Declaration on this screen.

Once you are ready to continue, select 'Next'. By selecting 'Next', you're agreeing to the terms in our Privacy notice and Declaration.



24hr counselling and support services Return to myGov

MyService Sign out

Incapacity payments Help

You may be able to get incapacity payments to compensate you for loss of income. You can get them if an injury or disease reduces your ability to work or prevents you from working. We need to have accepted the injury or disease as a service-related condition.

To work out your payments, first we look at what you were earning before your injury or incapacity. Next we look at what you are earning, or are able to earn, now that your capacity is reduced. We then compare the difference between your normal and actual earnings.

Because incapacity payments are income related, they are usually taxable.

Prepare for this task

To receive incapacity payments, you will need to provide current medical certificates that state:

- whether you are unfit for work or you have a reduced capacity to work
- whether your accepted service-related condition is the reason you can't work
- what restrictions you have that relate to your employment
- the time frame you will be unfit for work, including start and end dates.

You will also need to provide details of your:

- employment
- income
- pensions
- Commonwealth Superannuation Corporation (CSC) payments.

We may ask you to have a medical examination to support your application.

Privacy notice ▼

Declaration ▼

Go to [What are incapacity payments and how to get them](#) to find out more. You can also call 1800 VETERAN (1800 838 372).

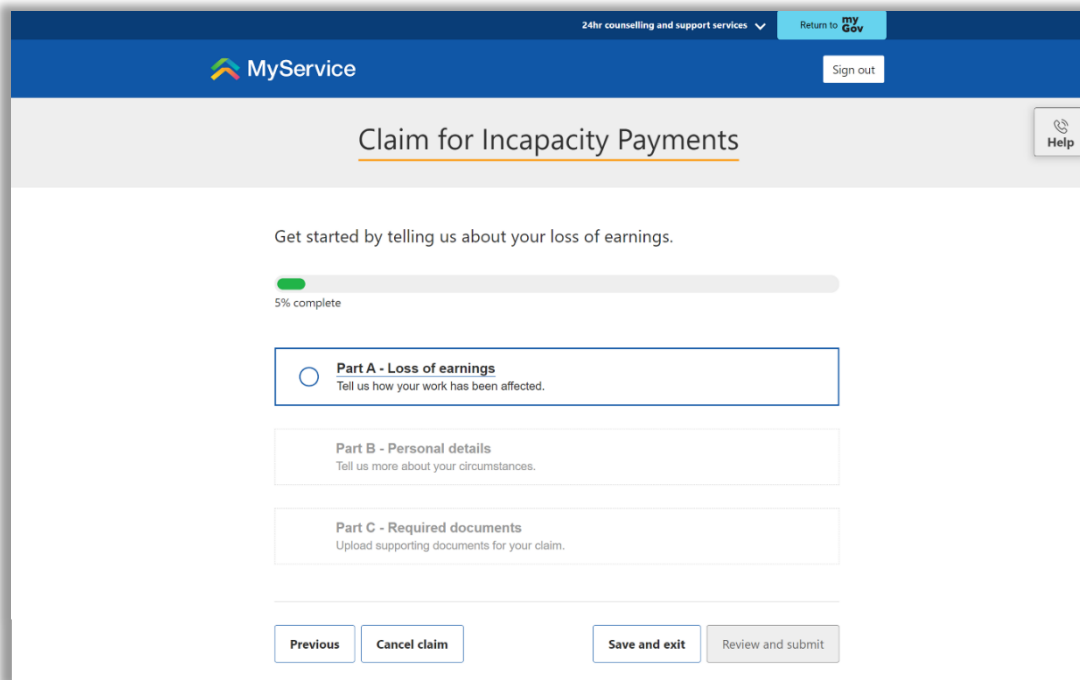
Cancel Next

Note: If you have to provide your service details, you will be prompted to do this after you select 'Next'.

Once you have entered these details and selected 'Save and next', you will then see the screens in the following steps of this guide.

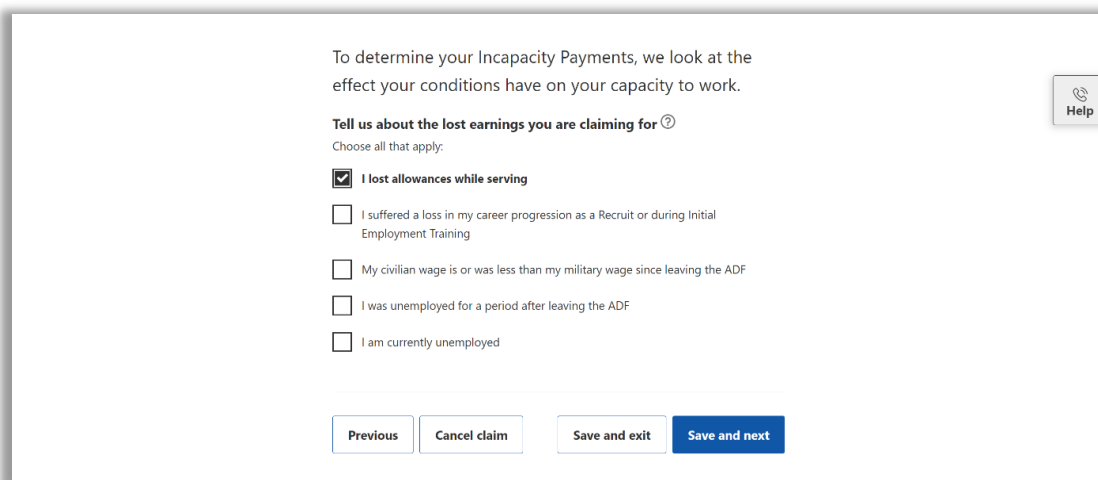
Part A – Provide loss of earnings details

Select 'Part A – Loss of earnings' to tell us how your work has been affected.



From here, you will go to screens where you can tell us about the:

- lost earnings you're claiming for
- conditions that have caused this loss of earnings.

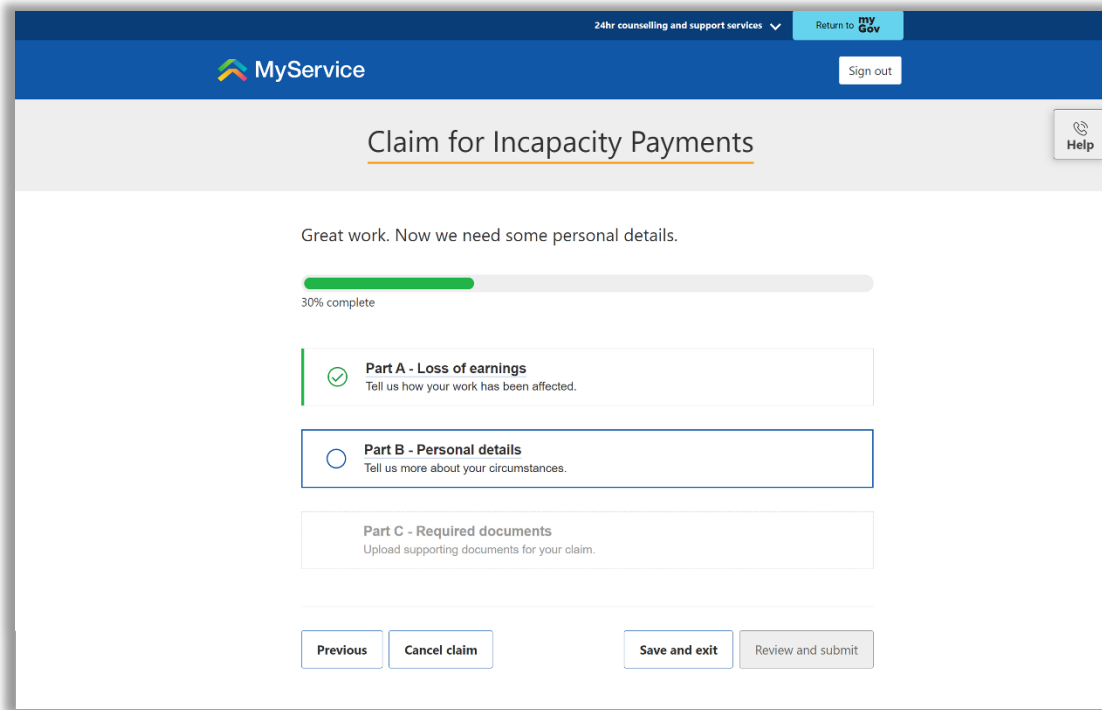


After you've provided your answers, select 'Save and next'.

Part B – Provide personal details

A green tick will appear when you have completed Part A.

Now select 'Part B – Personal details' to tell us more about your circumstances.



24hr counselling and support services Return to my Gov

MyService Sign out

Claim for Incapacity Payments Help

Great work. Now we need some personal details.

30% complete

- Part A - Loss of earnings**
Tell us how your work has been affected.
- Part B - Personal details**
Tell us more about your circumstances.
- Part C - Required documents**
Upload supporting documents for your claim.

Previous Cancel claim Save and exit Review and submit

You will then go to screens where we may ask you about your:

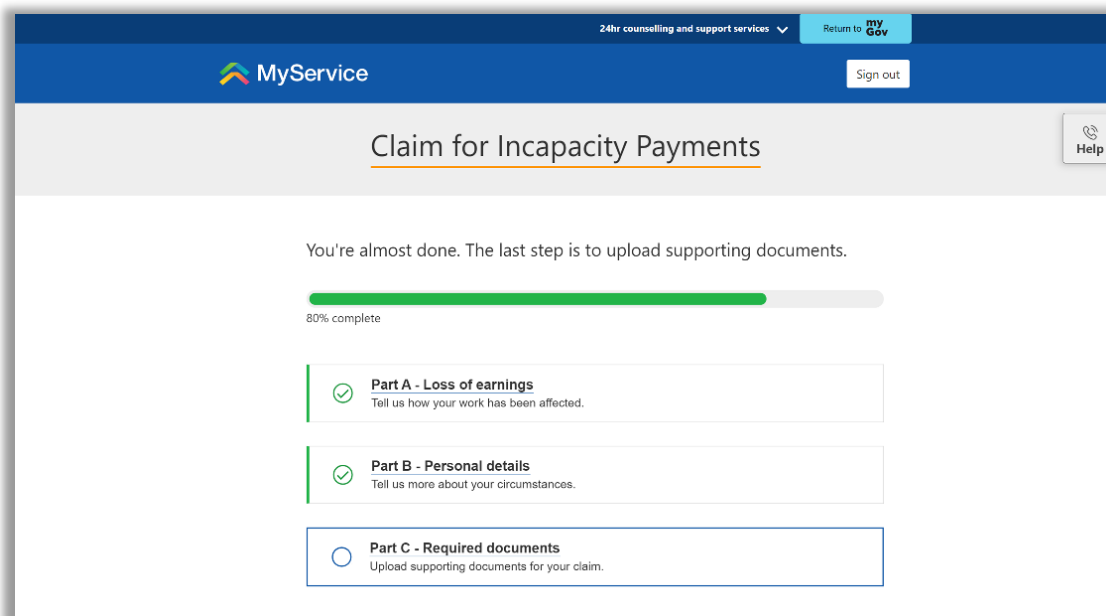
- service history
- civilian employment
- medical provider
- claim representative
- other benefits
- interim incapacity payment
- bank details.

After you've provided your answers, select 'Save and next'.

Part C – Provide required documents

You will now see green ticks beside Parts A and B.

Select 'Part C – Required documents'.



You will then go to the 'Required documents' screen. Here you can upload documents to support your claim.

Accepted file types include pdf, jpeg and png. The maximum file size is 50 MB.

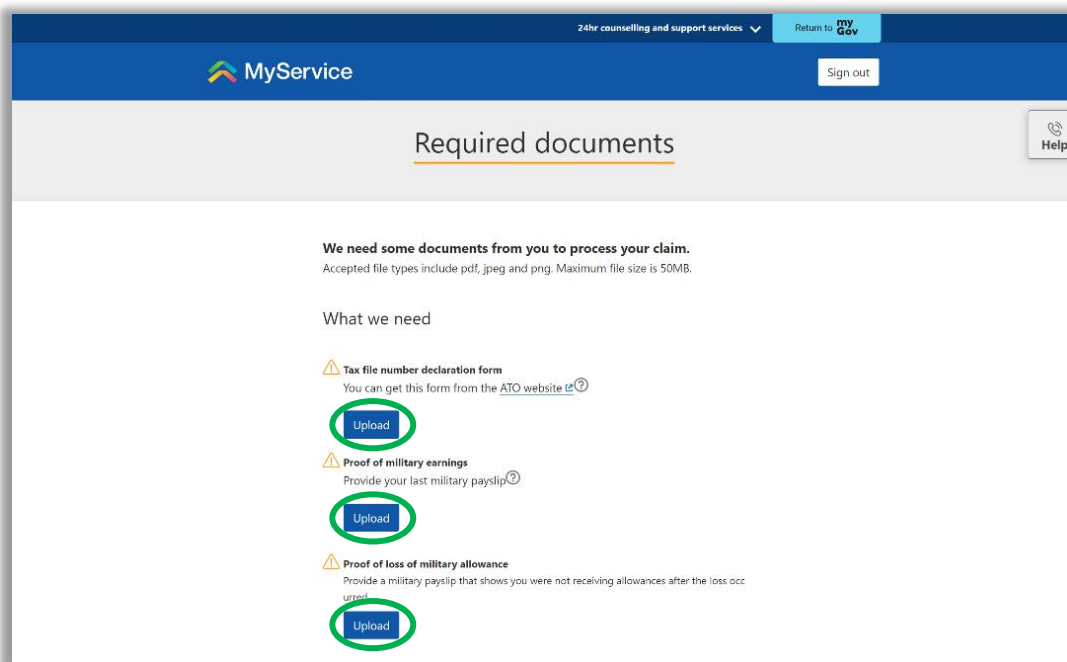
The documents you may need to provide include:

- a tax file number declaration form
- medical certificates
- proof of discharge
- proof of civilian earnings
- proof of military earnings
- proof of military allowances
- proof of loss of military allowance.

Note: You can submit your claim without uploading any documents, but we will need them before we can determine your claim.

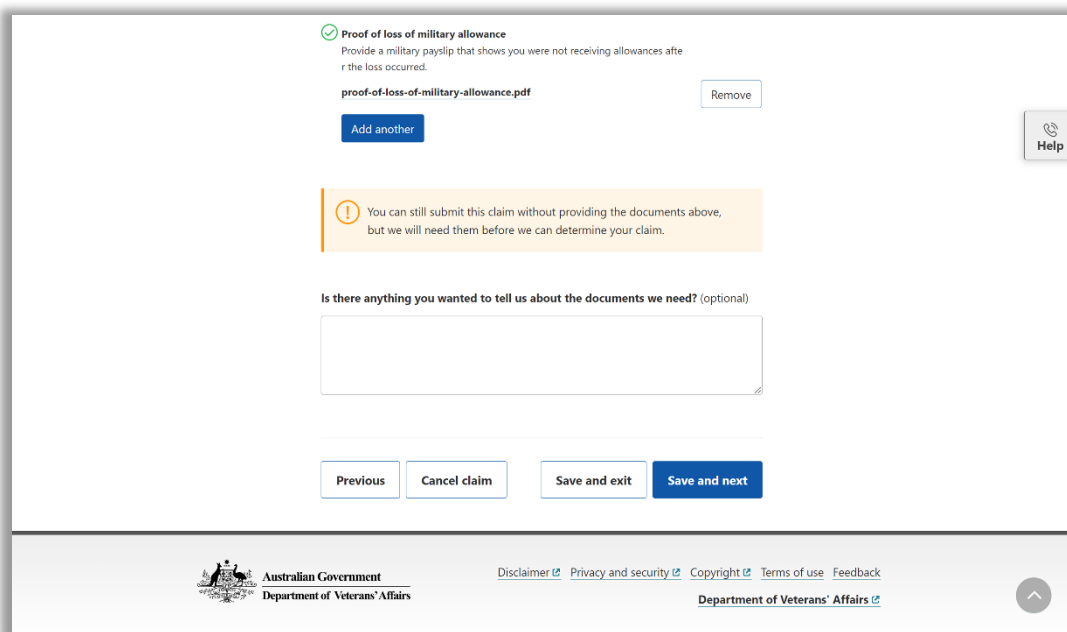
See Step 4 to find out how to upload documents after you've submitted your claim.

Select 'Upload' under each heading to upload your files.



If you have more than one document, select 'Add another' to upload it.

You can also select 'Remove' to delete a document if you need to.

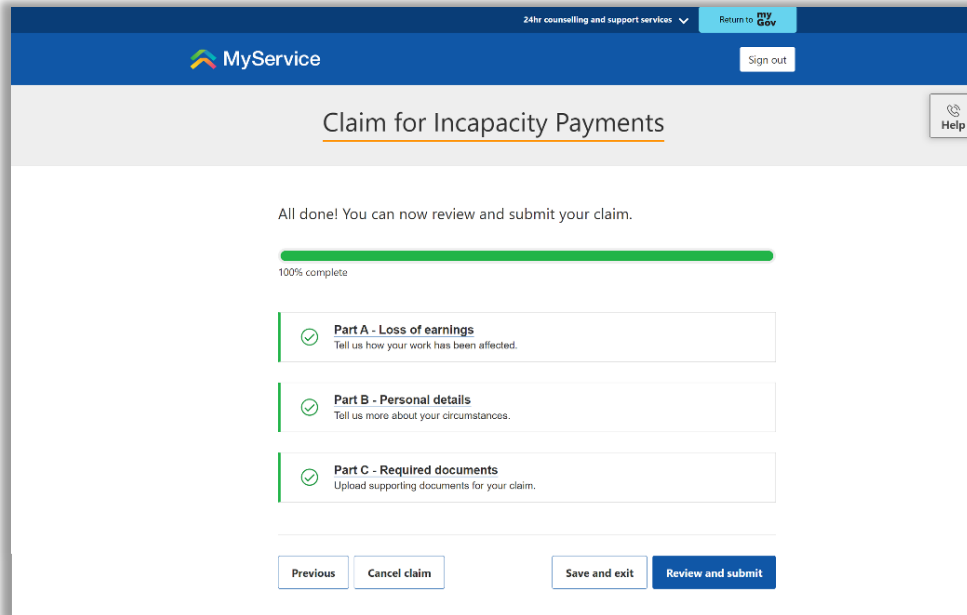


Select 'Save and next' to continue.

Step 3 – Review and submit

You have now completed all 3 parts of your claim.

Select 'Review and submit'.



24hr counselling and support services | Return to myGov | MyService | Sign out

Claim for Incapacity Payments

All done! You can now review and submit your claim.

100% complete

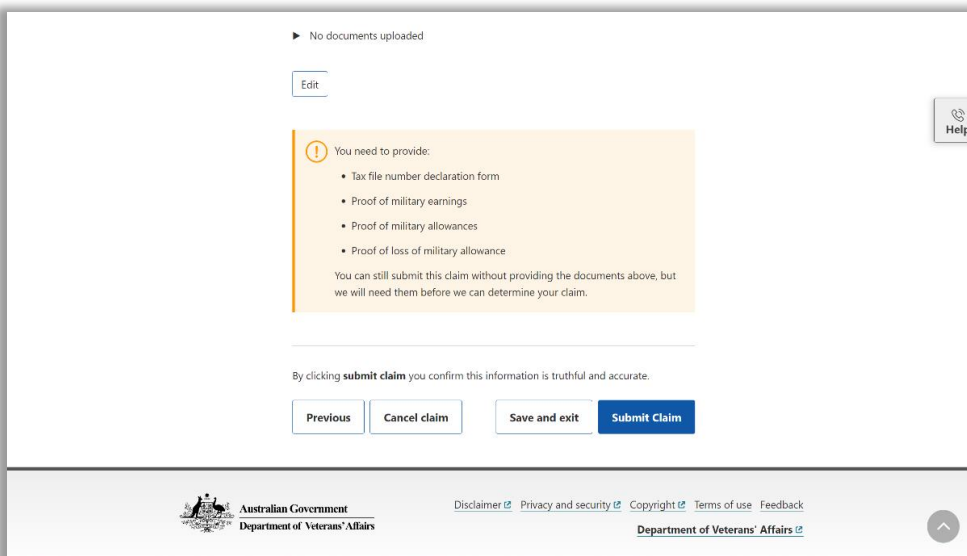
- Part A - Loss of earnings**
Tell us how your work has been affected.
- Part B - Personal details**
Tell us more about your circumstances.
- Part C - Required documents**
Upload supporting documents for your claim.

Previous | Cancel claim | Save and exit | Review and submit

You will then be on the final screen. Here you can:

- check the details of your claim
- use the 'Edit' button below each section to update those details
- find out what documents you may still need to upload
- confirm that your information is truthful and accurate.

Select 'Submit Claim' to complete your claim.



No documents uploaded

Edit

! You need to provide:

- Tax file number declaration form
- Proof of military earnings
- Proof of military allowances
- Proof of loss of military allowance

You can still submit this claim without providing the documents above, but we will need them before we can determine your claim.

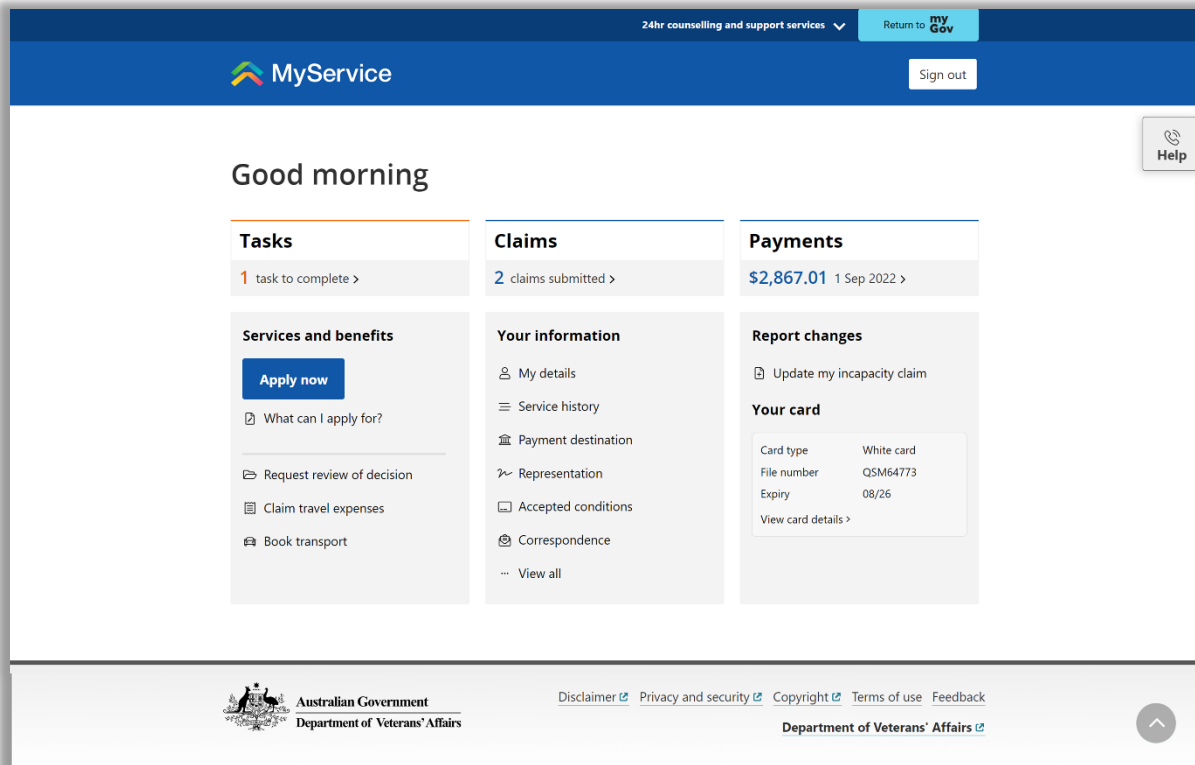
By clicking **submit claim** you confirm this information is truthful and accurate.

Previous | Cancel claim | Save and exit | Submit Claim

Australian Government | Department of Veterans' Affairs | Disclaimer | Privacy and security | Copyright | Terms of use | Feedback | Department of Veterans' Affairs

Step 4 – Add documents after you’ve submitted your claim (if needed)

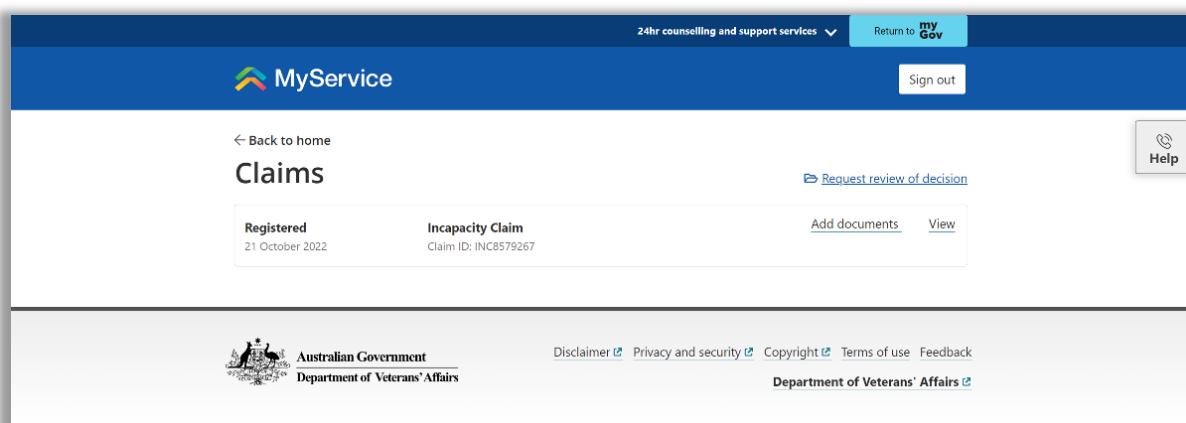
Note: You only need to do this step if you submitted your claim before uploading all the required documents.



Select the 'Claims' tile on your MyService home screen.

On your 'Claims' screen, you will see your incapacity claim listed with a status of 'Registered'.

Select 'Add documents'.



Select 'Upload' under each heading to upload your relevant files. Then select 'Submit'.

Once you have uploaded all the required documents, your incapacity claim status will be updated to 'Submitted'.



You're done!

See our website for more [MyService how-to guides](#).

Contact us on [1800 VETERAN](#) (1800 838 372) for support and advice.

[We welcome your feedback](#) on this guide and our other services.

Last updated: 05 December 2022