

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.

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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'.

	24hr counselling and support services 🗸 Return to 🔐
< MyService	Sign out
Good afternoon	() Hel
Tasks	Claims
No new tasks	No claims
 Services and benefits Apply now What can I apply for? Request review of decision	Your information △ My details Ξ Service history ~~ Representation ⊘ Correspondence
Australian Government Disclair	ner 은 Privacy and security 은 Copyright 은 Terms of use Feedback Department of Veterans' Affairs 은

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.

	24hr counselling a	ind support services 🗸	Return to Gov
< MyService			Sign out
← Back to home Claims and applic	ations		
Getting started			
Veteran Covenant Request the Covenant Oath, Lapel Pin and Veteran Card as recognition of your service.	Initial Liability Your first step towards treatment and support for a service-related injury or condition.		
Incapacity payments Get compensated for your inability or reduced ability to work because of a service injury or condition.	Disability compensation payment - application for increase Apply for a payment increase to your disability compensation payment.	Service pension Apply for age or inv pension.	l validity service

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 my
A MyS	Service	Sign out
	Incapacity payments	Help
Yo the	u may be able to get incapacity payments to compensate you for loss of income. You can get am if an injury or disease reduces your ability to work or prevents you from working. We ed to have accepted the injury or disease as a service-related condition.	
To inc rec	work out your payments, first we look at what you were earning before your injury or apacity. Next we look at what you are earning, or are able to earn, now that your capacity is duced. We then compare the difference between your normal and actual earnings.	
Be	cause incapacity payments are income related, they are usually taxable.	
	(i) Prepare for this task	
	To receive incapacity payments, you will need to provide current medical certificates state:	that
	whether you are unfit for work or you have a reduced capacity to work whether your accepted capitor related capacity in the reason your capit 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	~
Gc 18	o to <u>What are incapacity payments and how to get them @</u> to find out more. You can also call 00 VETERAN (<u>1800 838 372</u>).	
	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.

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💫 MyService	Sign out
Claim for Incapacity Payments	(S) Help
Get started by telling us about your loss of earnings. 5% complete Part A - Loss of earnings Tell us how your work has been affected.	
Part B - Personal details Teil us more about your circumstances. Part C - Required documents	
Upload supporting documents for your claim. Previous Cancel claim Save and exit Review and	submit

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.

To determine your Incapacity Payments, we look at the effect your conditions have on your capacity to work.	<i>©</i>
Tell us about the lost earnings you are claiming for ③ Choose all that apply:	Help
I lost allowances while serving	
I suffered a loss in my career progression as a Recruit or during Initial Employment Training	
My civilian wage is or was less than my military wage since leaving the ADF	
I was unemployed for a period after leaving the ADF	
I am currently unemployed	
Previous Cancel claim Save and exit Save and next	

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.

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MyService Sign out	
Claim for Incapacity Payments	ළි elp
Great work. Now we need some personal details.	
JU% complete Image: Subscription of the state of the stat	
O 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'.

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A MyService Sign out	
Claim for Incapacity Payments	(C) Help
You're almost done. The last step is to upload supporting documents.	
Part A - Loss of earnings Tell us how your work has been affected.	
Part B - Personal details Tell us more about your circumstances.	
O Part C - Required documents Upload supporting documents for your claim.	

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.

Z4hr counselling and support services 🗸 Return to 👷	
MyService Sign out	
Required documents	8 Help
We need some documents from you to process your claim. Accepted file types include pdf, jpeg and png. Maximum file size is 50MB.	
What we need	
A Tax file number declaration form You can get this form from the <u>ATO website P</u> の	
Proof of military earnings Provide your last military payslip®	
Proof of loss of military allowance Provide a military payslip that shows you were not receiving allowances after the loss occ urrent	
Upload	

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.

	Proof of loss of military allowance Provide a military payslip that shows you were not receiving allowances afte r the loss occurred.	
	proof-of-loss-of-military-allowance.pdf	Remove
	Add another	() Help
	() You can still submit this claim without providing the documents a but we will need them before we can determine your claim.	bove,
	Is there anything you wanted to tell us about the documents we need?	? (optional)
		<i>b</i>
	Previous Cancel claim Save and exit Save	and next
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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'.

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A MyService Sign out
Claim for Incapacity Payments
All done! You can now review and submit your claim.
O 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	¹
	You need to provide: • Tax file number declaration form • Proof of military allowances • Proof of cost 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	nep
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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.

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Good morning		Sign Out
Tasks 1 task to complete >	Claims 2 claims submitted >	Payments \$2,867.01 1 Sep 2022 >
Services and benefits Apply now What can I apply for? Request review of decision Claim travel expenses Book transport	Your information A My details Service history Payment destination A Representation Accepted conditions Correspondence ··· View all	Report changes • Update my incapacity claim Your card Your card • Card type • White card • File number • QSM64773 • Expiry • 08/26 • View card details > • View card details • Vie
Australian Government Department of Veterans' Aff	Disclaimer 🕴 Privacy a	and security & Copyright & Terms of use Feedback Department of Veterans' Affairs &

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'.

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← Back t Clai	o home MS	₽ Request review of decision	(S) Help
Registe 21 Octob	red Incapacity Claim ere 2022 Claim ID: INC8579267	Add documents View	
<u>i</u>	Australian Government Department of Veterans'Affairs	Disclaimer @ Privacy and security @ Copyright @ Terms of use Feedback Department of Veterans' Affairs @	

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'.

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🙈 MyService	Sign out
← Back to home Claims	Request review of decision
Submitted Incapacity Claim 21 October 2022	View
Australian Government Department of Veterans' Affairs	Disclaimer @ Privacy and security @ Copyright @ Terms of use Feedback Department of Veterans' Affairs @

You're done!

See our website for more <u>MyService how-to guides</u>. Contact us on <u>1800 VETERAN</u> (1800 838 372) for support and advice. 10 <u>LaWanwaleonscreenifeedback</u> on this guide and our other services.