



How to complete your incapacity annual review

You can complete your incapacity annual review in MyService. This means your details are kept up to date so we can keep paying you correctly.

Your incapacity annual review task in MyService is the same as the 'Annual review of circumstances' form. If you do this task in MyService, you don't have to complete the form.

Note: This guide is only relevant if you are receiving incapacity payments.

For support on how to apply for incapacity payments, see our 'Apply for incapacity payments' guide at [Help using MyService | DVA \(dva.gov.au\)](https://dva.gov.au/help-using-my-service).

Getting started

Before you get started, you will need:

- the names and contact details of your medical practitioners
- details of your recent work, domicile, superannuation and other benefits.

You may also be required to provide supporting documents. This could include pension or lump sum payment documents, payslips or work contracts.

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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 – Access your incapacity annual review task

When it is time to complete your incapacity annual review, we will send an email to your myGov inbox.

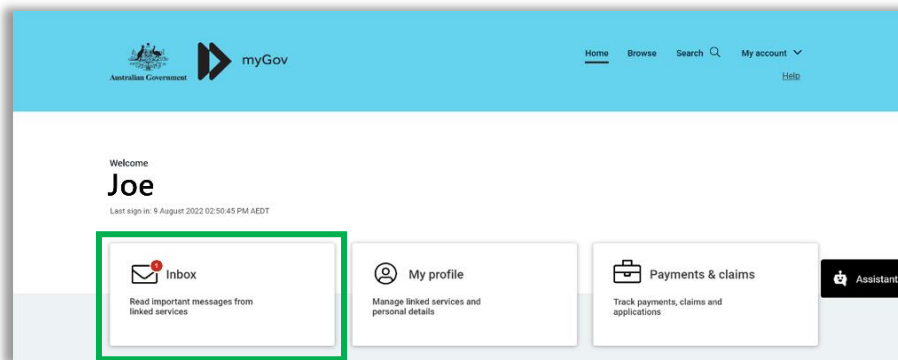
From the day you receive this email, you will have 28 days to complete your review. This includes uploading documents.

You can access the annual review task from either:

- your myGov inbox
- your MyService home screen.

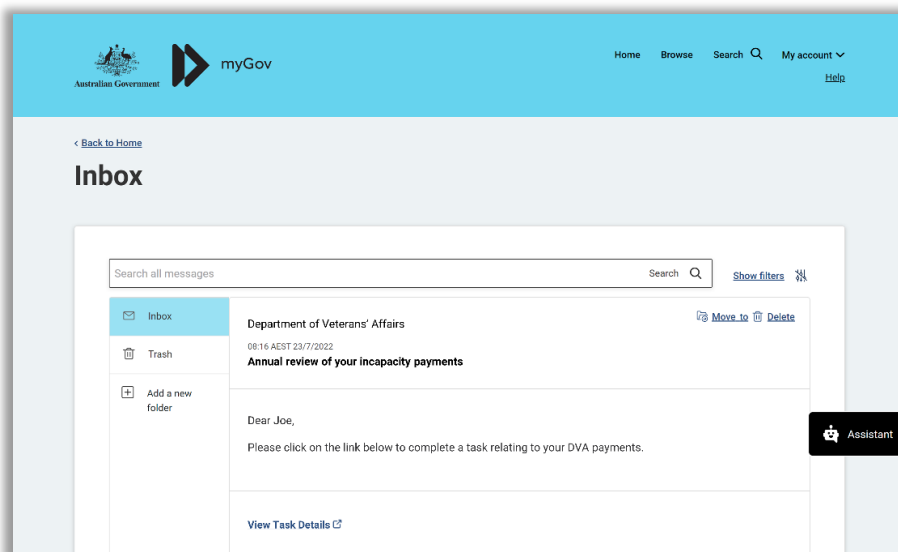
From your myGov inbox

Sign in to your myGov account and select the 'Inbox' on your myGov home screen.



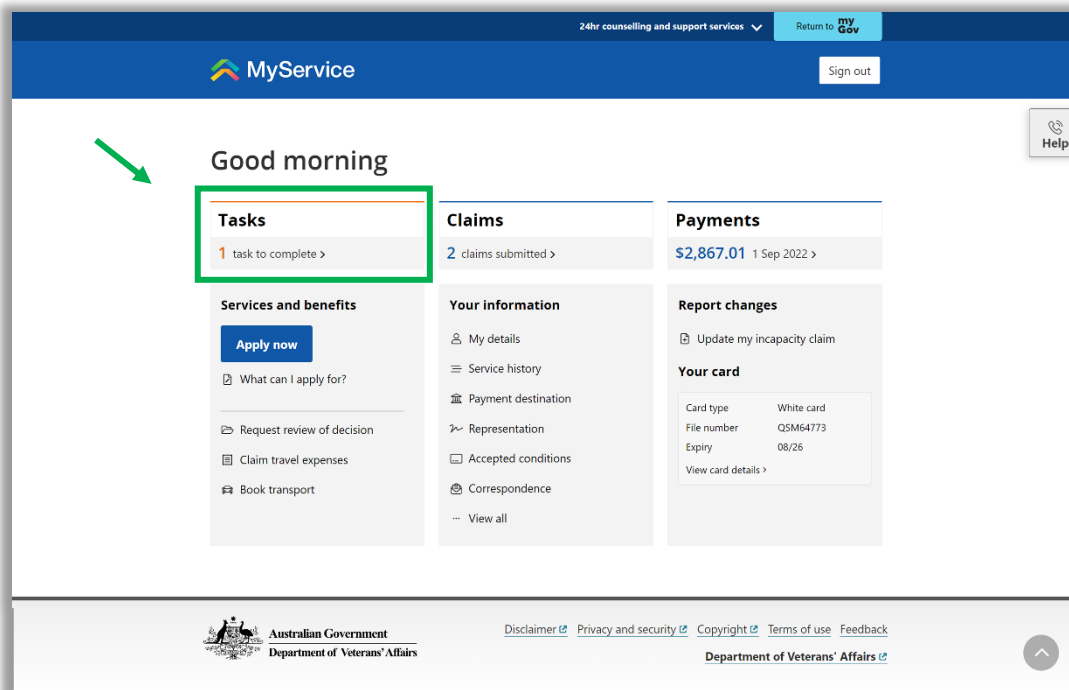
You will have an email from us titled 'Annual review of your incapacity payments'.

Open this email and select the 'View Tasks Details' link. To continue, go to 'Step 2: Prepare for this task' in this guide.

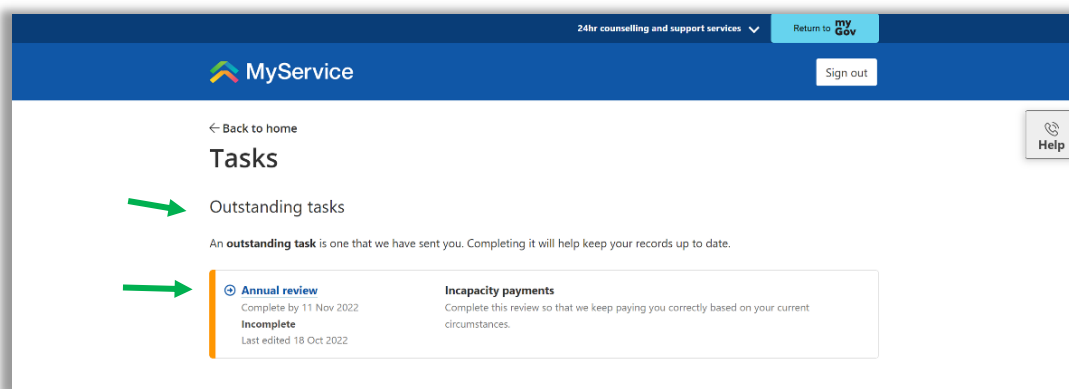


From your MyService home screen

Sign in to MyService and you will see a 'Tasks' tile on your home screen. This shows the tasks that you have to complete. Select this tile.



On your 'Tasks' screen, you will see 'Annual review' listed under 'Outstanding tasks'. Select 'Annual review'.



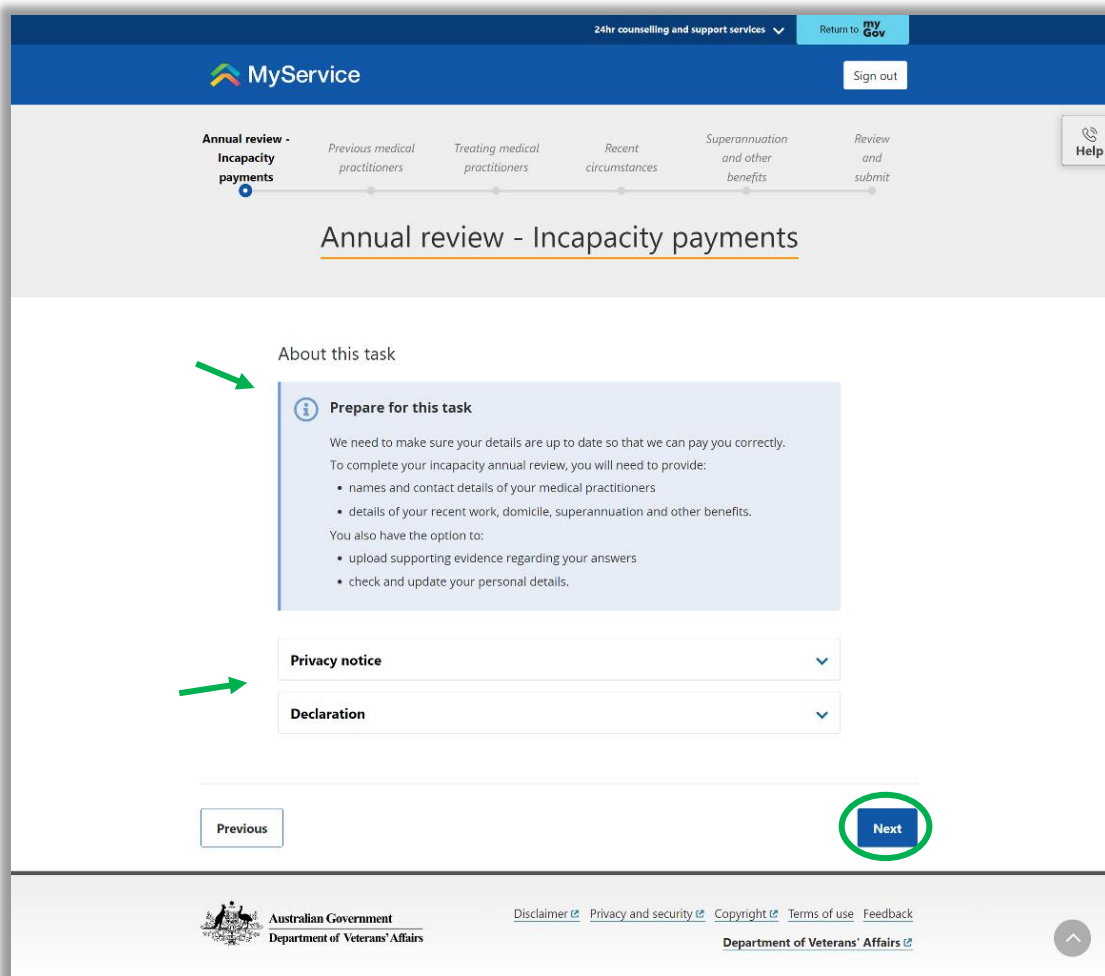
Step 2 – Prepare for this task

You are now on the first screen of the 'Annual review – Incapacity payments' task. Here you will find an outline of this task, as well as details of our Privacy notice and Declaration.

Have the following ready:

- the names and contact details of your medical practitioners
- details of your recent work, domicile (where you live), superannuation and other benefits
- any documents that you can upload to support these details.

Select 'Next' to proceed.



24hr counselling and support services Return to MyGov Sign out

MyService

Annual review - Incapacity payments Previous medical practitioners Treating medical practitioners Recent circumstances Superannuation and other benefits Review and submit Help

Annual review - Incapacity payments

About this task

Prepare for this task

We need to make sure your details are up to date so that we can pay you correctly. To complete your incapacity annual review, you will need to provide:

- names and contact details of your medical practitioners
- details of your recent work, domicile, superannuation and other benefits.

You also have the option to:

- upload supporting evidence regarding your answers
- check and update your personal details.

Privacy notice

Declaration

Previous Next

Australian Government
Department of Veterans' Affairs

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Department of Veterans' Affairs

Step 3 – Provide your details

You will now be directed through a series of screens where you can provide updates for:

- previous medical practitioners
- treating medical practitioners
- changes to your circumstances
- your superannuation and other benefits.

Each screen will provide instructions specific to you. Depending on your answers, you may need to upload supporting documents.

Note: You can submit your review without uploading all the documents now, but you will need to provide them later to finalise your review. Step 5 shows you how to upload documents after you've submitted your review.

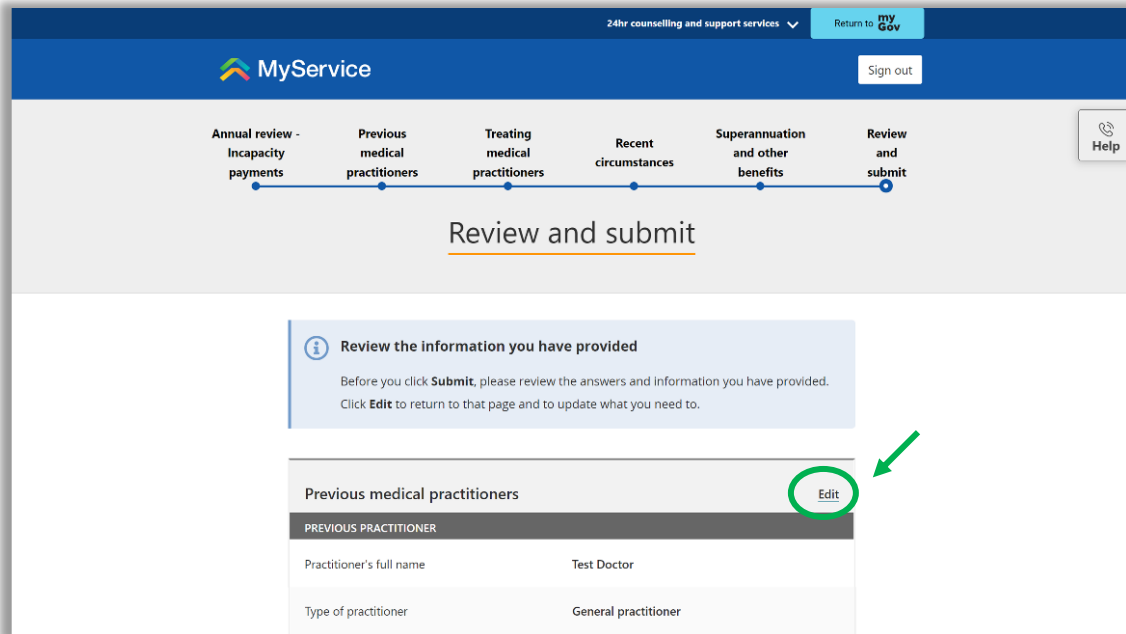
You must upload all documents within the 28-day timeframe.

Select 'Save and next' when you are ready to move to the next screen.

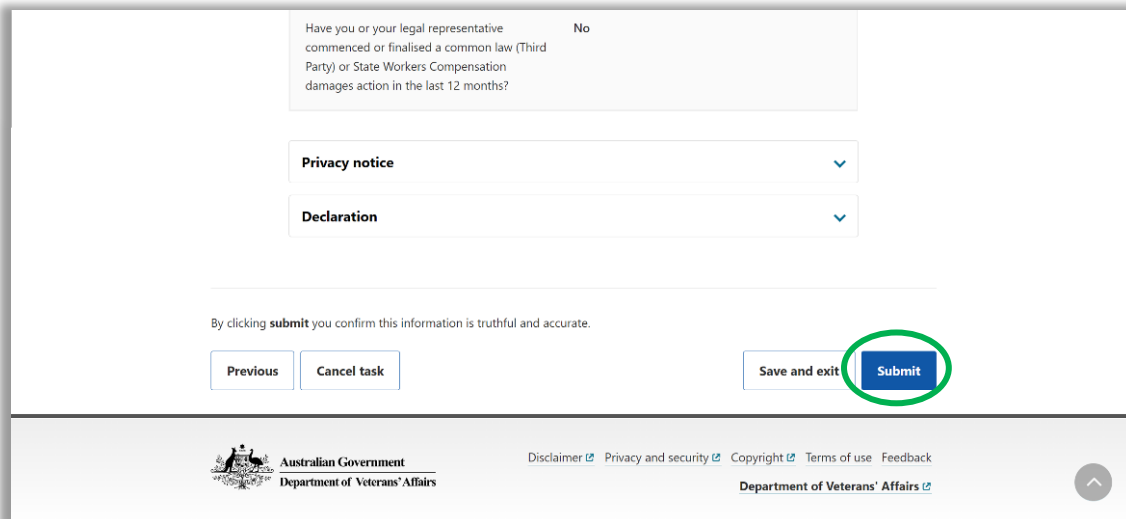
Step 4 – Review and submit

Once you have provided all your details, you will reach the ‘Review and submit’ screen. Here you can review the information you have provided.

Select ‘Edit’ to return to a previous screen if you need to make any changes.



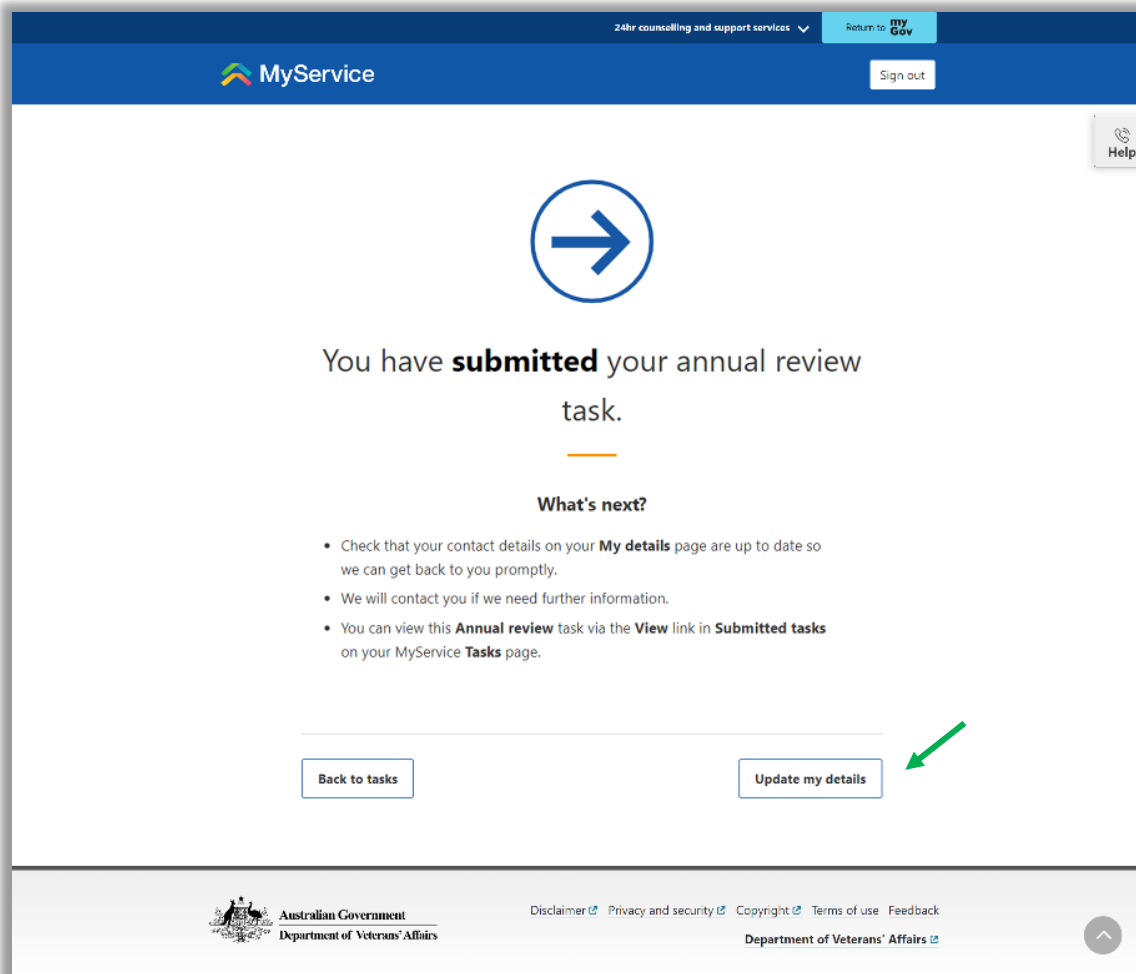
Then select ‘Submit’ when you have completed your updates.



You will now see a screen confirming that your review has been submitted.

You can select 'Update my details' to check your contact details are up to date so we can contact you if we need to.

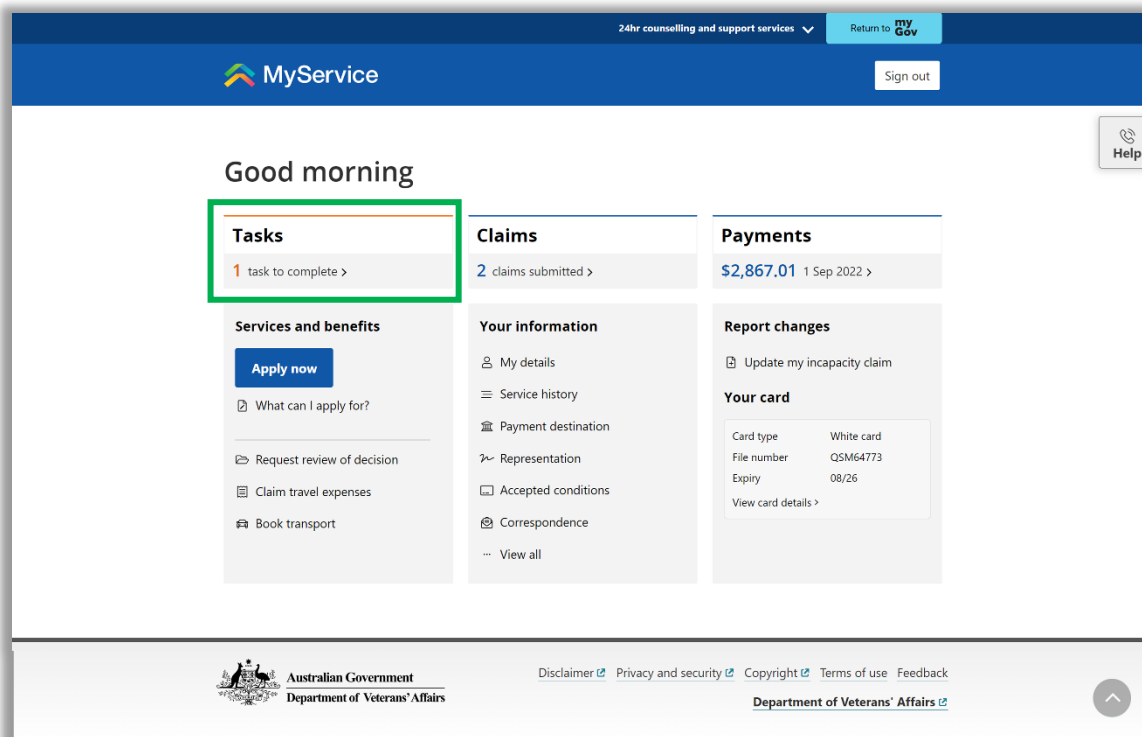
If you need to upload documents later, you will need to go to Step 5. Otherwise, you're done!



The screenshot shows the MyService interface after submitting an annual review. The page features a blue header with the MyService logo, a 'Sign out' button, and a 'Return to my Gov' link. A large blue arrow icon is centered on the page. Below it, the text reads: "You have **submitted** your annual review task." Underneath, a section titled "What's next?" lists three bullet points: "Check that your contact details on your **My details** page are up to date so we can get back to you promptly.", "We will contact you if we need further information.", and "You can view this **Annual review** task via the **View** link in **Submitted tasks** on your MyService **Tasks** page." At the bottom of the main content area, there are two buttons: "Back to tasks" and "Update my details". A green arrow points to the "Update my details" button. The footer contains the Australian Government Department of Veterans' Affairs logo and name, along with links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

Step 5 – Upload documents after you’ve submitted your review (if needed)

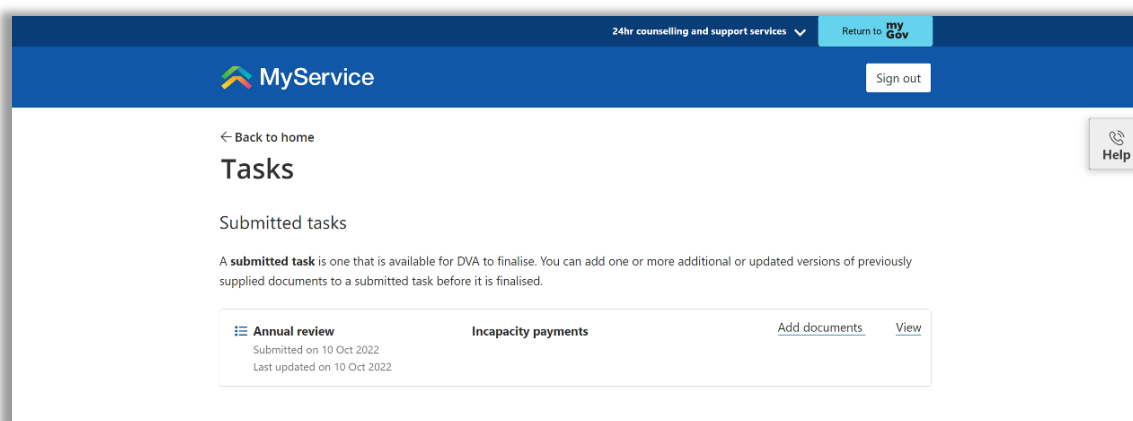
On your MyService home screen, select the ‘Tasks’ tile. Here you will see that you have a task to complete.



You will see ‘Annual review’ listed under ‘Submitted tasks’.

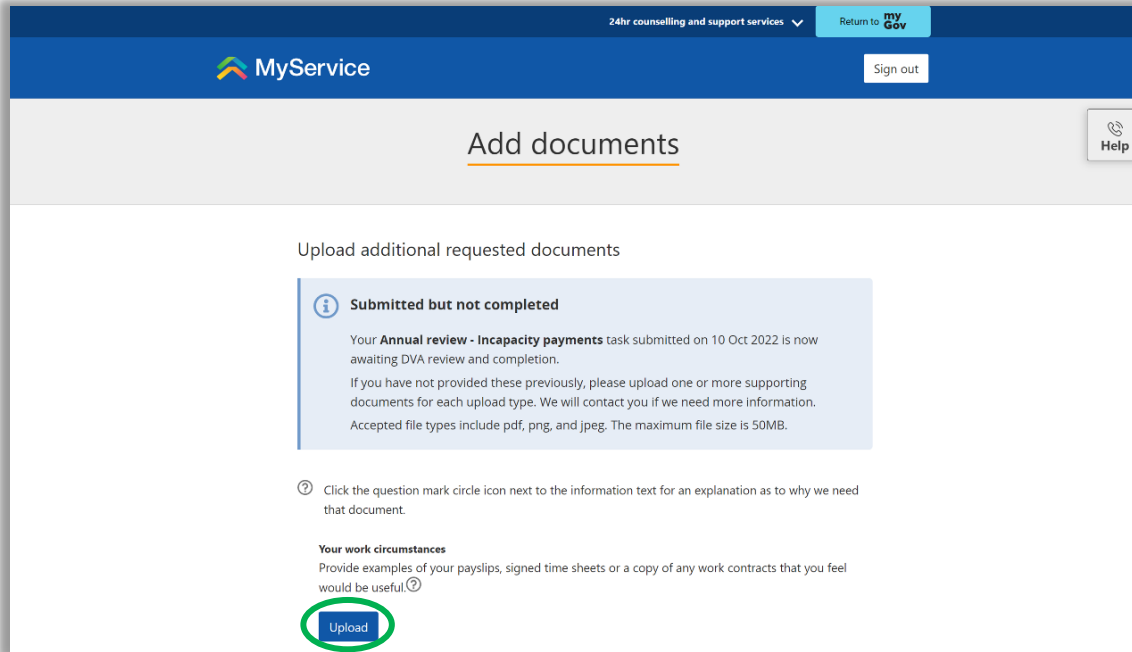
Your incapacity annual review will remain as a ‘Submitted task’ until you’ve uploaded all the necessary documents or until one month after the due date.

Select ‘Add documents’.



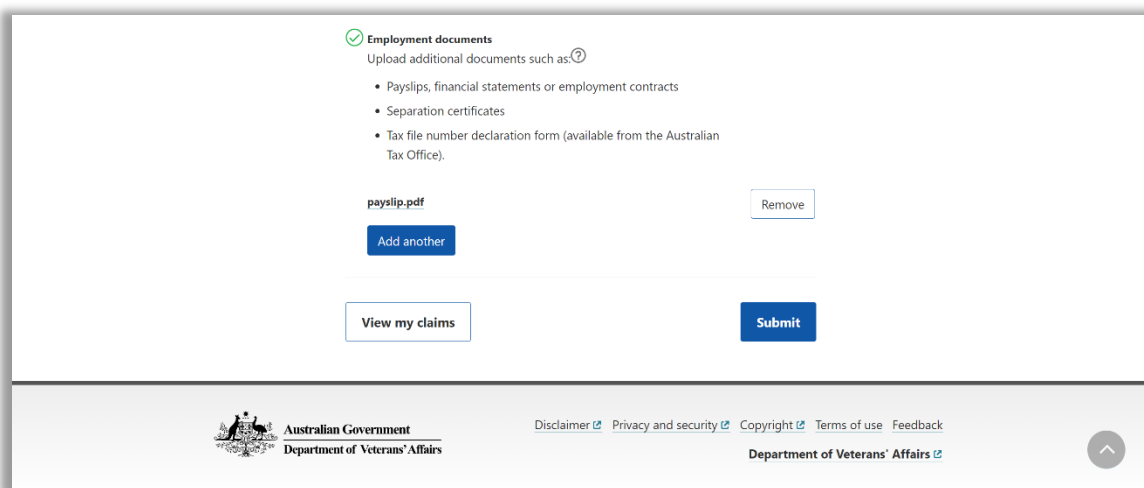
You are now on the 'Add documents' screen. This screen explains that you have submitted your task but not completed it. It lists all the documents you need to upload to complete the task.

Select 'Upload' and attach your relevant files.



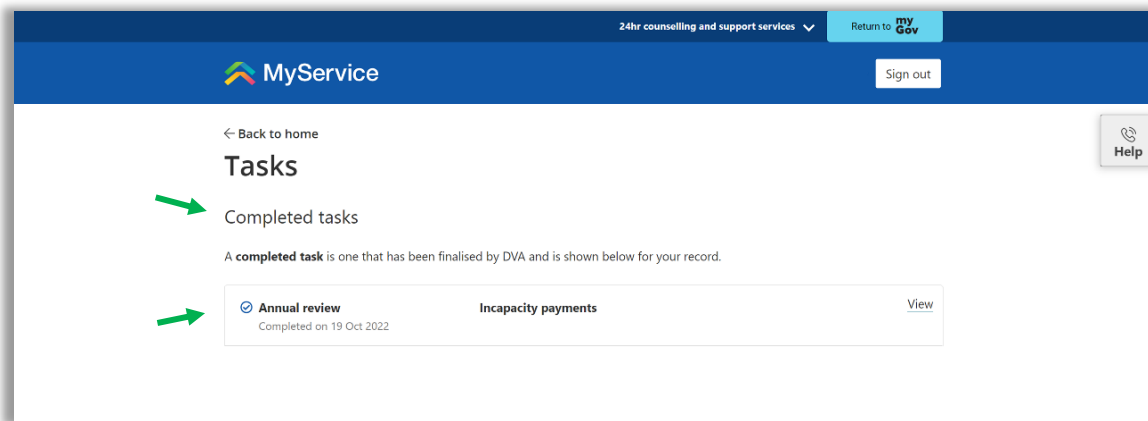
If you have more than one document, select 'Add another' to upload it.

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



Select 'Submit' to complete your annual review.

You will now see 'Annual review' listed under 'Completed tasks' on the 'Tasks' screen.



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.