

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 <u>Help using MyService | DVA (dva.gov.au)</u>.

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.

📯 MyService		Sign out	ſ
Good morning			
Tasks	Claims	Payments	
1 task to complete >	2 claims submitted >	\$2,867.01 1 Sep 2022 >	
Services and benefits	Your information	Report changes	
Apply now What can I apply for?	옴 My details 글 Service history	 Update my incapacity claim Your card 	
 Request review of decision Claim travel expenses Book transport 		Card typeWhite cardFile numberQ5M64773Expiry08/26View card details	
 Australian Government	Disclaimer @ Privacy an	nd security @ Copyright @ Terms of use Feedback	

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

	24hr counselling and support services 🗸 🗸	Return to Gov	
< MyService		Sign out	
← Back to home Tasks			୍ତି Help
 Outstanding tasks An outstanding task is one that we h	ave sent you. Completing it will help keep your records up to date.		
 Annual review Complete by 11 Nov 2022 Incomplete Last edited 18 Oct 2022	Incapacity payments Complete this review so that we keep paying you correctly based on you circumstances.	ur current	
•			

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.

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ᄎ MySei	rvice			Sign out	
Annual review - Incapacity payments	Previous medical Treating m practitioners practition	edical Recent ners circumstances	Superannuation and other benefits	Review and submit	G Help
	Annual review	- Incapacity p	payments		
Abo	ut this task				
(3	 Prepare for this task We need to make sure your deta To complete your incapacity ann names and contact details of details of your recent work, d You also have the option to: upload supporting evidence r check and update your person 	ils are up to date so that we car ual review, you will need to pro- your medical practitioners omicile, superannuation and ot regarding your answers nal details.	n pay you correctly. vide: ther benefits.		
Priv	vacy notice			~	
Dec	laration		`	,	
Previous				Next	
Australi	an Government ent of Veterans' Affairs	Disclaimer @ Privacy and securi	ity @ Copyright @ Terms Department of Ve	of use Feedback terans' Affairs 🖉	0



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.

			24hr counselling ar	id support services 🗸	Return to Gov	
<u> M</u> y	/Service				Sign out	
Annual revie Incapacity payments	w - Previous medical practitioners	Treating medical practitioners	Recent circumstances	Superannuation and other benefits	Review and submit	(C) Help
		Recent circ	cumstance	25		
	Uploading a d You may be requ You can still sub will need them t documents after page. Accepted file type	Jocument Jired to upload supportin mit this task without prov fore we can process yoo submitting this form by ses include pdf, jpeg and j	ig documents dependil viding these supporting ur annual review. You using the Add docume png. Maximum file size	ng on your answers. documents, however i an add these missing ants link in the Tasks lis is 50MB.	e e	
	Your work circums	tances				
	Are you currently working You must declare all work, i employment.	g or have you worked in t including any unpaid or vo	the last 12 months? Juntary work. You must a	also declare self-		
	Yes If you have not provided th for this question. We will co	No ese previously, please uplo antact you if we need more	bad one or more suppor e information.	ting documents		
×	Your work circumstance Provide examples of your useful. Upload	s payslips, signed time sheets (or a copy of any work cont	racts that you feel would be	2	
	lf you are in care					
	Have you been cared for months? Yes	in a hospital, nursing hor No	ne or similar place for	a continuous period of	12	
	Incarceration					
	Have you been incarcerat Yes	ed for any period in the l	last 12 months?			
Previous	Cancel task			Save and exit	Save and next	
	Australian Government Department of Veterans [*] Affair	Disclaim	er 🗷 Privacy and secur	ity 2 Copyright 2 Terr Department of	ns of use Feedback Veterans' Affairs 🖄	0



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.

			24hr counselling an	d support services 🗸	Return to my Gov	
🔁 M	/Service				Sign out	
Annual revie Incapacity payments	w - Previous medical practitioners	Treating medical practitioners	Recent circumstances	Superannuation and other benefits	Review and submit	(C) Help
		Review a	nd submit			
	Review the in Before you click. Click Edit to retu	Iformation you hav Submit, please review t irn to that page and to u	e provided he answers and informa pdate what you need to	ation you have provide ,	d.	
	Previous medical previous practitioner	practitioners R	_		Edit	
	Practitioner's full name		Test Doctor			
	Type of practitioner		General practitioner			

Then select 'Submit' when you have completed your updates.

	Have you or your legal representative No commenced or finalised a common law (Third Party) or State Workers Compensation damages action in the last 12 months?	
	Privacy notice	~
	Declaration	~
By clicking sut Previous	mit you confirm this information is truthful and accurate. Cancel task	nd exit
	ustralian Government Disclaimer @ Privacy and security @ Copyright @ epartment of Veterans'Affairs Departmen	Terms of use Feedback

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!

24hr councelling and support services 🗸 Return to 😷	
A MyService Sign out	
	& Help
You have submitted your annual review	
task.	
What's next?	
 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.	
 You can view this Annual review task via the View link in Submitted tasks on your MyService Tasks page. 	
Back to tasks	
Australian Government Disclaimer @ Privacy and security @ Copyright @ Terms of use Feedback Department of Veterans' Affairs @	

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.

六 MyService	24hr counse	Iling and support services V Return to WV	
Good morning			
Tasks	Claims	Payments	
1 task to complete >	2 claims submitted >	\$2,867.01 1 Sep 2022 >	
Services and benefits	Your information	Report changes	
Apply now	은 My details	Update my incapacity claim	
What can I apply for?	\equiv Service history	Your card	
Request review of decision Claim travel expenses Book transport	Payment destination Properties of the second seco	Card typeWhite cardFile numberQSM64773Expiry08/26View card details >	
Australian Government	Disclaimer 🕑 Privacy and	i security 🖉 Copyright 🖉 Terms of use Feedback Department of Veterans' Affairs 🖉	

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'.

	24hr counselling and support services	Return to Gov	
ᄎ MyService		Sign out	
← Back to home Tasks			
Submitted tasks A submitted task is one that is avail supplied documents to a submitted	able for DVA to finalise. You can add one or more additional or updated task before it is finalised.	d versions of previously	
E Annual review Submitted on 10 Oct 2022 Last updated on 10 Oct 2022	Incapacity payments Ad	ld documents View	



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.

24hr counselling and support services 🗸 Retu	m to Gov
A MyService	Sign out
Add documents	(C) Help
Upload additional requested documents	
Submitted but not completed Your Annual review - Incapacity payments task submitted on 10 Oct 2022 is now awaiting DVA review and completion. If you have not provided these previously, please upload one or more supporting documents for each upload type. We will contact you if we need more information. Accepted file types include pdf, png, and jpeg. The maximum file size is 50MB.	
 Click the question mark circle icon next to the information text for an explanation as to why we need that document. Your work circumstances Provide examples of your payslips, signed time sheets or a copy of any work contracts that you feel 	
would be useful (?)	

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.

Semployment documents Upload additional documents such as:	
Payslips, financial statements or employment contracts	
Separation certificates	
Tax file number declaration form (available from the Austr- Tax Office).	alian
payslip.pdf	Remove
Add another	
View my claims	Submit
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Select 'Submit' to complete your annual review.



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

		24hr counselling and support services 🗸	Return to Gov	
	ᄎ MyService		Sign out	
	← Back to home Tasks			(C) Help
*	Completed tasks A completed task is one that has been finalis	sed by DVA and is shown below for your record.		
-+	Annual review Completed on 19 Oct 2022	Incapacity payments	View	

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. <u>We welcome your feedback</u> on this guide and our other services.