

How to update your incapacity claim

You can update your incapacity claim by providing your most recent medical and employment-related documents in MyService. By keeping your details up to date, we can keep paying you correctly.

Note: This guide is only relevant if you're getting incapacity payments and your medical or employment details have changed.

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 copies of documents that show changes to your medical and employment information. These documents include:

- medical certificates for any conditions that reduce your capacity to work
- employment-related documents, such as payslips, separation certificates and tax file number declarations.

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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 'Update my incapacity claim'

Sign in to MyService and on home screen select 'Update my incapacity claim'.

Note: Your home screen might look a little different to the one shown here. Look for 'Update my incapacity claim' under 'Report changes'.

Good afternoon		
Tasks No new tasks	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 My details Service history Payment destination Representation Accepted conditions Correspondence - View all	Report changes Update my incapacity claim Your card Card type White card File number QSM64773 Expiry 08/26 View card details >



Step 2 – Upload your documents

You are now on the 'Update my incapacity claim' screen.

Select 'Upload' under the relevant 'Medical certificate' or 'Employment documents' sections.

Follow the on-screen prompts to upload your document.

	24hr counselling and support services 🗸	Return to My
< MyService		Sign out
	Update my incapacity claim	ଞ Help
3	When your circumstances change Use this page to bring your medical or employment documents up to date for your incepacity payments claim. If you have not provided these previously, please upload one or more additional or updated supporting documents. We will contact you if we need more information. Accepted file types are pdf, png, and jpeg. The maximum file size is 50MB and you can submit a maximum of 10 documents at a time.	
Add a ② Click Get Youu • •	documents list it the question mark circle icon next to the information text for why we need that lical certificate this from your treating practitioner. rmedical certificate must include the following: The condition/s affecting your capacity to work How many hours you can work Any restrictions in your iob	document
	How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end date). How long you will be incapacitated to work (including start and end da	
View	y my claims	

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.

⊘ Medical certificate Get this from your treating practitioner.⑦	
Your medical certificate must include the following: • The condition/s affecting your capacity to work	
How many hours you can work	9
 Any restrictions in your job 	Help
 How long you will be incapacitated to work (including start and end date). 	
medical-certificate.png	Remove
Add another	



Step 3 – Submit your documents

Once you're ready, select 'Submit'.

Set this from your treating practitioner.	
Your medical certificate must include the following: • The condition/s affecting your capacity to work	
 How many hours you can work 	2
 Any restrictions in your job 	Help
 How long you will be incapacitated to work (including start and end date). 	
medical-certificate.png	Remove
Add another	
Employment documents Upload additional documents such as:⑦	
 Payslips, financial statements or employment contracts 	
 Separation certificates 	
 Tax file number declaration form (available from the Australian Tax Office). 	
Upload	
View my claims	Submit

You will see confirmation that your documents have been submitted.

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

24hr counselling and support services 🗸 🥂 Return to 🔐	
MyService Sign cut	
	(C) Help
Your documents have been submitted	
_	
What's next?	
We will contact you if we need further information.	
 To help us get back to you promptly check that your contact details are up to date. Go straight to the My details page by clicking Update profile below. 	
Update profile View my claims	
Australian Government Disclaimer @ Privacy and security @ Copyright @ Terms of use Feedback 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.

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