



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 [Help using MyService | DVA \(dva.gov.au\)](https://dva.gov.au/help-using-my-service).

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.

Contents

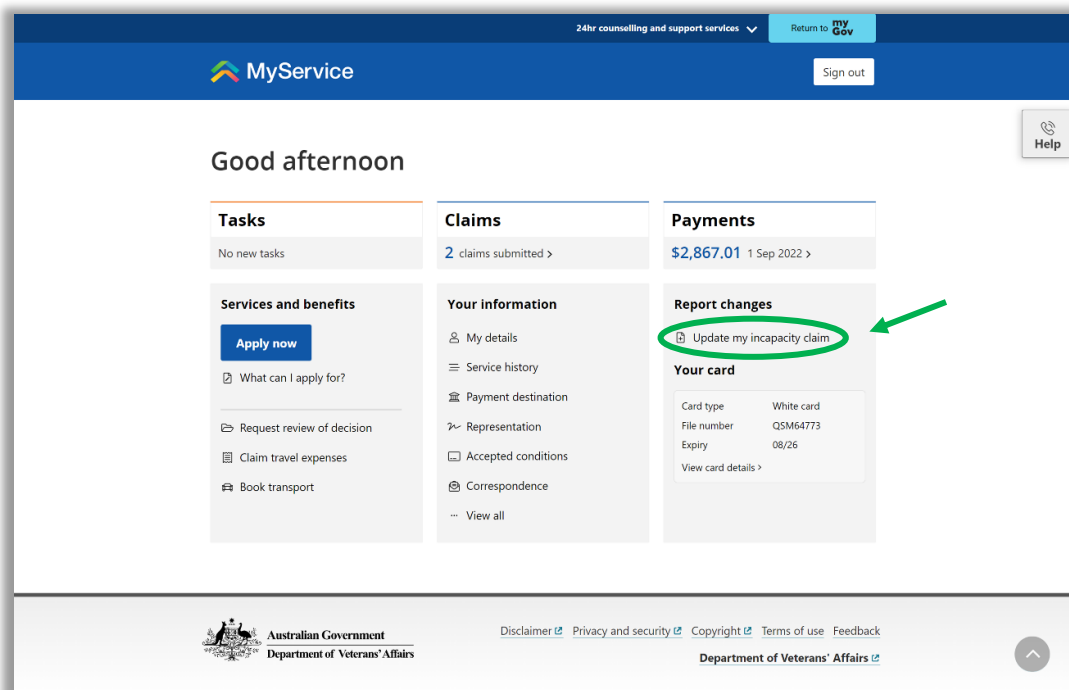
Step 1 – Select 'Update my incapacity claim'	2
Step 2 – Upload your documents.....	3
Step 3 – Submit your documents	Error! Bookmark not defined.

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’.

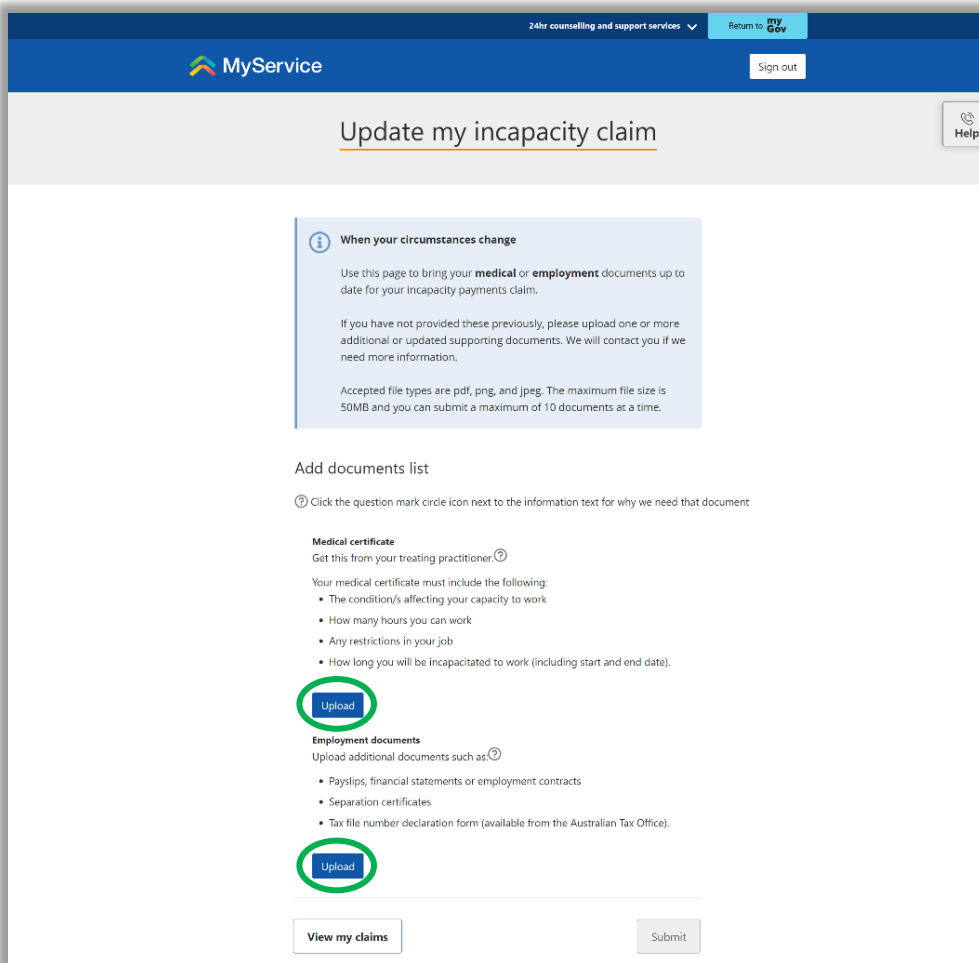


Step 2 – Upload your documents

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

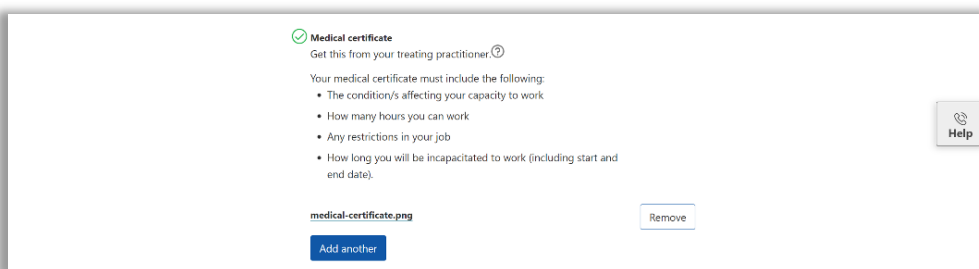
Select 'Upload' under the relevant 'Medical certificate' or 'Employment documents' sections.

Follow the on-screen prompts to upload your document.



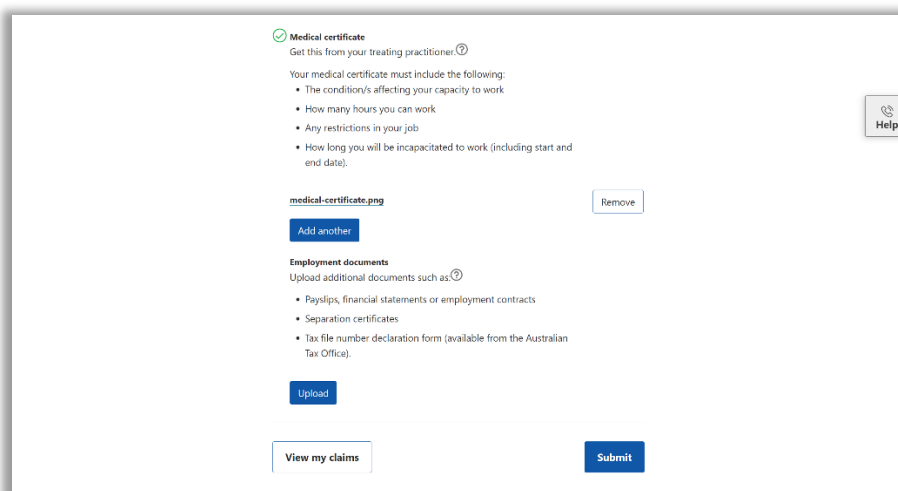
If you have more than one document, select 'Add another' to upload it.

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



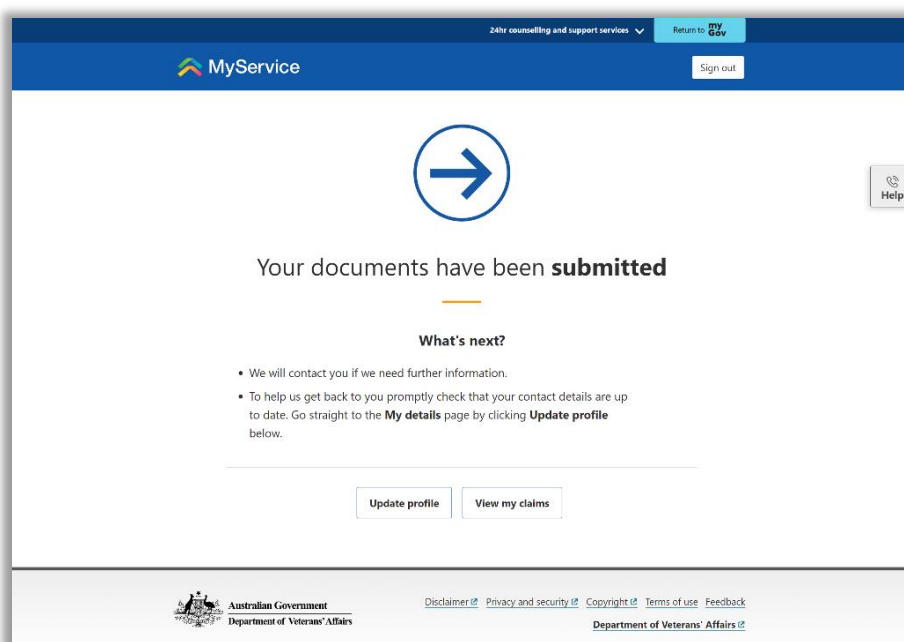
Step 3 – Submit your documents

Once you're ready, select '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.



You're done!

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

Contact us on [1800 VETERAN \(1800 838 372\)](tel:1800838372) for support and advice.

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