



How to book transport for medical appointments

You can book transport through MyService for approved medical treatment.

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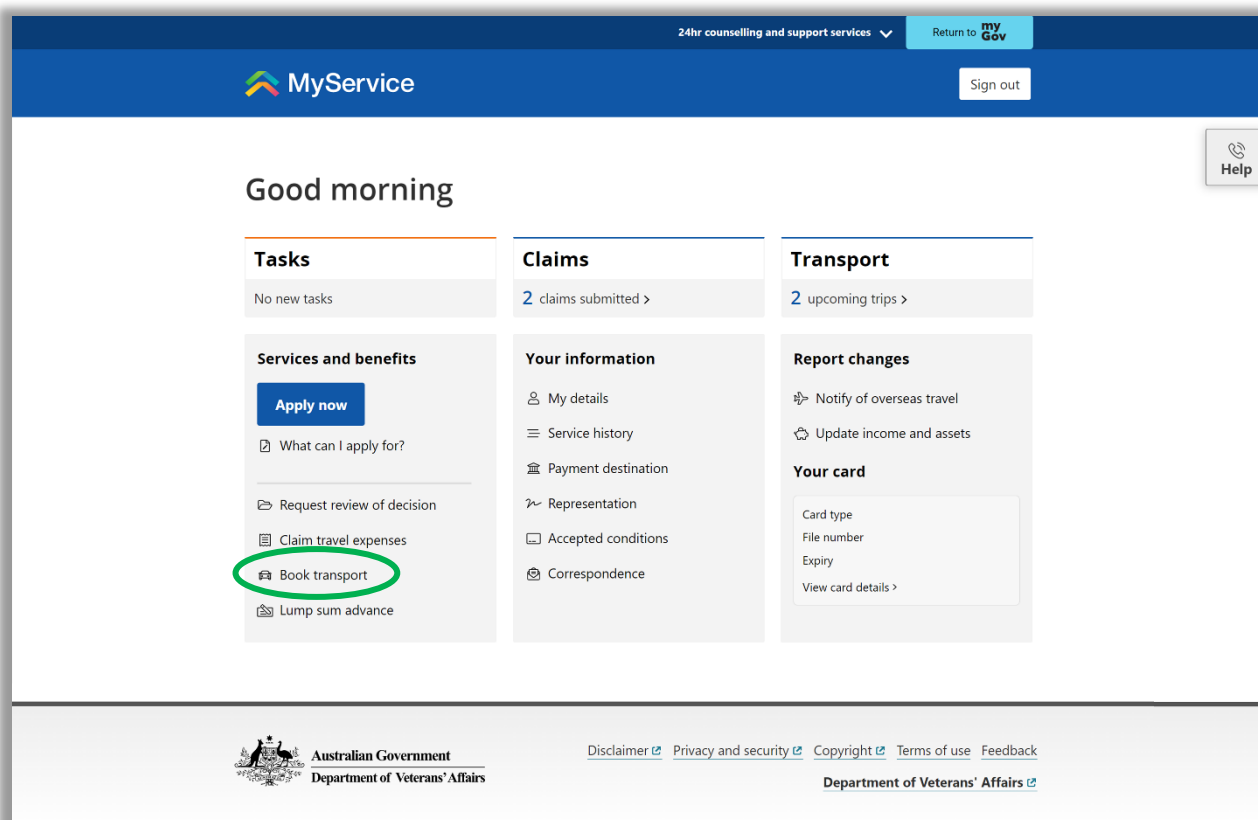
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Note: This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

Step 1 – Select ‘Book transport’

Sign in to your MyService account and select ‘Book transport’ on the home screen.

Note: Your home screen might look a little different from the one shown here. Look for ‘Book transport’ under ‘Services and benefits’.



The screenshot displays the MyService user interface. At the top, there is a navigation bar with the MyService logo, a 'Sign out' button, and a 'Return to my Gov' button. Below the navigation bar, the main content area is titled 'Good morning'. It features several sections: 'Tasks' (No new tasks), 'Claims' (2 claims submitted), and 'Transport' (2 upcoming trips). The 'Services and benefits' section is highlighted with a blue 'Apply now' button and lists options like 'What can I apply for?', 'Request review of decision', 'Claim travel expenses', 'Book transport' (circled in green), and 'Lump sum advance'. Other sections include 'Your information' (My details, Service history, Payment destination, Representation, Accepted conditions, Correspondence) and 'Report changes' (Notify of overseas travel, Update income and assets). The 'Your card' section shows Card type, File number, Expiry, and View card details. At the bottom, there is a footer with the Australian Government Department of Veterans' Affairs logo and links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

Step 2 – Start your booking

You will now be on the 'Book transport' start screen. This is where you start new bookings. You can also view details of your upcoming bookings here.

Select 'Book transport' to make a booking.

24hr counselling and support services Return to myGov

MyService Sign out

[← Back to home](#)

Book transport

The Booked Car Scheme is available to eligible DVA clients when they attend approved medical treatment. Local taxi and hire car providers are contracted to DVA to arrange suitable vehicles to transport DVA clients to their medical appointments on time.

For further information see [arrange for a taxi or hire car](#) or call 1800 VETERAN (1800 838 372)

[Book transport](#)

Upcoming trips

Date and time	Pick up address	Going to	Booking details	Actions
You currently have no bookings.				

Only upcoming trips will be shown here. If you wish to discuss trips that are not listed please contact DVA.

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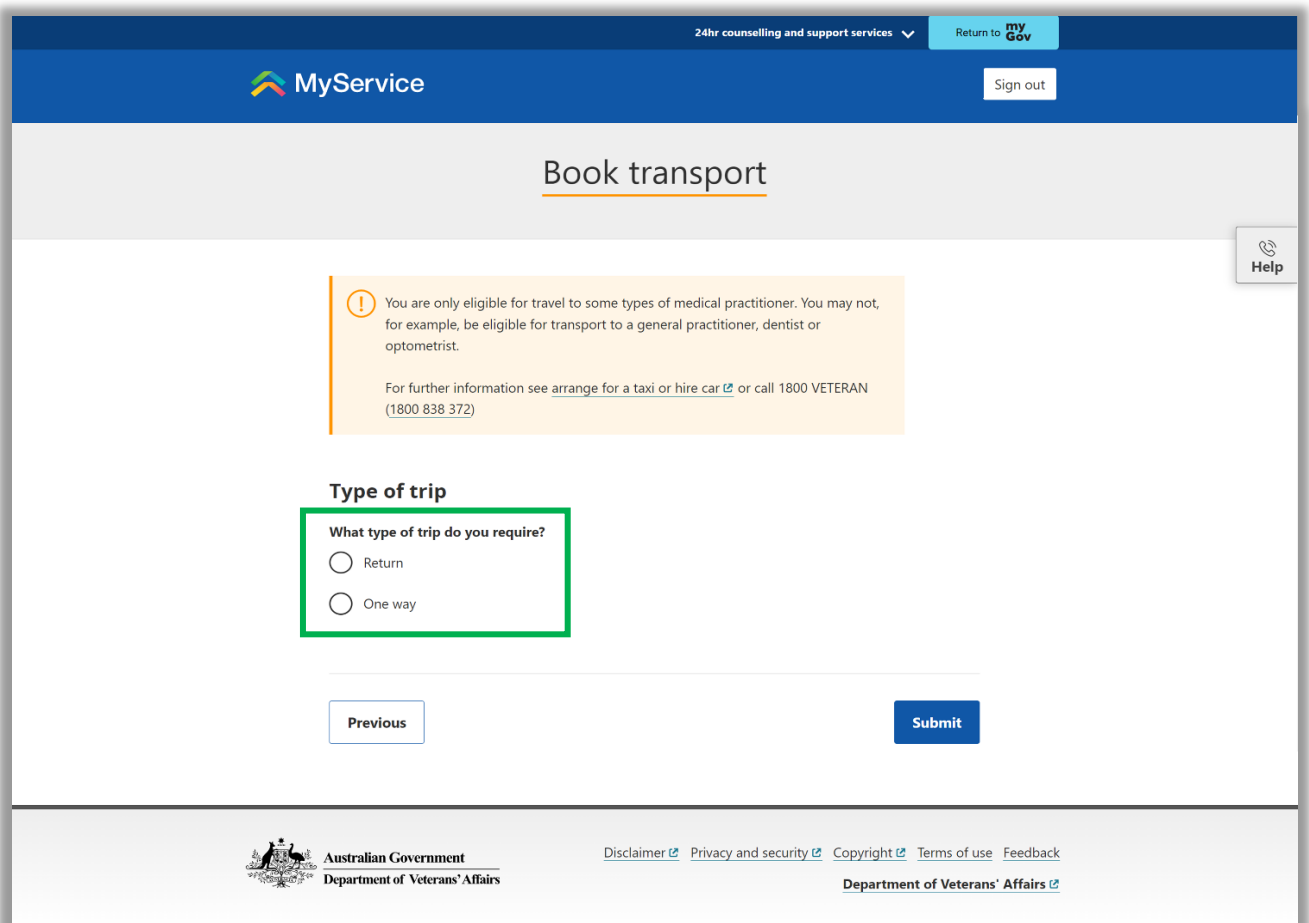
Step 3 – Select your trip type


You can select either a 'Return' or 'One way' trip.


If you:

- are starting from and returning to the same destination for a single appointment, select 'Return'
- are going to more than one appointment or not returning to your start destination, select 'One way'.


For multiple appointments, you will need to make separate, one way bookings for each leg of the trip. So, if you travel from your home to a medical provider and then on to another medical provider before returning home, this would count as 3 one way trips.




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 MyService [Sign out](#)

Book transport

 Help

 You are only eligible for travel to some types of medical practitioner. You may not, for example, be eligible for transport to a general practitioner, dentist or optometrist.

For further information see [arrange for a taxi or hire car](#) or call 1800 VETERAN (1800 838 372)


Type of trip

What type of trip do you require?

Return

One way

[Previous](#) [Submit](#)

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Step 4 – Enter your pick up address

Enter the pick up address and where you are going.

- If you have previously entered your address, you will be able to select it from the drop-down list.
- If it's the first time you're using this service or you need to add a new pick up address, select 'Enter new address' from the drop-down list.

24hr counselling and support services | Return to myGov | Sign out

Book transport

Type of trip

What type of trip do you require?

Return

One way

! When you arrive at your appointment, ask your driver for a contact number. Call to arrange your return trip when you are ready. You should only book a return trip if you are travelling back on the same day

Pick up address

Select home or enter new

-- Select address --

-- Select address --

1 SYDNEY AVE BARTON, ACT 2600

Enter new address

Going to

Select medical provider or enter new

-- Select provider --

An extra field will display below the drop-down list where you can type your new address.

Pick up address

Select home or enter new

Enter new address

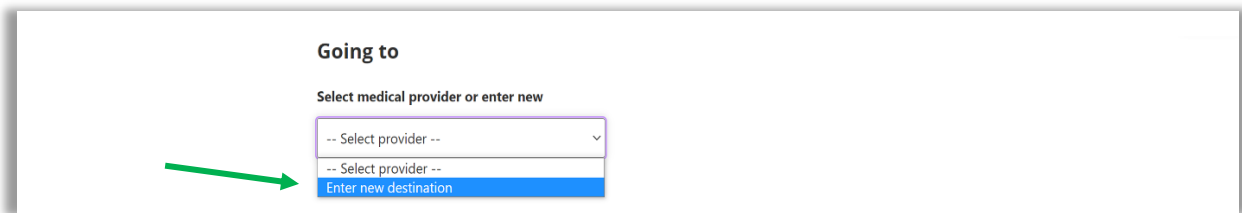
Address (start typing your address)

1 SYDNEY AVE BARTON ACT 2600

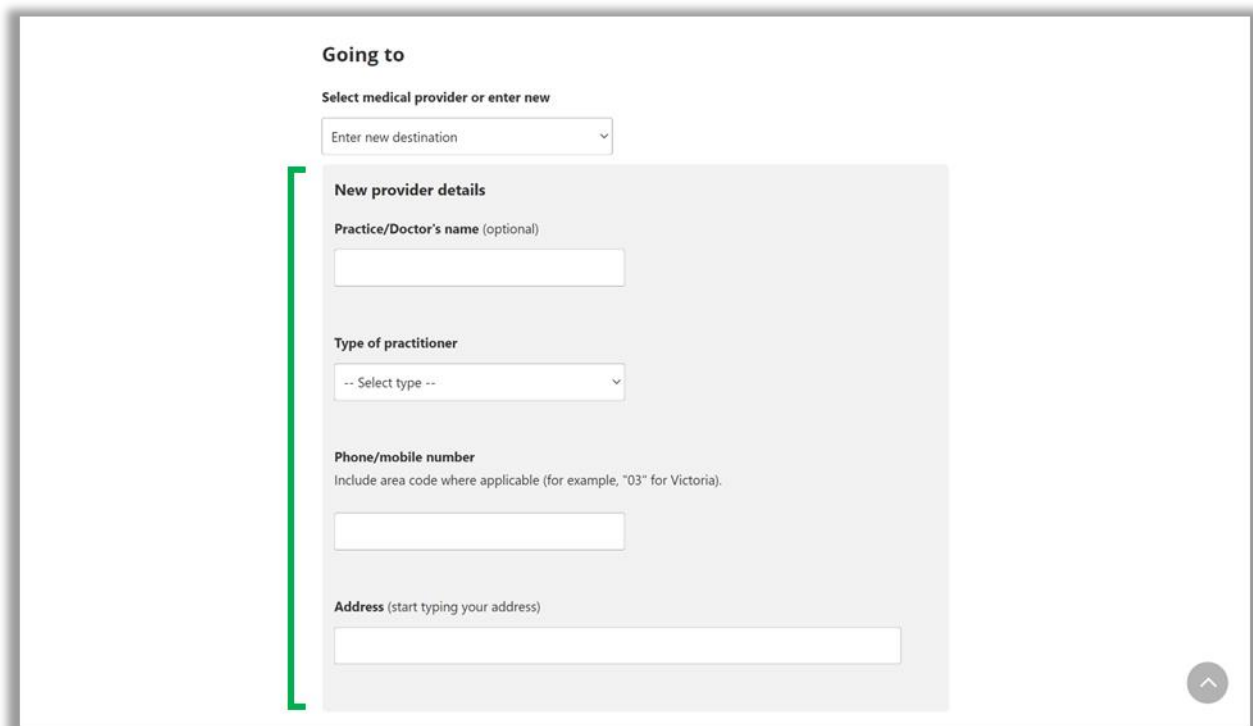
Step 5 – Enter where you are going

Enter your medical provider’s address.

- If you are returning to a provider whose details you have already entered, you will be able to select them from the drop-down list.
- If you need to add a new medical provider, select ‘Enter new destination’ from the drop-down list. Extra fields will display below the drop-down list titled ‘New provider details’.



Note: Be sure to check the address and medical provider details are accurate and up to date when you’re selecting them from the drop-down list. If this is not the case, use the ‘Enter new address’ or ‘Enter new destination’ options.



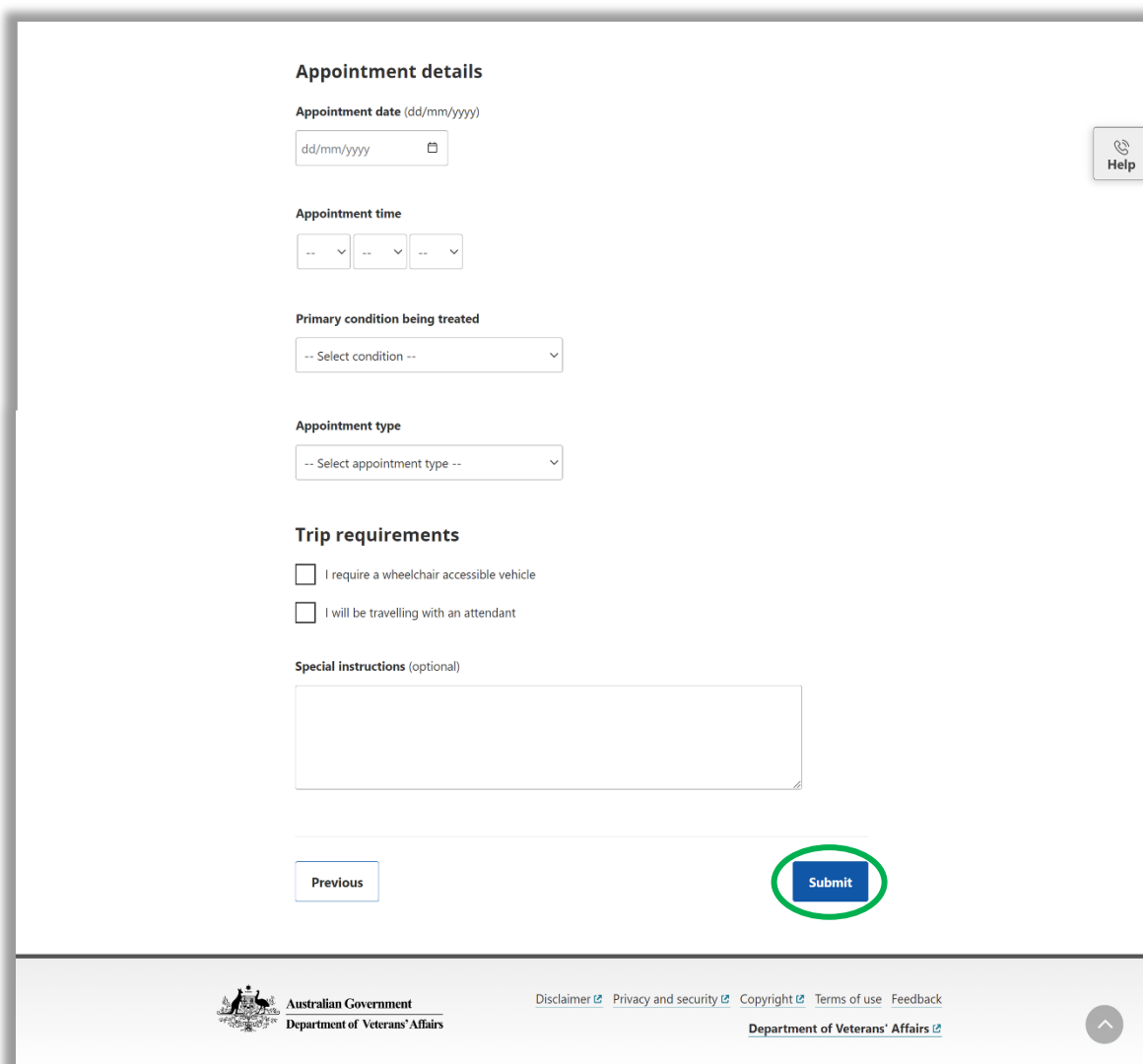
Step 6 – Enter your appointment details and trip requirements

Provide the details for your appointment, as well as any requirements you may have for your trip.

Note: While Gold Card holders are eligible for transport relating to all medical conditions, it is important to still select the 'Primary condition being treated' to help us process your booking. Only select 'Other' if your trip does not relate to any of the listed conditions.

Select 'Submit' to complete your booking.

You have now made a transport booking!



The screenshot shows a web form titled "Appointment details" and "Trip requirements".

Appointment details

- Appointment date (dd/mm/yyyy):** A text input field with a calendar icon and a placeholder "dd/mm/yyyy".
- Appointment time:** Three dropdown menus for day, month, and year.
- Primary condition being treated:** A dropdown menu with the placeholder "-- Select condition --".
- Appointment type:** A dropdown menu with the placeholder "-- Select appointment type --".

Trip requirements

- I require a wheelchair accessible vehicle
- I will be travelling with an attendant

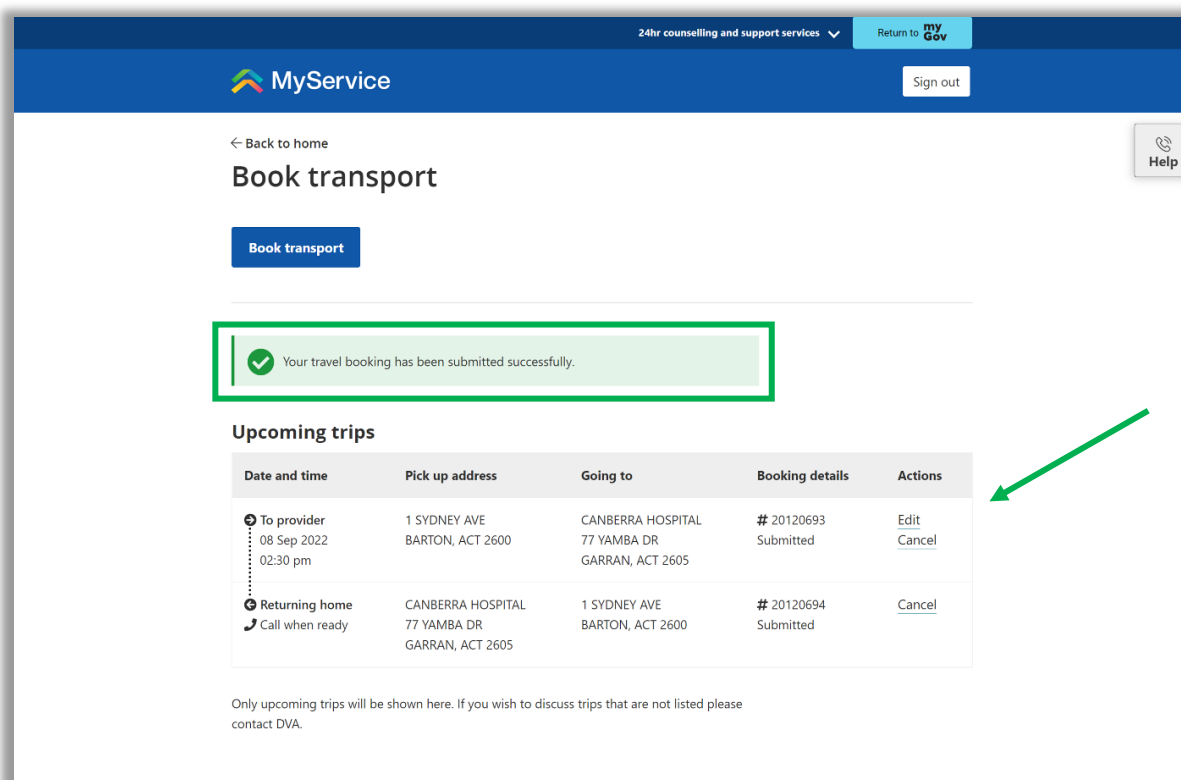
Special instructions (optional): A large text area for additional notes.

At the bottom of the form, there are two buttons: "Previous" and "Submit". The "Submit" button is highlighted with a green circle.

The footer of the page includes the Australian Government logo, the Department of Veterans' Affairs name, and links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

Step 7 – Review your booking

Your upcoming trips will display on the 'Book transport' screen. This is where you can refer to and review the details you've entered.



The screenshot shows the 'Book transport' page on the MyService website. At the top, there is a navigation bar with '24hr counselling and support services', 'Return to myGov', and a 'Sign out' button. Below the navigation bar, there is a 'Back to home' link and a 'Help' button. The main heading is 'Book transport', followed by a 'Book transport' button. A green box highlights a success message: 'Your travel booking has been submitted successfully.' Below this, there is a section titled 'Upcoming trips' with a table of booking details. A green arrow points to the 'Actions' column of the table.

Date and time	Pick up address	Going to	Booking details	Actions
<ul style="list-style-type: none"> To provider 08 Sep 2022 02:30 pm 	1 SYDNEY AVE BARTON, ACT 2600	CANBERRA HOSPITAL 77 YAMBA DR GARRAN, ACT 2605	# 20120693 Submitted	Edit Cancel
<ul style="list-style-type: none"> Returning home Call when ready 	CANBERRA HOSPITAL 77 YAMBA DR GARRAN, ACT 2605	1 SYDNEY AVE BARTON, ACT 2600	# 20120694 Submitted	Cancel

Only upcoming trips will be shown here. If you wish to discuss trips that are not listed please contact DVA.

Editing your trip

If you need to change a booking time or date, select 'Edit'. From here, you will be able to change the time and date of your appointment. See the image on the following page.

If you need to change your pick up address or the address you're going to, cancel the original booking and submit a new transport booking.

Cancelling your trip

If you need to cancel a booking, select 'Cancel'.

If you cancel the trip from your home, your return trip will be cancelled as well. If you just cancel your return trip, only the return trip will be cancelled.

24hr counselling and support services Return to myGov

MyService Sign out

Edit booking

Help

Trip details

Pick up address	1 SYDNEY AVE BARTON, ACT 2600
Going to	CANBERRA HOSPITAL 77 YAMBA DR GARRAN, ACT 2605
Condition being treated	Lumbar spondylosis
Appointment type	Hospital
Return trip requested	Yes
Trip requirements	Wheelchair accessible vehicle
Special instructions	Knock loudly

Date and time

Appointment date (dd/mm/yyyy)

Appointment time

Previous Submit

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

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

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