



# How to claim travel expenses for medical reasons

You can claim travel expenses through MyService for approved medical treatment. Travel expenses may include:

- private vehicles – kms, road tolls and parking fees
- public transport
- private transport – air, taxi and rideshare
- community transport
- accommodation.

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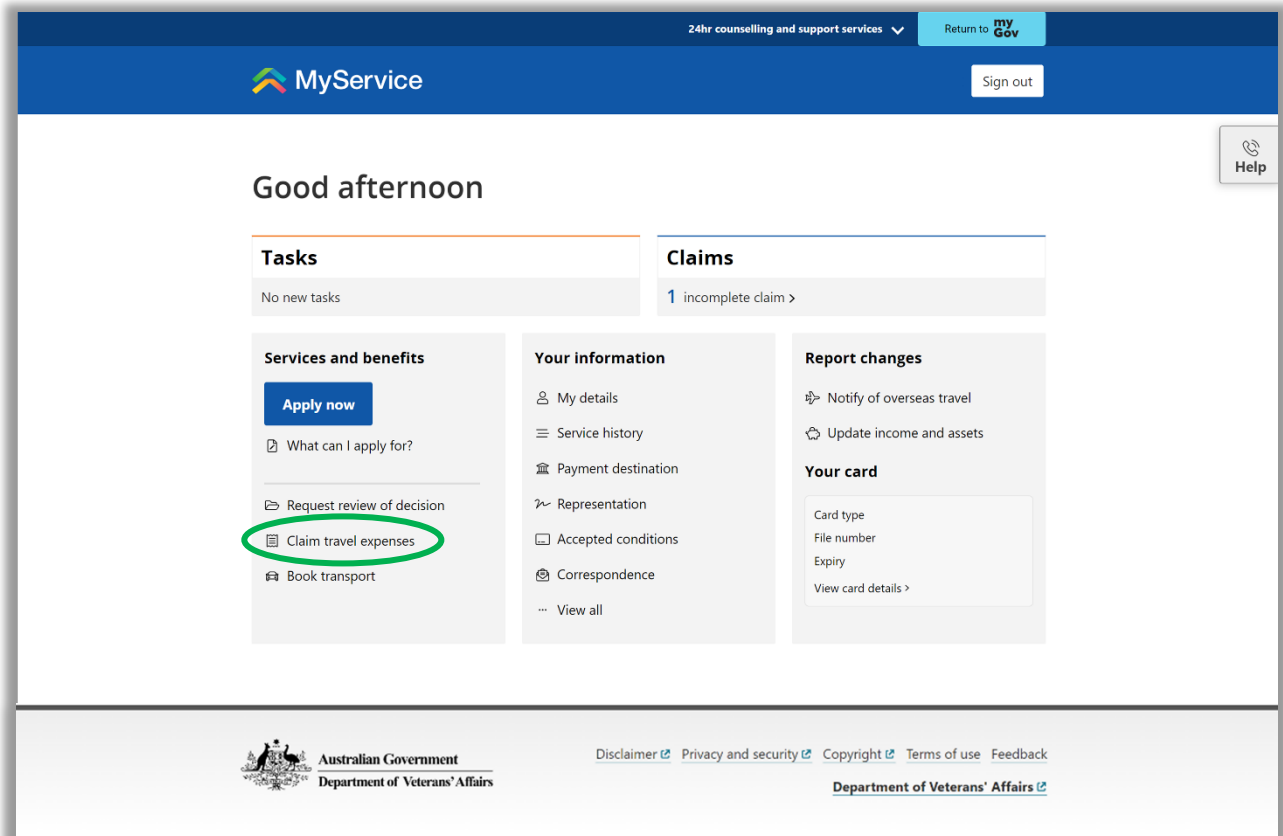
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**Note:** This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

## Step 1 – Select ‘Claim travel expenses’

Sign in to your MyService account and select ‘Claim travel expenses’ on the home screen.

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

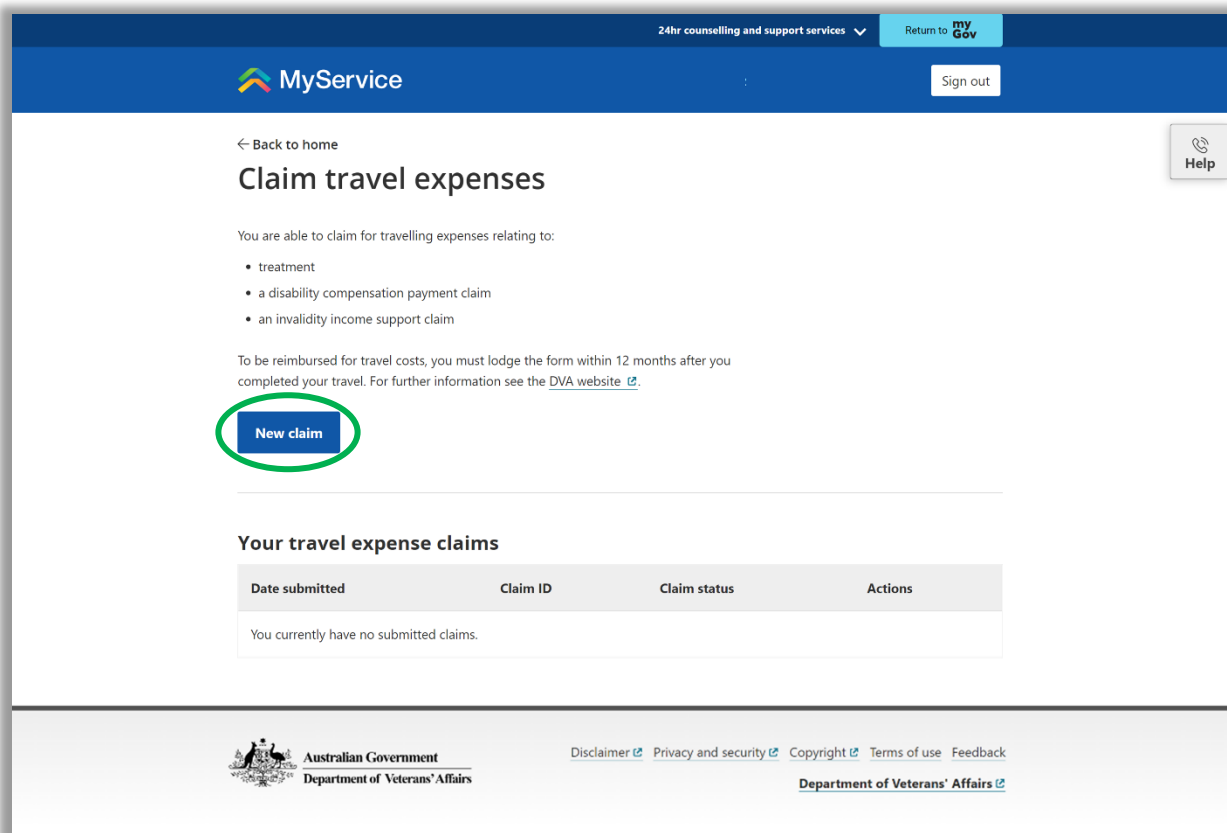


## Step 2 – Start a new claim

You will now be on the 'Claim travel expenses' start screen. This is where you start new claims, access your draft claims and view the details of submitted claims and their status.

Select 'New claim' to start claiming.

**Note:** You will be alerted if you have a draft claim that has not yet been submitted. When you have a draft travel expense claim, you can't submit another travel expense claim. The alert will include a link to resume the claim. See step 6 for more information.



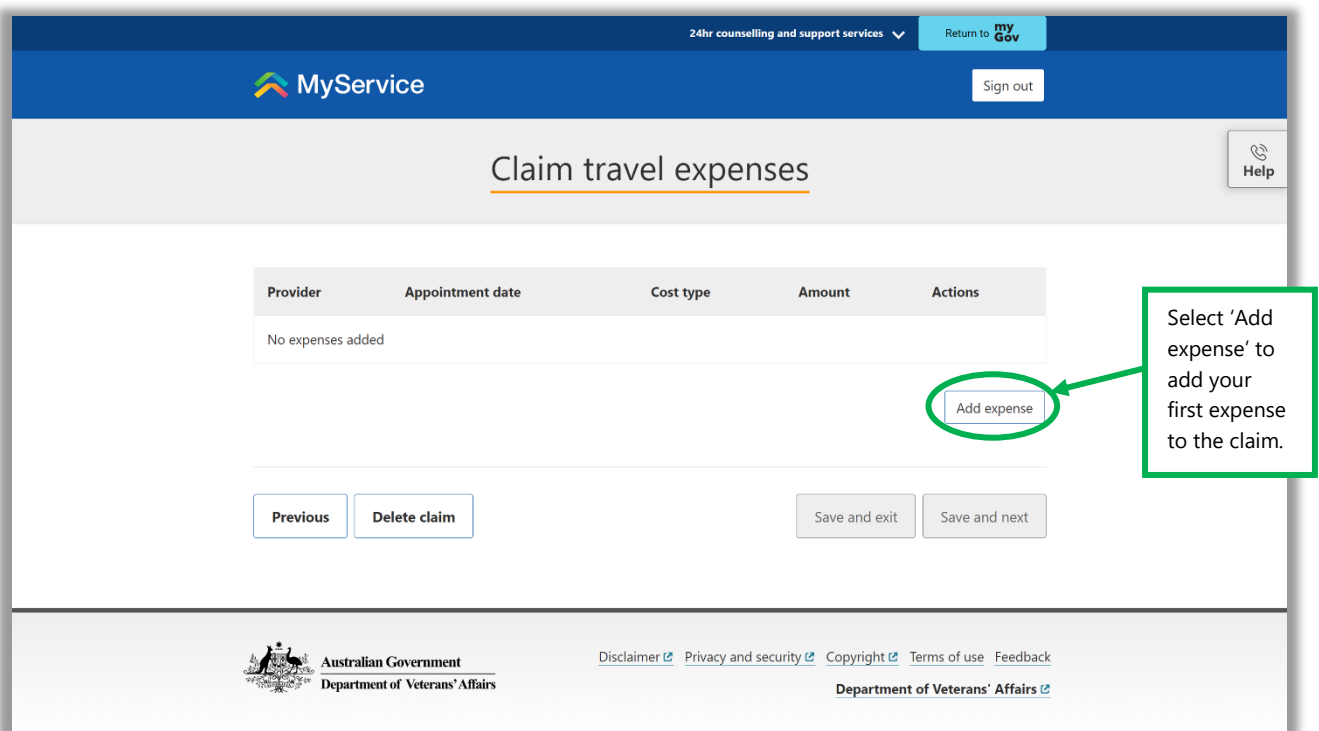
### Step 3 – Add your first expense

You can now add your expenses to your claim. This screen will list the expenses as you add them.

A claim can cover more than one visit. It may be useful, for tracking expenses or getting timely payments, to submit expenses related to one appointment together in one claim.

You can include up to 50 expenses on each claim, but we recommend about 10 at a time.

Select 'Add expense' to add your first expense.



## Step 4 – Enter appointment and expense details

Now add the details of your medical appointment, the name of the provider and the expense details for your claim. Travel expenses include things like the kilometres you travelled, flights or the cost of parking.

### Purpose of trip

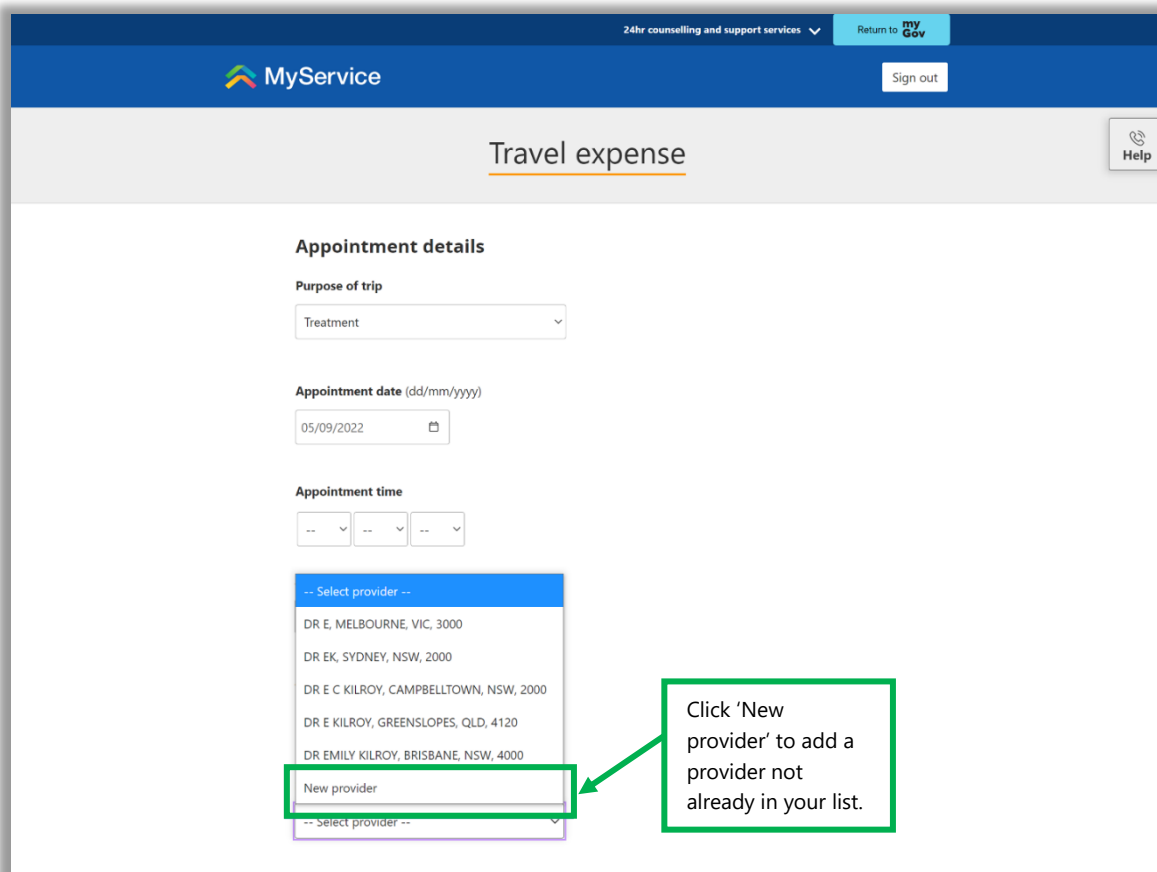
If you are a Gold Card holder and you have eligibility or conditions under a single Act (e.g. the [VEA](#), [MRCA](#) or [DRCA](#)), then you don't need to select a condition on your claim.

If you are a Gold Card holder and you have eligibility or conditions under more than one Act, select the primary condition being treated at the appointment. Otherwise, select 'Other'.

### Add a new provider

If you've previously submitted travel expense claims, the provider details you have entered before are saved. You will see them in the list each time you add an expense to a claim.

If you need to add a new provider, select 'New provider' from the drop-down list. You can add up to 20 providers. When you reach 20 providers, the oldest entry will be automatically replaced by your new entry.



The screenshot shows the 'Travel expense' form in the MyService portal. The form is titled 'Travel expense' and has a 'Help' button in the top right corner. The 'Appointment details' section includes:

- Purpose of trip:** A dropdown menu with 'Treatment' selected.
- Appointment date (dd/mm/yyyy):** A date input field showing '05/09/2022'.
- Appointment time:** Three dropdown menus for hour, minute, and second, all currently showing '--'.
- Provider selection:** A dropdown menu with the following options:
  - Select provider --
  - DR E, MELBOURNE, VIC, 3000
  - DR EK, SYDNEY, NSW, 2000
  - DR E C KILROY, CAMPBELLTOWN, NSW, 2000
  - DR E KILROY, GREENSLOPES, QLD, 4120
  - DR EMILY KILROY, BRISBANE, NSW, 4000
  - New provider** (highlighted with a green box)
  - Select provider --

A green callout box with an arrow pointing to the 'New provider' option contains the text: 'Click 'New provider' to add a provider not already in your list.'

Enter the new provider's details.

Add your expense details.

Select 'Add expense' when you're done.

The screenshot shows a web form titled "Select provider or hospital" with a dropdown menu set to "New provider". Below this is a section for "New provider details" containing several input fields: "Practice/Doctor's name" (text input), "Type of practitioner" (dropdown menu), "Phone/mobile number" (text input with a note to include area code), "Suburb or town" (text input), "Postcode" (text input), and "State or territory" (dropdown menu). A "Help" button is visible on the right side of this section. Below the provider details is the "Expense details" section, which includes a "Cost type" dropdown menu. At the bottom of the form are two buttons: "Previous" and "Add expense". The footer of the page includes the Australian Government logo, the text "Australian Government Department of Veterans' Affairs", and a row of links: "Disclaimer", "Privacy and security", "Copyright", "Terms of use", and "Feedback". A "Department of Veterans' Affairs" link is also present on the right side of the footer.

**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 5 – Add more expenses

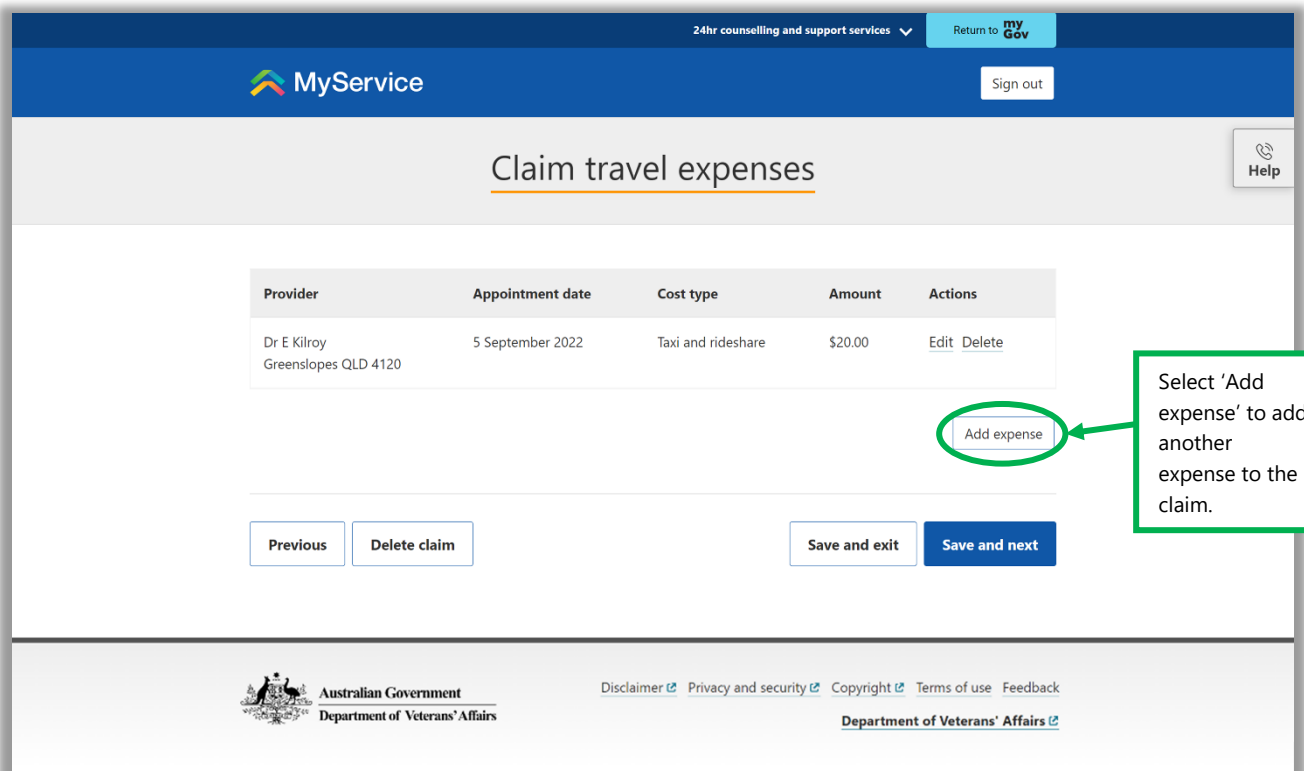
After you've entered your first expense, you'll see a summary of the details you've entered.


You can now choose to save an incomplete claim or add more expenses. If you want to save your incomplete claim, then skip to Step 6. To submit it, skip to Step 8.


### Add more expenses

After you've entered your first expense, you'll see a summary of the expenses you've entered for this claim.

Select 'Add expense' to add more expenses.



24hr counselling and support services  Return to myGov


 Sign out

### Claim travel expenses

Provider	Appointment date	Cost type	Amount	Actions
Dr E Kilroy Greenslopes QLD 4120	5 September 2022	Taxi and rideshare	\$20.00	Edit Delete

[Add expense](#)

[Previous](#) [Delete claim](#) [Save and exit](#) [Save and next](#)

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## If your expense is for the same appointment

If you have more than one travel expense related to a single appointment, you only need to enter the appointment details once.

MyService will display the details of the provider from the previous expense entered in this claim.

Select 'Yes' if you want to use the appointment details from the expense you previously entered.

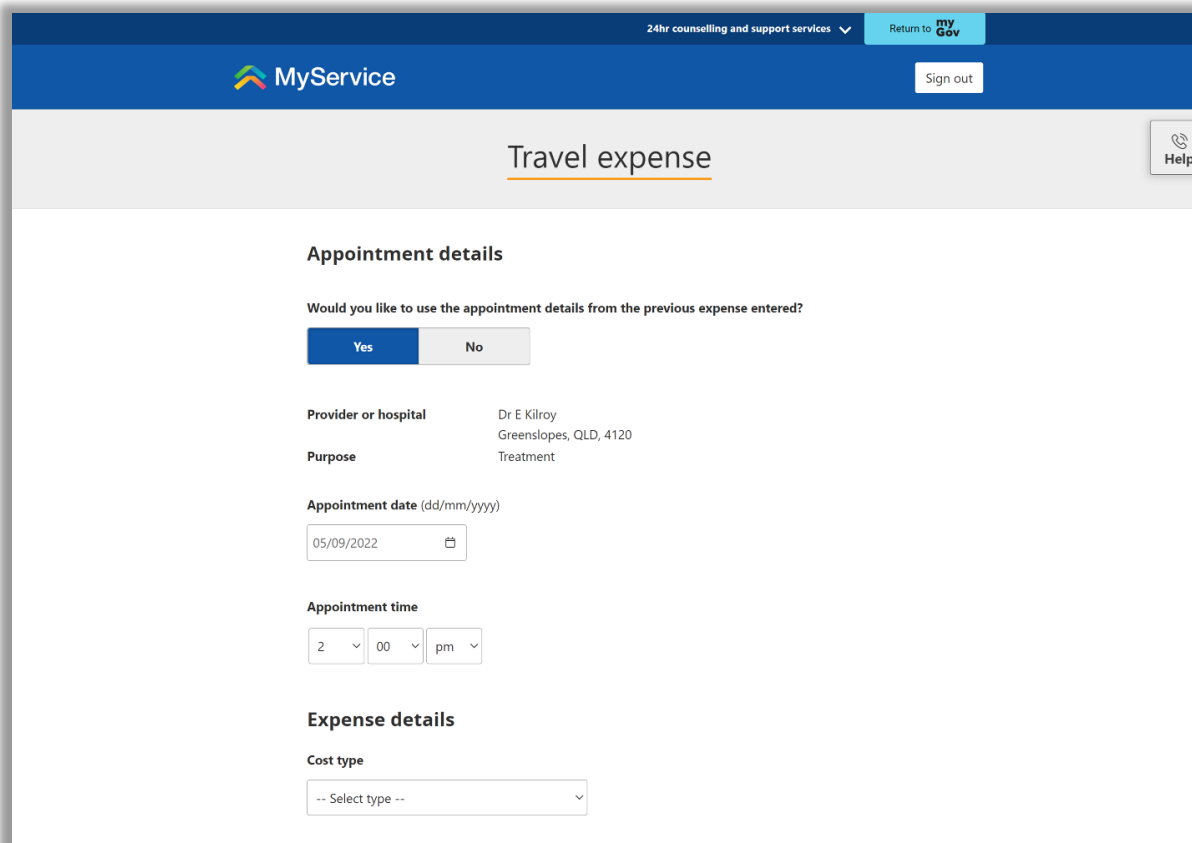
## If your expense is for a different appointment

If the next expense you want to enter relates to a different appointment, select 'No' or just start adding new details.

**Note:** You can include up to 50 expenses on each claim and a claim can cover more than one visit. It may be useful, for tracking expenses or getting timely payments, to submit expenses related to one appointment together in one claim.

When you have added all the expenses you want to group together, skip to step 8.

Otherwise, refer to steps 6 and 7 for pausing and resuming a travel claim.



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**MyService** Help

### Travel expense

#### Appointment details

Would you like to use the appointment details from the previous expense entered?

**Provider or hospital** Dr E Kilroy  
Greenslopes, QLD, 4120

**Purpose** Treatment

**Appointment date (dd/mm/yyyy)**  
05/09/2022

**Appointment time**  
2:00 pm

#### Expense details

**Cost type**  
-- Select type --



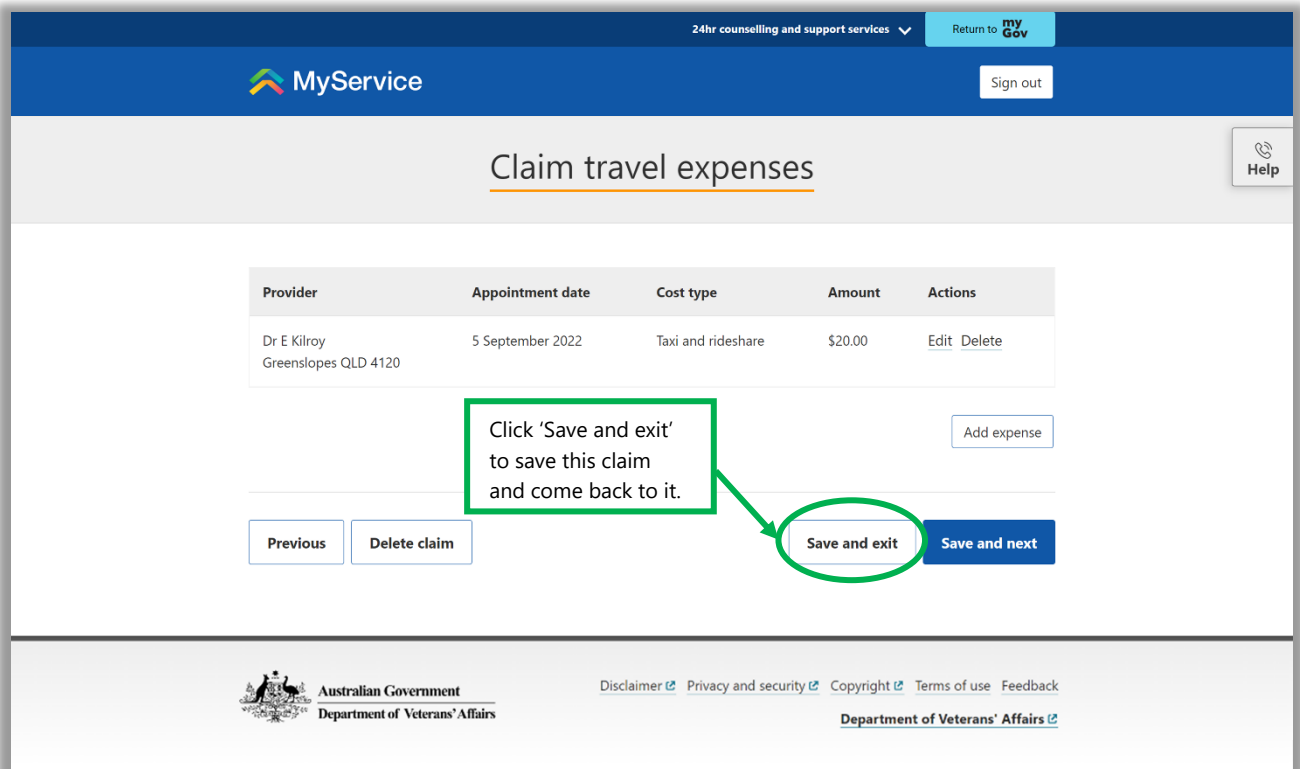
## Step 6 – Pause or save an incomplete claim

After adding your first expense, you can save an incomplete travel expense claim at any time and finish it later.

Select 'Save and exit' to save this claim as a draft.

Important things to note about draft travel expense claims:

- You need to either update or submit your draft claim within 90 days of saving it. Otherwise, the claim will be removed from the system.
- Each time you edit a draft claim, the system timer is reset to 90 days. This means you have 90 days to either update the draft claim again or submit it.
- When you have a draft travel expense claim, you can't submit another travel expense claim. You need to either resume or delete that draft travel expense claim first.
- You can only have one draft claim saved at a time.



24hr counselling and support services [Return to myGov](#) [Sign out](#)

**MyService** [Help](#)


### Claim travel expenses

Provider	Appointment date	Cost type	Amount	Actions
Dr E Kilroy Greenslopes QLD 4120	5 September 2022	Taxi and rideshare	\$20.00	<a href="#">Edit</a> <a href="#">Delete</a>

[Add expense](#)

[Previous](#) [Delete claim](#) [Save and exit](#) [Save and next](#)

Click 'Save and exit' to save this claim and come back to it.

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## Step 7 – Resume an incomplete claim

You can resume a claim at any time by going to your MyService home screen and selecting 'Claim travel expenses.' Your claim will appear in the list of 'Your travel expense claims' as 'Not submitted'. You can choose to 'Resume' this claim or 'Delete' it and start again.

For guidance on how to add expenses to your resumed claim, return to step 5.

The screenshot shows the MyService interface for claiming travel expenses. At the top, a notification states "Claim has been saved. Complete and submit this claim within 90 days." Below this, the page title is "Claim travel expenses" with a "Back to home" link. A list of eligible claim types is provided: treatment, a disability compensation payment claim, and an invalidity income support claim. A "New claim" button is visible. A warning message states: "Resume your incomplete claim - If you wish to begin a new claim you will need to finalise or delete your incomplete claim first." Below this is a table titled "Your travel expense claims".

Date submitted	Claim ID	Claim status	Actions
Not submitted <i>Expires in 90 days</i>		Incomplete	Delete Resume
17 July 2022	QLD-2022-012345	In Progress	<a href="#">View claim</a>
11 June 2022	QLD-2022-023456	Approved	<a href="#">View claim</a> <a href="#">View payment advice</a>
23 February 2022	QLD-2022-034567	Approved	<a href="#">View claim</a> <a href="#">View payment advice</a>

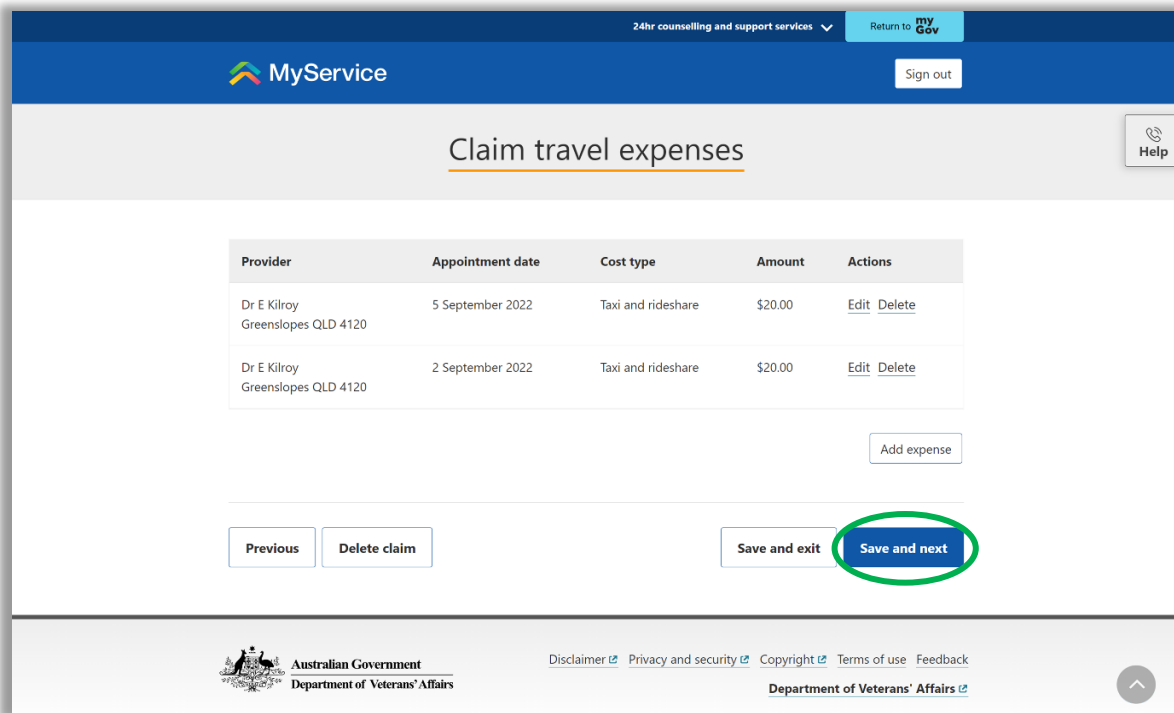
Annotations on the screenshot include:

- A box pointing to the "New claim" button: "You can click here to complete your claim."
- A box pointing to the "Resume your incomplete claim" warning: "MyService tells you your draft claim has been saved successfully."
- A box pointing to the "Not submitted" row in the table: "Your saved claim shows up as 'Incomplete'. Click 'Resume' to complete, or 'Delete' to remove it."

At the bottom of the page, the Australian Government Department of Veterans' Affairs logo and footer information are visible, including links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

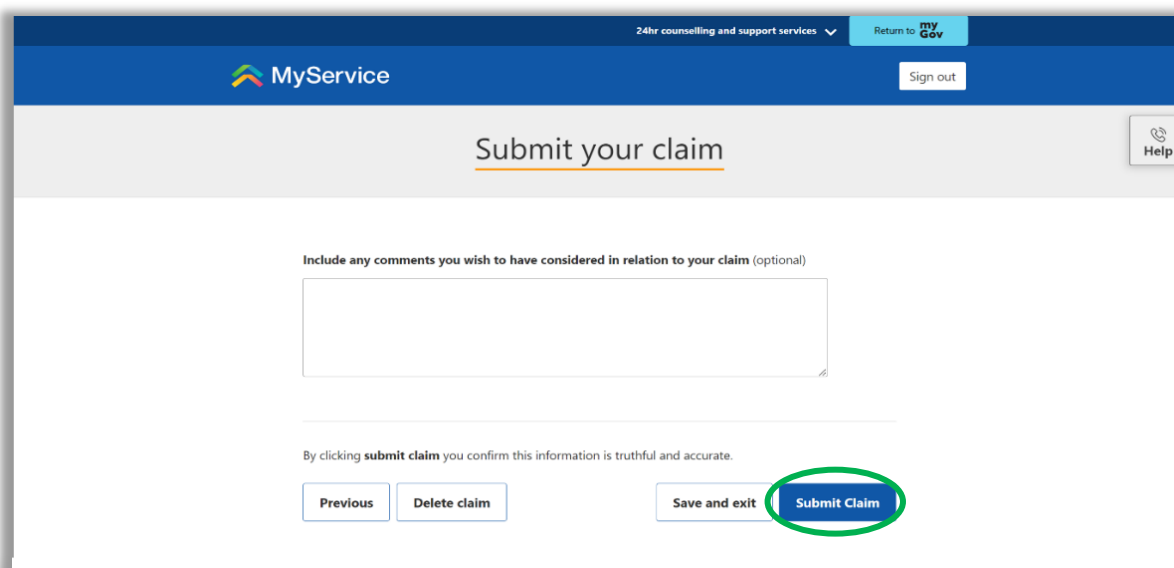
## Step 8 – Submit your claim

When you've added all your expenses, select 'Save and next'.



In the comments box on the 'Submit your claim' screen, you may add further information if you wish.

Select 'Submit Claim'.



MyService will display a message indicating your claim was submitted successfully. The 'Claim status' will show as 'Not available'. Once we have commenced processing it the status will update to 'In Progress'.

**Note:** When you submit a travel reimbursement claim under MRCA / DRCA, the determination for the claim is a manual process that is not integrated with MyService. This means the status of the claim displays as 'Not available'. Rest assured, the claim has proceeded to our Transport team who will finalise the claim.

You're done!

The screenshot shows the MyService interface for claiming travel expenses. At the top, there's a navigation bar with '24hr counselling and support services', 'Return to my Gov', and a 'Sign out' button. The main heading is 'Claim travel expenses' with a 'Back to home' link and a 'Help' button. Below the heading, it lists eligible claim types: treatment, disability compensation payment claim, and invalidity income support claim. A 'New claim' button is present. A green callout box points to a success message: 'Your reimbursement claim has been submitted successfully.' Below this is a table titled 'Your travel expense claims' with columns for Date submitted, Claim ID, Claim status, and Actions. A green callout box points to the first row of the table, which has a status of 'Not available'. The footer includes the Australian Government logo and Department of Veterans' Affairs, along with links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

MyService tells you when your claim has been submitted successfully.

Your new claim will now show up in the summary list.