



How to request a review of a decision

You can request a review of a DVA decision through MyService.

This feature allows you to appeal a recent decision. It is not a way to have an existing benefit reassessed.

You can find out more about [making an appeal](#) on our website.

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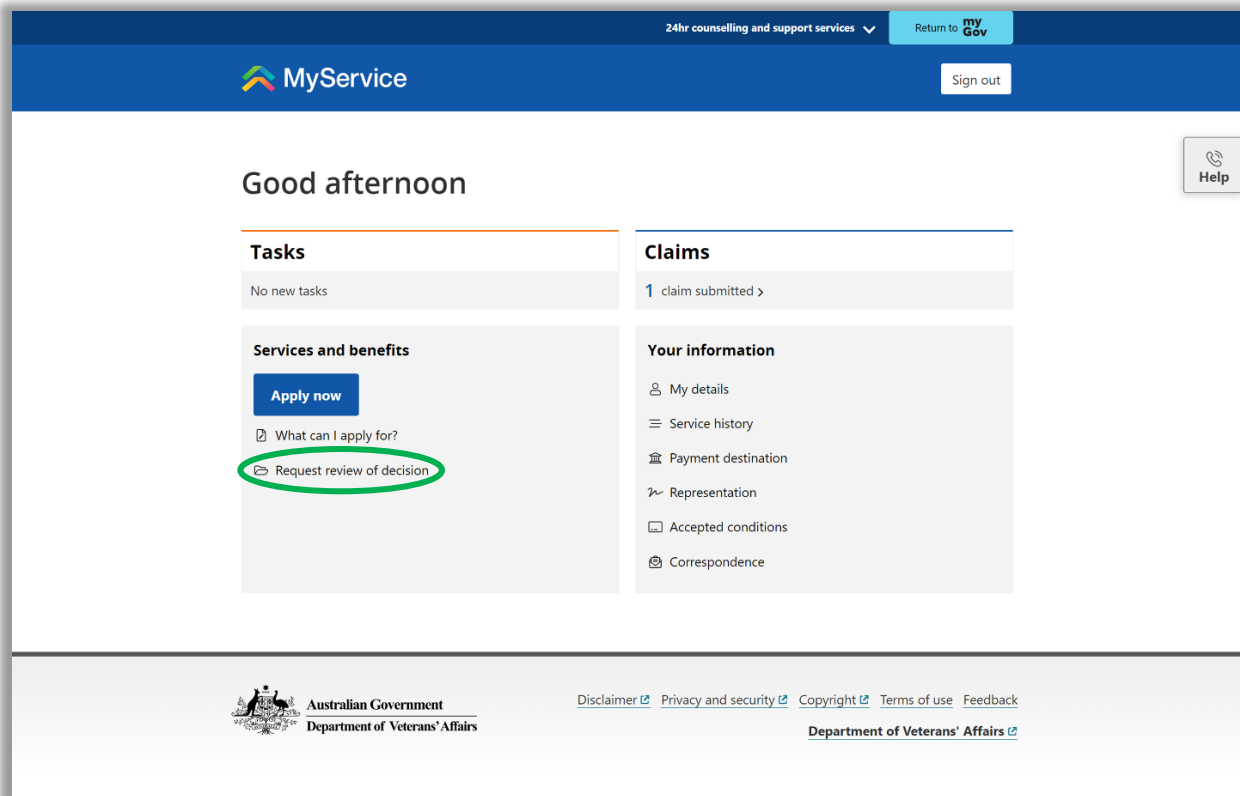
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Note: This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

Step 1 – Select ‘Request review of decision’

Sign in to your MyService account and select ‘Request review of decision’ on the home screen.

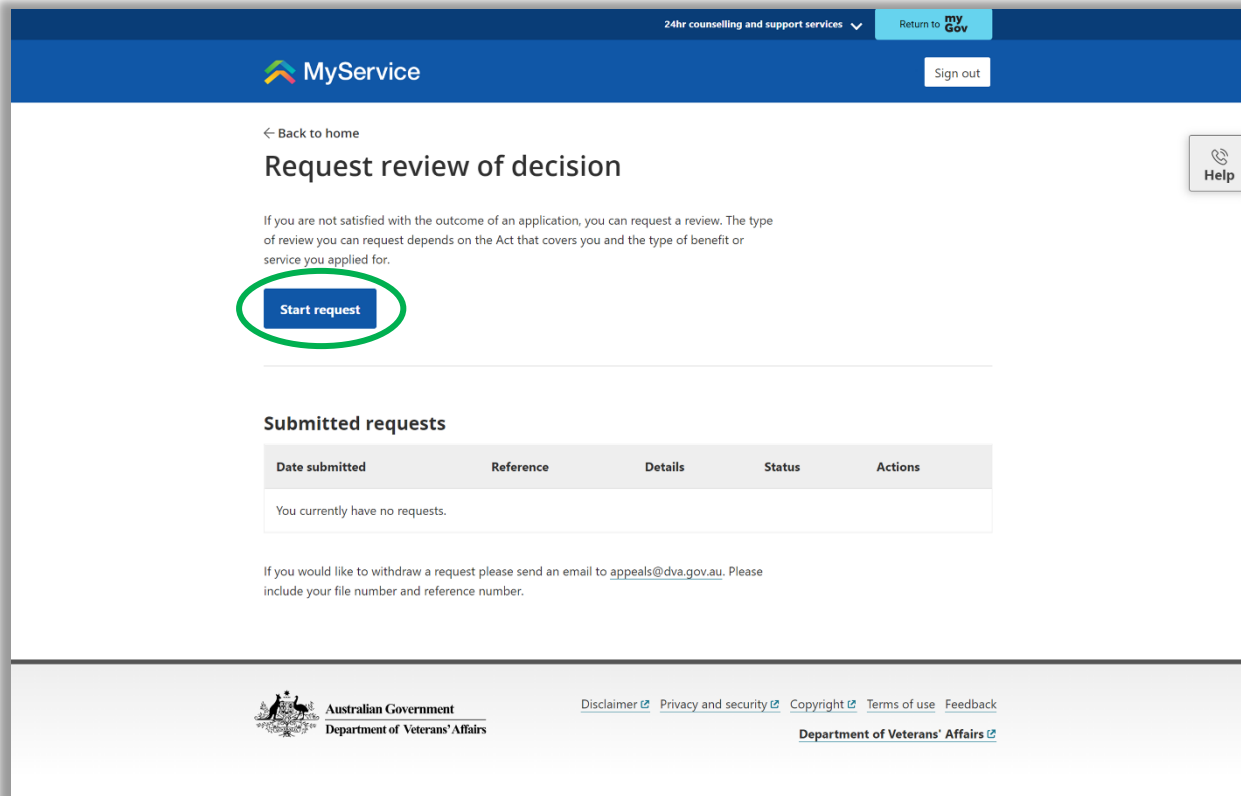
Note: Your home screen might look a little different to the one shown here. Look for ‘Request review of decision’ under ‘Services and benefits’.



Step 2 – Start your request

You will now be on the 'Request review of decision' start screen. This is where you start new requests, access your drafts and view details of submitted requests and their status.

Select 'Start request' to begin a new request.



The screenshot shows the 'Request review of decision' page on the MyService portal. At the top, there is a navigation bar with '24hr counselling and support services', 'Return to myGov', and a 'Sign out' button. The main header includes the MyService logo and a 'Help' icon. Below the header, there is a 'Back to home' link and the title 'Request review of decision'. A paragraph explains that users can request a review if they are not satisfied with an application outcome. A blue 'Start request' button is highlighted with a green circle. Below this, a section titled 'Submitted requests' contains a table with columns for 'Date submitted', 'Reference', 'Details', 'Status', and 'Actions'. The table is currently empty, displaying the message 'You currently have no requests.' At the bottom of the page, there is a footer with the Australian Government logo, the text 'Australian Government Department of Veterans Affairs', and several links: 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', 'Feedback', and 'Department of Veterans Affairs'.

Step 3 – Select a decision

Choose the option below that is relevant to you:

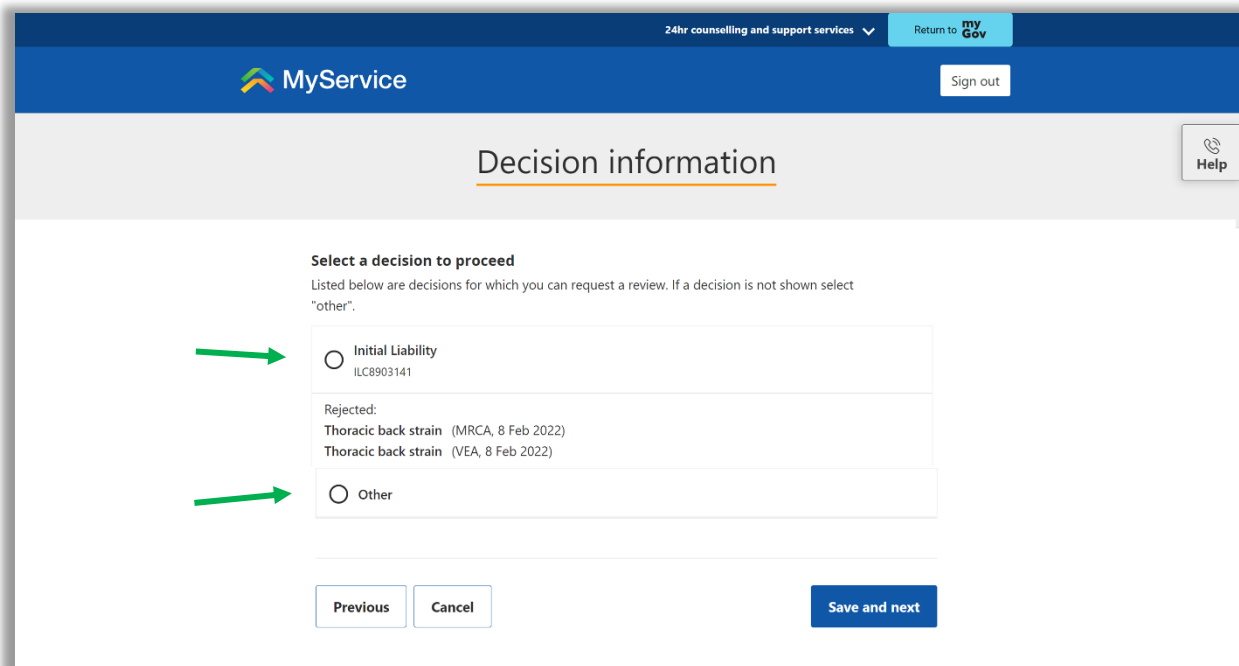
- If you see your decision displayed in a list, follow Option A.
- If you don't see your decision listed, follow Option B.

Option A: Select a specific decision

You will see a list if you have decisions within the reviewable timeframe. Select the specific decision you would like reviewed, for example, 'Initial Liability'.

Select 'Save and next', then go to Step 4.

Note: If you see a list but your decision is not listed, select 'Other' to get to the screen in Option B.



24hr counselling and support services Return to myGov Sign out

MyService Help

Decision information

Select a decision to proceed
Listed below are decisions for which you can request a review. If a decision is not shown select "other".

Initial Liability
ILC8903141

Rejected:
Thoracic back strain (MRCA, 8 Feb 2022)
Thoracic back strain (VEA, 8 Feb 2022)

Other

Previous Cancel Save and next

Option B: Select a decision type

You will see a list of decision types. Select the type for the decision you would like reviewed, for example, 'MRCA compensation and rehabilitation'.

When we let you know the outcome of your claim, we sent you a decision letter. Enter the date that was on that letter. Enter the reference number too if you have it.'

Select 'Save and next' and go to Step 4.

24hr counselling and support services Return to my Gov Sign out

MyService

Decision information

What type of decision do you wish to have reviewed?

- MRCA compensation and rehabilitation
- DRCA compensation and rehabilitation
- VEA compensation
- Income support claims and payments
- Allowances
- Other

! You are able to request a decision review within 12 months of the decision date. You will find the decision date on the original letter advising the decision.

Enter the date of the letter advising the decision (dd / mm / yyyy)

Reference number if available (optional)

Previous Cancel Save and next

If you receive an error message because your decision is outside the required timeframe, you can email appeals@dva.gov.au for more information. You can also proceed by changing the decision type to 'Other'.

Enter the date of the letter advising the decision (dd / mm / yyyy)

1 / 1 / 2021

✘ This decision is outside the required timeframe. You are unable to submit a request for review online. To find out more please send an email to appeals@dva.gov.au.

If you change the decision type to 'Other', enter a brief description of the decision and your reason for appealing.

Select 'Submit'.

What type of decision do you wish to have reviewed?

- MRCA compensation and rehabilitation
- DRCA compensation and rehabilitation
- VEA compensation
- Income support claims and payments ?
- Allowances ?
- Other

! We will need further information to determine whether a review can be requested. Provide a brief outline of the decision and the reasons for your request below. If possible include the date and claim reference number. We will contact you to follow up on this matter.

Provide a brief outline of the decision and your reasons for requesting a review.

You will then see the following screen, confirming your message has been submitted. We will be in contact with you for more information.

Note: Your 'Other' submissions will not appear in your 'Submitted requests'.

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

[Sign out](#)

[← Back to home](#)

Request review of decision

If you are not satisfied with the outcome of an application, you can request a review. The type of review you can request depends on the Act that covers you and the type of benefit or service you applied for.

Your message has been submitted. We will be in contact to discuss this matter.

Submitted requests

Date submitted	Reference	Details	Status	Actions
You currently have no requests.				

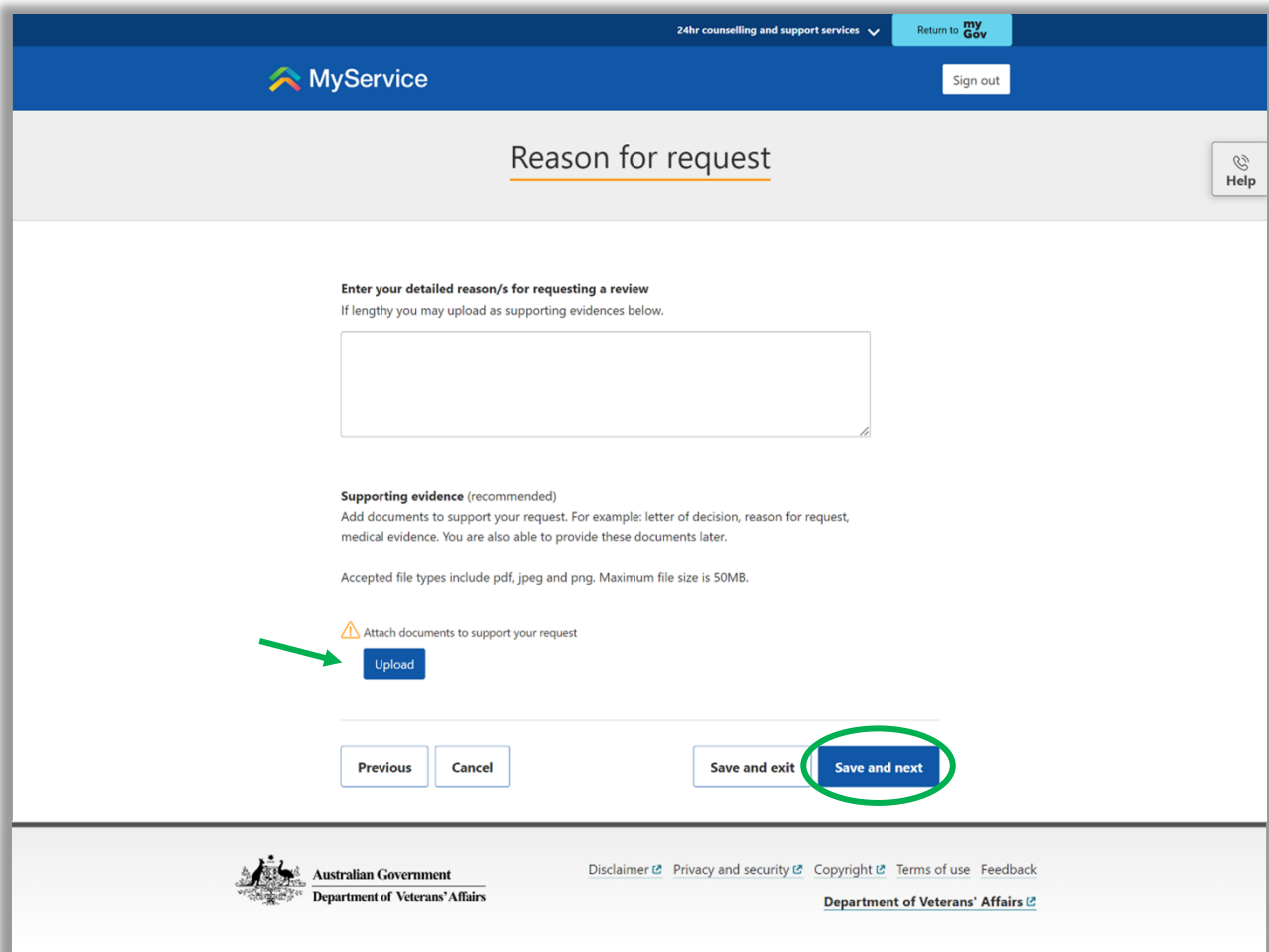
Step 4 – Enter the reason for your request

Enter your reasons for requesting a review. Include enough detail to support your request.

If you have supporting documents, you can add them by selecting the 'Upload' button. Although it is not a requirement, we recommend you include any supporting documents or additional evidence to assist your case. This may assist with the process.

You can also add documents after you've submitted your request.

Select 'Save and next' to continue.

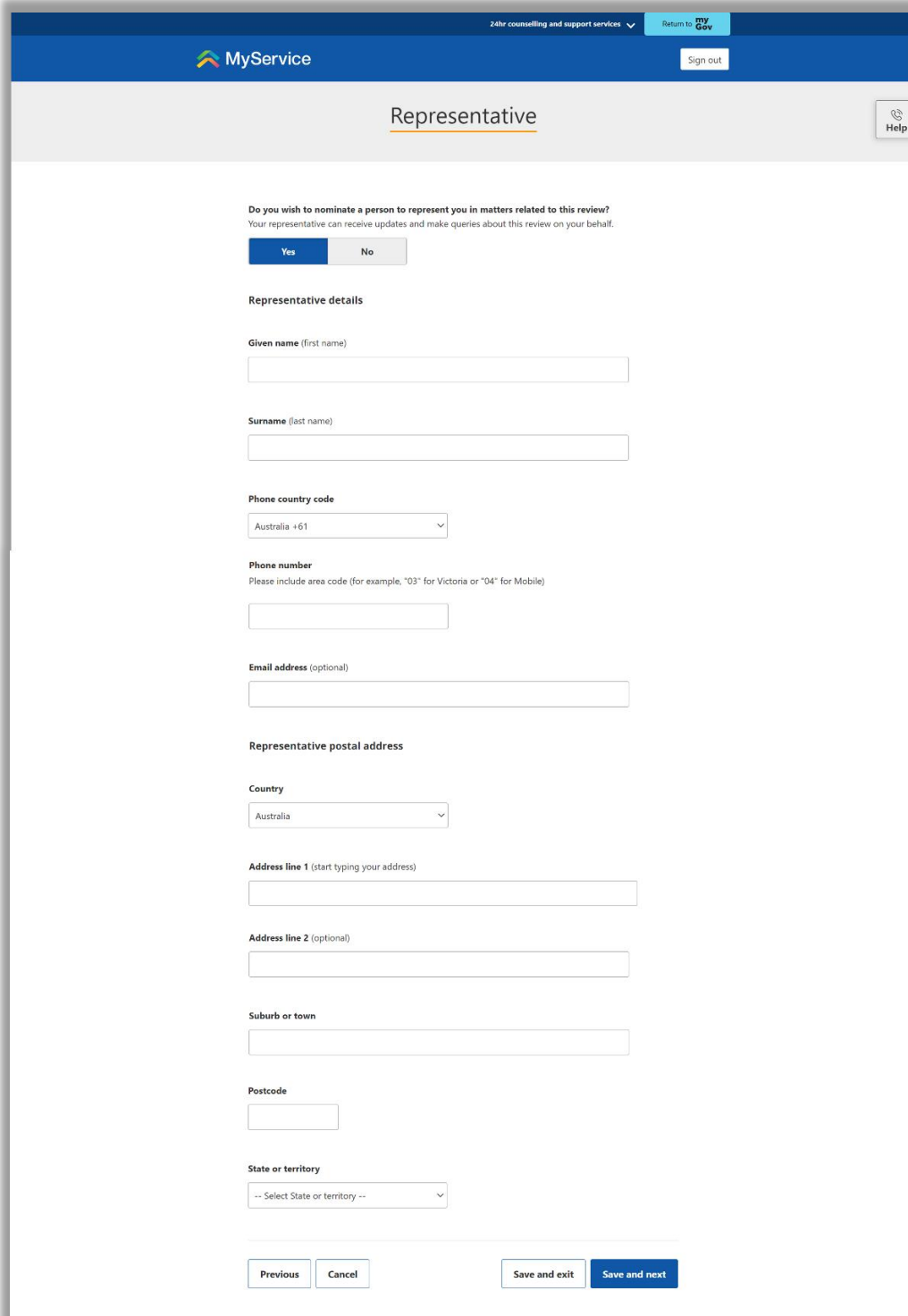


The screenshot shows the 'Reason for request' page in the MyService portal. At the top, there is a navigation bar with '24hr counselling and support services', 'Return to my Gov', and 'Sign out'. The main heading is 'Reason for request'. Below this, there is a section titled 'Enter your detailed reason/s for requesting a review' with a sub-note 'If lengthy you may upload as supporting evidences below.' and a large text input area. A section for 'Supporting evidence (recommended)' explains that users can add documents like letters of decision or medical evidence, with a note that accepted file types are pdf, jpeg, and png, with a maximum size of 50MB. A green arrow points to an 'Upload' button next to the text 'Attach documents to support your request'. At the bottom of the form, there are four buttons: 'Previous', 'Cancel', 'Save and exit', and 'Save and next'. The 'Save and next' button is circled in green. The footer contains the Australian Government Department of Veterans' Affairs logo and links for Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

Step 5 – Enter your representative’s details (optional)

If you’d like to nominate a person to represent you in this request, select ‘Yes’ and add their details here. Select ‘Save and next’.

Otherwise, select ‘No’ followed by ‘Save and next’ to continue.



24hr counselling and support services Return to My Gov Sign out

MyService Help

Representative

Do you wish to nominate a person to represent you in matters related to this review?
Your representative can receive updates and make queries about this review on your behalf.

Yes No

Representative details

Given name (first name)

Surname (last name)

Phone country code
Australia +61

Phone number
Please include area code (for example, "03" for Victoria or "04" for Mobile)

Email address (optional)

Representative postal address

Country
Australia

Address line 1 (start typing your address)

Address line 2 (optional)

Suburb or town

Postcode

State or territory
-- Select State or territory --

Step 6 – Review and submit

Review and edit the details you have entered before you submit your request.

Select 'Submit' to send your request.

24hr counselling and support services ▾
Return to **my Gov**

Sign out

Review and submit

Help

Request for review	
Decision information Edit	
Type of decision being reviewed	MRCA compensation and rehabilitation
Date of the letter advising the decision	1 Jan 2022
Reason for request Edit	
Enter your detailed reason/s for requesting a review	Review decision reason
Supporting evidence	supporting-evidence.pdf
Claim representative Edit	
Do you wish to nominate a person to represent you in matters related to this review?	No

By submitting this request the decision will be reviewed by the Veterans' Review Board. You can find more information on the DVA website [here](#).

Previous
Cancel
Save and exit
Submit

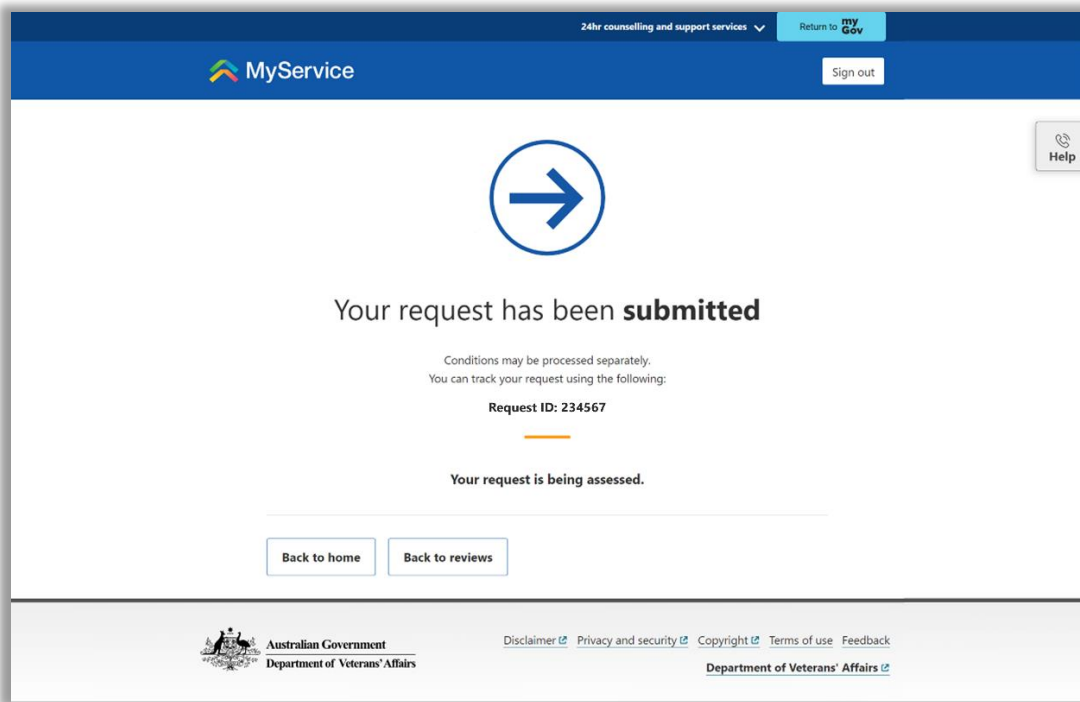
Australian Government
Department of Veterans' Affairs

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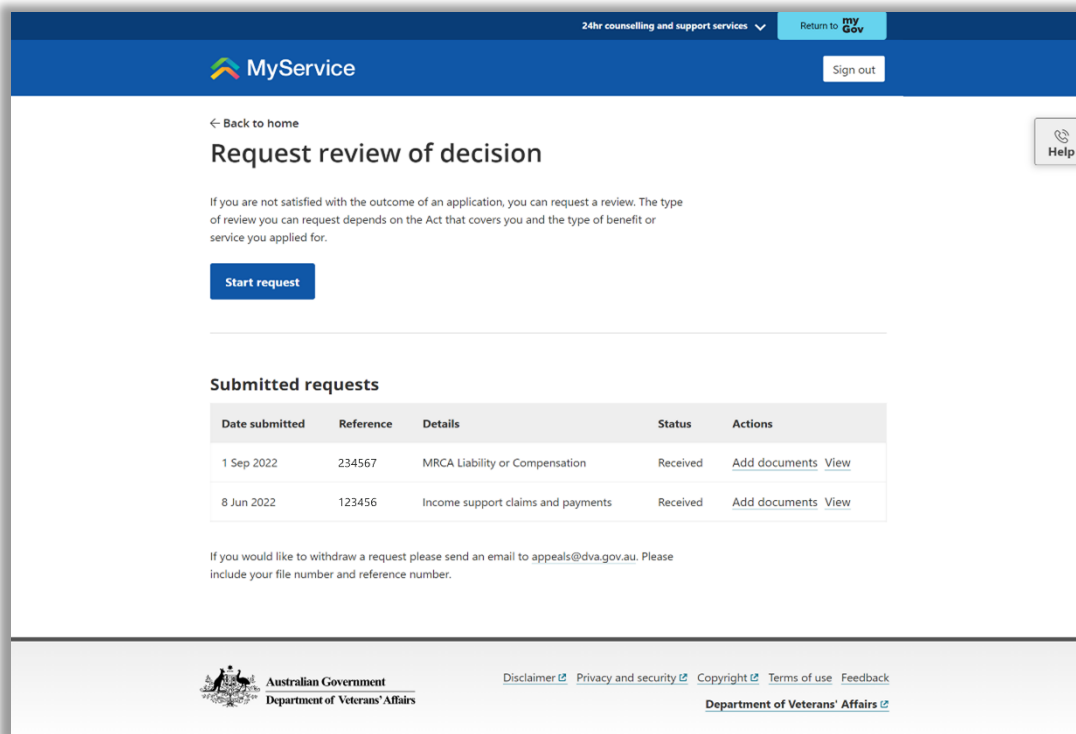
Department of Veterans' Affairs

MyService will display a message to tell you your submission was successful.

Select 'Back to reviews' to return to the request start screen.



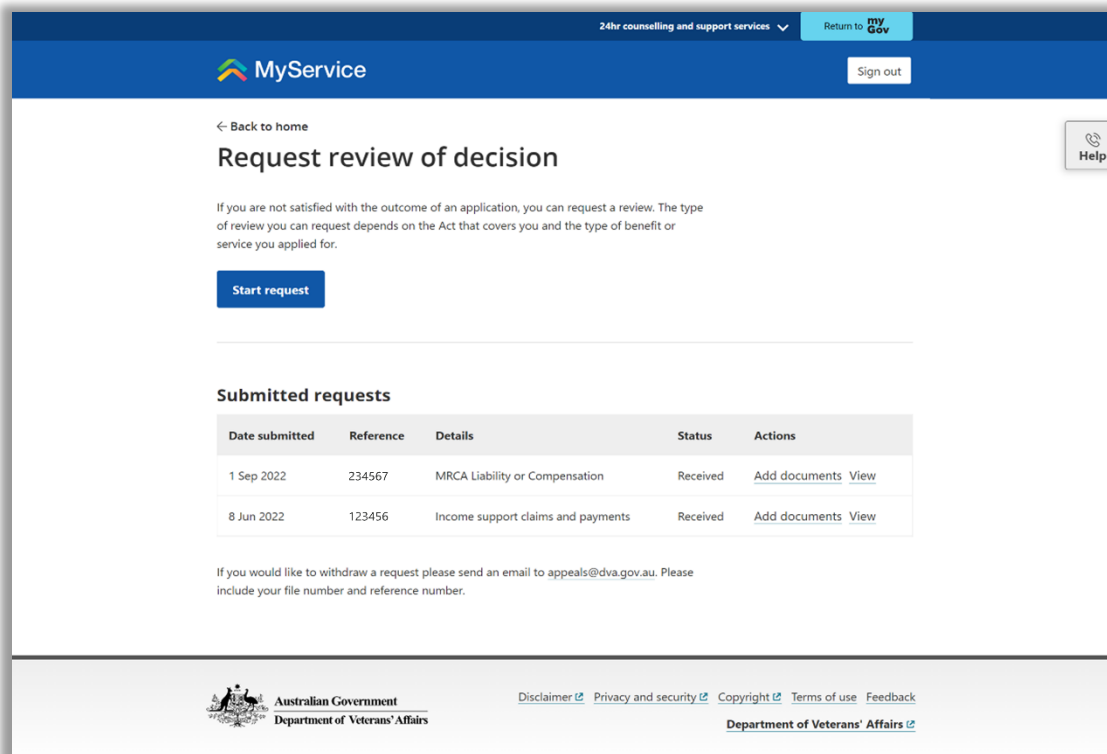
Once submitted, your request will appear in the 'Submitted requests' table on the 'Request review of decision' start screen.



Step 8 – Upload a document after you’ve submitted your request

You are also able to add documents to submitted requests from this screen. Select ‘Add documents’ to do this.

You’re done!



24hr counselling and support services Return to myGov Sign out

MyService

[Back to home](#) Help

Request review of decision


If you are not satisfied with the outcome of an application, you can request a review. The type of review you can request depends on the Act that covers you and the type of benefit or service you applied for.

[Start request](#)

Submitted requests

Date submitted	Reference	Details	Status	Actions
1 Sep 2022	234567	MRCA Liability or Compensation	Received	Add documents View
8 Jun 2022	123456	Income support claims and payments	Received	Add documents View

If you would like to withdraw a request please send an email to appeals@dva.gov.au. Please include your file number and reference number.

 Australian Government
Department of Veterans' Affairs

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[Department of Veterans' Affairs](#)

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.