



How to update your accommodation costs

You can update your accommodation costs through MyService.

This is if you are receiving Service pension, Income support supplement, Veteran payment or DVA-paid Age Pension payments and you have told us that you pay rent.

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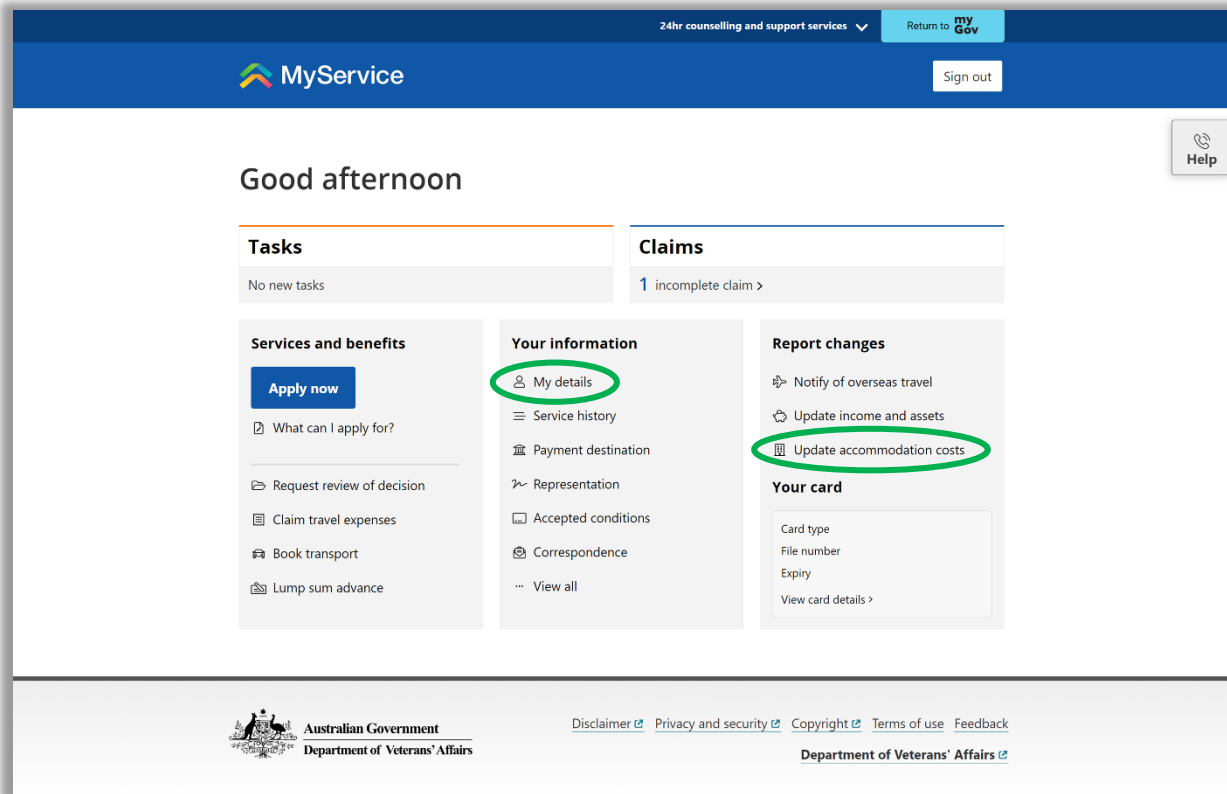
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Note: This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

Step 1 – Select ‘My details’

Sign in to your MyService account and select ‘My details’ on the home screen.

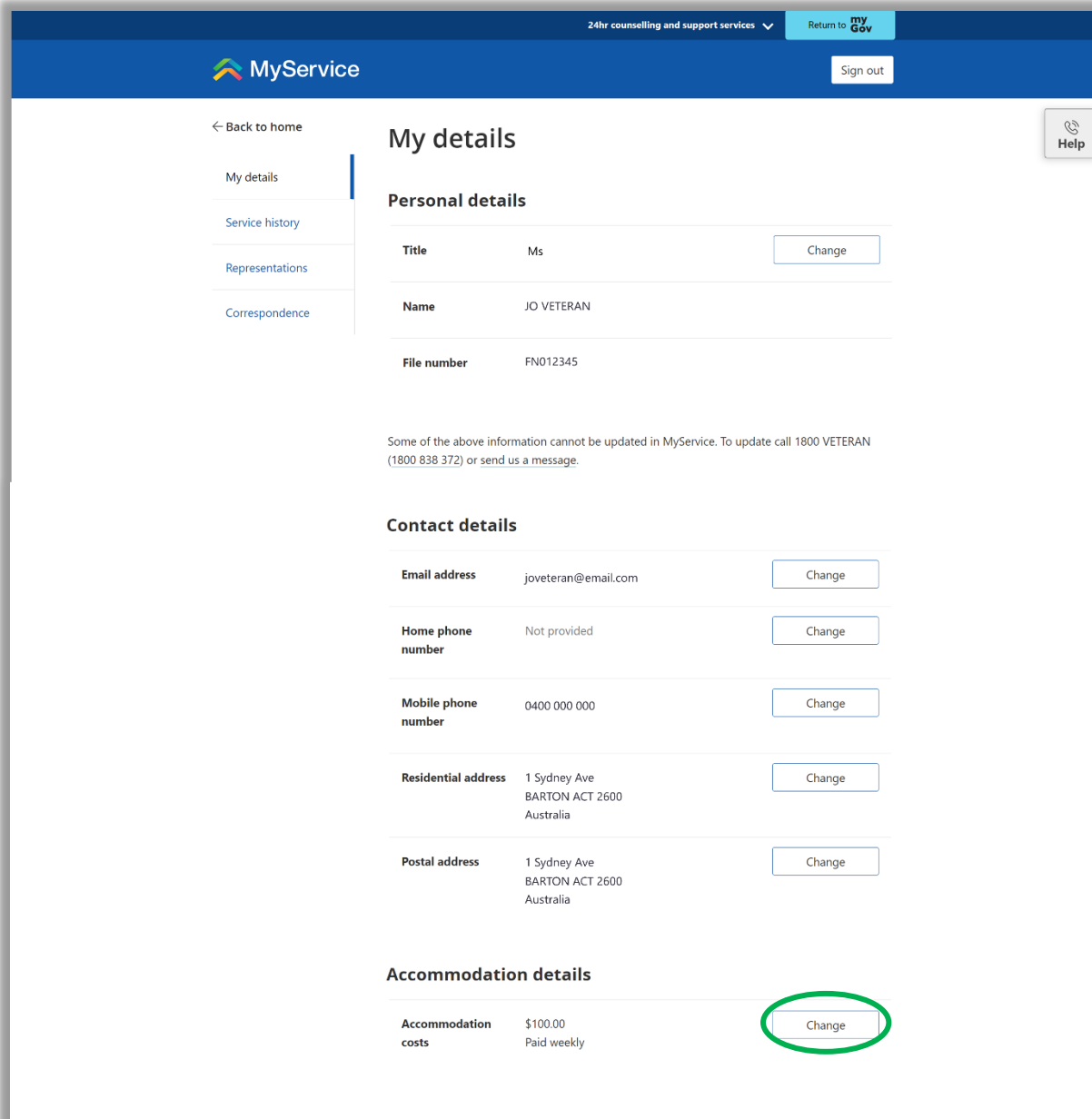
Note: Your home screen might look a little different to the one shown here. Look for ‘My details’ under ‘Your information’ or ‘Update accommodation costs’ under ‘Report changes’.



Step 2 – Select ‘Change’ accommodation details

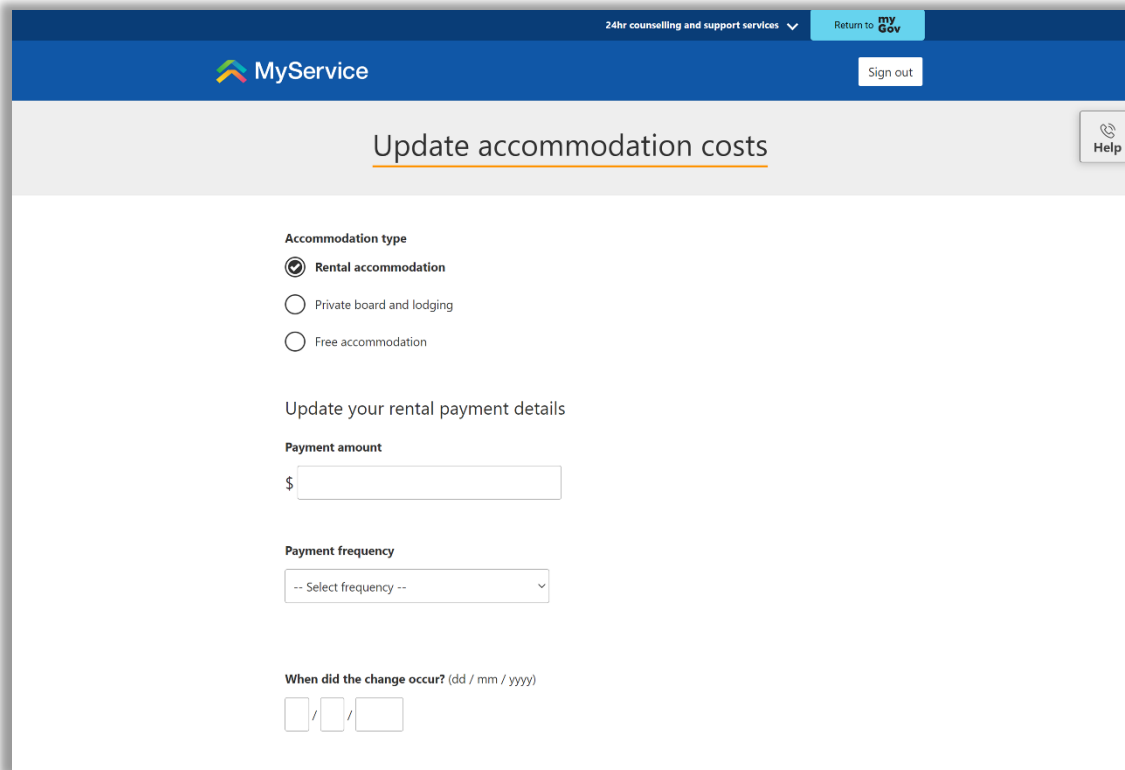
You will now be on the ‘My details’ screen. This is where you can also change your personal details and contact details.

Scroll down to the ‘Accommodation details’ section. Select ‘Change’.



Step 3 – Update your accommodation details

You will now be on the 'Update accommodation costs' screen. Confirm your accommodation type and update your details.



The screenshot shows a web interface for updating accommodation costs. At the top, there is a blue header with the MyService logo, a 'Sign out' button, and navigation links for '24hr counselling and support services' and 'Return to myGov'. The main heading is 'Update accommodation costs' with a 'Help' icon. The form contains three sections: 'Accommodation type' with radio buttons for 'Rental accommodation' (selected), 'Private board and lodging', and 'Free accommodation'; 'Update your rental payment details' with a 'Payment amount' field (starting with '\$') and a 'Payment frequency' dropdown menu (set to '-- Select frequency --'); and 'When did the change occur? (dd / mm / yyyy)' with three input boxes for day, month, and year.

Step 4 – Upload supporting documents (if applicable)

Select 'Upload a document' to provide any documents that support your change in accommodation costs. If prompted, you will need to provide at least one document.

Note: If you change your accommodation type to 'free accommodation', you will only need to provide the date the change occurred.

Upload proof of accommodation costs

! You will need to provide us with one document as proof of your current accommodation costs.

Documents you can provide are:

- Lease or tenancy agreement
- Latest accommodation payment receipt. Make sure the name and address of the person to whom you pay is written on the receipt.
- Any document that shows your current accommodation costs.

Accepted file types are pdf, jpeg or png. Maximum file size is 50MB


If there are reasons that prevent you from providing proof of your current accommodation costs contact us on 1800 838 372 and we'll try to assist you.

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Step 5 – Submit update

Finally, select 'Submit'.

You're done!

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- Latest accommodation payment receipt. Make sure the name and address of the person to whom you pay is written on the receipt.
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Contact us on [1800 VETERAN](#) (1800 838 372) for support and advice.

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