

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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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'.

		24hr counsel	ling and support services 🗸 Return to my Gov	
< MyService			Sign out	
Good afternoon	1			Q Hi
Tasks		Claims		
No new tasks		1 incomplete	claim >	
Services and benefits	Your informati	on	Report changes	
Apply now 2) What can I apply for?	▲ My details⇒ Service history		 ⊮ Notify of overseas travel ⇔ Update income and assets 	
Request review of decision Claim travel expenses	全 Payment destin アン Representation	itions	Update accommodation costs Your card	
局 Book transport (注) Lump sum advance	Correspondence ···· View all	e	Card type File number Expiry View card details >	
Australian Government Department of Veterans'Affa	<u>Disclaim</u>	er 🖻 Privacy and	security 2 Copyright 2 Terms of use Feedback Department of Veterans' Affairs 2	



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'.

		24hr counselling and	support services V Return to Gov	
🖍 My	/Service		Sign out	
\leftarrow Back to h	My deta	nils		
My detail:	; Deveenel de			
Service hi	story	etans		
Represent	ations	Ms	Change	
Correspor	ndence Name	JO VETERAN		
	File number	FN012345		
	Some of the above (1800 838 372) or <u>s</u>	information cannot be updated in MyS end us a message.	Service. To update call 1800 VETERAN	
	Contact det	ails		
	Email address	joveteran@email.com	Change	
	Home phone number	Not provided	Change	
	Mobile phone number	0400 000 000	Change	
	Residential add	ress 1 Sydney Ave BARTON ACT 2600 Australia	Change	
	Postal address	1 Sydney Ave BARTON ACT 2600 Australia	Change	
	Accommoda	ation details		
	Accommodation	n \$100.00	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.

	24hr counselling and support services 🗸 Return to my
\land MyService	Sign out
Update accommo	odation costs
Accommodation type	
 Private board and lodging Free accommodation 	
Update your rental payment details	
Payment amount \$	
Payment frequency Select frequency	
When did the change occur? (dd / mm / yyyy) /	

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 addres 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. 	s of the
	Uploads Document title	Actions
	rental-agreement.pdf (1.5 MB PDF) Upload a document	Delete
	Previous	Submit
A D	ustralian Government Disclaimer @ Privacy and security @ Co epartment of Veterans' Affairs	pyright (2 Terms of use Feedback Department of Veterans' Affairs (2



Step 5 – Submit update

Finally, select 'Submit'.

You're done!

U	pload 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 person to whom you pay is written on the receipt 	s of the
	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.	
U	ploads	
	Document title	Actions
	rental-agreement.pdf (1.5 MB PDF)	Delete
	Upload a document	
	Previous	Submit
Aus Aus	tralian Government Disclaimer @ Privacy and security @ Co	pyright 🖉 Terms of use Feedback
The second se	artment of veterans' Affairs	Department of Veterans' Affairs 🗷

See our website for more <u>MyService how-to guides</u>.

Contact us on <u>1800 VETERAN</u> (1800 838 372) for support and advice.

<u>We welcome your feedback</u> on this guide and our other services.