**Australian Government**

**Department of Veterans' Affairs**

# How to manage your Acute Support Package

You can manage your Acute Support Package in MyService by reviewing your package and support plan details. You can also upload service receipts if you need to as part of your support package.

If you don't have a MyService account, see our 'Set up a MyService account' guide at [Help using MyService | DVA (dva.gov.au)](Help using MyService | DVA (dva.gov.au)).

If you have trouble following this guide, speak to your case manager on [1800 VETERAN](1800 VETERAN) (1800 838 372).

## Contents

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

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# Step 1 – Select 'Acute Support Package'

Sign in to MyService and select 'Acute Support Package' on the home screen.

**Note**: Your home screen might look a little different to the one shown here. Look for 'Acute Support Package' under 'Services and benefits'.

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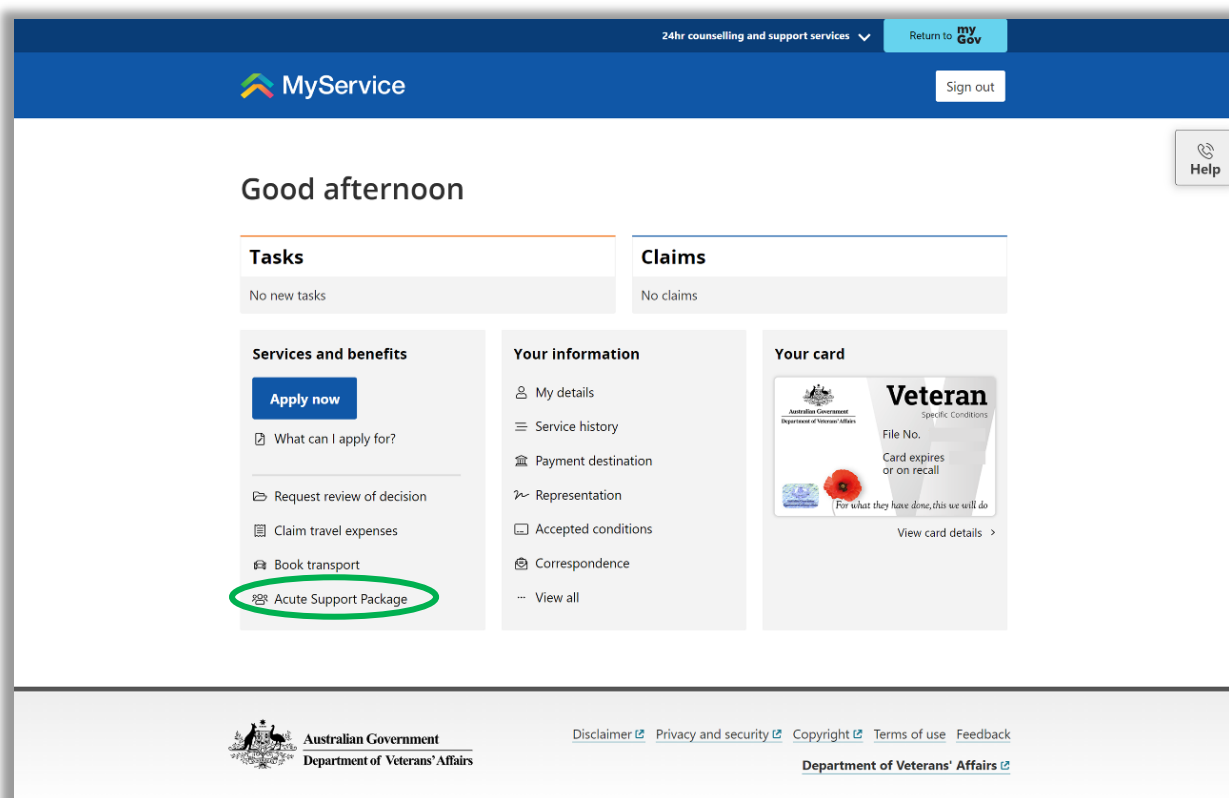
# Step 2 – Access your support package information

On the Acute Support Package screen, you will find a series of tiles. By selecting these, you will see information about your package.
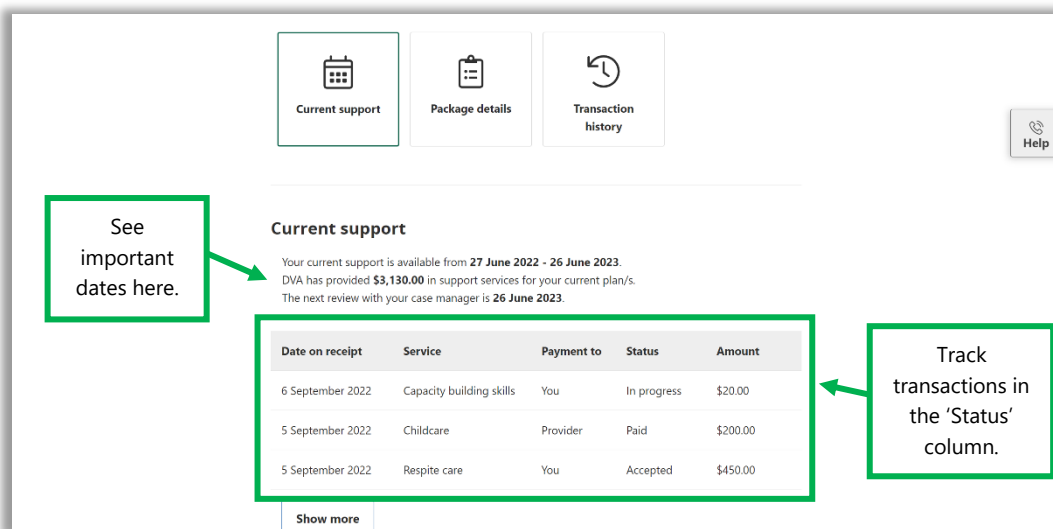
**Note**: These options may look different for you depending on your package.
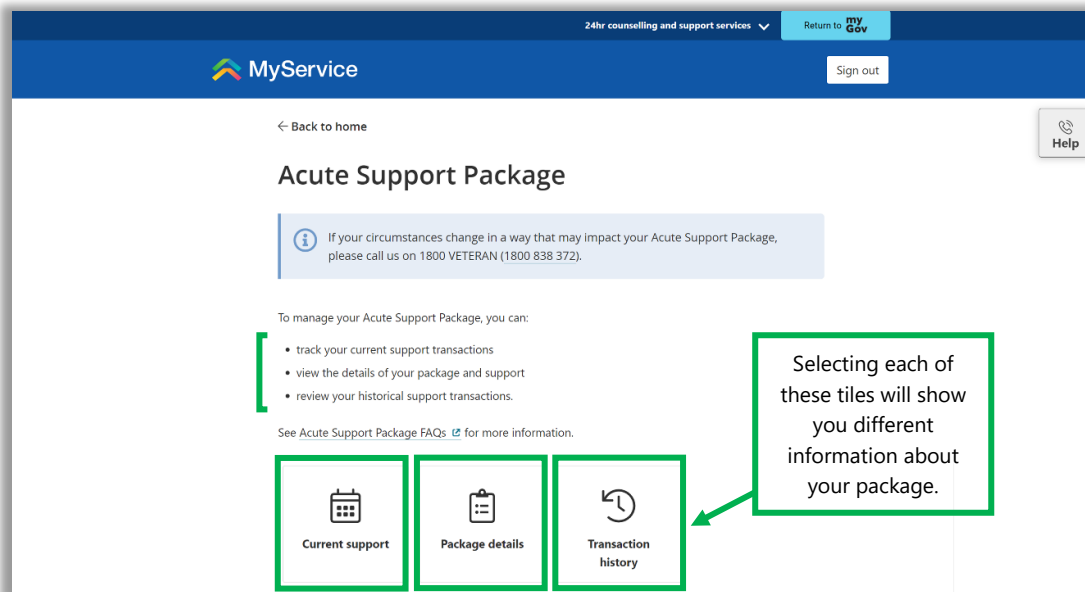


## Current support

Select the 'Current support' tile to see:

- your support period timeframe and funding allocation
- upcoming review dates
- your transactions for this period and track their status.



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## Package details

Select the 'Package details' tile to see details of your package and each of your support plans.

Within your support plan overview you can:

- expand the 'Services' heading to see the services you are eligible for, as well as the timeframe and funding allocated to them
- expand the 'Wellbeing goals' heading to see the wellbeing goals set for your plan.

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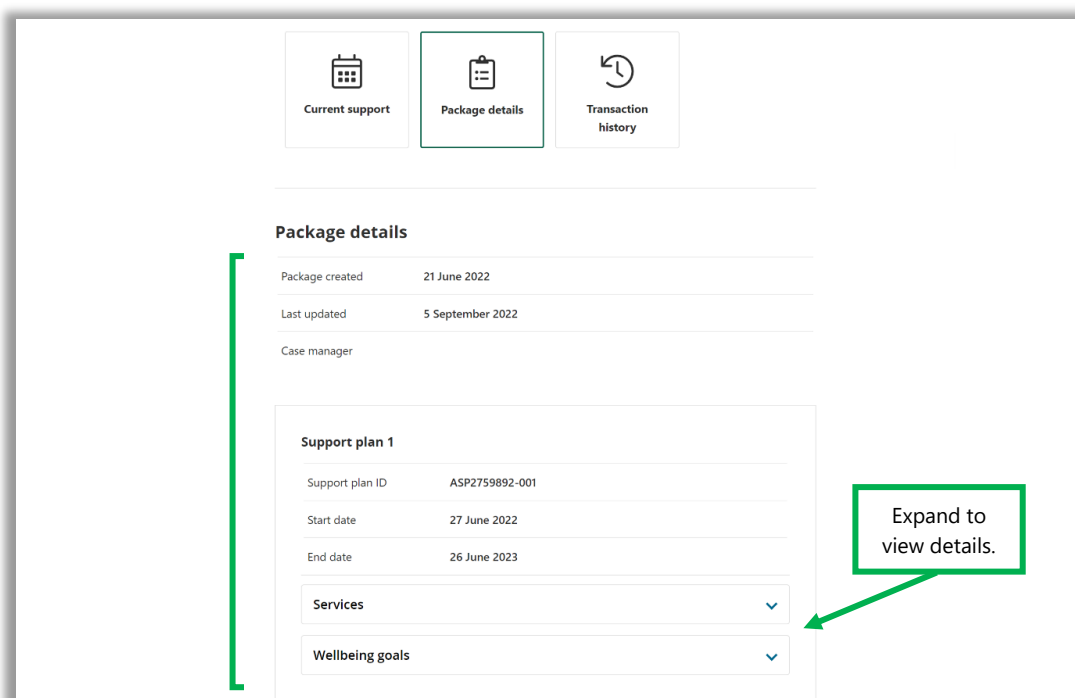
## Transaction history

Select the 'Transaction history' tile to see your past support transactions. Transactions are grouped into 3-month periods.

Select the funding period heading. For example, select 'July – September 2022' to expand the table and see the details.
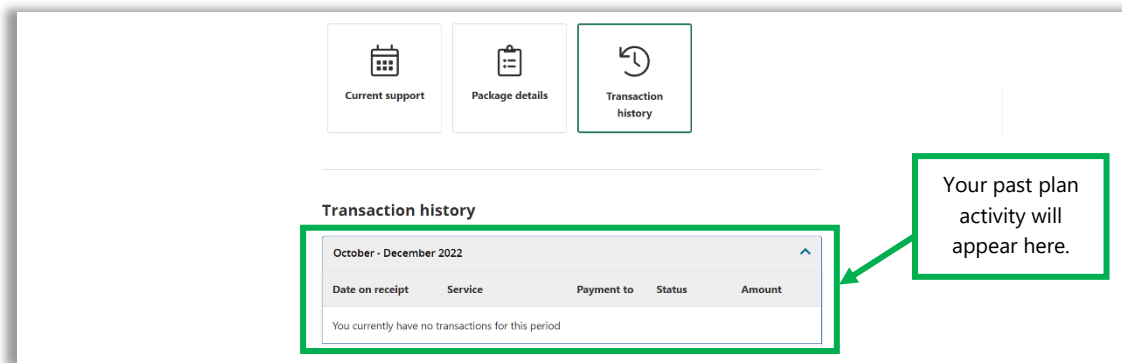


**Note**: You don't need to continue to read this guide if your support plan doesn't require you to submit service expense receipts.

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# Step 3 – Upload service receipts (if needed)

If your plan requires you to upload service receipts, you will also see an 'Upload service receipts' tile. To upload service receipts, select this tile.
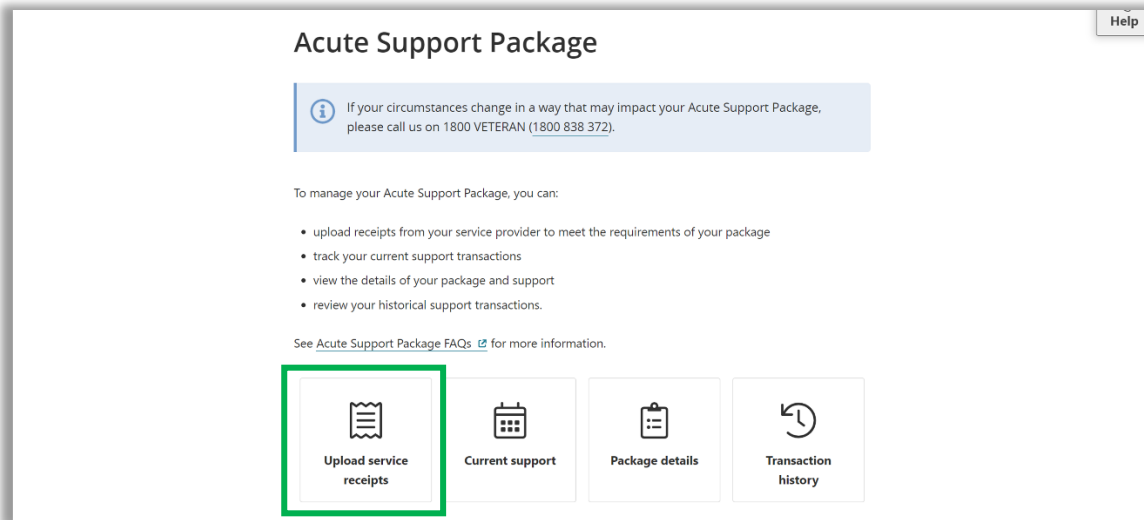


After selecting the 'Upload service receipts' tile, you will now be on the 'Upload service receipts' start screen. This is where you can upload receipts in line with the requirements of your support plan.

You can add a number of service receipts, which will appear as a list in this table. You can submit them together. We recommend adding no more than 10 at a time.

Select 'Add service receipt' to add your first receipt.



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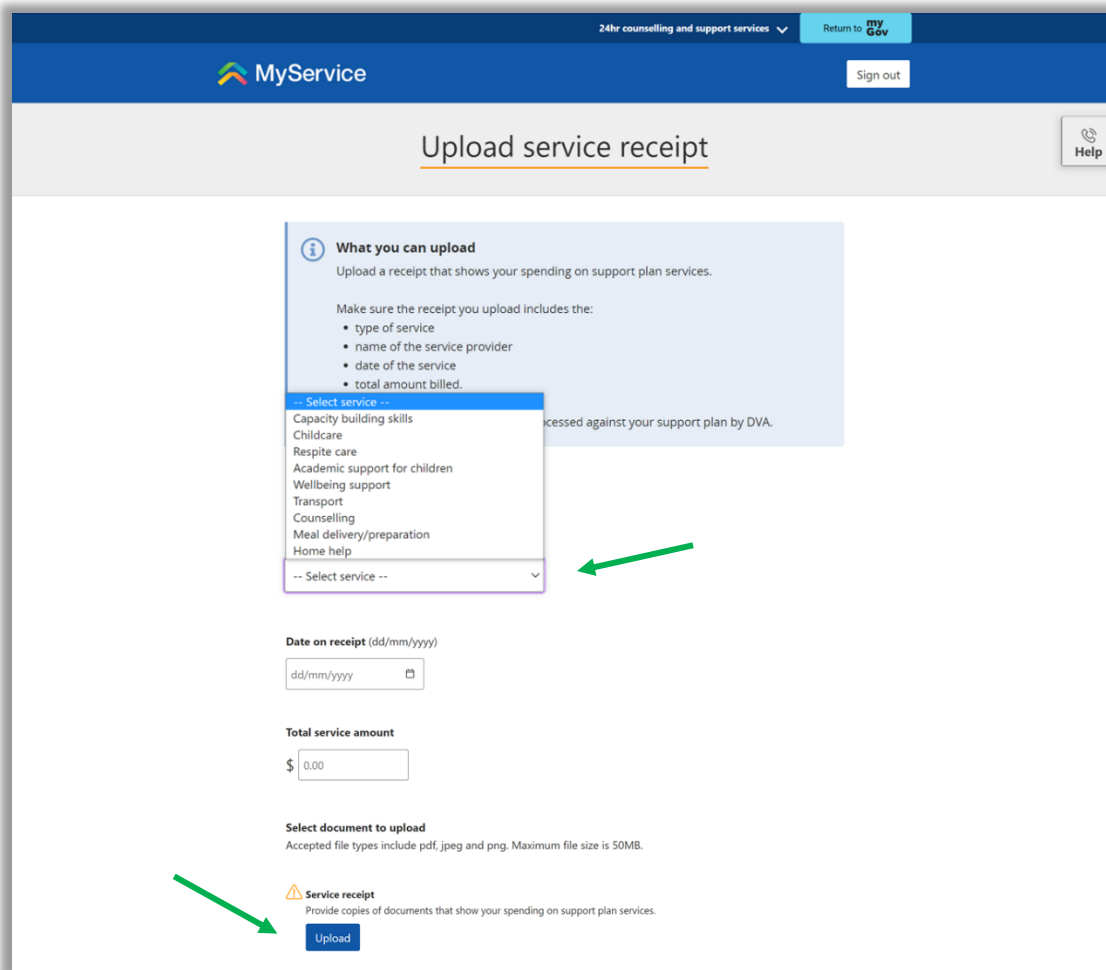Last updated 14 November 2022

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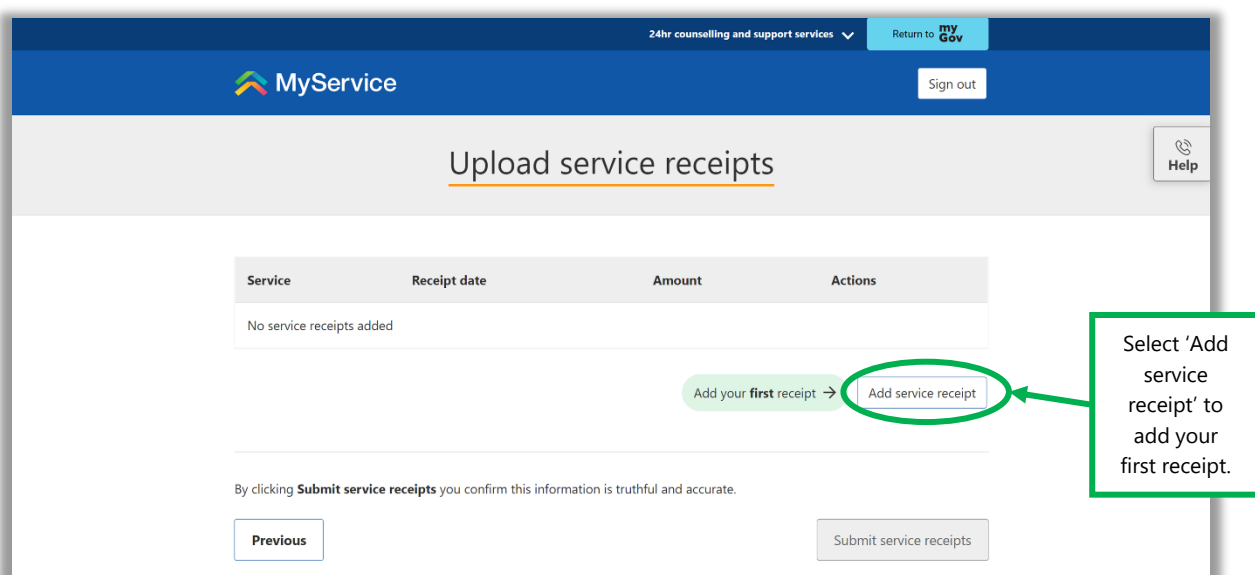
## Add a service receipt

Provide the details of your service receipt.

Start by expanding the 'Select service' drop-down and choosing which allocated service the receipt you are uploading relates to.

Then enter the date and total service amount shown on the receipt.



Select 'Upload' and attach a pdf, jpeg or png file of your service receipt.

Ensure the file you're uploading clearly displays the:

- type of service
- name of the service provider
- date of the service
- total amount billed.

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**Note**: For each service receipt you add, you can only attach one file. If you upload the wrong file by mistake, select 'Remove' and then 'Add another' to upload the right one.

You can also include additional information about your receipt in the space provided, but this is optional.

Select 'Add service receipt' when you're done.



After you've added a receipt, the receipt details will appear in the list and you will see a green tick at the top right of your screen.

You can 'Edit' and 'Delete' receipts from the list before you submit them. You will find these options in the 'Actions' column.
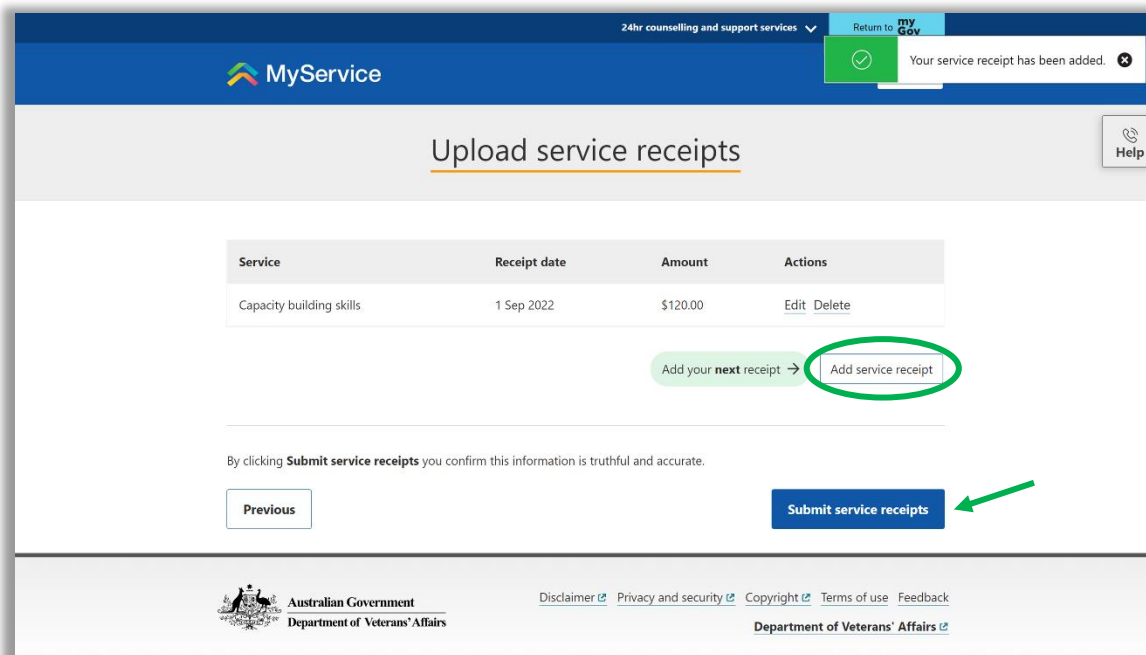


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## Add another receipt

Select 'Add service receipt' to add more receipts.

When you're ready, select 'Submit service receipts'.

**Note**: Your receipts won't be processed until you select 'Submit service receipts'. From here, they will be submitted to us for review.

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## Save a draft of your receipts

If you move away from the screen before you select 'Submit service receipts', your list of receipts will be saved for you as a draft.

When you return to the Acute Support Package screen, you will see an orange notification box with a link to 'Return to upload service receipt'. Select this link to complete the uploading process.
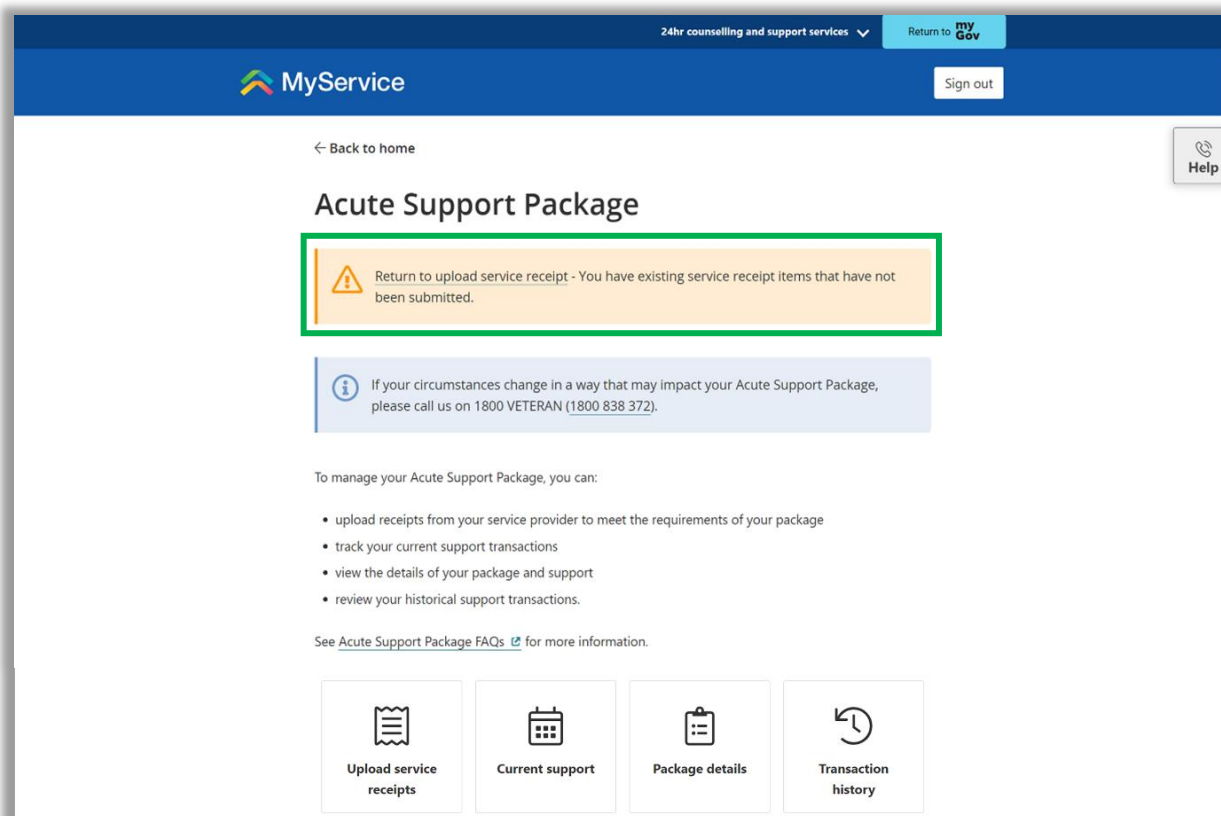


Important things to note about saved drafts:

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

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## Track status of uploaded receipts

Once you have submitted your service receipts, you will be directed back to the Acute Support Package screen. Here you will see a green tick at the top right of your screen telling you your service receipts have been submitted for review.

Your new service receipts will show up in the 'Current support' summary list with the status of 'In progress'. This status will update once we have reviewed your receipts.

You can view the status of a receipt any time you visit MyService.



The status will appear as 'In progress' until reviewed by us.
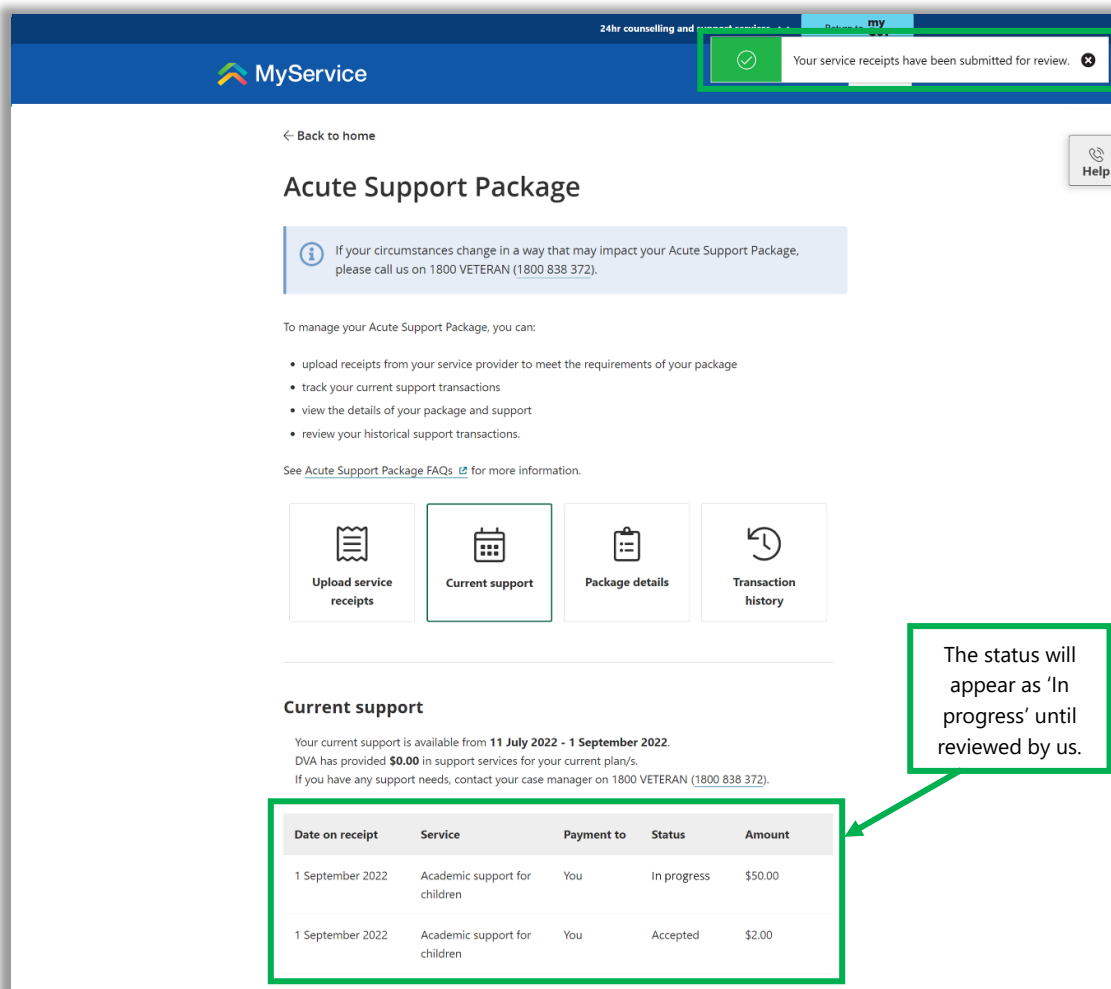
If you need further help or support managing your Acute Support Package, you can contact your case manager on 1800 VETERAN (1800 838 372).

See our website for more MyService how-to guides.

Contact us on 1800 VETERAN (1800 838 372) for support and advice.

We welcome your feedback on this guide and our other services.