

Claims and Benefit Requests

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Overview

From the Claims screen you can lodge a claim form for:

- initial liability under each of the acts (VEA, SRCA, MRCA)
- compensation following death under each of the acts (VEA, SRCA, MRCA)
- determining qualifying service
- pensions
- cards.

From this screen you can also open draft claims and view the status of claims lodged with the department within the last three years.

The Claims and Benefits requests screen displays.

The screenshot shows the 'Claims and Benefit requests' page. On the left, a 'My details' menu is highlighted with an orange bracket and labeled 'My details menu'. The main content area has a 'Start a new claim' button highlighted with an orange bracket and labeled 'Start a new claim'. Below this, the 'Claims that have not been lodged' section is highlighted with an orange bracket and labeled 'Claims that have not been lodged'. This section shows a 'Current status: Not submitted' and a 'Claim type: Veterans' Entitlement Act 1986 (VEA) - Form D2582 Claim for Disability Pension and/or Application for Increase in Disability Pension'. Below this, the 'Claim(s) being processed' section is highlighted with an orange bracket and labeled 'Claims(s) being processed section'. This section shows a 'Claim number: 1234678', 'Claim Type: Liability for injury or disease', and 'Received: 12/12/2011'. A legend at the bottom indicates: green checkmark = Complete, blue arrow = In progress, orange exclamation mark = To be completed. The page also includes a 'Printable version' link and a 'Logout' button.

Claims
history
section

Claims history

Claim Number	Claim Type	Condition	Received date	Determination Date
123444555	Liability for injury or disease	Right knee fracture	12/12/2011	20/12/2011
123444555	Liability for injury or disease	Left knee fracture	14/12/2011	21/12/2011

[Display more](#)

Benefit
requests
section

Benefit requests

The following requests have been submitted online. You will be notified of the outcome once the request is determined.

You can view MRCA benefit requests that you have submitted online in the last 12 months.

For help with additional MRCA benefit requests, please contact the Veterans' Access Network (VAN) or call 133 254 (local) 1800 555 254 (regional) or email generalenquiries@dva.gov.au.

Submitted	Benefits requested	Additional information
12/12/2011	Permanent impairment compensation	Client to provide text here as additional information for this claim
14/12/2011	Incapacity payments	-

Online claim lodgement

Payments are available to compensate veterans, current and former serving members of the Australian Defence Force (ADF) for impairment and incapacity related to their Defence service.

The table below outlines the types of claim you can complete and lodge through MyAccount.

Claim type	Act	Form No.	Claim form name
Disability Pension	VEA	D2582	Claim for Disability and/or Application for Increase in Disability Pension
Liability for Injury or disease	SRCA	D2020	Claim for Rehabilitation and Compensation
Liability for Injury or disease	MRCA	D2051	Claim for Liability and/or Reassessment of Compensation
Death Compensation	VEA	D2663	Claim for Pension by a Widow, Widower or Other Dependant of a Deceased Veteran
Death Compensation	MRCA	D2053	Claim for Compensation for Dependents of Deceased Members
Death Compensation	SRCA	D9182	Claim for Compensation of Funeral Expenses and/or Death Benefits for Dependents of Deceased Members and Former Members of the ADF
Income Support related	-	D0506	Claim to Determine Qualifying Service by a Current or Ex-member of the ADF
Income Support Pension related	-	D0503	Claim for Service Pension
Income Support Pension related	-	D0504	Claim for Service Pension by a Partner, Former Partner or Widow / Widower
Income Support Pension related	-	D0529	Claim for Income Support Supplement
Income Support Pension related	-	D0664	Claim for Transfer of Payment of Centrelink Age

Claim type	Act	Form No.	Claim form name
			Pension to DVA
Income Support Card related	-	D3057	Application for a Gold Card for Veterans of ADF
Income Support Card related	-	D3056	Application for the Commonwealth Seniors Health Card

Parts of the online claim will be pre-populated with details you have already provided DVA including:

- personal details
- address details.



Claims lodged or determined prior to May 2012 are not displayed in MyAccount.

Claims that have not been lodged section

Date created and status

Claim type

Open and delete claim

Claims that have not been lodged

Date created: **12/12/2012** Current status: **Not submitted**

Claim type: **Veterans' Entitlement Act 1986 (VEA) - Form D2582**
Claim for Disability Pension and/or Application for Increase in Disability Pension

[Open claim](#) | [Delete claim](#)

From this screen you can view the status and type of a claim that has been started online but has not yet been lodged. You can open or delete this claim.



A draft claim is available to edit or delete for 3 months from when the claim was initially created.

Claims(s) being processed section

Claims which have not yet been determined are displayed in this section.

For claims lodged online you have the ability to withdraw the claim and view and attached additional documentation as required.



Progress for Initial Liability (SRCA, MRCA and VEA) and Death Compensation (SRCA, MRCA and VEA) claims submitted online can be tracked.

For each claim, a separate table displays information about the claim, including the stage the claim is at and the status of the claim within that stage.



After lodging a claim, it can take up to 5 days before the 'Show claim progress' is available.

The Claim(s) being processed section displays.

View claim summary and withdraw claim

Document details relating to the claim lodged online such as documents already attached and the ability to attach additional documents

Claim(s) being processed

Legend: = Complete = In progress = To be completed

Claim number: 1234678 Claim Type: Liability for injury or disease Received: 12/12/2011

[View claim summary](#) | [Withdraw claim](#)

[Hide document details](#)

Documents already attached

The following documents have already been attached to your claim. However, these documents will need to be reviewed before the status of your claim is updated.

- [Medical Practitioner Report for Left ankle](#)

Additional supporting information

- [Document-name.pdf](#)
- [AnotherDocument-name.pdf](#)

Attach additional documents if required

If you wish to provide additional documents to support your claim, or if DVA requires additional information, you can attach documents below using the links provided. Where required, please sign documents.

- [Attach Proof of Identity document/s](#) ([Download form](#))
- [Attach Authority to represent form](#) ([Download form](#)) ([Download form](#))
- [Attach Medical Practitioner report for Right knee](#) ([Download form](#)) ([Download form](#))
- [Attach Medical Practitioner report for Back](#) ([Download form](#)) ([Download form](#))
- [Attach Additional supporting information \(Optional\)](#) ([Download form](#))

Sending document/s by mail

Document supporting your claim may also be sent by mail to:

Department of Veterans' Affairs
GPO Box 9998
In your Capital City (or Townsville in Queensland).

Please print, complete and enclose the cover sheet provided with your documents. [Print cover sheet](#)

[Show claim progress](#)

Claim progress

Claim status

Claim number: 1234678 Claim Type: Liability for injury or disease Received: 12/12/2011

[Hide claim progress](#)

1. Claim received	Initial liability claim Claim received 12/12/2011
2. Claim submitted for processing:	Claim signed Proof of identity received
3. Claim under investigation:	Awaiting medical reports The Department of Veterans' Affairs is currently waiting for medical reports, which are required to progress your claim.

At the top of the table, the claim status bar displays the:

- **Claim number** – the unique claim number
- **Claim Type** – one of 13 claim types listed above
- **Received date** – the date the claim was received by the department.

To show or hide a specific claim, at the top left of the claim table, select the **Show claim progress** or **Hide claim progress** link.

Claim stages and claim status

For each claim, the claim will progress through four stages:

1. Claim received
2. Claim submitted for processing
3. Claim under investigation
4. Claim determined.

The status of a claim and how far it has progressed is displayed visually by the stage the claim is at and the status of the claim within that stage. Claim progress is also represented by an icon.



Stage complete; document received; document signed; etc.



Processing in progress.



Awaiting status; awaiting documents; awaiting action; etc.

Claims history section

The Claims history section displays a list of all claims that have been completed within the last three years. This includes all claims determined and claims withdrawn or merged with another claim.

The Claims history section.

Claims history			
Claim Number	Claim Type	Received date	Determination Date
123444555	Liability for injury or disease	12/12/2011	20/12/2011
123444555	Liability for injury or disease	14/12/2011	21/12/2011

For each claim that has been completed, a separate line is displayed. The fields displayed are:

- **Claim Number** – the unique claim number
- **Claim Type** – one of 13 claim types
- **Received date** – the date the claim was received by the department
- **Determination date** – the date a decision was made on the claim, or alternatively, the date the claim was withdrawn or merged with another claim.

Benefit requests section

The Benefit requests section displays a list of any MRCA additional benefits requests submitted online, through MyAccount, in the last 12 months.





The Benefits requests section.

Benefit requests		
The following requests have been submitted online. You will be notified of the outcome once the request is determined.		
You can view MRCA benefit requests that you have submitted online in the last 12 months.		
For help with additional MRCA benefit requests, call 133 254.		
Submitted	Benefits requested	Additional information
12/12/2011	Permanent impairment compensation	Client to provide text here as additional information for this claim
14/12/2011	Incapacity payments	-

For each benefit request submitted, a separate line is displayed. The fields displayed are:

- **Submitted** – the date the request was submitted through MyAccount
- **Benefits requested** – the MRCA benefit that has been requested
- **Additional information** – any additional information provided at the time the request was submitted.

Other functions

 My details Manage your information	To view another section and information from My details, click on a link in the My details menu to the left of the page.
 Printable version	To print a copy of the information displayed on this page, click on the Printable version link.
 Help	To get additional help with the Claims and Benefits requests screen, click on the Help button at the top right of the page.
 Logout	When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the Logout button.