

Contact Details

Overview

The Contact details screen displays your phone, email, postal and residential address details as known by the department. You can update your contact and address details when your circumstances change.

Updating your contact details ensures the department can continue to stay in touch with you, and you will continue to receive the appropriate level of benefits based on your location and living circumstances.

The Contact details screen.

My details

Phone and email details

Address details

Editing phone and email details

You can edit phone and email details both for locations within Australia and overseas.

To update phone or email details:

1. Click on the **Edit** link beside listing.

The Edit phone and email details screen displays.

Printable version

Phone and email

Where is the home phone number located? Within Australia Overseas

Home phone: (area code / number)

Save Cancel

Alternate phone: -

Mobile: -

Home email: -

Would you like to receive information from the Department of Veterans' Affairs via email when available?: No

For phone numbers located in Australia

2. From the **Home phone** drop down list, select the correct area code and enter your home phone number without spaces.



Ensure you avoid spaces between digits in your phone numbers. For example: 67890123 or for a mobile, 0412789012 rather than 0412 789 012.

3. In the **Mobile** field, enter your mobile phone number (if you have one).
4. The **Alternate phone** field may be used if you have a business or other number.
5. In the **Home email** field, enter your home or personal email address.



Your email address must contain the '@' symbol and no spaces. For example: johncitizen@email.com.au. Note that email addresses are not case sensitive.

For phone numbers located overseas

6. In the **Home phone** field, enter your home phone number in the form:
<Country code> <Local area code> <Local phone number>

Example

For a phone number in the UK is listed as: 01970 623111 (when dialling from the UK).

Enter: **44** (country code) **1970** (area code) **623111** (local number)



When entering overseas phone and fax numbers, the following restrictions apply:

- Country code: maximum 5 characters
- Local area code: maximum 5 characters
- Local phone number: maximum 15 characters.

7. In the **Mobile** field, enter your mobile phone number (if you have one) in the form:
<Country code> <Mobile phone number>

Example

For a mobile or cell phone number in the US is listed as (858) 518-4400 (when dialling from the US).

Enter: **1** (country code) **858** (area code) **5184400** (local number)

8. In the **Home email** field, enter your home or personal email address.
9. From the **Would you like to receive information from the Department of Veterans' Affairs via email** drop down list, select your preferred option.
10. Click on the **Next** button.

The Contact details screen updates.

The screenshot shows the MyAccount interface for 'Contact details'. At the top, there is a green success message: 'Your Alternate phone update request has been successfully submitted. Once it has been processed, your change(s) will appear below.' Below this, the 'Contact details' section is displayed. It includes a 'Printable version' link. Under 'Phone and email', the home phone is 07 5526 9741 with an 'Edit' link. The alternate phone is '(Processing your update)'. The mobile phone and home email fields also have 'Edit' links. A question asks if the user wants to receive information from the Department of Veterans' Affairs via email when available, with a 'No' response and an 'Edit' link. Under 'Residential address', the address is 6 SMITH AVE, MOOMIN QLD 4887, Australia, with an 'Edit residential address' link and a 'Last updated 25/04/2012' timestamp. A similar 'Postal address' section is also shown with the same address and details.

At the top of the screen, a green success message states your contact details have been submitted for processing. Once the request has been processed and validated, your changes will appear in the Contact details area.

1. Check the phone and email details are correct.



If you need to make changes to any of the phone and email details, click on the 'Edit details' button.

2. Click on the **Save** button.

Editing residential address details

When updating your residential address, you will also be asked who else will be moving to the new address with you and whether the move is permanent or temporary.

Note that a post office (PO) box cannot be used as a residential address.

To update your residential address:

1. From the **Contact details** screen, click on the **Edit residential address** link.

The Edit residential address screen displays.

2. For the **Where is your new mailing address?** question, select the appropriate option.

For addresses located in Australia

1. In the **Building / business name** field, enter the name of the building, organisation or community your residential address is located in, if required.
2. In the **Unit / street number** field, enter your unit, apartment or house street number.



The 'Unit / street number' field has pre-emptive address capability meaning you can type your address details and select from a supplied dropdown list. Once selected, all fields will be updated with the found data. This can be further edited if required.

3. In the **Street name** field, enter name of the street your residential address is located on.



When entering your street name, include a full description for the street type.
For example: Street, Drive, Close or Boulevard.

4. Provide the additional address details.
5. From the **Is this a local council relocation of your current address?** drop down list, select the appropriate answer.
6. If asked, indicate **who else** from your household **will be moving to the new address?**
7. If asked, select the appropriate option for the **Is the move permanent or temporary?** question, select the appropriate option.



Choose 'Temporary' if you are holidaying or moving temporarily.

Note that if you have a Pensioner Concession Card (PCC) you may not be able to access some concessions in that state. If you select Permanent, a new PCC will be issued to you.

- From the **Do you want your mail to be sent to the new residential address?** drop down list, select the appropriate option.

For addresses located overseas

The Edit residential address screen displays an error message.

Australian Government
Department of Veterans' Affairs

MyAccount

Welcome James John Rutherford

Home My Details Transport Forms and publications Feedback Help Logout

My details
Manage your information

- Personal information
- Contact details
- Accepted medical conditions
- Card information
- Payments
- Claims and benefit requests
- Manage online account

Edit residential address

Location of new residential address

Where is your new residential address? Within Australia Overseas

Enter your new residential address

Address Line 1: *

Address Line 2:

Address Line 3:

City / town / suburb: *

Post or zip code: *

Country: *

Current residential address

U 1/6 COLLEY DR
KIAMA NSW
2533
Australia

About the move

When did or will you be leaving Australia? *

When will you return? (if unsure of your return date leave blank)

In this example a mandatory (required) field has been left blank and an error message has been presented at the top of the screen.

Ensure you complete all lines marked with an asterisk.

- In the **Address** fields, enter your address details. Include any building name, street name and house, unit or apartment numbers.
- From the **Do you want your mail to be sent to the new residential address?** drop down list, select the appropriate option.
- From the **Do you have any outstanding claims with Income Support in DVA?** drop down list, select the appropriate option. Claims include Service pension, Income support supplement and the Age pension.
- If asked, indicate **who else** from your household **will be moving to the new address?**
- Click on the **Next** button.

The Confirm residential address screen displays.

1. Check your residential address details are correct.




If you need to make changes to any of the address details, click on the 'Edit details' button.

2. Click on the **Save** button.

The Notify overseas travel screen displays.

To assist you comply with DVA requirements for the notification of overseas travel, the Notify of overseas travel screen is presented.



Click the Help button () in the top right corner of the Notify of overseas travel screen for a step by step guide on how to notify DVA of overseas travel.

At the top of the screen, a green success message states your residential address details have been submitted for processing. Once the request has been processed and validated, your changes will appear in the Contact details area.

Updating postal address details

You can update your postal and work / business address as required.

To update your postal or work / business address:

1. From the Contact details screen, click on the **Edit postal address** link.
2. For the **Where is your new postal address?** question, select the appropriate option.

For addresses located in Australia

1. In the **Building / business name** field, enter the name of the building, organisation or community your residential address is located in, if required.
2. In the **Unit / street number** field, enter your unit, apartment or house street number.
3. In the **Street name** field, enter name of the street your residential address is located on.
4. In the **Suburb / Town / City** field, enter your suburb / town / city.
5. In the **Postcode** field, enter your postcode.
6. From the **State** drop down box, select your state.

For addresses located overseas

1. In the **Address Line** fields, enter your postal address details. Include any building name, street name and house, unit or apartment numbers.
2. In the **City / Town / Suburb** field, enter your city, town or suburb name.
3. In the **Post or Zip code** field, enter your postcode or equivalent mailing code.
4. From the **Country** drop down box, select the appropriate country.
5. Click on the **Next** button.

The Confirm postal address screen displays.

Australian Government
Department of Veterans' Affairs

MyAccount

Welcome James John Rutherford

Home My Details Transport Forms and publications Feedback Help Logout

My details
Manage your information

- Personal information
- Contact details
- Accepted medical conditions
- Card information
- Request replacement card
- Payments
- Claims and benefits requests
- Request additional benefits
- Manage online account

Confirm postal address

[Printable version](#)

Please check and confirm the details you have entered below.

Building / business name: Super Retirement City
Unit / street number: 44
Street name: Super Street
Suburb: Annerley
Postcode: 4402
State: QLD
Country: Australia

When would you like the mail to be directed to this address? Yes

[Edit details](#) [Save](#) [Cancel](#)

1. Check your address details are correct.



If you need to make changes to any of the address details, click on the 'Edit details' button.

2. Click on the **Save** button.

The Contact details screen updates.

Australian Government
Department of Veterans' Affairs

MyAccount

Welcome Andrew Smith

Home My Details Transport Forms and publications Feedback Help Logout

My details
Manage your information

- Personal information
- Contact details
- Accepted medical conditions
- Card information
- Payments
- Claims and benefit requests
- Manage online account

Your Postal address update has been successfully submitted. Once your request is processed, your change(s) will appear below. Any future mail will be sent to your new postal address.

Contact details

[Printable version](#)

Phone and email

Home phone: 02 9854 2128 [Edit](#) | [Delete](#)
 Alternate phone: 03 9988 1122 [Edit](#) | [Delete](#)
 Mobile: 0412 375 085 [Edit](#) | [Delete](#)
 Home email: DFG@DFGDF.COM.AU [Edit](#) | [Delete](#)

Would you like to receive information from the Department of Veterans' Affairs via email when available?: No [Edit](#)

Residential address:

4 Kitten Mews [Edit residential address](#) Last updated 29/05/2012
 Barnes
 unknown
 SW4 AB2
 United Kingdom





Postal address:

4 Kitten Mews Last updated 29/05/2012
 Barnes
 unknown
 SW4 AB2
 United Kingdom

At the top of the screen, a green success message indicates your postal address details have been submitted for processing.

Once the request has been processed and validated, your changes will appear in the Contact details area.

Other functions

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