

# Fact Sheets

## Overview

From the Fact sheets screen you can view fact sheets online, download, print or save DVA fact sheets. Alternatively, you can request fact sheets be sent to you by mail.

The Fact sheets screen.

The screenshot shows the 'Fact sheets' page in the MyAccount portal. On the left, a 'Forms and Publications' menu is highlighted with an orange bracket and labeled 'Forms and Publications menu.' Below this, a 'Fact sheet reference number links.' bracket points to the list of fact sheets. At the top right, a 'DVA Facts link.' arrow points to the text 'A full list of fact sheets can be found at [DVA Facts](#).' On the right side, a 'Most requested fact sheets list.' bracket encompasses the 'Top 5' list of fact sheets. The list includes: IS30 Pension Rates, Limits and Allowances Summary; DVA03 Overview of DVA Benefits and Services; DP60 War Widow's and Orphan's Pension; IS01 Service Pension Overview; and HCS01 About Veterans' Home Care.pdf. Each entry has a 'Download PDF' link and a 'Mail' checkbox. At the bottom right, a 'Mail Selected Items' button is visible.

## Most requested fact sheets - Top 5

The top five most requested fact sheets are displayed in the first section at the top of the screen.

## Other fact sheets

Below the Top 5 section, additional commonly requested fact sheets are grouped according to type. To expand a group, click on the ► icon (twistie).


If you are unable to locate the fact sheet you are looking for, click on a **DVA Facts** link located at the top and bottom of the Top 5 section.

## View a fact sheet

To view a fact sheet online:

1. For the fact sheet you are interested in, click on the fact sheet reference number link to the left of the fact sheet name and description.

The fact sheet displays in a new window.



Australian Government  
Department of Veterans' Affairs

**DVA Factsheet  
IS30**

**Rates and Limits**

**Pension Rates, Limits and Allowances Summary**

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**Overview**

This Factsheet provides the current rates and limits for:

- service pension;
- age pension;
- income support supplement;
- disability pension;
- war widow's and widower's pension; and
- all associated allowances under the *Veterans' Entitlements Act 1986* (VEA).

For information about payments under the *Military Rehabilitation and Compensation Act 2004* (MRCA), refer to *Factsheet MRC04 Compensation Payment Rates*.

For information about the calculation of Defence Force Income Support Allowance (DFISA) refer to *Factsheet IS19 Defence Force Income Support Allowance (DFISA)*.

The rates quoted are fortnightly amounts unless otherwise indicated. These rates are current from 20 March 2012 to 30 June 2012.

If your pension is still assessed under the pre-20 September 2009 rules, please refer to the rates labelled as "Transition" rates and limits.

2. When finished, close the window.

You have successfully viewed the fact sheet.

## Download a fact sheet



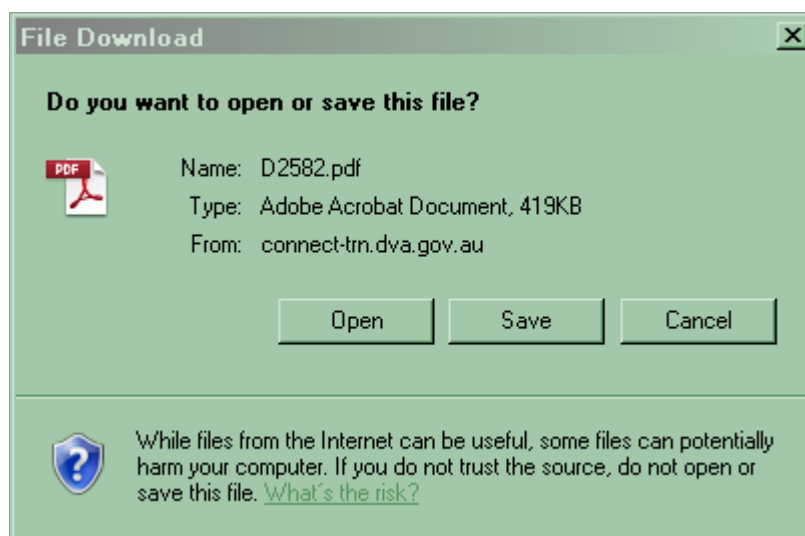
To view downloaded fact sheets you need a copy of Adobe Reader (or Adobe Acrobat). This may already be installed on your computer.

If required, you can get a free copy of Adobe Reader at: <http://get.adobe.com/reader/>

To download and print a fact sheet:

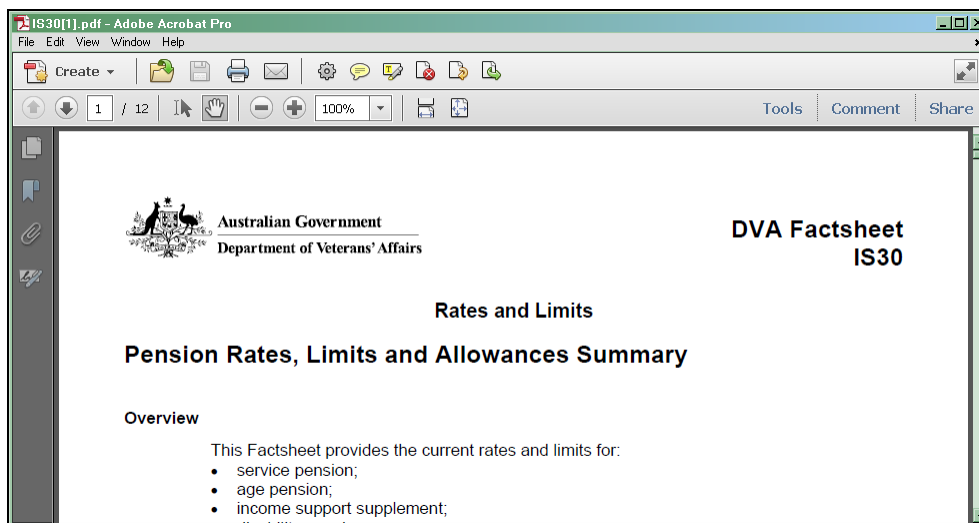
3. For the fact sheet you are interested in, click on the **Download PDF** link to the right of the fact sheet name and description.


The File Download dialog box displays.



- Click on the **Open** button.

The fact sheet displays in Adobe Acrobat.



- To print a copy of the fact sheet, click on the  icon at the top of the window.

To save a copy of the fact sheet, at the top left of the window click on the **File** menu > **Save As...** > **PDF...** and choose a location and file name for the fact sheet.

You have successfully downloaded the fact sheet.

## Request fact sheets be sent by mail.

To request fact sheets be sent to you by mail:

- For the fact sheets you are interested in, select the **Mail** check box to the right of the fact sheet name and description.
- Click on the **Mail Selected Items** button.

The Delivery address screen displays.

- Select the option to indicate the address you would like the fact sheets sent to.



By default, your postal address, as displayed in MyAccount, is selected as the postal address.

- If you selected **Other address in Australia** or **Other address Overseas**, go to Step 5. Otherwise, go to Step 6.

The Delivery address screen updates.

Australian Government  
Department of Veterans' Affairs

MyAccount

Welcome James John Rutherford

Home My Details Transport Forms and publications Feedback Help Logout

### Delivery address

Where would you like your forms sent to? ☐ 5/144 MAIN SOUTH ROAD  
HACKHAM SA 5163

☒ Other address in Australia ☐ Other address Overseas

Building/Business Name:

Unit/Street Number:

Street Name:

Suburb:

State:

Postcode:

Submit Cancel

- Complete the address fields. Fields marked with a red asterisk (\*) are mandatory.
- Click on the **Submit** button.

The MyAccount Home screen displays.

Australian Government  
Department of Veterans' Affairs

MyAccount

Welcome, John Person

Home My details Transport Forms and publications Feedback Help Logout

DVA Online Services has been developed to provide you with better access to the information and services you need. In the coming months, we will be adding features that will make it easier for you to interact with DVA.

#### Notifications

**26/04 Upcoming transport:**  
When: 9:00am Tuesday 26 September To: Greenslopes Hospital Type: Car, Yellow Cabs [View details](#)

**24/04 Travel reimbursement paid:** \$255.00 [View details](#)

**21/04 Payment processed:** \$44.70 [View details](#)

#### Popular links

- [Make a transport booking](#)
- [Claim for travel expenses](#)
- [Update your contact details](#)
- [Request a replacement card](#)
- [Request additional benefits](#)

#### Help guides

- [How to change your address](#)
- [How to make a transport booking](#)
- [Take a tour of MyAccount](#)

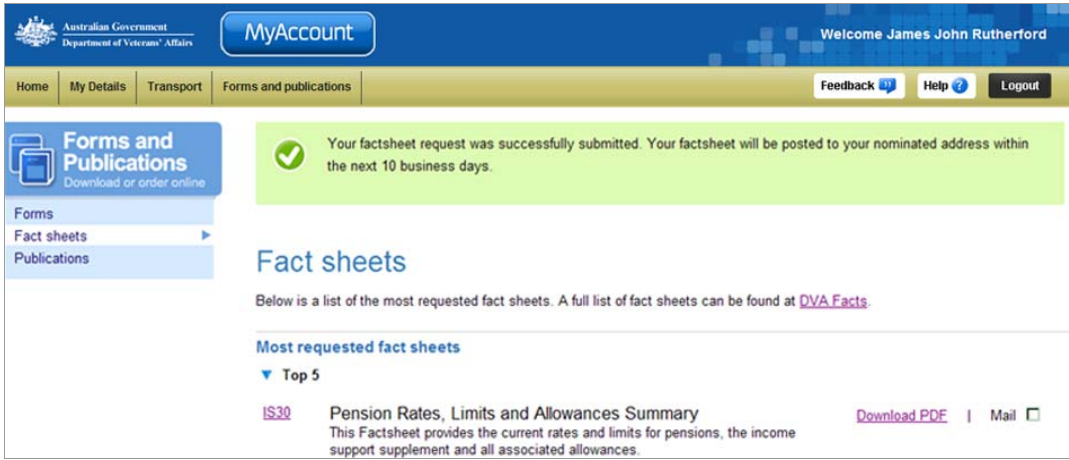
Have you moved recently? Update your address details online.

Make a transport booking You can now book transport online.

Do you have a compliment, complaint or a suggestion? Submit feedback




Download or request Pension statements and Concession letters online.

The Fact sheets screen displays.



At the top of the screen, a green success message states your request was successfully submitted. Your documents will be posted on the next working day and you should receive them within 10 business days.

Other functions

 <div>Forms and Publications</div> <div>Download or order online</div>	To view another section and information from Forms and publications, click on a link in the <b>Forms and Publications</b> menu to the left of the page.
	To get additional help with the Fact sheets screen, click on the <b>Help</b> button at to the top right of the page.
	When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the <b>Logout</b> button.