

Nominate a representative

Overview

Nominating a representative through MyAccount is a five step process.



You can nominate to have more than one representative (e.g. a family member or a friend) to enquire on your behalf or provide changes to circumstances to DVA. You may also nominate an Ex Service Organisation (ESO) to act as your representative for a compensation claim and also appoint an agent to receive payments on your behalf.

To nominate a representative to act on your behalf:

1. Select the **Allow a representative to act on your behalf** link.

The Nominate a representative – Step 1: About the representative screen displays.

The screenshot shows the 'Nominate a representative' screen in the MyAccount system. The page title is 'Nominate a representative'. Below the title, there is a progress indicator showing five steps: Step 1: About the representative (highlighted in green), Step 2: Nomination type, Step 3: Additional information, Step 4: Documents, and Step 5: Confirmation. The main content area is titled 'Step 1: About the representative' and contains the instruction 'Select a known person or organisation or add a new representative'. Below this, there are radio buttons for 'Luke COURT', 'Steve BATORS', 'Add a new person', and 'Add a new organisation'. At the bottom of the screen, there are three buttons: 'Next', 'Save as draft', and 'Cancel'. On the left side, there is a 'My details' menu with various options. On the right side, there are labels pointing to the progress indicator and the 'Next', 'Save as draft', and 'Cancel' buttons.

You can select a known representative from the list or add a new person / organisation.



By selecting a known representative you will not need to complete the details about the representative.

2. If you select **add a new person** or **add a new organisation** additional fields will need to be completed:

Add a New

Details

Person

The Nominate a representative – Step 1: About the representative screen updates.

Person's details

Given name(s):*

Surname:*

Date of birth:* 

What is the representative's relationship to you?

Where are phone/mobile/fax located?
 ☒ Within Australia
 ☐ Overseas

Phone:

Mobile:

Fax:

Email:

Residential address

Where is the representative's residential address?
 ☒ Within Australia
 ☐ Overseas

Building / business name:

Unit / street number:*

Street name:*

Suburb / Town / City:*

State:*

Postcode:*

Postal address

Same as residential address?*
 ☐ Yes
 ☐ No

- In the **Given name(s)** field, enter the first name of the representative.
- In the **Surname** field, enter the last name of the representative.
- In the **Date of birth** field, enter or select the date of birth of the representative.



When entering dates, you can use the calendar tool () to select a date from a calendar. Alternatively, enter dates in the format *dd/mm/yyyy*.

- Select where the representative's phone/mobile/fax is located, **Within Australia** or **Overseas**.
- In the **Phone** and/or **Fax** fields, select the area code from the drop down list and enter the person's number.



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

- Select if the representative's residential address is located **Within Australia** or **Overseas**.
- Complete the **Residential address** details for the representative.



The Unit / Street number fields has pre-emptive address capability – type your street number and name and select the appropriate option from the drop down

Add a New	Details
	list. • Select Yes or No if the postal address is the same as the residential address. • If you selected No to the previous question, you will need to also provide the representative's postal address.
Organisation	The Nominate a representative – Step 1: About the representative screen updates. Organisation details ABN:* Organisation business name:*  Given name(s):* Surname:* Where are phone/mobile/fax located?* ☒ Within Australia ☐ Overseas Phone:  Fax:  Email: Business address Where is the representative's business address? ☒ Within Australia ☐ Overseas Building / business name: Unit / street number:* Street name:* Suburb / Town / City:* State:*  Postcode:* Postal address Same as business address? ☐ Yes ☐ No  These details may be found on a bill or letter from the organisation. • In the ABN field, enter the organisation's ABN. • In the Organisation business name field, enter the registered name of the organisation. • In the Given name(s) field, enter the first name of your contact person within the organisation. • In the Surname field, enter the last name of the contact person. • Select where the representative's phone/mobile/fax is located, Within Australia or Overseas. • In the Phone and/or Fax fields, select the area code from the drop down list and enter the contact person's number.

Add a New	Details
	 Ensure you avoid spaces between digits in your phone numbers. For example: 67890123 or for a mobile, 0412789012 rather than 0412 789 012. - Select if your residential address is Within Australia or Overseas. - Complete the Business address details for the representative.  The Unit / Street number fields has pre-emptive address capability – type your street number and name and select the appropriate option from the drop down list. - Select Yes or No if the postal address is the same as the business address. - If you selected No to the previous question, you will need to also provide the representative's postal address.

3. Click on the **Next** button.



You can save a draft of the request at any time by clicking on the 'Save as draft' button located at the bottom of the screen.

The Nominate a representative – Step 2: Nomination type screen displays.

Nominate a representative

By nominating a representative you can give permission for another person to act on your behalf or to view certain information.

Step 1: About the representative	Step 2: Nomination type	Step 3: Additional information	Step 4: Documents	Step 5: Confirmation
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Step 2: Nomination type

What type of representative would you like to appoint?*

☐ **Payment representative** | [More details](#)

☐ Agent | [More details](#)

☐ **Power of Attorney** | [More details](#)

☐ General Power of Attorney | [More details](#)

☐ Enduring Power of Attorney (Financial only) | [More details](#)

☐ **Enquirer** | [More details](#)

☐ Permitted to enquire | [More details](#)

☐ Permitted to act | [More details](#)

[Back to previous step](#)
[Next](#)
[Save as draft](#)
[Cancel](#)

4. Select what type of access you would like to give your representative by ticking the applicable check box/es and then selecting the radio button of the specific representation role required.



If you are unsure which representation role you require, select the 'More details' link. Alternatively, view the 'Which Representation Role Is Right For Me?' guide from the MyAccount home page.

5. Check the box if you would like your representative to receive mail instead of you.
6. Select **Yes** or **No** if you would like your representative to be able to access DVA's online services to transact on your behalf.
7. Click on the **Next** button.



You can revisit previous steps by selecting the hyperlink located in the progress indicator section at the top of the screen.

The Nominate a representative – Step 3: Additional information screen displays.

Nominate a representative

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Step 1: About the representative	Step 2: Nomination type	Step 3: Additional information	Step 4: Documents	Step 5: Confirmation
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Step 3: Additional information

Time period

How long would you like the Representative to act on your behalf?*

☐ Indefinitely

From:  To: 

8. Specify the time period you would like this representative to act on your behalf. Select the Indefinitely check box or select / enter a date range.
9. If you have selected the representative role of Agent, you can specify **Yes** or **No** if you would like to have your pension or allowance paid into a different account.

10. Selecting **Yes** will display further fields to complete:

Bank Details	Details
Within Australia	The Nominate a representative – Step 3: Additional information screen updates. Bank details Do you wish to have your pension or allowance paid into a new account that is not in your name only? * ☒ Yes ☐ No Is the bank account?* ☒ Within Australia ☐ Overseas Name of bank, credit union or building society:* Branch:* Account name:* BSB:* Account number:* • In the Name of bank, credit union or building society field, enter the name of the bank. • In the Branch field, enter the branch details where the account is held. • In the Account name field, enter the name in which the account is held. • In the BSB field, enter the BSB number of the account. • In the Account number field, enter the account number.
Overseas	The Nominate a representative – Step 3: Additional information screen updates. Bank details Do you wish to have your pension or allowance paid into a new account that is not in your name only? * ☒ Yes ☐ No Is the bank account?* ☐ Within Australia ☒ Overseas Account details:* • In the Account details field, specify the details of the overseas bank account.

11. Click on the **Next** button.

The Nominate a representative – Step 4: Documents screen displays.

Nominate a representative

By nominating a representative you can give permission for another person to act on your behalf or to view certain information.

Step 1: About the representative	Step 2: Nomination type	Step 3: Additional information	Step 4: Documents	Step 5: Confirmation
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Step 4: Documents

The following documents are required for this application.

- [Print Request Summary & Consents](#)
- Proof of identity documents [More information](#)

You can upload these documents now or send them by mail to DVA.

How do you wish to provide these documents? *

☐ Attach online
 ☐ Send by mail

[Back to previous step](#)
[Next](#)
[Save as draft](#)
[Cancel](#)

A list of the documents required for this application are displayed.



If you are required to complete a form or attain consent for the request, the required documentation can be printed from this screen by selecting the hyperlink.

12. There are two ways you can provide your documentation:

Method	Details
Attach online	Attach online When attaching documents to your application, you must attach certified true copies (certified as true by a Justice of the Peace, a Commissioner for Declarations or another person before whom a statutory declaration may be made) of the original documents. Request Summary & Consents: Browse... - Attach a document by clicking on the Browse button. - Navigate to the document and click on the Open button.
Send by mail	Send by mail When sending documents by mail, please provide a certified copy (certified as true by a Justice of the Peace, a Commissioner for Declarations or another person before whom a statutory declaration may be made). If you provide the original document, the document will be sighted and verified by a DVA officer and returned to you by registered post. About proof of identity documents Please note you do not need to provide proof of identity documents. Mail documents to Department of Veterans' Affairs GPO box 9998 in your capital city



If you are attaching documentation online you will need to provide certified copies. If you are sending by mail, you can provide certified copies, or provide the original document which will be sighted and returned via registered post.

13. Click on the **Next** button.

The Nominate a representative – Step 5: Confirmation screen displays.

14. This screen provides a summary of the details you entered.



You can click on the 'Back to previous step' button to edit any details before sending the request.

15. Select the declaration check box/es at the bottom of the screen.

16. Click on the **Send request** button.

The Representative list screen updates.



Your request has been received and will be processed.

Your request will now appear in the Current requests to act on your behalf section of the Representative list screen.

Depending on the status of the request and you can **view** or **print** the request.

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.
Help ?	To get additional help with the Publications screen, click on the Help button at to 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.