

## Nominate a representative



## Overview

Nominating a representative through MyAccount is a five step process.

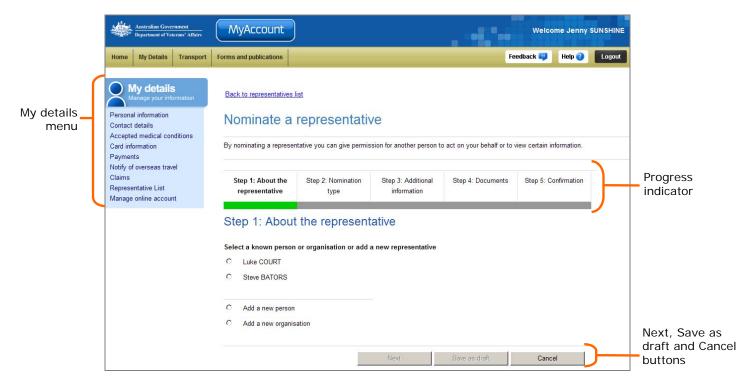


You can nominate to have more than one representative (e.g. a family member or a friend) to enquire on you behalf or provide changes to circumstances to DVA. You may also nominate an Ex Service Organisation (ESO) to act as your representative for a compensation claim and also appoint an agent to receive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



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



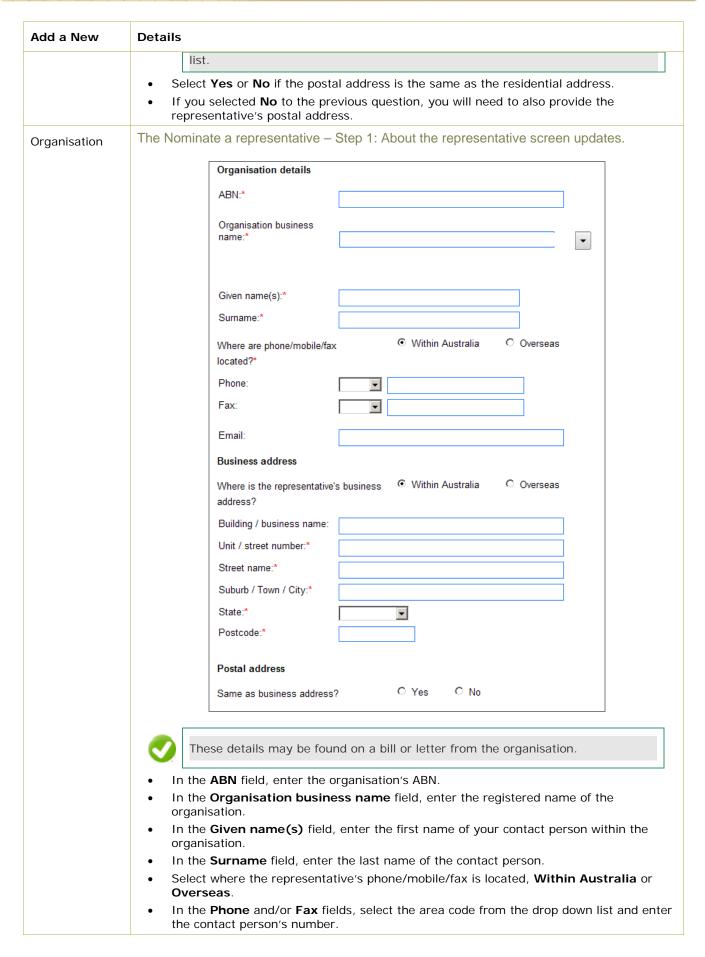
By selecting a known representative you will not need to complete the details about the representative.

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



## Add a New **Details** The Nominate a representative – Step 1: About the representative screen updates. Person Person's details Given name(s):\* Surname:\* Date of birth:\* • • What is the representative's relationship to you? Within Australia Overseas Where are phone/mobile/fax located?\* Phone: Mobile: Fax: Email: Residential address Where is the representative's residential Within Australia Overseas address? Building / business name: Unit / street number:\* Street name:\* Suburb / Town / City:\* State:\* ▼ Postcode<sup>3</sup> Postal address C Yes C No Same as residential address?\* 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. ) to select a date from When entering dates, you can use the calendar tool ( 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







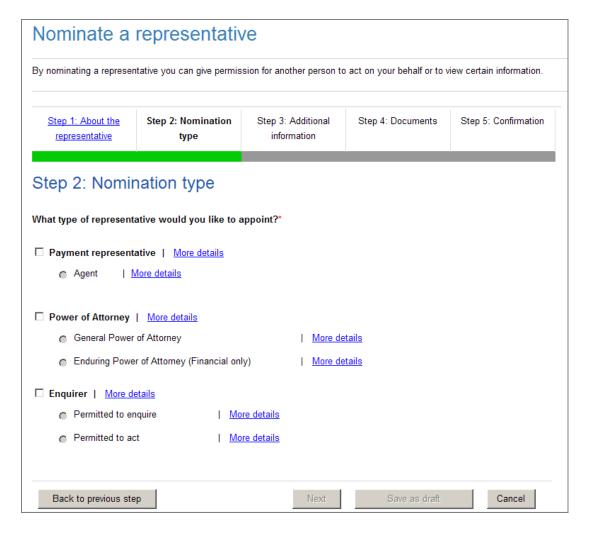
| Add a New | Details  |  |
|-----------|--|--|
|           |  | ure you avoid spaces between digits in your phone numbers. For example: 90123 or for a mobile, 0412789012 rather than 0412 789 012.                |
|           | <ul> <li>Select if your residential address is Within Australia or Overseas.</li> <li>Complete the Business address details for the representative.</li> </ul> |  |
|           |  | Unit / Street number fields has pre-emptive address capability – type your et number and name and select the appropriate option from the drop down |
|           | Select <b>Yes</b> or <b>No</b> if the postal address is the same as the business address.  |  |
|           | ,  | elected <b>No</b> to the previous question, you will need to also provide the ntative'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.



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.





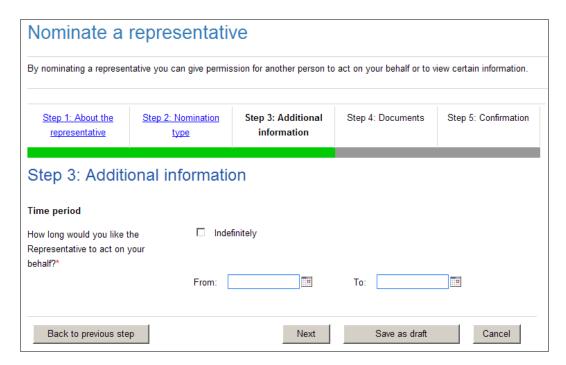
If you are unsure which representation role you require, select the 'More details' link. Alternatively, view the 'Which Representation Role Is Right For Me?' guide from the MyAccount home page.

- 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.



- 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.



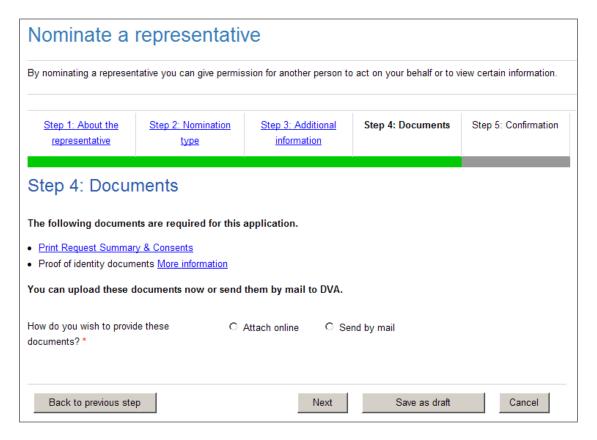
10. Selecting **Yes** will display further fields to complete:

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



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 of 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 <b>Browse</b> button.  |  |  |
|               | Navigate to the document and click on the <b>Open</b> button.   |  |  |
|               | 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.  |  |  |
| Send by mail  | 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 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 <b>Help</b> 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 <b>Logout</b> button. |