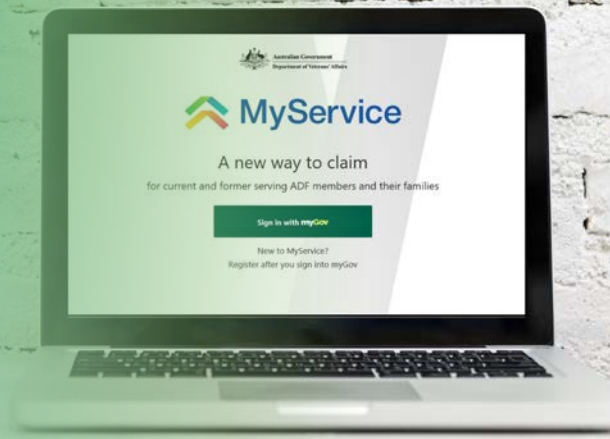




Turning off MyAccount 10 December 2021



FACTSHEET

This factsheet contains information for ex-service organisations (ESOs) about MyAccount turning off on 10 December 2021.

A review of services has identified several services that will not transition to MyService.

Background

DVA is continuing to improve MyService. The need for simpler, better, and more accessible online services has never been more important and is a priority for DVA.

To achieve this, we have been moving MyAccount services to MyService over the past year so that veterans, their families and representatives have a single online platform to interact with. To complete this transition, we will be turning off MyAccount on 10 December 2021.

As part of the transition to MyService, DVA reviewed which features to transition from MyAccount to MyService. The following features will not be available in MyService:

- Honours and Awards
- Claims and Advocacy Support Essentials
- Apply for Gold Card
- Single Online Claim form
- MyAccount inbox.

Australian Honours and Military Awards. DVA respects the Australian Honours and Military Awards earned by veterans in recognition of the outstanding service they have provided to Australia.

Honours and Awards that clients have entered in MyAccount are not in their official DVA record and won't be available in MyService. We know Honours and Awards information is important, but this change won't affect clients' entitlements or the services they can access, including veteran commemorations.

If clients wish to have an official title or post-nominal added to their client record, they should contact DVA on 1800 VETERAN (1800 838 372). Once we add it to their record, it will display in MyService and in most of our correspondence with the client.

Veterans who have added Honours and Awards information into their MyAccount will be contacted and informed as part of our broader communication strategy.

Claims and Advocacy Support Essentials (CASE). CASE allows a MyAccount user to act on behalf of a veteran to lodge claims or reviews and appeals.

In January 2020, the nominated representative framework was released into MyService, allowing a MyService user the ability to act on behalf of another user within the MyService environment.

Removing CASE from MyAccount does not impact the ESO portal or advocates' ability to use the ESO portal to assist veterans with their claims.

Apply for Gold Card. Veterans and members of medical teams who are eligible are automatically sent a Veteran Gold Card. Eligibility is generally determined from their initial claim or when they have qualifying service and turn 70. These processes remove the need for a separate function to apply for the Gold Card.

Single Online Claim form. The big change with MyService was to move away from the single claim form approach available on MyAccount toward an intuitive automated claim process to simplify the claiming process.

MyAccount inbox. We're making changes so clients can receive DVA correspondence in their myGov inbox.

When MyAccount is turned off, the MyAccount inbox will no longer be accessible. Until they're available in the myGov inbox, the letters clients currently receive in their MyAccount inbox will be sent to them via Australia Post.

If clients have correspondence in their MyAccount inbox they'd like to keep, they'll need to save it. We've posted these instructions on the [DVA website](#).

If clients have questions about correspondence, they should call us on 1800 VETERAN (1800 838 372).