



How to claim travel expenses in MyService

This guide explains how to submit travel expenses in MyService.

You can now use MyService to claim expenses for approved medical treatment.

To get started, login to MyService and click on 'Claim travel expenses' on your MyService homepage.

You can include up to 50 expenses on each claim and a claim can cover more than one visit.

Try to keep expenses related to one appointment together in one claim.

Note: *This guide shows images of sample screens. The screens do not contain information relating to any real DVA clients.*

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How to claim travel expenses in MyService

Step by Step guide

Step 1—Login and start claiming

Login to your MyService account.

Click “Claim travel expenses” on your MyService homepage.

Your homepage might look a little different than the one shown here. Look for “Claim travel expenses” in the left column.

The screenshot displays the MyService user interface. At the top, there is a blue header with the MyService logo, user information (Signed in as Xaviar Larton), and a Sign out button. Below the header, the user is greeted with "Good morning Xaviar". The main content area is organized into several columns:

- Tasks:** No new tasks.
- Claims:** No claims.
- Payments:** \$572.00, 14 Jan 2021 >
- Services and benefits:** Includes an "Apply now" button and a list of options: "What can I apply for?", "Claim travel expenses" (circled in green), and "Book transport".
- Your information:** Includes links for "My details", "Service history", "Payment destination", "Representation", "Accepted conditions", "Correspondence", and "View all".
- Report changes:** Includes links for "Notify of overseas travel", "Update income and assets", and "Update accommodation costs".
- Your card:** Displays card details: Card type (Gold card), File number (Q4015865), Expiry (09/24), and a "View card details >" link.

At the bottom of the page, there is a footer with the Australian Government Department of Veterans' Affairs logo, a "Switch to MyAccount" button, and various links: Disclaimer, Privacy and security, Copyright, Terms of use, and Feedback.

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Step 2—Start a new claim

You will now be on the “Claim travel expenses” home page. This is where you start new claims and you can view your submitted claims and their status.

Click “New claim”.

The screenshot shows the MyService interface for claiming travel expenses. At the top, there's a navigation bar with 'MyService' logo, 'Signed in as Xavier Larton', and 'Sign out'. Below the navigation bar, there's a 'Back to home' link and a 'Help' button. The main heading is 'Claim travel expenses'. Below this, there's a section titled 'You are able to claim for travelling expenses relating to:' with a bulleted list: 'treatment', 'a disability pension claim', and 'an invalidity income support claim'. A note states: 'To be reimbursed for travel costs, you must lodge the form within 12 months after you completed your travel. For further information see the [DVA website](#).' A blue button labeled 'New claim' is circled in green. Below this is a section titled 'Submitted claims' with a table header: 'Date submitted', 'Claim ID', 'Claim status', and 'Actions'. The table content says 'You currently have no submitted claims.' The footer contains the Australian Government and Department of Veterans' Affairs logos, along with links for 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', and 'Feedback'.

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Step 3—Add your first expense

You can now add your expenses to your claim. This page will list the expenses as you add them to your claim. You can include up to 50 expenses on each claim and a claim can cover more than one visit.

Click “Add expense” to add your first expense.

24hr counselling and support services **myGov**

MyService Signed in as Jonathon Martinez Sign out

Claim travel expenses Help

Provider	Appointment date	Cost type	Amount	Actions
No expenses added				

Add expense Click Add expense to add your first expense to the claim.

[Previous](#) [Delete claim](#) [Save and exit](#) [Save and next](#)

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Step 4—Enter expense details

This is where you add the details of your medical appointment, the name of the provider and the type of travel expense you're claiming (for example, km's travelled, parking etc).

Purpose of trip

If you are a Gold card holder and have eligibility or conditions under a single Act (eg VEA or MRCA or DRCA), then you don't need to select a condition on your claim.

If you are a Gold card holder and have eligibility or conditions across more than one Act, select the primary condition being treated at the appointment, otherwise select "other".

Add a new Provider

If you've previously submitted travel expense claims, the providers you've selected for those claims are saved and displayed to you each time you add an expense to a claim.

If you need to add a new provider, select 'New provider' in the "Select provider or hospital" list.

The screenshot shows the 'Travel expense' form with the following sections:

- Appointment details**
 - Purpose of trip:** Treatment
 - Condition being treated/assessed:** Sensorineural hearing loss
 - Provider selection dropdown:** A list of providers is shown, including 'DR E, MELBOURNE, VIC, 3000', 'DR EK, SYDNEY, NSW, 2000', 'DR E C KILROY, CAMPBELLTOWN, NSW, 2000', 'DR E KILROY, GREENSLOPES, QLD, 4120', and 'DR EMILY KILROY, BRISBANE, NSW, 4000'. The 'New provider' option is highlighted with a blue box and a callout arrow pointing to it. The callout text reads: 'Click New provider to add a provider not already in your list.'
- Expense details**
 - Cost type:** Select type ...

A 'Help' button is visible in the top right corner, and a scroll bar is on the right side of the form.

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Enter the new provider's details, expense details and click "Add expense" when you're done.

Select provider or hospital

New provider

New provider details

Practice/Doctor's name
This is a required field

Type of practitioner

-- Select type --

Phone/mobile number
Include area code where applicable (for example, "03" for Victoria).

Suburb or town

Postcode

State or territory

-- Select state or territory --

Expense details

Cost type

-- Select type --

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Step 5—Save incomplete (draft) claim or add more expenses

After you've entered your first expense, you'll see a summary of the details you've entered.

Save incomplete (draft) claims

You can now save an incomplete (draft) travel expense claim and finish it later.

Click "Save and exit" to save this claim as draft.

Important things to note about draft travel expense claims:

- You need to either update or submit your draft claim within 90 days of saving it otherwise the claim will be removed from the system.
- Each time you update a draft claim, the system timer is reset to 90 days which means you have 90 days from the date of the update to either update the draft claim again or submit it.
- When you have a draft travel expense claim, you can't submit another travel expense claim – you need to either resume or delete the draft travel expense claim.
- You can only have one claim at a time saved as a draft.

The screenshot shows the MyService web interface. At the top, there is a navigation bar with '24hr counselling and support services' and 'myGov'. The main header displays 'MyService' and 'Signed in as Jonathon Martinez' with a 'Sign out' button. The page title is 'Claim travel expenses'. Below this is a table with the following data:

Provider	Appointment date	Cost type	Amount	Actions
DR E KILROY GREENSLOPES QLD 4120	5 September 2021	Taxi and rideshare	\$20.00	Edit Delete

Below the table, there are several buttons: 'Previous', 'Delete claim', 'Add expense', 'Save and exit', and 'Save and next'. A callout box with a blue border and text says 'Click Save and exit to save this claim and come back to it later.' with an arrow pointing to the 'Save and exit' button. The footer contains the Australian Government logo and 'Department of Veterans' Affairs', along with links for 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', and 'Feedback'.

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MyService

Claim has been saved. Complete and submit this claim within 90 days.

← Back to home

Claim travel expenses

You are able to claim for travelling expenses relating to:

- treatment
- a disability pension claim
- an invalidity income support claim

To be reimbursed for travel costs, you must lodge the form within 12 months after you completed your travel. For further information see the DVA website.

New claim

Resume your incomplete claim - If you wish to begin a new claim you will need to finalise or delete your incomplete claim first.

Your travel expense claims

Date submitted	Claim ID	Claim status	Actions
Not submitted Expires in 90 days		Incomplete	Delete Resume
28 March 2021	SA -2021-003423	Approved	View claim View payment advice
30 November 2020	SA -2020-012117	Approved	View claim View payment advice

MyService tells you your draft claim has been saved successfully.

You can click here to complete your claim.

Your saved claim shows up as "Incomplete". Click Resume to complete or Delete to abandon.

Add more expenses

After you've entered your first expense, you'll see a summary of the expenses you've entered for this claim.

Click "Add expense" to add more expenses.

24hr counselling and support services myGov

MyService

Signed in as Jonathon Martinez Sign out

Claim travel expenses

Provider	Appointment date	Cost type	Amount	Actions
DR. E KILROY GREENSLOPES QLD 4120	5 September 2021	Taxi and rideshare	\$20.00	Edit Delete

Add expense

Previous Delete claim Save and exit Save and next

Click Add expense to add another expense to the claim.

Click Save and next to complete the claim and proceed to submit.

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Expense is for the same Appointment

If you have more than one travel expense related to a single appointment, you don't need to enter the appointment details more than once.

MyService will display the details of the provider from the expense you previously entered in this claim.

Click "Yes" if you want to use the appointment details from the expense you previously entered.

Expense is for a different appointment

If the expense you want to enter relates to a different appointment than your previous expense: Click "No" or just start adding new details.

You can include up to 50 expenses on each claim and a claim can cover more than one visit. You should try to keep the expenses related to one appointment together in one claim.

Travel expense

Appointment details

Would you like to use the appointment details from the previous expense entered?

Yes

No

Provider or hospital

Dr Hibert

Bonner, ACT, 2914

Purpose

Hospital admission

Condition

Sensorineural hearing loss

Appointment date (dd/mm/yyyy)

22/06/2021



Appointment time

2

00

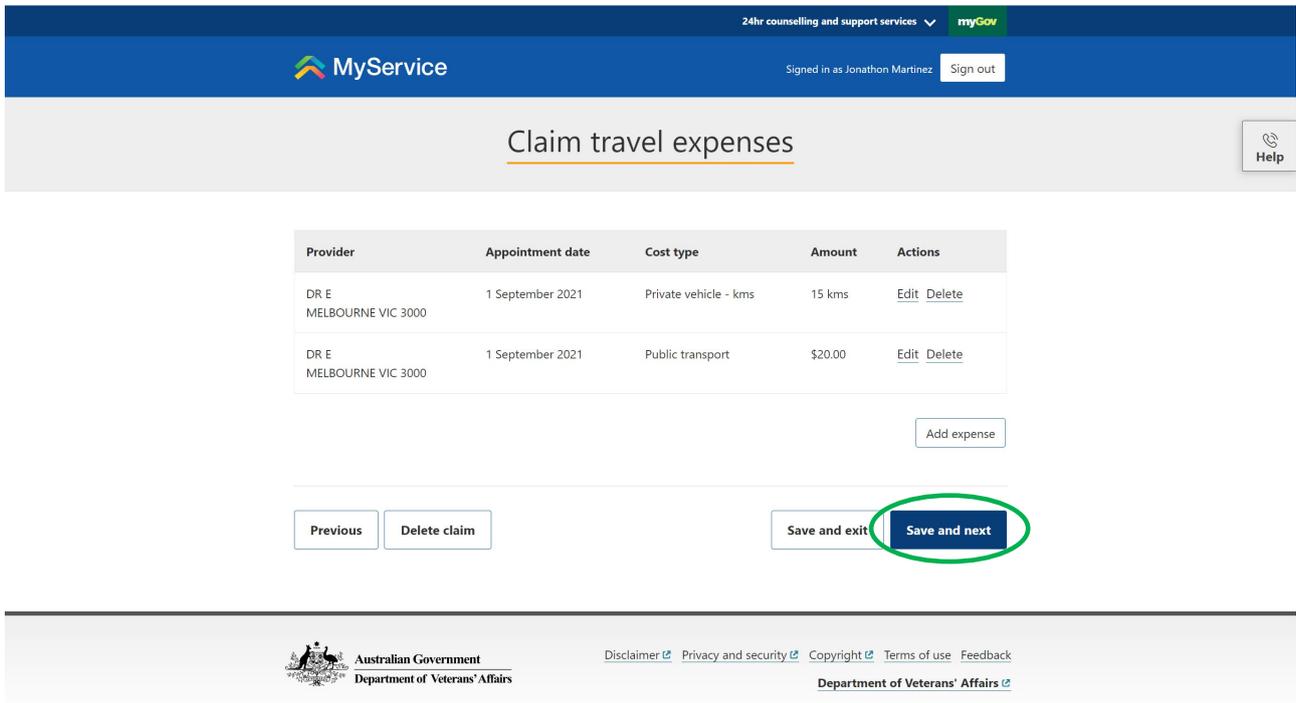
pm

Expense details

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Step 6—Submit your claim

When you've added all your expenses, click "Save and next".



24hr counselling and support services **myGov**

MyService Signed in as Jonathon Martinez Sign out

Claim travel expenses

Provider	Appointment date	Cost type	Amount	Actions
DR E MELBOURNE VIC 3000	1 September 2021	Private vehicle - kms	15 kms	Edit Delete
DR E MELBOURNE VIC 3000	1 September 2021	Public transport	\$20.00	Edit Delete

Add expense

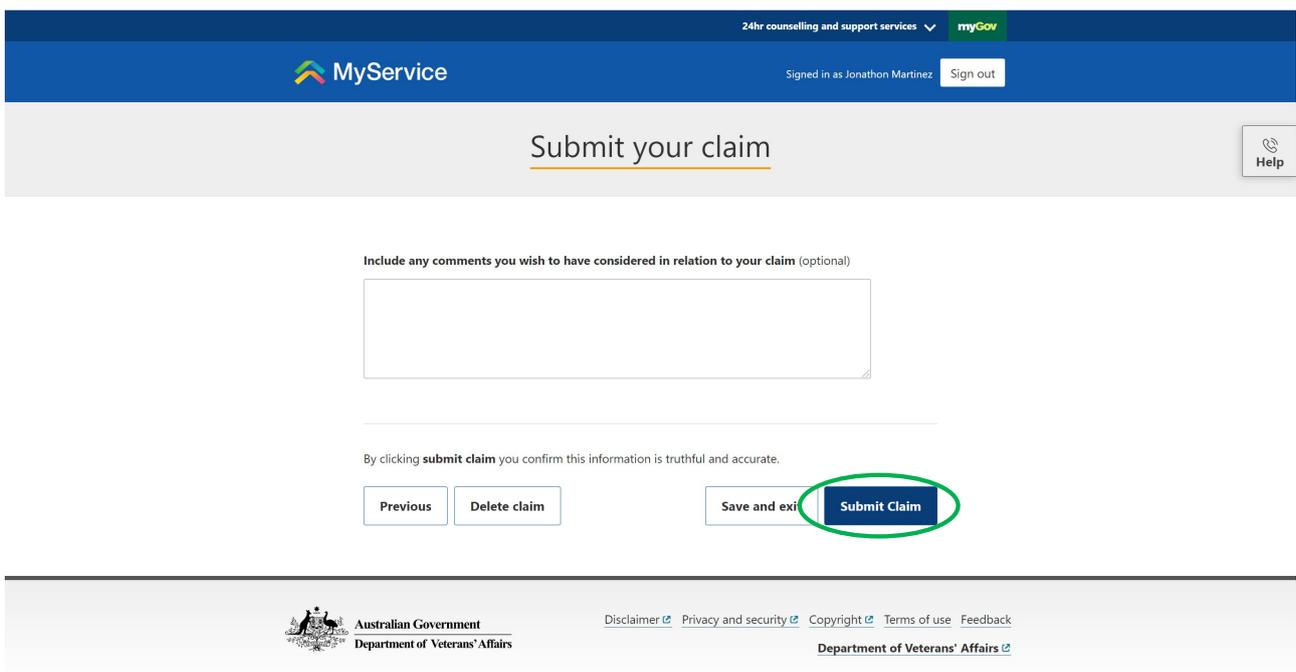
Previous Delete claim Save and exit **Save and next**

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In the comments box, enter any information you'd like to include with your claim. Entering information in the comments box is optional.

Click "Submit Claim".



24hr counselling and support services **myGov**

MyService Signed in as Jonathon Martinez Sign out

Submit your claim

Include any comments you wish to have considered in relation to your claim (optional)

By clicking **submit claim** you confirm this information is truthful and accurate.

Previous Delete claim Save and exit **Submit Claim**

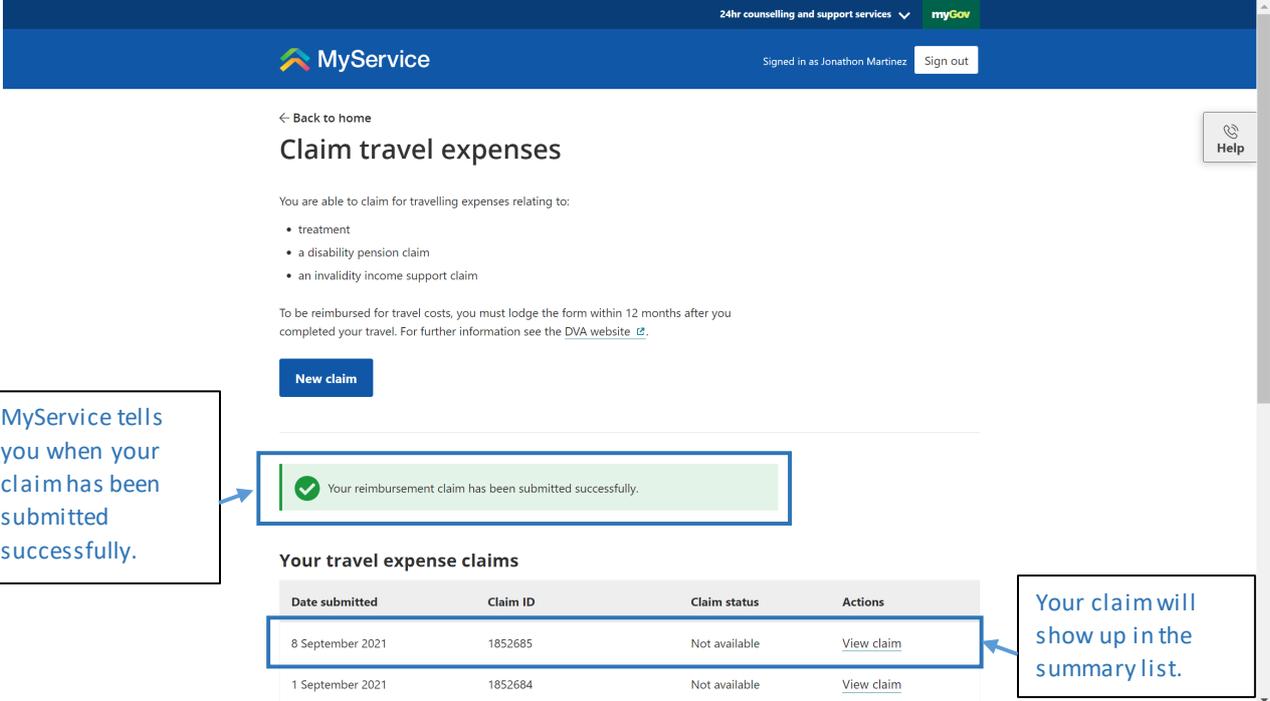
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MyService will display a message indicating your claim was submitted successfully.

You're done!



The screenshot shows the MyService user interface. At the top, there is a navigation bar with the MyService logo, a '24hr counselling and support services' dropdown, and a 'myGov' link. Below the navigation bar, the page title is 'Claim travel expenses'. A message states: 'You are able to claim for travelling expenses relating to: treatment, a disability pension claim, and an invalidity income support claim. To be reimbursed for travel costs, you must lodge the form within 12 months after you completed your travel. For further information see the DVA website.' A 'New claim' button is visible. A green success message box says 'Your reimbursement claim has been submitted successfully.' Below this is a table titled 'Your travel expense claims' with columns for Date submitted, Claim ID, Claim status, and Actions. The table contains two rows of data. Two callout boxes with arrows point to the success message and the first row of the table.

MyService tells you when your claim has been submitted successfully.

Your reimbursement claim has been submitted successfully.

Your travel expense claims

Date submitted	Claim ID	Claim status	Actions
8 September 2021	1852685	Not available	View claim
1 September 2021	1852684	Not available	View claim

Your claim will show up in the summary list.

Provide feedback or get more help

We're here to help. Contact us on 1800 VETERAN (1800 838 372) for support and advice.

[Let us know your feedback](#) on this guide or MyService.