



MYSERVICE CLAIMS ENHANCEMENT

The **MyService Claims Enhancements project**, being delivered under the Modernisation Program, will deliver new capabilities for **Initial Liability (IL) claims** from 15 October 2023.

The new capabilities in MyService will deliver improvements to the claiming experience for veterans and their families and include:

- tailored messaging on the required supporting documentation needed for a complete claim to be submitted in MyService.
- display of key information about all IL claims , irrespective of which channel was used for claim submission.
- the display of a new status 'awaiting your information' to provide visibility to the veteran and their families when the department is waiting on information to progress the claim.
- notification through myGov to remind claimants that there is outstanding information required to progress the claim and of tasks in MyService to request documentation.
- improved document upload capability for all claims including those not lodged through MyService.

This will enable veterans and their families to provide the information using MyService rather than surface mail. This capability provides clients with a more intuitive document upload experience, including the ability to add any 'Other' documents they like to their claim up until determination, and view all the documents uploaded in MyService against their claim at any time.

Further information will be made available for veterans and their representatives on the DVA website.

[Recent and upcoming updates to the MyService experience | Department of Veterans' Affairs \(dva.gov.au\)](#)