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VA039

## **VETERAN SERVICE GOES ONLINE**

A new website, offering veterans a more immediate way of conducting business with the Department of Veterans' Affairs was launched today by the Minister for Veterans' Affairs, Warren Snowdon.

Making the announcement at the Tasmanian Returned and Services League annual congress, Mr Snowdon said *MyAccount* was a new innovation in service delivery for the veteran and Australian Defence Force communities.

"*MyAccount* is an online service centre where clients can engage with the Department anytime, anywhere and all they need to get started is a computer and internet connection," he said.

*MyAccount* offers a variety of services including: viewing and requesting forms and factsheets; booking transport to medical appointments; viewing payments and card information; requesting replacement cards; lodging travel claims; requesting additional entitlements; changing contact details; and viewing the status of claims.

"This website responds to the evolving needs of our veteran community, offering clients choice, control and convenience when contacting DVA, without the restrictions of physical location or business hours," Mr Snowdon said.

Mr Snowdon stressed the service would not replace traditional means of communicating with the Department but is another channel in which to engage with it.

"Change can be a good thing, and I assure the veteran community that this service is not the end of traditional ways of communication – you will still be able to contact DVA via phone, face-to-face, fax, email or mail. The Department will also continue to contact you using these channels.

*MyAccount* is an evolving service and additional features will be added over time. The service is optional and veterans who wish to set-up an account can phone 1800 173 858 to receive a personal registration number.

While at the congress, Mr Snowdon also provided a summary of 2012-13 Federal Budget measures to benefit the veteran community.

"Our priority is to make sure we look after those who have sacrificed so much for this country: Australia's 350,000 veterans and their families," he said.

“That means those who have served and those currently serving, including forces now deployed in Afghanistan, will be cared for today and into the future by our Government.

“While returning the budget to surplus, the Government has protected veterans’ entitlements and provided funding to ensure the Centenary of Anzac is appropriately commemorated.

“The 2012-13 Budget will go towards strengthening our support for veterans and their families in recognition of the contributions they have made in serving our country.

For more information on how to access *MyAccount* visit [myaccount.dva.gov.au](http://myaccount.dva.gov.au) and phone 1800 173 858.

For more information on 2012-13 Federal Budget measures relating to the Veterans’ Affairs portfolio visit [www.dva.gov.au](http://www.dva.gov.au).

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