



Australian Government
Department of Veterans' Affairs

OFFICE OF THE SECRETARY

Mr Ron Coxon OAM
National President
Vietnam Veterans Association of Australia
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Dear Mr  Coxon

Pilot release of 'MyAccount' to veterans

I am writing to inform you about a range of online services being introduced by the Department of Veterans' Affairs.

The Choice and Maintainability in Veterans' Services (CMVS) program (the Program) will provide an additional online channel for veterans to use when engaging with the Department. The Program will meet a growing need identified by our clients to engage with us via the Internet. The online channel will complement the Department's face to face and telephone services, which will continue unchanged.

The Program will be introduced over the next four years. It will offer a "MyAccount" function enabling DVA clients to register and log into their own online account to access their data and perform selected transactions. These transactions will become progressively available, as each component of the Program rolls out.

MyAccount Pilot

The Program will commence as a pilot of 'MyAccount' in November 2011. The aim of the pilot is to assist in planning for a national rollout in 2012.

The pilot will trial the following services through an online channel:

- Registration and login
- View personal details (Name, contacts, payments, card details, accepted disabilities)
- Manage account details (change password, cancel online subscription to MyAccount)
- Book and manage transport (for eligible clients, under the Book Car with Driver program).
- Lodge claim for reimbursement of travel expense (for eligible clients, under Repatriation Transport Scheme).

The pilot will take the form of a limited release of 'My Account' to a small group of participants.

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Saluting Their Service

Potential participants will be identified in geographical regions supported by the Heidelberg Repatriation Veteran Centre (located at the Heidelberg Hospital) and the Hume Veterans' Information Centre (Albury/ Wodonga region). The Department will support participants by providing a special Veterans' Service Centre (VSC) 'Pilot Helpline'.

Veterans invited to participate will be fully briefed on the scope of the pilot, through the Veterans' Centres at Heidelberg and Albury Wodonga. A range of online and in-person support, including materials and services will also be available.


At this stage I anticipate that the wider release of 'My Account' will be in Mid 2012. However, ultimate timing will be informed by outcomes from the pilot.

Contacts

Should you have any queries about this announcement, please contact Ms Liz Cosson, General Manager, Executive Division on (02) 6289 6421 or by email elizabeth.cosson@dva.gov.au.

You are also welcome to contact the CMVS program at CMVS@dva.gov.au for additional information.

Yours sincerely



Ian Campbell
Secretary

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