



Claims Received

Claims received by DVA.

[Incoming claims - Net claims received](#)

Unallocated Claims

Claims yet to be allocated

[Unallocated claims](#)

[Age distribution of unallocated claims](#)

Claims Processed

Claims allocated to an officer for processing.

[Claims being Processed](#)

[Age distribution of claims being processed](#)

[Claims on hand](#)

[Age distribution of claims on hand](#)

Determinations

Claims determined by DVA. A liability claim is determined once all conditions on that claim have been determined.

[Claim Determinations](#)

[Age distribution of Determinations](#)

Time taken to Process

Reported in calendar days. Time is measured from date of receipt to date of

[Time taken to allocate](#)

[Time taken with a DVA Officer](#)

[Time taken to process - Claims](#)

[Time taken to process - Conditions](#)

Conditions

Reports the number of conditions determined across all Liability claims.

[Incoming Conditions - Net Conditions Received](#)

[Conditions Unallocated](#)

[Conditions Being Processed](#)

[Conditions On Hand](#)

[Conditions Determined](#)

Acceptance Rates

Reports acceptance rates for conditions and claims determined in the period.

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)

Claims, service and liability provision statistics

These worksheets provide an overview of the compensation claims processed under the:

- *Veterans' Entitlements Act 1986* (VEA),
- *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), and
- *Military Rehabilitation and Compensation Act 2004* (MRCA).

Reporting based on Service

DVA has improved the reporting of liability claims received and on hand (VEA Disability Compensation Payment, and MRCA and DRCA Initial Liability) to better reflect the complexity of the claims lodged by veterans with service eligibility under two or more Acts.

Prior to 2021-22, claims received and on hand were reported separately under each of the Acts where the veteran's service meant more than one Act may apply to their claim. This resulted in the one claim being counted multiple times – potentially under MRCA, DRCA, and VEA. It was not until a decision was made on the claim that the actual Acts that applied were determined.

This contemporary reporting approach counts claims only once, and instead distinguishes between those claims that may be 'Dual Act' (VEA and DRCA) or 'Tri Act' (VEA, DRCA and MRCA) based on the veteran's service period.

'Dual Act' represents those veterans who have service only prior to 1 July 2004 and may have their liability claims investigated under the VEA and/or the DRCA.

'Tri Act' represents those veterans who have service both before and after 1 July 2004 and may have their claims investigated under two or all three Acts.

The number of determinations is provided under each of the Acts. Where one claim is decided under 2 or more Acts, then that claim will be counted under each relevant Act based on the decision made.

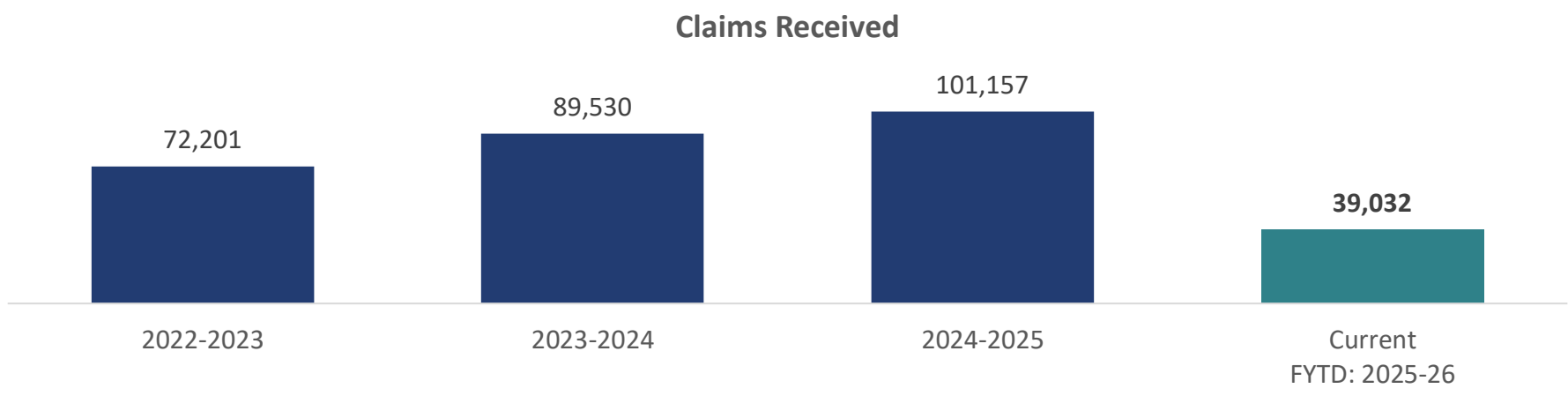
'DVA officer'

This may be a Claims Support Officer (CSO), Delegate, Reviews Officer, or another appropriate officer.

Claims Received

[Incoming claims](#) - [Net claims received](#)

31-Oct-25



Incoming claims	2022-2023	2023-2024	2024-25	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,169	2,163	2,772	226	233	179	185	233	276	186	281	280	247	260	275	260	1,042	919	13.4%
MRCA Initial Liability	20,499	23,648	26,758	2,478	2,323	1,643	1,979	2,462	2,427	1,927	2,061	2,117	2,483	2,219	2,357	2,658	9,717	9,819	-1.0%
VEA Compensation Payment	1,546	1,740	1,903	178	169	116	110	145	144	133	178	185	204	189	235	221	849	723	17.4%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	199	251	207	233	314	343	220	276	258	277	300	247	222	1,046	915	14.3%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,554	1,508	1,089	1,137	1,415	1,494	1,255	1,460	1,474	1,604	1,404	1,431	1,404	5,843	5,919	-1.3%
VEA Application for Increase	1,555	1,809	1,830	161	158	112	123	160	163	171	169	154	171	156	164	161	652	620	5.2%
Total Initial Liability	42,357	46,776	53,031	4,796	4,642	3,346	3,767	4,729	4,847	3,892	4,425	4,468	4,986	4,528	4,709	4,926	19,149	18,915	1.2%
MRCA Permanent Impairment	13,172	20,184	21,493	1,819	1,762	1,439	1,643	1,898	2,001	1,585	2,100	1,820	2,013	1,746	1,582	1,641	6,982	7,245	-3.6%
DRCA Permanent Impairment	12,939	17,458	21,384	1,606	1,729	1,309	1,301	1,873	2,080	1,775	2,768	2,377	2,671	2,682	2,744	2,991	11,088	6,172	79.7%
Total Permanent Impairment	26,111	37,642	42,877	3,425	3,491	2,748	2,944	3,771	4,081	3,360	4,868	4,197	4,684	4,428	4,326	4,632	18,070	13,417	34.7%
MRCA/DRCA Incapacity	3,094	4,571	4,692	362	419	369	428	408	393	298	367	387	413	394	403	388	1,598	1,623	-1.5%
VEA War Widow	503	376	378	43	37	23	30	26	25	23	26	36	40	29	39	30	138	152	-9.2%
MRCA/DRCA Death Compensation	136	165	179	24	11	15	18	16	9	18	17	8	21	20	19	17	77	67	14.9%
Total Compensation claims	72,201	89,530	101,157	8,650	8,600	6,501	7,187	8,950	9,355	7,591	9,703	9,096	10,144	9,399	9,496	9,993	39,032	34,174	14.2%

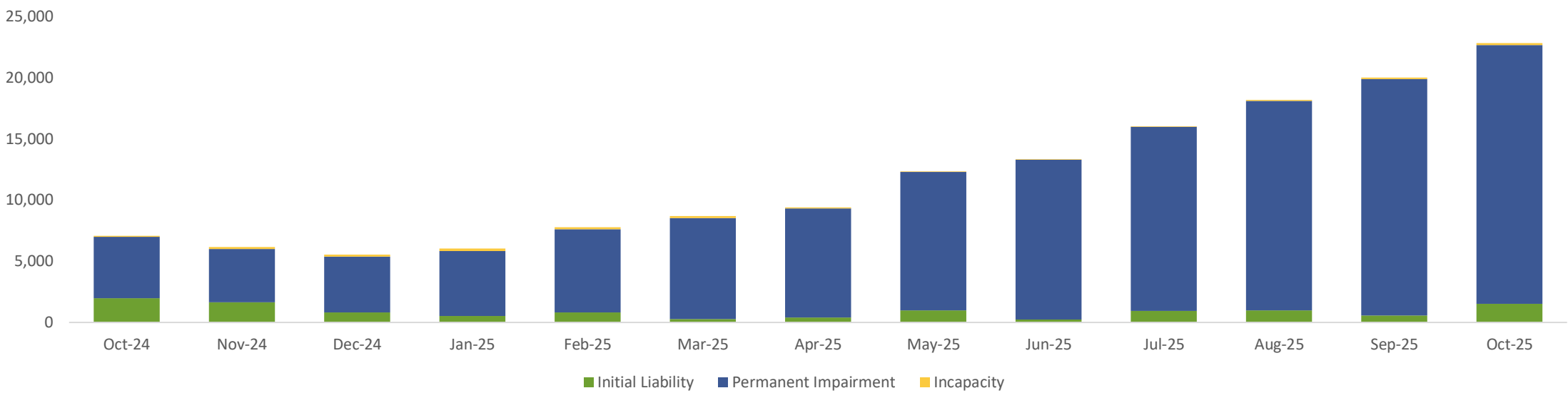
1. Net claims does not include claims that have been withdrawn. A claim can be withdrawn for a number of reasons. Most commonly, this occurs when DVA combines multiple claims that are lodged online, on the same day, by the same claimant, into a single claim with multiple conditions, with the consent of the claimant.



Unallocated claims

[Unallocated claims](#)
[Age distribution of unallocated claims](#)

Unallocated Claims



Unallocated claims	30/06/2023	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Initial Liability																
DRCA Initial Liability	599	72	13	133	98	66	22	40	15	18	63	13	40	53	32	88
MRCA Initial Liability	10,118	648	120	898	770	330	245	405	117	200	430	120	462	497	245	720
VEA Compensation Payment	665	36	10	123	106	48	24	36	18	18	39	10	53	51	39	92
Dual Act IL (VEA/DRCA)	402	63	18	103	73	37	24	45	12	21	71	18	46	46	38	57
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	704	590	316	187	273	95	113	365	71	340	302	193	537
VEA Application for Increase	18	5	18	24	25	33	27	30	28	19	17	18	16	17	19	19
Total Initial Liability	19,450	1,236	250	1,985	1,662	830	529	829	285	389	985	250	957	966	566	1,513
MRCA Permanent Impairment	4,267	2,015	5,510	2,152	1,308	1,240	1,663	2,503	3,213	3,624	4,702	5,510	6,416	6,801	7,093	6,911
DRCA Permanent Impairment	8,009	1,610	7,553	2,847	3,010	3,337	3,648	4,289	5,012	5,295	6,599	7,553	8,625	10,334	12,228	14,245
Total Permanent Impairment	12,276	3,625	13,063	4,999	4,318	4,577	5,311	6,792	8,225	8,919	11,301	13,063	15,041	17,135	19,321	21,156
MRCA/DRCA Incapacity	427	125	37	98	168	154	216	163	196	98	61	37	38	94	106	151
VEA War Widow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Compensation claims	32,153	4,986	13,350	7,082	6,148	5,561	6,056	7,784	8,706	9,406	12,347	13,350	16,036	18,195	19,993	22,820

Age distribution of unallocated claims	As at 31 October 2025						
(calendar days) ²	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	88	0	0	0	0	0	0
MRCA Initial Liability	718	1	0	0	0	1	0
VEA Compensation Payment	92	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	57	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	536	0	0	0	0	0	1
VEA Application for Increase	10	4	0	2	3	0	0
MRCA Permanent Impairment*	4,780	2,128	0	3	0	0	0
DRCA Permanent Impairment*	8,106	5,920	193	23	3	0	0
MRCA/DRCA Incapacity	151	0	0	0	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0
Total Compensation claims	14,538	8053	193	28	6	1	1

2. Represents number of unallocated claims at the end of the month in each age bracket.

Age distribution of unallocated claims	As at 31 October 2024						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	133	0	0	0	0	0	0
MRCA Initial Liability	898	0	0	0	0	0	0
VEA Compensation Payment	123	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	103	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	702	1	0	1	0	0	0
VEA Application for Increase	20	4	0	0	0	0	0
MRCA Permanent Impairment	2,148	3	0	0	0	0	0
DRCA Permanent Impairment	2,843	4	0	1	0	0	0
MRCA/DRCA Incapacity	95	2	1	0	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0
Total Compensation claims	7,065	14	1	2	0	0	0

3. Represents number of unallocated claims at the end of the month in each age bracket.

Claims being Processed

[Claims being Processed](#)

[Age distribution of claims being processed](#)

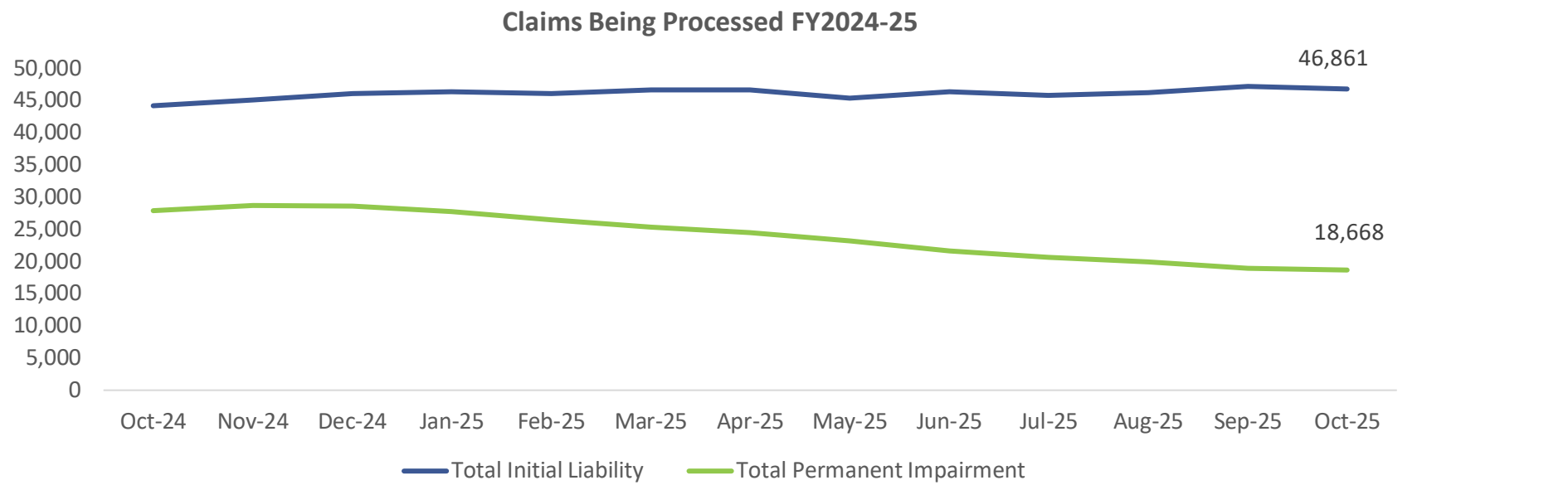
[Claims on hand](#)

[Age distribution of claims on hand](#)

Note:

A claim is considered "being processed" when it has been allocated to a DVA officer for processing.

A Claims Support Officer (CSO) will review information submitted with a new claim and information on file. For claims with information missing the CSO will liaise with the claimant, and once ready will send the claim to a delegate for investigation and determination. If no additional information is required, the claim is transferred to the appropriate Delegate teams for investigation and to make a determination.



Claims being Processed	30/06/2023	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	% change from last month
DRCA Initial Liability	1,635	2,432	2,749	2,511	2,581	2,652	2,720	2,641	2,637	2,595	2,601	2,749	2,737	2,802	2,857	2,817	-1.4%
MRCA Initial Liability	12,086	16,850	17,038	17,090	17,395	17,813	17,791	17,443	17,567	17,440	16,706	17,038	16,832	17,134	17,999	18,421	2.3%
VEA Compensation Payment	1,078	844	912	846	901	894	838	831	815	834	828	912	886	900	981	1,028	4.8%
Dual Act IL (VEA/DRCA)	4,120	5,895	7,419	6,478	6,588	6,876	7,086	7,209	7,382	7,442	7,390	7,419	7,386	7,376	7,232	7,000	-3.2%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	17,450	16,560	16,876	17,163	17,304	17,214	17,493	17,584	17,014	17,450	17,261	17,294	17,402	16,908	-2.8%
VEA Application for Increase	681	678	768	706	702	678	655	673	696	745	778	768	719	704	726	687	-5.4%
Total Initial Liability	31,244	43,318	46,336	44,191	45,043	46,076	46,394	46,011	46,590	46,640	45,317	46,336	45,821	46,210	47,197	46,861	-0.7%
MRCA Permanent Impairment	6,209	10,861	6,673	11,547	12,221	12,291	11,667	10,745	9,951	9,174	8,044	6,673	5,712	5,306	5,100	5,488	7.6%
DRCA Permanent Impairment	4,378	16,867	14,994	16,320	16,475	16,363	16,067	15,708	15,311	15,375	15,182	14,994	14,969	14,596	13,900	13,180	-5.2%
Total Permanent Impairment	10,587	27,728	21,667	27,867	28,696	28,654	27,734	26,453	25,262	24,549	23,226	21,667	20,681	19,902	19,000	18,668	-1.7%
MRCA/DRCA Incapacity	798	950	989	963	977	1,046	1,148	1,139	1,061	1,048	982	989	984	919	979	938	-4.2%
VEA War Widow	161	169	130	165	152	147	156	151	134	128	119	130	119	123	122	118	-3.3%
MRCA/DRCA Death Compensation	98	142	173	167	163	166	168	174	166	180	175	173	181	189	186	192	3.2%
Total Compensation claims	42,888	72,307	69,295	73,353	75,031	76,089	75,600	73,928	73,213	72,545	69,819	69,295	67,786	67,343	67,484	66,777	-1.0%

Age distribution of claims being processed (calendar days) ¹	As at 31 October 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	736	696	440	367	441	123	14
MRCA Initial Liability	6,384	5,167	3,267	1,495	1,744	313	51
VEA Compensation Payment	481	248	104	69	98	26	2
Dual Act IL (VEA/DRCA)	972	1,291	1,326	998	1,735	559	119
Tri Act IL (MRCA/DRCA/VEA)	3,874	3,715	2,787	2,005	3,217	1,130	180
VEA Application for Increase	346	100	77	49	61	40	14
MRCA Permanent Impairment	408	2,739	1,282	411	415	152	81
DRCA Permanent Impairment	796	1,290	4,464	2,511	3,445	585	89
MRCA/DRCA Incapacity	752	170	14	1	1	0	0
VEA War Widow	64	24	11	9	4	2	4
MRCA/DRCA Death Compensation	59	42	25	15	17	16	18
Total Compensation claims	14,872	15,482	13,797	7,930	11,178	2,946	572

1. Represents number of claims being processed at the end of the month in each age bracket.

Age distribution of claims being processed (calendar days) ²	As at 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	542	574	392	262	514	133	94
MRCA Initial Liability	6,148	4,643	2,514	1,224	1,422	673	466
VEA Compensation Payment	303	186	108	75	101	40	33
Dual Act IL (VEA/DRCA)	903	1,338	1,074	779	1,267	623	494
Tri Act IL (MRCA/DRCA/VEA)	3,742	3,310	2,386	1,741	2,508	1,496	1,377
VEA Application for Increase	348	141	66	51	52	19	29
MRCA Permanent Impairment	3,693	4,195	1,829	1,008	630	144	48
DRCA Permanent Impairment	2,196	4,656	3,507	2,154	2,664	934	209
MRCA/DRCA Incapacity	691	211	33	14	9	4	1
VEA War Widow	84	42	14	13	5	4	3
MRCA/DRCA Death Compensation	51	33	21	11	31	7	13
Total Compensation claims	18,701	19,329	11,944	7,332	9,203	4,077	2,767

2. Represents number of claims being processed at the end of the month in each age bracket.

Claims on hand ³	30/06/2023	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
DRCA Initial Liability	2,234	2,504	2,762	2,644	2,679	2,718	2,742	2,681	2,652	2,613	2,664	2,762	2,777	2,855	2,889	2,905
MRCA Initial Liability	22,204	17,498	17,158	17,988	18,165	18,143	18,036	17,848	17,684	17,640	17,136	17,158	17,294	17,631	18,244	19,141
VEA Compensation Payment	1,743	880	922	969	1,007	942	862	867	833	852	867	922	939	951	1,020	1,120
Dual Act IL (VEA/DRCA)	4,522	5,958	7,437	6,581	6,661	6,913	7,110	7,254	7,394	7,463	7,461	7,437	7,432	7,422	7,270	7,057
Tri Act IL (MRCA/DRCA/VEA)	19,292	17,031	17,521	17,264	17,466	17,479	17,491	17,487	17,588	17,697	17,379	17,521	17,601	17,596	17,595	17,445
VEA Application for Increase	699	683	786	730	727	711	682	703	724	764	795	786	735	721	745	706
Total Initial Liability	50,694	44,554	46,586	46,176	46,705	46,906	46,923	46,840	46,875	47,029	46,302	46,586	46,778	47,176	47,763	48,374
MRCA Permanent Impairment	10,476	12,876	12,183	13,599	13,529	13,531	13,330	13,248	13,164	12,798	12,746	12,183	12,128	12,107	12,193	12,399
DRCA Permanent Impairment	12,387	18,477	22,547	19,167	19,485	19,700	19,715	19,997	20,323	20,670	21,781	22,547	23,594	24,930	26,128	27,425
Total Permanent Impairment	22,863	31,353	34,730	32,866	33,014	33,231	33,045	33,245	33,487	33,468	34,527	34,730	35,722	37,037	38,321	39,824
MRCA/DRCA Incapacity	1,225	1,075	1,026	1,061	1,145	1,200	1,364	1,302	1,257	1,146	1,043	1,026	1,022	1,013	1,085	1,089
VEA War Widow	161	169	130	165	152	147	156	151	134	128	119	130	119	123	122	118
MRCA/DRCA Death Compensation	98	142	173	167	163	166	168	174	166	180	175	173	181	189	186	192
Total Compensation claims	75,041	77,293	82,645	80,435	81,179	81,650	81,656	81,712	81,919	81,951	82,166	82,645	83,822	85,538	87,477	89,597

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴	As at 31 October 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	824	696	440	367	441	123	14
MRCA Initial Liability	7,102	5,168	3,267	1,495	1,744	314	51
VEA Compensation Payment	573	248	104	69	98	26	2
Dual Act IL (VEA/DRCA)	1,029	1,291	1,326	998	1,735	559	119
Tri Act IL (MRCA/DRCA/VEA)	4,410	3,715	2,787	2,005	3,217	1,130	181
VEA Application for Increase	356	104	77	51	64	40	14
MRCA Permanent Impairment	5,188	4,867	1,282	414	415	152	81
DRCA Permanent Impairment	8,902	7,210	4,657	2,534	3,448	585	89
MRCA/DRCA Incapacity	903	170	14	1	1	0	0
VEA War Widow	64	24	11	9	4	2	4
MRCA/DRCA Death Compensation	59	42	25	15	17	16	18
Total Compensation claims	29,410	23,535	13,990	7,958	11,184	2,947	573

4. Represents number of claims on hand at the end of the month in each age bracket.

Age distribution of claims on hand (calendar days) ⁵	As at 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	675	574	392	262	514	133	94
MRCA Initial Liability	7,046	4,643	2,514	1,224	1,422	673	466
VEA Compensation Payment	426	186	108	75	101	40	33
Dual Act IL (VEA/DRCA)	1,006	1,338	1,074	779	1,267	623	494
Tri Act IL (MRCA/DRCA/VEA)	4,444	3,311	2,386	1,742	2,508	1,496	1,377
VEA Application for Increase	368	145	66	51	52	19	29
MRCA Permanent Impairment	5,841	4,198	1,829	1,009	630	144	48
DRCA Permanent Impairment	5,039	4,660	3,507	2,154	2,664	934	209
MRCA/DRCA Incapacity	786	213	34	14	9	4	1
VEA War Widow	84	42	14	13	5	4	3
MRCA/DRCA Death Compensation	51	33	21	11	31	7	13
Total Compensation claims	25,766	19,343	11,945	7,334	9,203	4,077	2,767

5. Represents number of claims on hand at the end of the month in each age bracket.

Average Days on Hand Profile - June 2022 to October 2025						
Month	Claim Type	Average Days on Hand	Month	Claim Type	Average Days on Hand	
Jun-22	MRCA IL	324.5	Jun-22	MRCA PI	158.9	
Dec-22	MRCA IL	341.6	Dec-22	MRCA PI	172.7	
Jun-23	MRCA IL	315.1	Jun-23	MRCA PI	164.2	
Dec-23	MRCA IL	285.8	Dec-23	MRCA PI	147.4	
Jun-24	MRCA IL	231.2	Jun-24	MRCA PI	148.6	
Dec-24	MRCA IL	214.5	Dec-24	MRCA PI	169.0	
Jun-25	MRCA IL	196.1	Jun-25	MRCA PI	143.8	
Oct-25	MRCA IL	183.3	Oct-25	MRCA PI	145.3	

Proportion of Claims by Age - MRCA IL - Days Old								
Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Dec-24	Jun-25	Oct-25
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	33.51%	35.35%	37.10%
101 - 200	14.48%	17.42%	16.36%	22.58%	21.01%	28.74%	24.82%	27.00%
201 - 300	15.67%	13.98%	15.22%	13.40%	14.31%	15.73%	17.22%	17.07%
301 - 400	14.31%	10.35%	12.15%	8.30%	9.31%	8.10%	10.85%	7.81%
401 - 500	20.81%	20.16%	18.15%	14.92%	9.46%	7.72%	8.89%	9.11%
601 - 800	15.82%	8.96%	8.65%	7.09%	5.36%	3.23%	2.29%	1.64%
801 +	1.47%	8.14%	5.38%	5.53%	3.47%	2.71%	0.58%	0.27%

Determinations

[Claim Determinations](#)

[Age distribution of Determinations](#)

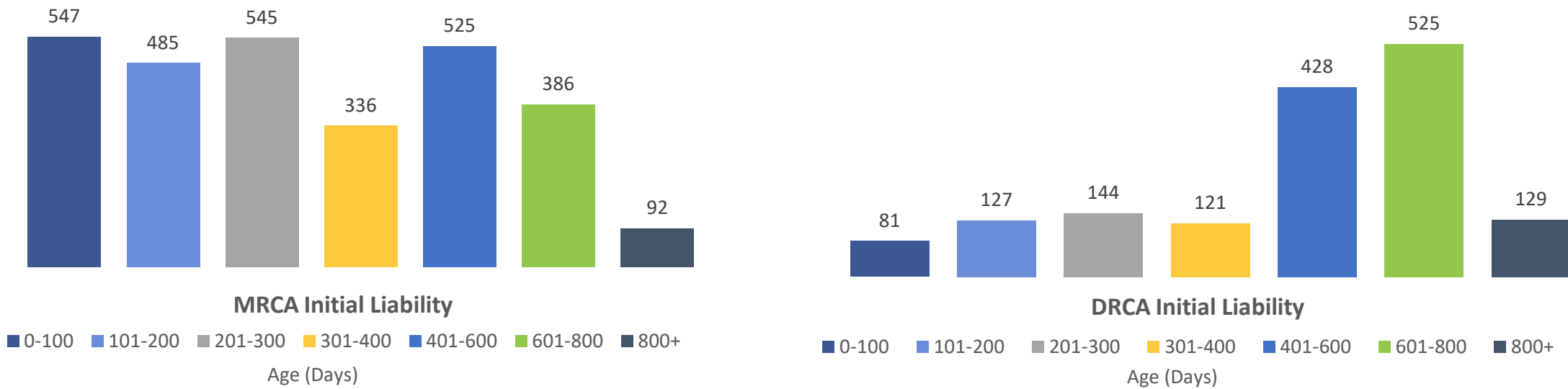
Note:

Determinations report the outcome of a claim as defined by three Acts:

For **Initial Liability** claims only, the number of determinations is not the same as the number of claims completed. IL can have multiple conditions that are determined under multiple Acts. For example, a single claim can have accepted "right knee" condition under MRCA, and accepted "mental health" condition under DRCA, and both conditions rejected under VEA. This would be counted as three determinations.

All other claims are reported as a single determination.

Age distribution of Determinations (October 2025) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2022-2023	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	9,107	12,124	12,578	1,121	1,013	726	855	1,120	1,272	982	1,482	1,188	1,379	1,369	1,483	1,555	5,786	3,940	46.9%
MRCA Initial Liability ²	30,767	45,307	40,128	3,422	3,233	2,422	2,941	3,642	3,666	2,865	3,927	3,171	3,501	3,001	2,914	2,916	12,332	14,261	-13.5%
VEA Compensation Payment	5,733	7,580	7,467	647	609	434	543	666	710	563	939	817	924	900	970	947	3,741	2,186	71.1%
VEA Application for Increase	1,459	1,716	1,670	147	159	134	129	134	124	137	134	156	208	155	111	179	653	563	16.0%
Initial Liability claims determined	47,066	66,727	61,843	5,337	5,014	3,716	4,468	5,562	5,772	4,547	6,482	5,332	6,012	5,425	5,478	5,597	22,512	20,950	7.5%
MRCA Permanent Impairment	9,497	17,377	20,211	1,819	1,682	1,225	1,626	1,799	1,933	1,815	2,003	2,251	1,955	1,639	1,378	1,334	6,306	5,877	7.3%
DRCA Permanent Impairment	7,391	12,150	16,327	1,437	1,418	981	1,167	1,478	1,642	1,317	1,558	1,442	1,532	1,299	1,366	1,561	5,758	5,324	8.2%
Permanent Impairment claims determined	16,888	29,527	36,538	3,256	3,100	2,206	2,793	3,277	3,575	3,132	3,561	3,693	3,487	2,938	2,744	2,895	12,064	11,201	7.7%
MRCA/DRCA Incapacity	3,166	3,723	3,877	349	289	276	162	372	373	308	396	310	356	333	281	324	1,294	1,391	-7.0%
VEA War Widow	511	563	499	59	58	33	29	45	38	27	50	29	43	37	33	47	160	190	-15.8%
MRCA/DRCA Death Compensation	183	157	200	12	18	12	16	18	23	12	26	14	16	17	24	12	69	61	13.1%
Compensation claims determined*	67,814	100,697	102,957	9,013	8,479	6,243	7,468	9,274	9,781	8,026	10,515	9,378	9,914	8,750	8,560	8,875	36,099	33,793	6.8%

1. Total claims decided under DRCA, including those that were received and on hand as a Dual Act or Tri Act claim.

2. Total claims decided under MRCA, including those that were received and on hand as a Tri Act claim.

Age distribution of determinations	As at 31 October 2025						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	81	127	144	121	428	525	129
MRCA Initial Liability	547	485	545	336	525	386	92
VEA Compensation Payment	39	42	78	81	261	342	104
VEA Application for Increase	116	35	5	7	8	5	3
MRCA Permanent Impairment	123	611	370	101	102	22	5
DRCA Permanent Impairment	127	136	218	267	422	377	14
MRCA/DRCA Incapacity	231	83	6	2	2	0	0
VEA War Widow	37	7	0	1	2	0	0
MRCA/DRCA Death Compensation	3	1	1	2	3	1	1
Total Compensation claims	1,304	1,527	1,367	918	1,753	1,658	348

3. Represents number of claims determined in month in each age bracket.

Age distribution of determinations	As at 31 October 2024						
(calendar days) ⁴	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	134	164	125	147	227	121	203
MRCA Initial Liability	941	746	464	384	433	200	254
VEA Compensation Payment	47	88	73	82	135	81	141
VEA Application for Increase	81	43	9	2	8	3	1
MRCA Permanent Impairment	187	769	417	286	133	20	7
DRCA Permanent Impairment	165	367	306	243	243	88	25
MRCA/DRCA Incapacity	269	68	9	2	1	0	0
VEA War Widow	37	15	4	2	1	0	0
MRCA/DRCA Death Compensation	6	1	2	0	2	0	1
Total Compensation claims	1,867	2,261	1,409	1,148	1,183	513	632

4. Represents number of claims determined in month in each age bracket.

Time Taken

[Time taken to allocate](#)

[Time taken with a DVA Officer](#)

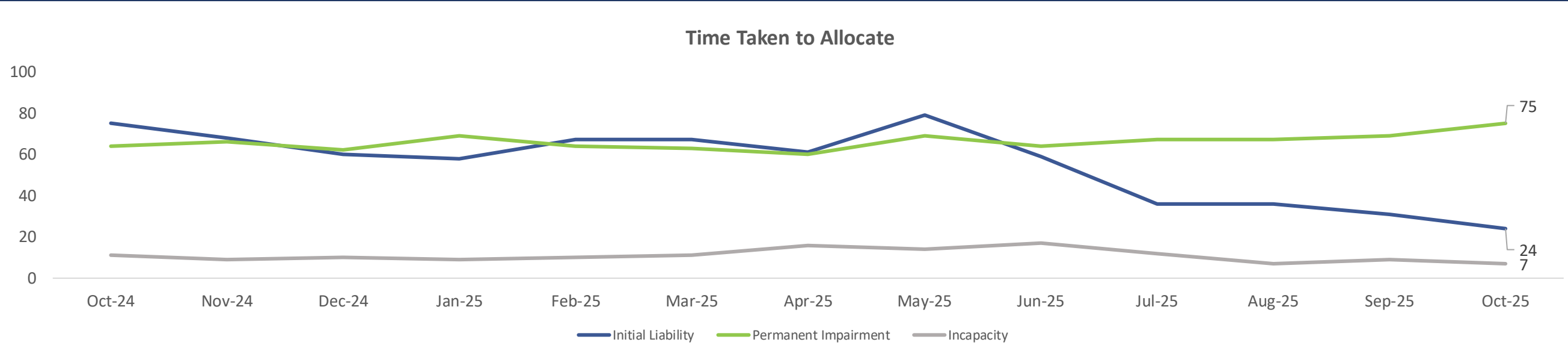
[Time taken to process - Claims](#)

[Time taken to process - Conditions](#)

Note: The figures in the tables below are the average processing time for claims determined in that month/year, not the number of claims.

All timeliness measures are in calendar days - includes weekends, public holidays.

For initial Liability claims the determination date is when all conditions have been determined.



31-Oct-25

Time taken to allocate ¹ (average time in calendar days)	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD
Initial Liability	206	73	75	68	60	58	67	67	61	79	59	36	36	31	24	32	86
DRCA Initial Liability	238	139	137	128	112	111	128	126	131	173	123	69	64	52	37	55	154
MRCA Initial Liability	206	64	67	60	52	52	57	59	52	65	48	28	27	22	20	25	79
VEA Compensation Payment	252	159	158	155	127	120	159	151	153	197	133	76	74	60	43	63	174
Permanent Impairment	123	68	64	66	62	69	64	63	60	69	64	67	67	69	75	70	74
MRCA Permanent Impairment	92	47	48	47	48	47	44	47	49	45	47	54	61	76	95	69	47
DRCA Permanent Impairment	168	93	84	88	81	99	89	82	77	100	89	84	75	63	58	70	104
Incapacity	22	11	11	9	10	9	10	11	16	14	17	12	7	9	7	9	9

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD
Initial Liability	175	275	248	243	234	263	275	293	304	358	353	334	350	362	358	350	239
DRCA Initial Liability	243	403	330	346	346	367	413	411	450	550	530	468	476	499	479	481	323
MRCA Initial Liability	162	251	232	224	214	243	250	268	272	317	299	313	316	317	310	310	226
VEA Compensation Payment	269	444	357	377	373	391	451	471	507	599	577	500	507	524	508	510	347
Permanent Impairment	133	221	195	204	441	225	244	233	233	270	235	244	238	228	256	242	193
MRCA Permanent Impairment	131	187	181	182	372	191	200	186	192	215	181	173	159	132	134	152	178
DRCA Permanent Impairment	137	263	212	231	307	272	298	290	288	340	320	335	338	326	361	341	211
Incapacity	60	78	63	75	62	93	86	77	88	98	115	81	88	78	76	81	62

Time Taken to Process - Claims ² (average time in calendar days)	Target	2022-2023	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	460	480	542	467	474	458	478	541	536	581	723	653	536	539	551	516	535	478	11.9%
MRCA Initial Liability	90	441	368	315	298	283	265	295	306	327	324	380	359	326	339	336	331	333	304	9.5%
VEA Compensation Payment	100	480	520	604	515	532	500	511	610	622	660	796	710	577	581	584	551	573	521	10.0%
VEA Application for Increase	100	162	182	165	139	185	166	166	104	178	154	154	237	196	165	149	143	140	151	0.0%
MRCA Permanent Impairment	90	262	222	233	228	227	226	237	225	232	240	259	227	225	219	205	227	220	224	-1.8%
DRCA Permanent Impairment	100	259	305	357	296	319	328	371	318	371	365	439	410	419	413	389	418	410	315	30.2%
MRCA Incapacity	50	99	80	86	71	83	71	91	95	85	99	107	129	91	96	85	80	88	69	27.5%
DRCA Incapacity	50	100	87	93	88	86	64	97	88	104	114	113	113	93	88	89	92	91	77	18.2%
Incapacity - Combined	50	99	81	89	74	84	71	101	96	87	101	112	131	93	88	86	83	90	71	26.8%
VEA War Widow	30	88	112	113	100	103	96	147	110	132	83	88	81	122	84	126	85	103	102	1.0%

2. Time is measured from date of receipt to date of determination. The overall time taken to process includes periods external to the DVA process, e.g. time taken to obtain medical information from a treating GP or specialist.

Time Taken to Process - Claims ² (median time in calendar days)	Target	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	411	480	394	397	400	413	464	456	506	822	768	554	587	609	569	584	398	46.7%
MRCA Initial Liability	90	281	214	204	178	171	203	191	220	237	257	260	264	279	274	268	271	209	29.7%
VEA Compensation Payment	100	469	561	438	457	448	422	547	562	595	867	804	616	636	641	590	616	438	40.6%
VEA Application for Increase	100	96	85	92	100	89	85	92	88	63	99	88	88	82	85	77	82	80	2.5%
MRCA Permanent Impairment	90	198	205	192	198	207	211	223	203	210	238	205	208	185	180	195	189	189	0.0%
DRCA Permanent Impairment	100	293	317	250	270	286	315	356	339	344	387	354	372	374	270	414	385	280	37.5%
MRCA Incapacity	50	55	64	53	63	61	67	75	60	73	84	92	68	73	69	68	70	52	34.6%
DRCA Incapacity	50	56	69	52	73	50	75	74	64	96	103	105	69	75	67	79	74	51	45.1%
VEA War Widow	30	73	78	80	71	80	96	127	77	63	75	21	66	57	79	55	61	69	-11.6%

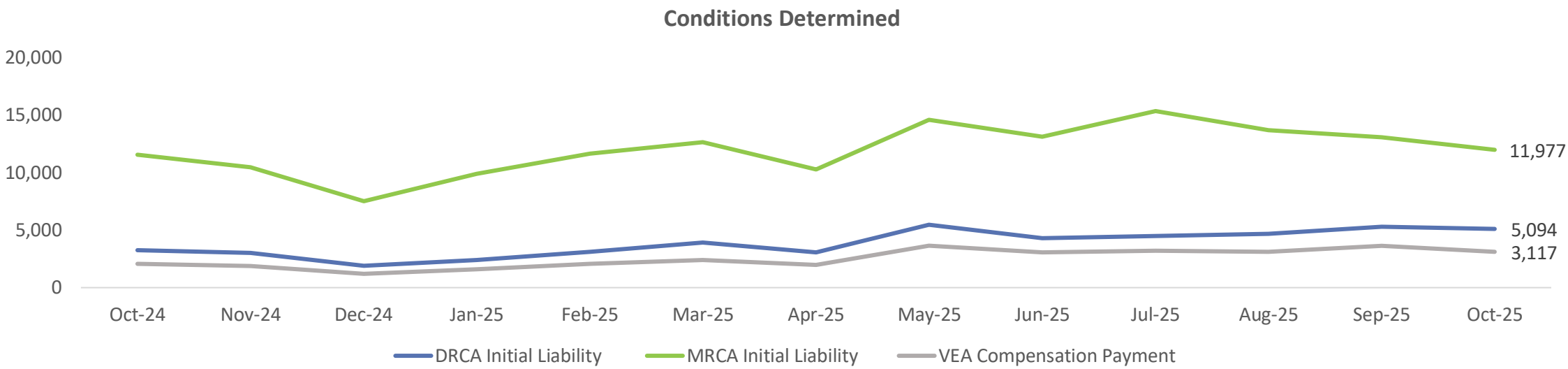
2. Time is measured from date of receipt to date of determination. The overall time taken to process includes periods external to the DVA process, e.g. time taken to obtain medical information from a treating GP or specialist.

Claim type	Measure	2023 calendar year Received and Determined	2024 calendar year Received and Determined	Difference 2023 - 2024 Calendar years	% Difference	Last 12 months Received and Determined
MRCA IL	Claims determined	12,458	16,895	4,437	35.6%	13,685
	Avg time to allocate (days)	37	8	-29	-78.4%	5
	Average TTTP (days)	105	96	-9	-8.6%	110
	Median TTTP (days)	90	84	-6	-6.7%	96
DRCA IL	Claims determined	2,053	2,622	569	27.7%	2,271
	Avg time to allocate (days)	43	9	-34	-79.1%	7
	Average TTTP (days)	135	121	-14	-10.4%	137
	Median TTTP (days)	133	106	-27	-20.3%	125
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.1%	1,016
	Avg time to allocate (days)	47	9	-38	-80.9%	6
	Average TTTP (days)	156	134	-22	-14.1%	152
	Median TTTP (days)	161	126	-35	-21.7%	145

	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 31 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25	1 Aug 24 - 31 Jul 25	1 Sep 24 - 31 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25
MRCA IL Average TTTP Received & Determined in last 12 months	106	103	101	100	97	96	100	102	104	106	107	108	111	112	110	110
MRCA IL Median TTTP Received & Determined in last 12 months	94	91	89	87	85	84	87	89	92	92	92	94	97	98	97	96
	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 31 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25	1 Aug 24 - 31 Jul 25	1 Sep 24 - 31 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25
DRCA IL Average TTTP Received & Determined in last 12 months	132	128	124	123	122	121	124	127	130	128	124	123	129	133	134	137
DRCA IL Median TTTP Received & Determined in last 12 months	121	115	112	109	108	106	112	115	116	113	110	109	115	119	122	125
	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 31 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25	1 Aug 24 - 31 Jul 25	1 Sep 24 - 31 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25
VEA IL Average TTTP Received & Determined in last 12 months	145	141	137	135	135	134	140	143	144	145	143	145	145	150	151	152
VEA IL Median TTTP Received & Determined in last 12 months	144	133	128	126	125	126	132	134	134	131	127	128	133	138	143	145

31-Oct-25

- Conditions
- [Incoming Conditions - Net Conditions Received](#)
- [Conditions Unallocated](#)
- [Conditions Being Processed](#)
- [Conditions On Hand](#)
- [Conditions Determined](#)



Incoming Conditions - Net Conditions Received	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD
DRCA Initial Liability	4,846	6,104	484	472	363	466	530	596	334	570	647	490	591	603	545	2,229	2,126
MRCA Initial Liability	69,556	81,984	7,798	7,021	5,593	6,278	7,548	7,554	5,613	5,147	6,232	8,362	7,161	7,843	10,585	33,951	30,998
VEA Compensation Payment	4,235	4,346	448	393	275	279	300	329	282	374	392	492	439	585	537	2,053	1,722
Dual Act IL (VEA/DRCA)	6,845	8,920	625	760	632	720	936	934	577	801	724	755	822	662	600	2,839	2,836
Tri Act IL (MRCA/DRCA/VEA)	54,904	54,907	5,091	5,122	3,841	3,828	4,817	4,680	3,700	4,153	4,480	4,755	4,136	4,407	4,119	17,417	20,286
Total Conditions	140,386	156,261	14,446	13,768	10,704	11,571	14,131	14,093	10,506	11,045	12,475	14,854	13,149	14,100	16,386	58,489	57,968

Conditions Unallocated	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	% change from last month	% of total on hand
DRCA Initial Liability	148	33	243	228	119	52	108	31	25	111	33	64	121	66	183	177.3%	2.2%
MRCA Initial Liability	2,180	308	3,379	2,791	1,510	883	1,351	360	573	1,238	308	1,892	1,602	802	2,358	194.0%	2.6%
VEA Compensation Payment	60	29	324	223	113	51	83	55	36	79	29	88	129	90	235	161.1%	7.8%
Dual Act IL (VEA/DRCA)	194	51	320	205	134	121	134	31	58	208	51	140	133	95	147	54.7%	0.6%
Tri Act IL (MRCA/DRCA/VEA)	1,729	230	2,574	2,155	1,372	598	941	331	335	993	230	1,048	914	649	1,544	137.9%	1.9%
Total Initial Liability Conditions	4,311	651	6,840	5,602	3,248	1,705	2,617	808	1,027	2,629	651	3,232	2,899	1,702	4,467	162.5%	2.2%

Conditions Being Processed	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	% change from last month	% of total on hand
DRCA Initial Liability	7,032	8,333	7,519	7,541	7,866	8,104	8,092	8,143	8,113	8,091	8,333	8,236	8,273	8,233	8,013	-2.7%	97.8%
MRCA Initial Liability	74,403	82,764	79,541	81,411	84,307	85,432	85,662	86,994	86,253	82,882	82,764	80,875	81,102	83,556	86,736	3.8%	97.4%
VEA Compensation Payment	2,643	2,481	2,463	2,601	2,571	2,473	2,448	2,352	2,399	2,319	2,481	2,485	2,433	2,643	2,792	5.6%	92.2%
Dual Act IL (VEA/DRCA)	22,226	26,928	24,840	25,304	26,100	27,012	27,605	28,099	28,039	27,268	26,928	26,402	26,208	25,231	24,390	-3.3%	99.4%
Tri Act IL (MRCA/DRCA/VEA)	86,081	87,087	87,969	89,209	90,851	92,048	91,699	92,341	91,922	87,796	87,087	85,184	83,388	81,606	78,877	-3.3%	98.1%
Total Initial Liability Conditions	192,385	207,593	202,332	206,066	211,695	215,069	215,506	217,929	216,726	208,356	207,593	203,182	201,404	201,269	200,808	-0.2%	97.8%

Conditions On Hand	30/06/2024	30/06/2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	% change from last month
DRCA Initial Liability	7,180	8,366	7,762	7,769	7,985	8,156	8,200	8,174	8,138	8,202	8,366	8,300	8,394	8,299	8,196	-1.2%
MRCA Initial Liability	76,583	83,072	82,920	84,202	85,817	86,315	87,013	87,354	86,826	84,120	83,072	82,767	82,704	84,358	89,094	5.6%
VEA Compensation Payment	2,703	2,510	2,787	2,824	2,684	2,524	2,531	2,407	2,435	2,398	2,510	2,573	2,562	2,733	3,027	10.8%
Dual Act IL (VEA/DRCA)	22,420	26,979	25,160	25,509	26,234	27,133	27,739	28,130	28,097	27,476	26,979	26,542	26,341	25,326	24,537	-3.1%
Tri Act IL (MRCA/DRCA/VEA)	87,810	87,317	90,543	91,364	92,223	92,646	92,640	92,672	92,257	88,789	87,317	86,232	84,302	82,255	80,421	-2.2%
Total Initial Liability Conditions	196,696	208,244	209,172	211,668	214,943	216,774	218,123	218,737	217,753	210,985	208,244	206,414	204,303	202,971	205,275	1.1%

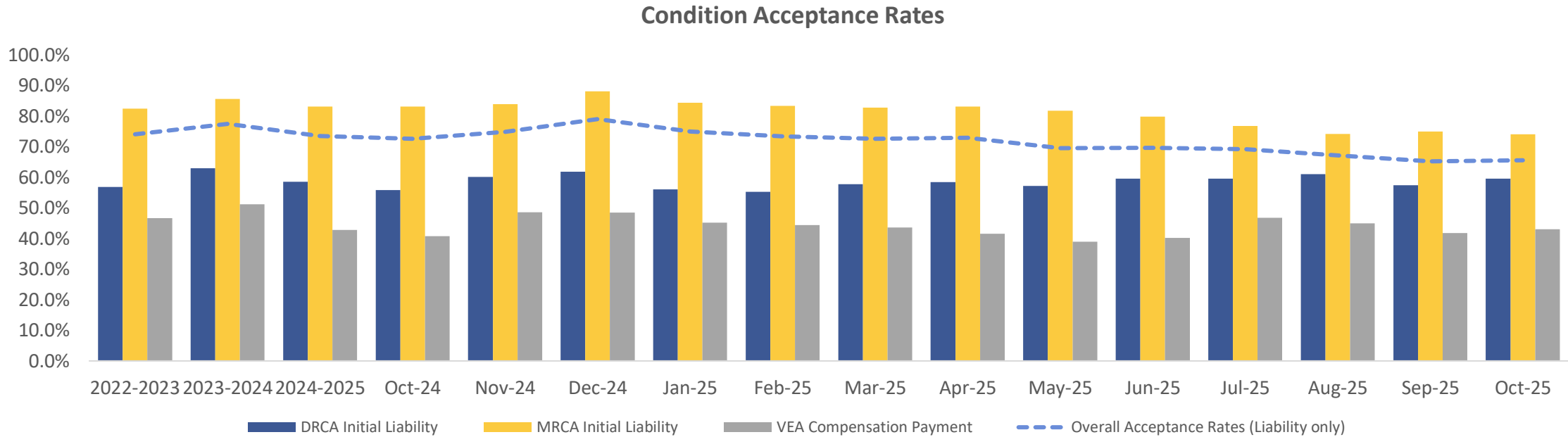
Conditions Determined ¹	2023-24	2024-25	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Current FYTD	Last FYTD
DRCA Initial Liability	29,909	38,190	3,262	3,037	1,897	2,406	3,125	3,909	3,066	5,460	4,288	4,495	4,677	5,284	5,094	19,550	11,002
MRCA Initial Liability	115,364	137,559	11,543	10,442	7,505	9,903	11,628	12,614	10,272	14,590	13,096	15,332	13,674	13,050	11,977	54,033	47,509
VEA Compensation Payment	19,241	24,226	2,088	1,884	1,197	1,599	2,046	2,402	1,952	3,642	3,056	3,212	3,112	3,613	3,117	13,054	6,448
Total Condition determined	164,514	199,975	16,893	15,363	10,599	13,908	16,799	18,925	15,290	23,692	20,440	23,039	21,463	21,947	20,188	86,637	64,959

1. While a claim can be lodged with one or more conditions, each condition is determined separately.



Acceptance Rates

[Condition Acceptance Rates](#)
[Claim Acceptance Rates](#)



Condition Acceptance Rates	2022-2023	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	FYTD
DRCA Initial Liability	56.8%	62.9%	58.5%	55.8%	60.1%	61.8%	56.0%	55.3%	57.7%	58.4%	57.2%	59.5%	59.5%	61.0%	57.4%	59.6%	59.3%
MRCA Initial Liability	82.4%	85.6%	83.1%	83.1%	83.9%	88.1%	84.3%	83.3%	82.8%	83.1%	81.7%	79.8%	76.7%	74.2%	74.9%	74.0%	75.0%
VEA Compensation Payment	46.6%	51.2%	42.8%	40.7%	48.6%	48.5%	45.2%	44.4%	43.6%	41.6%	38.9%	40.2%	46.8%	45.0%	41.8%	43.0%	44.1%
Overall Acceptance Rates (Liability only)	74.0%	77.4%	73.5%	72.6%	74.8%	79.0%	74.9%	73.4%	72.6%	72.9%	69.5%	69.6%	69.2%	67.1%	65.2%	65.6%	66.8%

1. Percentage represents the number of claims accepted in that month, regardless of claim lodgement date.
2. VEA and DRCA acceptance rates can be lower due to large number of claimants lodging Tri-Act claims as their ADF service is covered by all three Acts.
3. DVA is required to accept a condition under MRCA if their service is on or after 1 July 2004 has contributed to the condition.
4. If a condition is accepted under MRCA, it is required to be rejected under DRCA and/or VEA.

Claim Acceptance Rates	2022-2023	2023-2024	2024-2025	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	FYTD
VEA Application for Increase	68.8%	62.2%	61.6%	65.9%	66.9%	66.1%	62.2%	62.4%	68.0%	60.3%	53.7%	56.8%	60.6%	59.5%	55.0%	58.1%	58.6%
MRCA Permanent Impairment	87.4%	87.9%	89.4%	88.0%	89.7%	92.2%	87.8%	90.9%	89.7%	89.4%	88.5%	89.0%	89.5%	90.1%	90.3%	91.9%	90.3%
DRCA Permanent Impairment	44.7%	40.6%	46.6%	41.6%	45.6%	64.6%	45.6%	39.0%	39.0%	49.7%	48.3%	49.7%	47.7%	51.3%	48.9%	46.3%	48.4%
MRCA Incapacity	96.7%	96.1%	93.1%	95.4%	93.4%	97.9%	88.1%	92.5%	95.0%	93.9%	87.3%	78.9%	89.3%	90.8%	91.9%	90.7%	90.5%
DRCA Incapacity	94.6%	93.4%	88.9%	87.5%	92.1%	94.9%	77.8%	82.9%	93.0%	94.9%	86.6%	75.8%	83.0%	82.9%	92.1%	87.8%	86.3%
VEA War Widow	63.4%	64.3%	63.3%	62.7%	70.7%	84.8%	48.3%	42.2%	63.2%	85.2%	62.0%	65.5%	72.1%	67.6%	66.7%	55.3%	65.0%