



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.

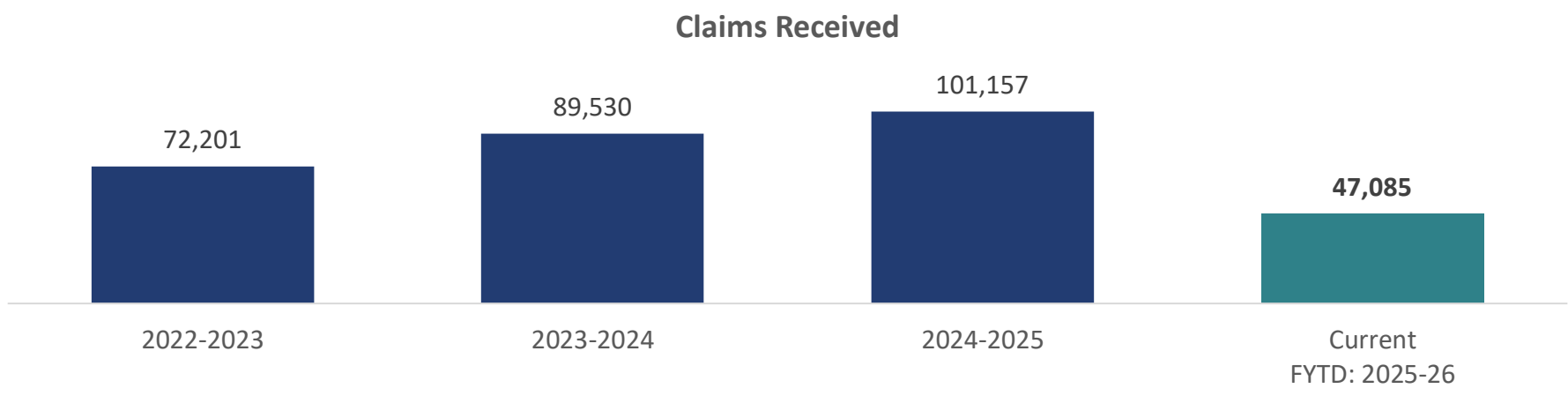
'DVA officer'

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

Claims Received

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

30-Nov-25



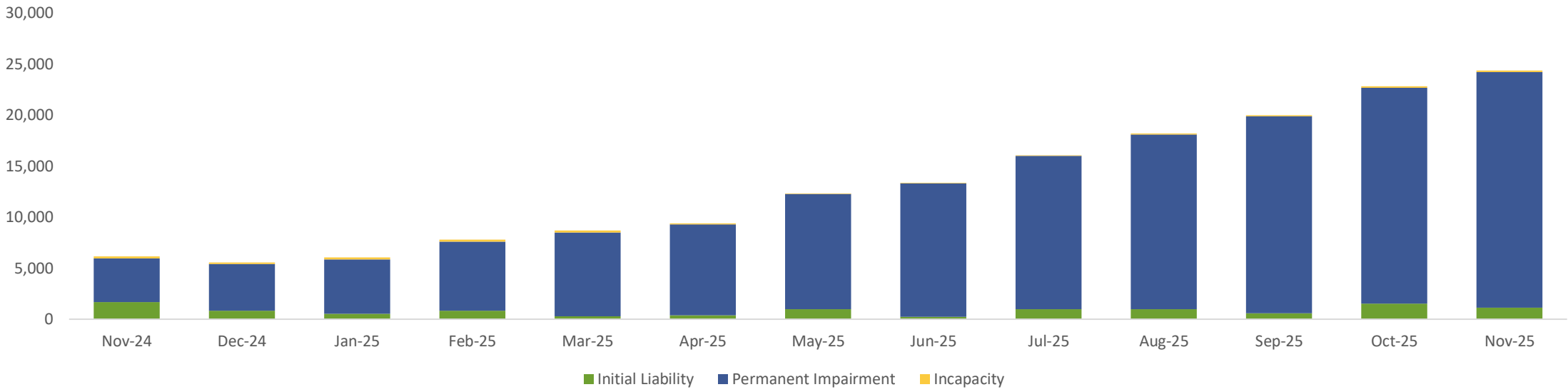
Incoming claims	2022-2023	2023-2024	2024-25	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,169	2,163	2,772	233	179	185	233	276	186	281	280	247	260	275	260	234	1,276	1,152	10.8%
MRCA Initial Liability	20,499	23,648	26,758	2,323	1,643	1,979	2,462	2,427	1,927	2,061	2,117	2,483	2,219	2,357	2,658	1,849	11,566	12,142	-4.7%
VEA Compensation Payment	1,546	1,740	1,903	169	116	110	145	144	133	178	185	204	189	235	221	239	1,088	892	22.0%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	251	207	233	314	343	220	276	258	277	300	247	222	140	1,186	1,166	1.7%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,508	1,089	1,137	1,415	1,494	1,255	1,460	1,474	1,604	1,404	1,431	1,404	1,117	6,960	7,427	-6.3%
VEA Application for Increase	1,555	1,809	1,830	158	112	123	160	163	171	169	154	171	156	164	161	132	784	778	0.8%
Total Initial Liability	42,357	46,776	53,031	4,642	3,346	3,767	4,729	4,847	3,892	4,425	4,468	4,986	4,528	4,709	4,926	3,711	22,860	23,557	-3.0%
MRCA Permanent Impairment	13,172	20,184	21,493	1,762	1,439	1,643	1,898	2,001	1,585	2,100	1,820	2,013	1,746	1,582	1,641	1,445	8,427	9,007	-6.4%
DRCA Permanent Impairment	12,939	17,458	21,384	1,729	1,309	1,301	1,873	2,080	1,775	2,768	2,377	2,671	2,682	2,744	2,991	2,492	13,580	7,901	71.9%
Total Permanent Impairment	26,111	37,642	42,877	3,491	2,748	2,944	3,771	4,081	3,360	4,868	4,197	4,684	4,428	4,326	4,632	3,937	22,007	16,908	30.2%
MRCA/DRCA Incapacity	3,094	4,571	4,692	419	369	428	408	393	298	367	387	413	394	403	388	365	1,963	2,042	-3.9%
VEA War Widow	503	376	378	37	23	30	26	25	23	26	36	40	29	39	30	21	159	189	-15.9%
MRCA/DRCA Death Compensation	136	165	179	11	15	18	16	9	18	17	8	21	20	19	17	19	96	78	23.1%
Total Compensation claims	72,201	89,530	101,157	8,600	6,501	7,187	8,950	9,355	7,591	9,703	9,096	10,144	9,399	9,496	9,993	8,053	47,085	42,774	10.1%

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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Initial Liability																
DRCA Initial Liability	599	72	13	98	66	22	40	15	18	63	13	40	53	32	88	86
MRCA Initial Liability	10,118	648	120	770	330	245	405	117	200	430	120	462	497	245	720	542
VEA Compensation Payment	665	36	10	106	48	24	36	18	18	39	10	53	51	39	92	71
Dual Act IL (VEA/DRCA)	402	63	18	73	37	24	45	12	21	71	18	46	46	38	57	55
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	590	316	187	273	95	113	365	71	340	302	193	537	336
VEA Application for Increase	18	5	18	25	33	27	30	28	19	17	18	16	17	19	19	31
Total Initial Liability	19,450	1,236	250	1,662	830	529	829	285	389	985	250	957	966	566	1,513	1,121
MRCA Permanent Impairment	4,267	2,015	5,510	1,308	1,240	1,663	2,503	3,213	3,624	4,702	5,510	6,416	6,801	7,093	6,911	7,184
DRCA Permanent Impairment	8,009	1,610	7,553	3,010	3,337	3,648	4,289	5,012	5,295	6,599	7,553	8,625	10,334	12,228	14,245	15,905
Total Permanent Impairment	12,276	3,625	13,063	4,318	4,577	5,311	6,792	8,225	8,919	11,301	13,063	15,041	17,135	19,321	21,156	23,089
MRCA/DRCA Incapacity	427	125	37	168	154	216	163	196	98	61	37	38	94	106	151	153
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	6,148	5,561	6,056	7,784	8,706	9,406	12,347	13,350	16,036	18,195	19,993	22,820	24,363

Age distribution of unallocated claims (calendar days) ²	As at 30 November 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	86	0	0	0	0	0	0
MRCA Initial Liability	539	2	0	0	0	0	1
VEA Compensation Payment	71	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	55	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	335	0	1	0	0	0	0
VEA Application for Increase	22	2	2	1	4	0	0
MRCA Permanent Impairment*	4,600	2,580	1	2	1	0	0
DRCA Permanent Impairment*	7,986	6,679	1,214	24	2	0	0
MRCA/DRCA Incapacity	152	1	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	13,846	9264	1218	27	7	0	1

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

Age distribution of unallocated claims (calendar days) ³	As at 30 November 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	98	0	0	0	0	0	0
MRCA Initial Liability	770	0	0	0	0	0	0
VEA Compensation Payment	106	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	73	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	590	0	0	0	0	0	0
VEA Application for Increase	21	2	2	0	0	0	0
MRCA Permanent Impairment	1,305	2	1	0	0	0	0
DRCA Permanent Impairment	3,002	8	0	0	0	0	0
MRCA/DRCA Incapacity	166	2	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	6,131	14	3	0	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](#)

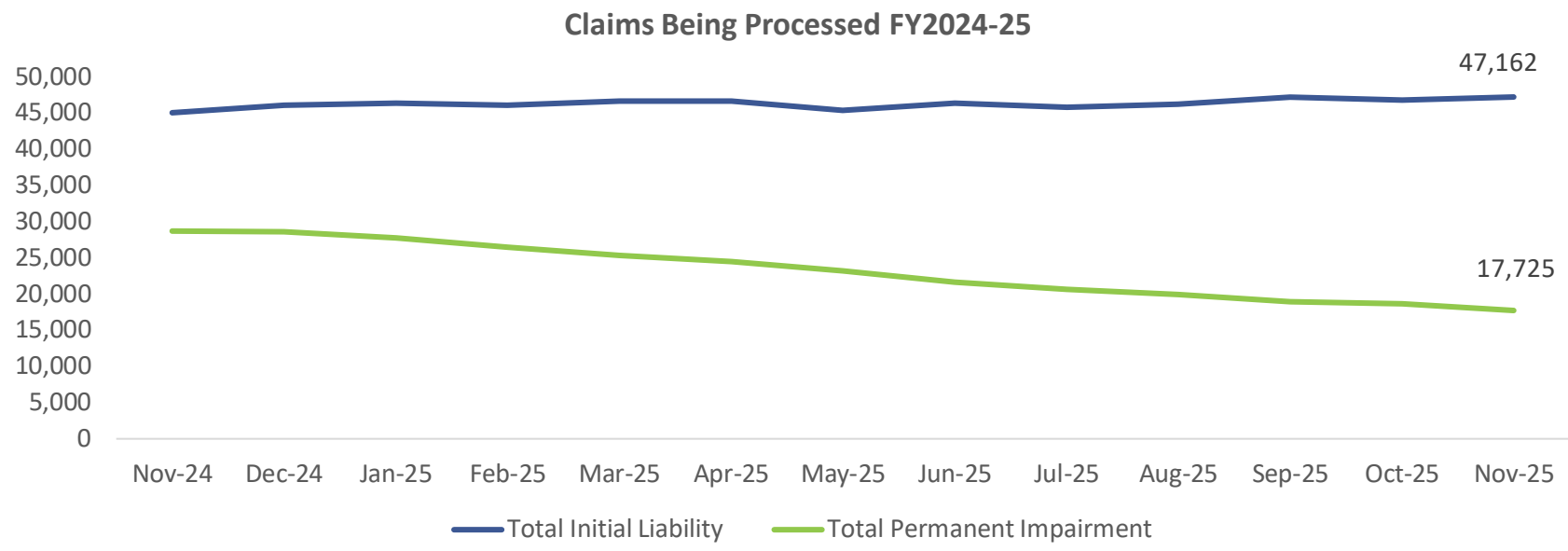
[Claims on hand](#)

[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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	% change from last month
DRCA Initial Liability	1,635	2,432	2,749	2,581	2,652	2,720	2,641	2,637	2,595	2,601	2,749	2,737	2,802	2,857	2,817	2,842	0.9%
MRCA Initial Liability	12,086	16,850	17,038	17,395	17,813	17,791	17,443	17,567	17,440	16,706	17,038	16,832	17,134	17,999	18,421	18,817	2.1%
VEA Compensation Payment	1,078	844	912	901	894	838	831	815	834	828	912	886	900	981	1,028	1,188	15.6%
Dual Act IL (VEA/DRCA)	4,120	5,895	7,419	6,588	6,876	7,086	7,209	7,382	7,442	7,390	7,419	7,386	7,376	7,232	7,000	6,768	-3.3%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	17,450	16,876	17,163	17,304	17,214	17,493	17,584	17,014	17,450	17,261	17,294	17,402	16,908	16,898	-0.1%
VEA Application for Increase	681	678	768	702	678	655	673	696	745	778	719	704	726	687	649	649	-5.5%
Total Initial Liability	31,244	43,318	46,336	45,043	46,076	46,394	46,011	46,590	46,640	45,317	46,336	45,821	46,210	47,197	46,861	47,162	0.6%
MRCA Permanent Impairment	6,209	10,861	6,673	12,221	12,291	11,667	10,745	9,951	9,174	8,044	6,673	5,712	5,306	5,100	5,488	5,123	-6.7%
DRCA Permanent Impairment	4,378	16,867	14,994	16,475	16,363	16,067	15,708	15,311	15,375	15,182	14,994	14,969	14,596	13,900	13,180	12,602	-4.4%
Total Permanent Impairment	10,587	27,728	21,667	28,696	28,654	27,734	26,453	25,262	24,549	23,226	21,667	20,681	19,902	19,000	18,668	17,725	-5.1%
MRCA/DRCA Incapacity	798	950	989	977	1,046	1,148	1,139	1,061	1,048	982	989	984	919	979	938	923	-1.6%
VEA War Widow	161	169	130	152	147	156	151	134	128	119	130	119	123	122	118	102	-13.6%
MRCA/DRCA Death Compensation	98	142	173	163	166	168	174	166	180	175	173	181	189	186	192	199	3.6%
Total Compensation claims	42,888	72,307	69,295	75,031	76,089	75,600	73,928	73,213	72,545	69,819	69,295	67,786	67,343	67,484	66,777	66,111	-1.0%

Age distribution of claims being processed (calendar days) ¹	As at 30 November 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	714	772	420	341	472	104	19
MRCA Initial Liability	6,255	5,868	3,251	1,424	1,677	300	42
VEA Compensation Payment	574	300	123	62	98	28	3
Dual Act IL (VEA/DRCA)	809	1,369	1,294	969	1,659	559	109
Tri Act IL (MRCA/DRCA/VEA)	3,732	4,057	2,815	1,879	3,154	1,112	149
VEA Application for Increase	314	116	70	44	56	32	17
MRCA Permanent Impairment	358	2,469	1,247	394	409	148	98
DRCA Permanent Impairment	731	1,330	3,884	2,600	3,370	603	84
MRCA/DRCA Incapacity	724	183	14	1	1	0	0
VEA War Widow	53	20	15	6	4	1	3
MRCA/DRCA Death Compensation	57	51	27	12	20	15	17
Total Compensation claims	14,321	16,535	13,160	7,732	10,920	2,902	541

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 30 November 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	593	565	445	212	527	141	98
MRCA Initial Liability	6,072	4,876	2,710	1,270	1,394	603	470
VEA Compensation Payment	321	206	119	69	108	48	30
Dual Act IL (VEA/DRCA)	869	1,324	1,168	762	1,290	648	527
Tri Act IL (MRCA/DRCA/VEA)	3,875	3,385	2,497	1,691	2,504	1,542	1,382
VEA Application for Increase	347	143	70	42	52	23	25
MRCA Permanent Impairment	4,243	4,121	2,070	891	699	146	51
DRCA Permanent Impairment	2,106	4,551	3,920	2,121	2,512	1,053	212
MRCA/DRCA Incapacity	676	234	43	11	10	3	0
VEA War Widow	83	33	11	10	9	3	3
MRCA/DRCA Death Compensation	42	32	21	13	33	9	13
Total Compensation claims	19,227	19,470	13,074	7,092	9,138	4,219	2,811

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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
DRCA Initial Liability	2,234	2,504	2,762	2,679	2,718	2,742	2,681	2,652	2,613	2,664	2,762	2,777	2,855	2,889	2,905	2,928
MRCA Initial Liability	22,204	17,498	17,158	18,165	18,143	18,036	17,848	17,684	17,640	17,136	17,158	17,294	17,631	18,244	19,141	19,359
VEA Compensation Payment	1,743	880	922	1,007	942	862	867	833	852	867	922	939	951	1,020	1,120	1,259
Dual Act IL (VEA/DRCA)	4,522	5,958	7,437	6,661	6,913	7,110	7,254	7,394	7,463	7,461	7,437	7,432	7,422	7,270	7,057	6,823
Tri Act IL (MRCA/DRCA/VEA)	19,292	17,031	17,521	17,466	17,479	17,491	17,487	17,588	17,697	17,379	17,521	17,601	17,596	17,595	17,445	17,234
VEA Application for Increase	699	683	786	727	711	682	703	724	764	795	786	735	721	745	706	680
Total Initial Liability	50,694	44,554	46,586	46,705	46,906	46,923	46,840	46,875	47,029	46,302	46,586	46,778	47,176	47,763	48,374	48,283
MRCA Permanent Impairment	10,476	12,876	12,183	13,529	13,529	13,330	13,164	12,798	12,746	12,183	12,128	12,107	12,193	12,399	12,307	12,307
DRCA Permanent Impairment	12,387	18,477	22,547	19,485	19,700	19,715	19,997	20,323	20,670	21,781	22,547	23,594	24,930	26,128	27,425	28,507
Total Permanent Impairment	22,863	31,353	34,730	33,014	33,231	33,045	33,245	33,487	33,468	34,527	34,730	35,722	37,037	38,321	39,824	40,814
MRCA/DRCA Incapacity	1,225	1,075	1,026	1,145	1,200	1,364	1,302	1,257	1,146	1,043	1,026	1,022	1,013	1,085	1,089	1,076
VEA War Widow	161	169	130	152	147	156	151	134	128	119	130	119	123	122	118	102
MRCA/DRCA Death Compensation	98	142	173	163	166	168	174	166	180	175	173	181	189	186	192	199
Total Compensation claims	75,041	77,293	82,645	81,179	81,650	81,656	81,712	81,919	81,951	82,166	82,645	83,822	85,538	87,477	89,597	90,474

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ³	As at 30 November 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	800	772	420	341	472	104	19
MRCA Initial Liability	6,794	5,870	3,251	1,424	1,677	300	43
VEA Compensation Payment	645	300	123	62	98	28	3
Dual Act IL (VEA/DRCA)	864	1,369	1,294	969	1,659	559	109
Tri Act IL (MRCA/DRCA/VEA)	4,067	4,057	2,816	1,879	3,154	1,112	149
VEA Application for Increase	336	118	72	45	60	32	17
MRCA Permanent Impairment	4,958	5,049	1,248	396	410	148	98
DRCA Permanent Impairment	8,717	8,009	5,098	2,624	3,372	603	84
MRCA/DRCA Incapacity	876	184	14	1	1	0	0
VEA War Widow	53	20	15	6	4	1	3
MRCA/DRCA Death Compensation	57	51	27	12	20	15	17
Total Compensation claims	28,167	25,799	14,378	7,759	10,927	2,902	542

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) ³	As at 30 November 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	691	565	445	212	527	141	98
MRCA Initial Liability	6,842	4,876	2,710	1,270	1,394	603	470
VEA Compensation Payment	427	206	119	69	108	48	30
Dual Act IL (VEA/DRCA)	942	1,324	1,168	762	1,290	648	527
Tri Act IL (MRCA/DRCA/VEA)	4,465	3,385	2,497	1,691	2,504	1,542	1,382
VEA Application for Increase	368	145	72	42	52	23	25
MRCA Permanent Impairment	5,548	4,123	2,070	892	699	146	51
DRCA Permanent Impairment	5,108	4,559	3,920	2,121	2,512	1,053	212
MRCA/DRCA Incapacity	842	236	43	11	10	3	0
VEA War Widow	83	33	11	10	9	3	3
MRCA/DRCA Death Compensation	42	32	21	13	33	9	13
Total Compensation claims	25,358	19,484	13,076	7,093	9,138	4,219	2,811

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 November 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
Nov-25	MRCA IL	184.4	Nov-25	MRCA PI	148.0

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	Nov-25
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	33.51%	35.35%	35.10%
101 - 200	14.48%	17.42%	16.36%	22.58%	21.01%	28.74%	24.82%	30.32%
201 - 300	15.67%	13.98%	15.22%	13.40%	14.31%	15.73%	17.22%	16.79%
301 - 400	14.31%	10.55%	12.15%	8.30%	9.31%	8.10%	10.85%	7.36%
401 - 600	16.81%	20.16%	18.15%	14.92%	9.46%	7.99%	8.89%	8.66%
601 - 800	15.82%	8.96%	8.65%	7.09%	5.36%	3.23%	2.29%	1.55%
801 +	1.47%	8.14%	5.38%	5.53%	3.47%	2.71%	0.58%	0.22%

Determinations

[Claim Determinations](#)

[Age distribution of Determinations](#)

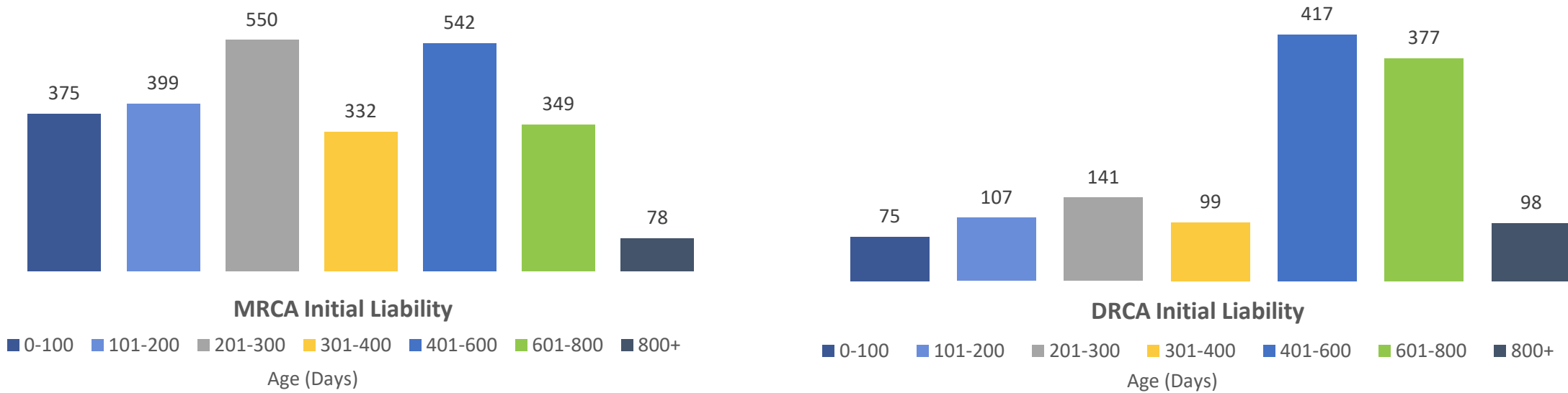
Note:

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 (November 2025) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2022-2023	2023-2024	2024-2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	9,107	12,124	12,578	1,013	726	855	1,120	1,272	982	1,482	1,188	1,379	1,369	1,483	1,555	1,314	7,100	4,953	43.3%
MRCA Initial Liability ²	30,767	45,307	40,128	3,233	2,422	2,941	3,642	3,666	2,865	3,927	3,171	3,501	3,001	2,914	2,916	2,625	14,957	17,494	-14.5%
VEA Compensation Payment	5,733	7,580	7,467	609	434	543	666	710	563	939	817	924	900	970	947	792	4,533	2,795	62.2%
VEA Application for Increase	1,459	1,716	1,670	159	134	129	134	124	137	134	156	208	155	111	179	127	780	722	8.0%
Initial Liability claims determined	47,066	66,727	61,843	5,014	3,716	4,468	5,562	5,772	4,547	6,482	5,332	6,012	5,425	5,478	5,597	4,858	27,370	25,964	5.4%
MRCA Permanent Impairment	9,497	17,377	20,211	1,682	1,225	1,626	1,799	1,933	1,815	2,003	2,251	1,955	1,639	1,378	1,334	1,435	7,741	7,559	2.4%
DRCA Permanent Impairment	7,391	12,150	16,327	1,418	981	1,167	1,478	1,642	1,317	1,558	1,442	1,532	1,299	1,366	1,561	1,322	7,080	6,742	5.0%
Permanent Impairment claims determined	16,888	29,527	36,538	3,100	2,206	2,793	3,277	3,575	3,132	3,561	3,693	3,487	2,938	2,744	2,895	2,757	14,821	14,301	3.6%
MRCA/DRCA Incapacity	3,166	3,723	3,877	289	276	162	372	373	308	396	310	356	333	281	324	326	1,620	1,680	-3.6%
VEA War Widow	511	563	499	58	33	29	45	38	27	50	29	43	37	33	47	43	203	248	-18.1%
MRCA/DRCA Death Compensation	183	157	200	18	12	16	18	23	12	26	14	16	17	24	12	13	82	79	3.8%
Compensation claims determined*	67,814	100,697	102,957	8,479	6,243	7,468	9,274	9,781	8,026	10,515	9,378	9,914	8,750	8,560	8,875	7,997	44,096	42,272	4.3%

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

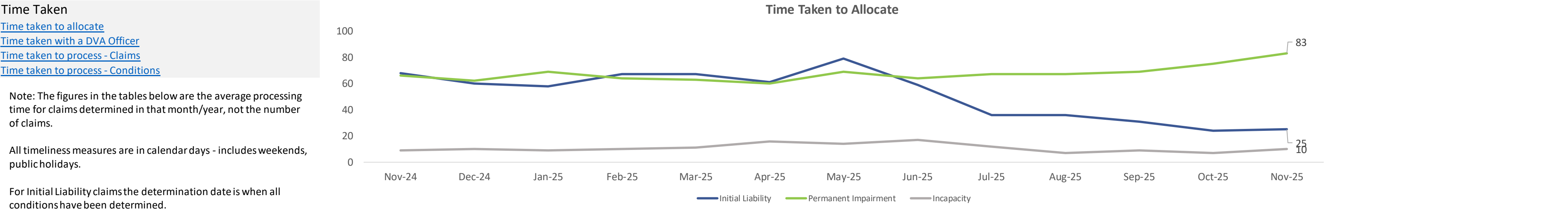
2. Total claims decided under MRCA, including those that were received and on hand as a Tri Act claim.

Age distribution of determinations	As at 30 November 2025						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	75	107	141	99	417	377	98
MRCA Initial Liability	375	399	550	332	542	349	78
VEA Compensation Payment	28	47	80	62	267	233	75
VEA Application for Increase	83	13	14	4	5	6	2
MRCA Permanent Impairment	121	646	488	81	81	16	2
DRCA Permanent Impairment	131	150	238	202	284	300	17
MRCA/DRCA Incapacity	231	83	11	1	0	0	0
VEA War Widow	29	6	3	1	3	1	0
MRCA/DRCA Death Compensation	2	2	3	0	1	2	3
Total Compensation claims	1,075	1,453	1,528	782	1,600	1,284	275

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

Age distribution of determinations	As at 30 November 2024						
(calendar days) ⁴	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	130	132	152	96	202	111	190
MRCA Initial Liability	909	852	458	241	350	192	231
VEA Compensation Payment	54	82	80	53	117	73	150
VEA Application for Increase	80	38	15	5	12	4	5
MRCA Permanent Impairment	236	622	468	182	143	20	11
DRCA Permanent Impairment	178	279	320	204	303	95	39
MRCA/DRCA Incapacity	216	58	8	4	2	1	0
VEA War Widow	35	16	3	3	0	1	0
MRCA/DRCA Death Compensation	12	3	2	1	0	0	0
Total Compensation claims	1,850	2,082	1,506	789	1,129	497	626

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



Time taken to allocate ¹ (average time in calendar days)	2023-2024	2024-2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD
Initial Liability	206	73	68	60	58	67	67	61	79	59	36	36	31	24	25	30	83
DRCA Initial Liability	238	139	128	112	111	128	126	131	173	123	69	64	52	37	39	52	149
MRCA Initial Liability	206	64	60	52	52	57	59	52	65	48	28	27	22	20	23	24	76
VEA Compensation Payment	252	159	155	127	120	159	151	153	197	133	76	74	60	43	34	58	169
Permanent Impairment	123	68	66	62	69	64	63	60	69	64	67	67	69	75	83	72	73
MRCA Permanent Impairment	92	47	47	48	47	44	47	49	45	47	54	61	76	95	103	76	47
DRCA Permanent Impairment	168	93	88	81	99	89	82	77	100	89	84	75	63	58	61	68	101
Incapacity	22	11	9	10	9	10	11	16	14	17	12	7	9	7	10	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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD
Initial Liability	175	275	243	234	263	275	293	304	358	353	334	350	362	358	358	350	239
DRCA Initial Liability	243	403	346	346	367	413	411	450	550	530	468	476	499	479	461	477	328
MRCA Initial Liability	162	251	224	214	243	250	268	272	317	312	299	313	316	317	326	312	225
VEA Compensation Payment	269	444	377	373	391	451	471	507	599	577	500	507	524	508	493	507	354
Permanent Impairment	133	221	204	441	225	244	233	233	270	235	244	238	228	256	216	237	196
MRCA Permanent Impairment	131	187	182	372	191	200	186	192	215	181	173	159	132	134	115	145	179
DRCA Permanent Impairment	137	263	231	307	272	298	290	288	340	320	335	338	326	361	326	338	215
Incapacity	60	78	75	62	93	86	77	88	98	115	81	88	78	76	72	79	65

Time Taken to Process - Claims ² (average time in calendar days)	Target	2022-2023	2023-2024	2024-2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	460	480	542	474	458	478	541	536	581	723	653	536	539	551	516	501	529	477	10.9%
MRCA Initial Liability	90	441	368	315	283	265	295	306	327	324	380	359	326	339	336	331	348	335	300	11.7%
VEA Compensation Payment	100	480	520	604	532	500	511	610	622	660	796	710	577	581	584	551	527	565	523	8.0%
VEA Application for Increase	100	162	182	165	185	166	104	178	154	154	237	196	165	149	143	140	146	150	158	-5.1%
MRCA Permanent Impairment	90	262	222	233	227	226	237	225	232	240	259	227	225	219	205	227	217	219	225	-2.7%
DRCA Permanent Impairment	100	259	305	357	319	328	371	318	371	365	439	410	419	413	389	418	387	406	316	28.5%
MRCA Incapacity	50	99	80	86	83	71	91	95	85	95	107	129	91	96	85	80	81	87	72	20.8%
DRCA Incapacity	50	100	87	93	86	64	97	88	104	114	113	130	93	88	89	92	72	87	79	10.1%
Incapacity - Combined	50	99	81	89	84	71	101	96	87	101	112	131	83	85	86	83	81	88	73	20.5%
VEA War Widow	30	88	112	113	103	96	147	210	132	83	88	81	122	84	126	85	113	106	102	3.9%

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.

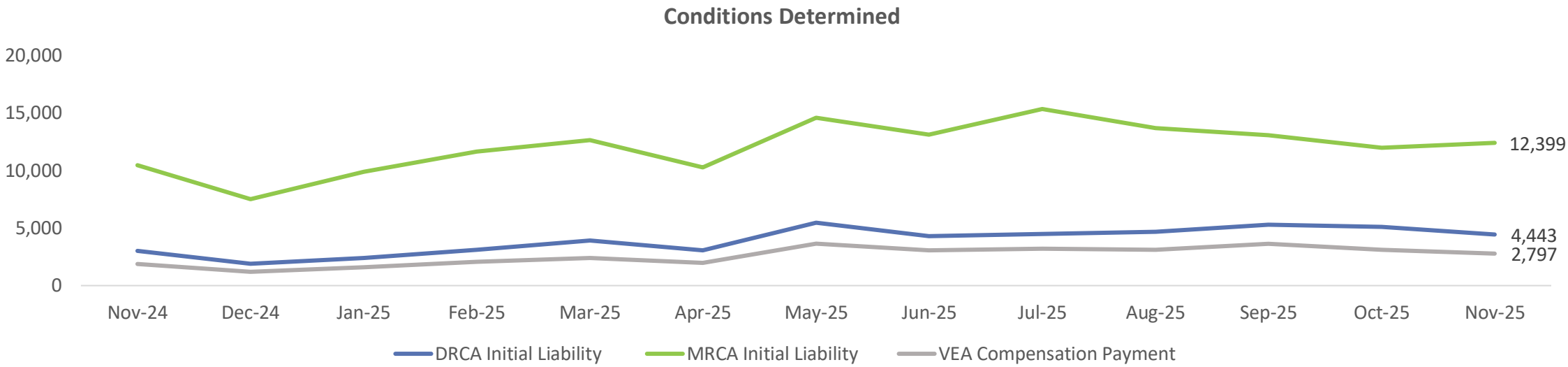
Time Taken to Process - Claims ² (median time in calendar days)	Target	2023-2024	2024-2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	411	480	397	400	413	464	456	506	822	768	554	587	609	569	542	570	398	43.2%
MRCA Initial Liability	90	281	214	178	171	203	191	220	237	257	260	264	279	274	268	299	277	202	37.1%
VEA Compensation Payment	100	469	561	457	448	422	547	562	595	867	804	616	636	641	590	550	602	441	36.5%
VEA Application for Increase	100	96	85	100	89	85	92	88	63	99	88	88	82	85	77	55	79	84	-6.0%
MRCA Permanent Impairment	90	198	205	198	207	211	223	203	210	238	205	208	185	180	195	196	191	191	0.0%
DRCA Permanent Impairment	100	293	317	270	286	315	356	339	344	387	354	372	374	370	414	361	380	278	36.7%
MRCA Incapacity	50	55	64	63	61	67	75	60	73	84	92	68	73	69	68	71	67	53	26.4%
DRCA Incapacity	50	56	69	73	50	75	74	64	96	103	105	69	75	67	79	59	72	57	26.3%
VEA War Widow	30	73	78	71	80	96	127	77	63	75	21	66	57	79	55	58	59	69	-14.5%

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%	12,796
	Avg time to allocate (days)	37	8	-29	-78.4%	5
	Average TTTP (days)	105	96	-9	-8.6%	111
	Median TTTP (days)	90	84	-6	-6.7%	96
DRCA IL	Claims determined	2,053	2,622	569	27.7%	2,235
	Avg time to allocate (days)	43	9	-34	-79.1%	7
	Average TTTP (days)	135	121	-14	-10.4%	139
	Median TTTP (days)	133	106	-27	-20.3%	128
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.1%	1,011
	Avg time to allocate (days)	47	9	-38	-80.9%	6
	Average TTTP (days)	156	134	-22	-14.1%	153
	Median TTTP (days)	161	126	-35	-21.7%	149

	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	1 Dec 24 - 30 Nov 25
MRCA IL Average TTTP Received & Determined in last 12 months	103	101	100	97	96	100	102	104	106	107	108	111	112	110	110	111
MRCA IL Median TTTP Received & Determined in last 12 months	91	89	87	85	84	87	89	92	92	92	94	97	98	97	96	96
	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	1 Dec 24 - 30 Nov 25
DRCA IL Average TTTP Received & Determined in last 12 months	128	124	123	122	121	124	127	130	128	124	123	129	133	134	137	139
DRCA IL Median TTTP Received & Determined in last 12 months	115	112	109	108	106	112	115	116	113	110	109	115	119	122	125	128
	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	1 Dec 24 - 30 Nov 25
VEA IL Average TTTP Received & Determined in last 12 months	141	137	135	134	134	140	143	140	136	136	138	145	150	151	152	153
VEA IL Median TTTP Received & Determined in last 12 months	133	128	126	125	126	132	134	134	131	127	128	133	138	143	145	149

- 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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD
DRCA Initial Liability	4,846	6,104	472	363	466	530	596	334	570	647	490	591	603	545	473	2,702	2,598
MRCA Initial Liability	69,556	81,984	7,021	5,593	6,278	7,548	7,554	5,613	5,147	6,232	8,362	7,161	7,843	10,585	5,752	31,341	38,019
VEA Compensation Payment	4,235	4,346	393	275	279	300	329	282	374	392	492	439	585	537	559	2,120	2,115
Dual Act IL (VEA/DRCA)	6,845	8,920	760	632	720	936	934	577	801	724	755	822	662	600	463	2,547	3,596
Tri Act IL (MRCA/DRCA/VEA)	54,904	54,907	5,122	3,841	3,828	4,817	4,680	3,700	4,153	4,480	4,755	4,136	4,407	4,119	3,500	16,162	25,408
Total Conditions	140,386	156,261	13,768	10,704	11,571	14,131	14,093	10,506	11,045	12,475	14,854	13,149	14,100	16,386	10,747	54,382	71,736

Conditions Unallocated	30/06/2024	30/06/2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	% change from last month	% of total on hand
DRCA Initial Liability	148	33	228	119	52	108	31	25	111	33	64	121	66	183	176	-3.8%	2.1%
MRCA Initial Liability	2,180	308	2,791	1,510	883	1,351	360	573	1,238	308	1,892	1,602	802	2,358	1,787	-24.2%	2.0%
VEA Compensation Payment	60	29	223	113	51	83	55	36	79	29	88	129	90	235	146	-37.9%	4.3%
Dual Act IL (VEA/DRCA)	194	51	205	134	121	134	31	58	208	51	140	133	95	147	198	34.7%	0.8%
Tri Act IL (MRCA/DRCA/VEA)	1,729	230	2,155	1,372	598	941	331	335	993	230	1,048	914	649	1,544	1,007	-34.8%	1.3%
Total Initial Liability Conditions	4,311	651	5,602	3,248	1,705	2,617	808	1,027	2,629	651	3,232	2,899	1,702	4,467	3,314	-25.8%	1.6%

Conditions Being Processed	30/06/2024	30/06/2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	% change from last month	% of total on hand
DRCA Initial Liability	7,032	8,333	7,541	7,866	8,104	8,092	8,143	8,113	8,091	8,333	8,236	8,273	8,233	8,013	8,091	1.0%	97.9%
MRCA Initial Liability	74,403	82,764	81,411	84,307	85,432	85,662	86,994	86,253	82,882	82,764	80,875	81,102	83,556	86,736	86,731	0.0%	98.0%
VEA Compensation Payment	2,643	2,481	2,601	2,571	2,473	2,448	2,352	2,399	2,319	2,481	2,485	2,433	2,643	2,792	3,250	16.4%	95.7%
Dual Act IL (VEA/DRCA)	22,226	26,928	25,304	26,100	27,012	27,605	28,099	28,039	27,268	26,928	26,402	26,208	25,231	24,390	23,575	-3.3%	99.2%
Tri Act IL (MRCA/DRCA/VEA)	86,081	87,087	89,209	90,851	92,048	91,699	92,341	91,922	87,796	87,087	85,184	83,388	81,606	78,877	77,228	-2.1%	98.7%
Total Initial Liability Conditions	192,385	207,593	206,066	211,695	215,069	215,506	217,929	216,726	208,356	207,593	203,182	201,404	201,269	200,808	198,875	-1.0%	98.4%

Conditions On Hand	30/06/2024	30/06/2025	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	% change from last month
DRCA Initial Liability	7,180	8,366	7,769	7,985	8,156	8,200	8,174	8,138	8,202	8,366	8,300	8,394	8,299	8,196	8,267	0.9%
MRCA Initial Liability	76,583	83,072	84,202	85,817	86,315	87,013	87,354	86,826	84,120	83,072	82,767	82,704	84,358	89,094	88,518	-0.6%
VEA Compensation Payment	2,703	2,510	2,824	2,684	2,524	2,531	2,407	2,435	2,398	2,510	2,573	2,562	2,733	3,027	3,396	12.2%
Dual Act IL (VEA/DRCA)	22,420	26,979	25,509	26,234	27,133	27,739	28,130	28,097	27,476	26,979	26,542	26,341	25,326	24,537	23,773	-3.1%
Tri Act IL (MRCA/DRCA/VEA)	87,810	87,317	91,364	92,223	92,646	92,640	92,672	92,257	88,789	87,317	86,232	84,302	82,255	80,421	78,235	-2.7%
Total Initial Liability Conditions	196,696	208,244	211,668	214,943	216,774	218,123	218,737	217,753	210,985	208,244	206,414	204,303	202,971	205,275	202,189	-1.5%

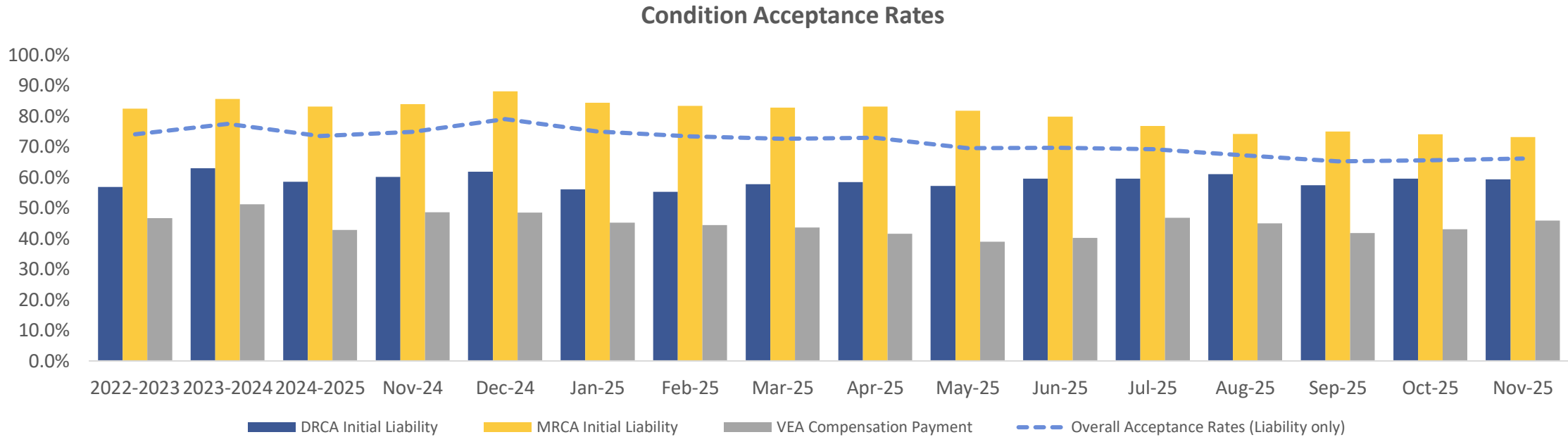
Conditions Determined ¹	2023-24	2024-25	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Current FYTD	Last FYTD
DRCA Initial Liability	29,909	38,190	3,037	1,897	2,406	3,125	3,909	3,066	5,460	4,288	4,495	4,677	5,284	5,094	4,443	23,993	14,039
MRCA Initial Liability	115,364	137,559	10,442	7,505	9,903	11,628	12,614	10,272	14,590	13,096	15,332	13,674	13,050	11,977	12,399	66,432	57,951
VEA Compensation Payment	19,241	24,226	1,884	1,197	1,599	2,046	2,402	1,952	3,642	3,056	3,212	3,112	3,613	3,117	2,797	15,851	8,332
Total Condition determined	164,514	199,975	15,363	10,599	13,908	16,799	18,925	15,290	23,692	20,440	23,039	21,463	21,947	20,188	19,639	106,276	80,322

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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	FYTD
DRCA Initial Liability	56.8%	62.9%	58.5%	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%	59.4%
MRCA Initial Liability	82.4%	85.6%	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%	73.1%	74.5%
VEA Compensation Payment	46.6%	51.2%	42.8%	48.6%	48.5%	45.2%	44.4%	43.6%	41.6%	38.9%	40.2%	46.8%	45.0%	41.8%	43.0%	45.9%	44.4%
Overall Acceptance Rates (Liability only)	74.0%	77.4%	73.5%	74.8%	79.0%	74.9%	73.4%	72.6%	72.9%	69.5%	69.6%	69.2%	67.1%	65.2%	65.6%	66.1%	66.6%

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	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	FYTD
VEA Application for Increase	68.8%	62.2%	61.6%	66.9%	66.1%	62.2%	62.4%	68.0%	60.3%	53.7%	56.8%	60.6%	59.5%	55.0%	58.1%	57.0%	58.5%
MRCA Permanent Impairment	87.4%	87.9%	89.4%	89.7%	92.2%	87.8%	90.9%	89.7%	89.4%	88.5%	89.0%	89.5%	90.1%	90.3%	91.9%	90.9%	90.4%
DRCA Permanent Impairment	44.7%	40.6%	46.6%	45.6%	64.6%	45.6%	39.0%	39.0%	49.7%	48.3%	49.7%	47.7%	51.3%	48.9%	46.3%	51.7%	49.0%
MRCA Incapacity	96.7%	96.1%	93.1%	93.4%	97.9%	88.1%	92.5%	95.0%	93.9%	87.3%	78.9%	89.3%	90.8%	91.9%	90.7%	93.0%	91.0%
DRCA Incapacity	94.6%	93.4%	88.9%	92.1%	94.9%	77.8%	82.9%	93.0%	94.9%	86.6%	75.8%	83.0%	82.9%	92.1%	87.8%	89.1%	86.9%
VEA War Widow	63.4%	64.3%	63.3%	70.7%	84.8%	48.3%	42.2%	63.2%	85.2%	62.0%	65.5%	72.1%	67.6%	66.7%	55.3%	58.1%	63.5%