



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](#)

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'

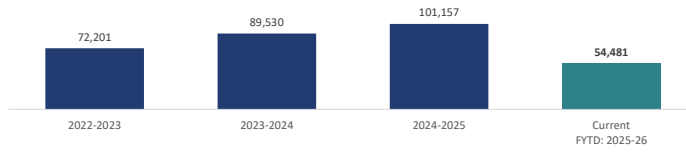
This may be a Claims Support Officer (CSO), Delegate, Reviews Officer, or another appropriate officer.



Claims Received

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

Claims Received



Incoming claims	2022-2023	2023-2024	2024-25	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,169	2,163	2,772	179	185	233	276	186	281	280	247	260	275	260	234	222	1,498	1,331	12.5%
MRCA Initial Liability	20,499	23,648	26,758	1,643	1,979	2,462	2,427	1,927	2,061	2,117	2,483	2,219	2,357	2,658	1,849	1,842	13,408	13,785	-2.7%
VEA Compensation Payment	1,546	1,740	1,903	116	110	145	144	133	178	185	204	189	235	221	239	204	1,292	1,008	28.2%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	207	233	314	343	220	276	258	277	300	247	222	140	216	1,402	1,373	2.1%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,089	1,137	1,415	1,494	1,255	1,460	1,474	1,604	1,404	1,431	1,404	1,117	1,179	8,139	8,516	-4.4%
VEA Application for Increase	1,555	1,809	1,830	112	123	160	163	171	169	154	171	156	164	161	132	132	916	890	2.9%
Total Initial Liability	42,357	46,776	53,031	3,346	3,767	4,729	4,847	3,892	4,425	4,468	4,986	4,528	4,709	4,926	3,711	3,795	26,655	26,903	-0.9%
MRCA Permanent Impairment	13,172	20,184	21,493	1,439	1,643	1,898	2,001	1,585	2,100	1,820	2,013	1,746	1,582	1,641	1,445	1,991	10,418	10,446	-0.3%
DRCA Permanent Impairment	12,939	17,458	21,384	1,309	1,301	1,873	2,080	1,775	2,768	2,377	2,671	2,682	2,744	2,991	2,492	1,180	14,760	9,210	60.3%
Total Permanent Impairment	26,111	37,642	42,877	2,748	2,944	3,771	4,081	3,360	4,868	4,197	4,684	4,428	4,326	4,632	3,937	3,171	25,178	19,656	28.1%
MRCA/DRCA Incapacity	3,094	4,571	4,692	369	428	408	393	298	367	387	413	394	403	388	365	385	2,348	2,411	-2.6%
VEA War Widow	503	376	378	23	30	26	25	23	26	36	40	29	39	30	21	25	184	212	-13.2%
MRCA/DRCA Death Compensation	136	165	179	15	18	16	9	18	17	8	21	20	19	17	19	20	116	93	24.7%
Total Compensation claims	72,201	89,530	101,157	6,501	7,187	8,950	9,355	7,591	9,703	9,096	10,144	9,399	9,496	9,993	8,053	7,396	54,481	49,275	10.6%

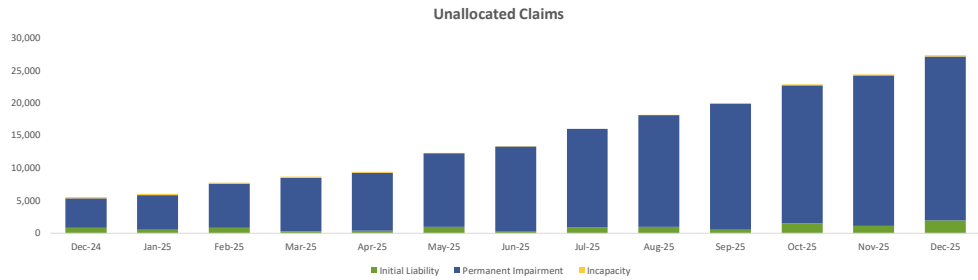
1. Net claims does not include claims that have been withdrawn. A claim can be withdrawn for a number of reasons. Most commonly, this occurs when DVA combines multiple claims that are lodged online, on the same day, by the same claimant, into a single claim with multiple conditions, with the consent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



Unallocated claims

[Unallocated claims](#)

[Age distribution of unallocated claims](#)



Unallocated claims	30/06/2023	30/06/2024	30/06/2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Initial Liability																
DRCA Initial Liability	599	72	13	66	22	40	15	18	63	13	40	53	32	88	86	115
MRCA Initial Liability	10,118	648	120	330	245	405	117	200	430	120	462	497	245	720	542	929
VEA Compensation Payment	665	36	10	48	24	36	18	18	39	10	53	51	39	92	71	131
Dual Act IL (VEA/DRCA)	402	63	18	37	24	45	12	21	71	18	46	46	38	57	55	109
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	316	187	273	95	113	365	71	340	302	193	537	336	660
VEA Application for Increase	18	5	18	33	27	30	28	19	17	18	16	17	19	19	31	35
Total Initial Liability	19,450	1,236	250	830	529	829	285	389	985	250	957	966	566	1,513	1,121	1,979
MRCA Permanent Impairment	4,267	2,015	5,510	1,240	1,663	2,503	3,213	3,624	4,702	5,510	6,416	6,801	7,093	6,911	7,184	7,649
DRCA Permanent Impairment	8,009	1,610	7,553	3,337	3,648	4,289	5,012	5,295	6,599	7,553	8,625	10,334	12,228	14,245	15,905	17,471
Total Permanent Impairment	12,276	3,625	13,063	4,577	5,311	6,792	8,225	8,919	11,301	13,063	15,041	17,135	19,321	21,156	23,089	25,120
MRCA/DRCA Incapacity	427	125	37	154	216	163	196	98	61	37	38	94	106	151	153	177
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	5,561	6,056	7,784	8,706	9,406	12,347	13,350	16,036	18,195	19,993	22,820	24,363	27,276

Age distribution of unallocated claims	As at 31 December 2025						
(calendar days) ²	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	115	0	0	0	0	0	0
MRCA Initial Liability	928	0	0	0	0	0	1
VEA Compensation Payment	130	0	0	0	0	1	0
Dual Act IL (VEA/DRCA)	109	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	658	1	1	0	0	0	0
VEA Application for Increase	26	3	2	0	4	0	0
MRCA Permanent Impairment*	4,165	3,480	1	1	2	0	0
DRCA Permanent Impairment*	7,291	7,229	2,925	4	22	0	0
MRCA/DRCA Incapacity	171	2	0	0	0	0	4
VEA War Widow	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0
Total Compensation claims	13,593	10715	2929	5	28	1	5

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

Age distribution of unallocated claims	As at 31 December 2024						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	65	0	1	0	0	0	0
MRCA Initial Liability	329	1	0	0	0	0	0
VEA Compensation Payment	48	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	37	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	316	0	0	0	0	0	0
VEA Application for Increase	24	7	2	0	0	0	0
MRCA Permanent Impairment	1,234	4	0	1	0	0	1
DRCA Permanent Impairment	3,327	10	0	0	0	0	0
MRCA/DRCA Incapacity	152	1	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	5,532	23	4	1	0	0	1

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

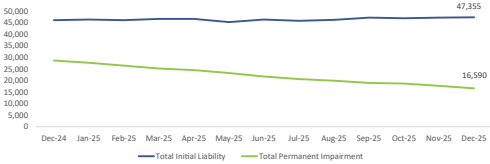
Claims being Processed

- 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 team for investigation and to make a determination.

Claims Being Processed FY2024-25



Claims being Processed	30/06/2023	30/06/2024	30/06/2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	% change from last month
DRCA Initial Liability	1,635	2,432	2,749	2,652	2,720	2,641	2,637	2,595	2,601	2,749	2,737	2,802	2,857	2,817	2,842	2,863	0.7%
MRCA Initial Liability	12,086	16,850	17,038	17,813	17,791	17,443	17,567	17,440	16,706	17,038	16,832	17,134	17,999	18,421	18,817	19,128	1.7%
VEA Compensation Payment	1,078	844	912	894	838	831	815	834	828	912	886	900	981	1,028	1,188	1,271	7.0%
Dual Act IL (VEA/DRCA)	4,120	5,895	7,419	6,876	7,086	7,209	7,382	7,442	7,390	7,419	7,386	7,376	7,232	7,000	6,768	6,696	-1.1%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	17,450	17,163	17,304	17,214	17,493	17,384	17,014	17,450	17,261	17,294	17,402	16,908	16,898	16,743	-0.9%
VEA Application for Increase	681	678	768	678	655	673	696	745	778	768	719	704	726	687	649	654	0.4%
Total Initial Liability	31,244	43,118	46,336	46,076	46,394	46,011	46,590	46,640	45,317	46,336	45,821	46,210	47,197	46,861	47,162	47,355	0.4%
MRCA Permanent Impairment	6,209	10,861	6,673	12,291	11,667	10,745	9,951	9,174	8,044	6,673	5,712	5,306	5,100	5,488	5,123	4,696	-8.3%
DRCA Permanent Impairment	4,378	16,867	14,994	16,163	16,067	15,708	15,311	15,375	15,182	14,994	14,969	14,596	13,900	13,180	12,602	11,894	-5.6%
Total Permanent Impairment	10,587	27,728	21,667	28,454	27,734	26,453	25,262	24,549	23,226	21,667	20,681	19,902	19,000	18,668	17,725	16,590	-6.4%
MRCA/DRCA Incapacity	798	950	989	1,046	1,148	1,139	1,061	1,048	982	989	984	919	979	938	923	1,012	9.6%
VEA War Widow	161	169	130	162	147	156	151	134	128	119	130	119	123	122	118	102	4.9%
MRCA/DRCA Death Compensation	98	142	173	166	168	174	166	180	175	173	181	189	186	192	199	214	7.5%
Total Compensation claims	42,888	72,307	69,295	76,089	75,600	73,928	73,213	72,545	69,819	69,295	67,786	67,343	67,484	66,777	66,111	65,278	-1.3%

Age distribution of claims being processed

(calendar days) ¹	As at 31 December 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	634	750	494	324	524	114	23
MRCA Initial Liability	5,579	6,294	3,520	1,603	1,754	330	48
VEA Compensation Payment	534	370	162	64	109	29	3
Dual Act IL (VEA/DRCA)	707	1,273	1,253	1,003	1,767	567	126
Tri Act IL (MRCA/DRCA/VEA)	3,198	4,096	2,908	1,977	3,217	1,153	194
VEA Application for Increase	292	142	72	44	55	29	19
MRCA Permanent Impairment	319	1,727	1,516	432	430	161	111
DRCA Permanent Impairment	564	1,035	2,840	2,970	3,643	751	91
MRCA/DRCA Incapacity	775	208	22	3	1	0	3
VEA War Widow	48	27	16	5	8	1	2
MRCA/DRCA Death Compensation	59	53	34	15	18	18	17
Total Compensation claims	12,710	15,975	12,837	8,440	11,526	3,153	637

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) ¹	As at 31 December 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	633	545	446	259	513	154	102
MRCA Initial Liability	5,750	5,214	2,853	1,470	1,449	586	491
VEA Compensation Payment	308	210	113	77	104	47	35
Dual Act IL (VEA/DRCA)	950	1,288	1,181	873	1,344	680	560
Tri Act IL (MRCA/DRCA/VEA)	3,697	3,425	2,608	1,811	2,641	1,522	1,459
VEA Application for Increase	313	133	78	47	57	23	27
MRCA Permanent Impairment	3,837	4,345	2,147	951	796	158	57
DRCA Permanent Impairment	1,531	4,473	3,804	2,358	2,687	1,295	215
MRCA/DRCA Incapacity	703	246	70	13	10	3	1
VEA War Widow	72	37	9	11	12	3	3
MRCA/DRCA Death Compensation	49	23	13	12	35	9	15
Total Compensation claims	17,843	19,939	13,132	7,882	9,648	4,480	2,965

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	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
DRCA Initial Liability	2,234	2,504	2,762	2,718	2,742	2,681	2,652	2,613	2,664	2,762	2,777	2,855	2,889	2,905	2,928	2,978
MRCA Initial Liability	22,204	17,498	17,158	18,143	18,036	17,848	17,684	17,640	17,136	17,158	17,294	17,631	18,244	19,141	19,359	20,057
VEA Compensation Payment	1,743	880	922	942	862	867	833	852	867	922	939	951	1,020	1,120	1,259	1,402
Dual Act IL (VEA/DRCA)	4,522	5,558	7,437	6,913	7,110	7,254	7,398	7,463	7,463	7,437	7,432	7,422	7,270	7,057	6,823	6,805
Tri Act IL (MRCA/DRCA/VEA)	19,292	17,031	17,251	17,479	17,491	17,487	17,589	17,697	17,379	17,523	17,601	17,596	17,595	17,445	17,234	17,403
VEA Application for Increase	699	683	786	711	682	703	724	764	795	786	735	721	745	706	680	689
Total Initial Liability	50,694	44,554	46,586	46,906	46,923	46,840	46,875	47,029	46,302	46,596	46,778	47,176	47,763	48,374	48,283	49,334
MRCA Permanent Impairment	20,476	12,826	12,183	13,531	13,330	13,248	13,164	12,798	12,746	12,183	12,128	12,107	12,193	12,399	12,307	12,345
DRCA Permanent Impairment	13,387	18,477	22,547	19,700	19,715	19,997	20,323	20,670	21,781	22,547	23,594	24,930	26,128	27,425	28,507	29,365
Total Permanent Impairment	22,863	31,353	34,730	33,231	33,045	33,245	33,487	34,527	34,730	35,722	37,037	37,821	39,824	40,814	41,710	
MRCA/DRCA Incapacity	1,225	1,075	1,026	1,200	1,364	1,302	1,257	1,146	1,043	1,026	1,022	1,013	1,085	1,089	1,076	1,189
VEA War Widow	161	169	130	162	147	156	151	134	128	119	130	119	123	122	118	107
MRCA/DRCA Death Compensation	98	142	173	166	168	174	166	180	175	173	181	189	186	192	199	214
Total Compensation claims	75,041	77,293	82,645	81,650	81,656	81,712	81,919	81,951	82,166	82,645	83,822	85,538	87,477	89,597	90,474	92,554

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand

(calendar days) ⁴	As at 31 December 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	749	750	494	324	524	114	23
MRCA Initial Liability	6,507	6,294	3,520	1,603	1,754	330	49
VEA Compensation Payment	664	370	162	64	109	30	3
Dual Act IL (VEA/DRCA)	816	1,273	1,253	1,003	1,767	567	126
Tri Act IL (MRCA/DRCA/VEA)	3,856	4,097	2,909	1,977	3,217	1,153	194
VEA Application for Increase	319	145	74	44	59	29	19
MRCA Permanent Impairment	4,484	5,207	1,517	433	432	161	111
DRCA Permanent Impairment	7,855	8,264	5,765	2,974	3,665	751	91
MRCA/DRCA Incapacity	946	210	22	3	1	0	7
VEA War Widow	48	27	16	5	8	1	2
MRCA/DRCA Death Compensation	59	53	34	15	18	18	17
Total Compensation claims	26,303	26,690	15,766	8,445	11,554	3,154	642

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 December 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	698	545	447	259	513	154	102
MRCA Initial Liability	6,079	5,215	2,853	1,470	1,449	586	491
VEA Compensation Payment	356	210	113	77	104	47	35
Dual Act IL (VEA/DRCA)	987	1,288	1,181	873	1,344	680	560
Tri Act IL (MRCA/DRCA/VEA)	4,013	3,425	2,608	1,811	2,641	1,522	1,459
VEA Application for Increase	337	140	80	47	57	23	27
MRCA Permanent Impairment	5,071	4,349	2,147	952	796	158	58
DRCA Permanent Impairment	4,858	4,463	3,804	2,358	2,687	1,295	215
MRCA/DRCA Incapacity	855	247	71	13	10	3	1
VEA War Widow	72	37	9	11	12	3	3
MRCA/DRCA Death Compensation	49	23	13	12	35	9	15
Total Compensation claims	23,375	19,962	13,136	7,883	9,648	4,480	2,966

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 December 2025

		Average Days on Hand				Average Days on Hand	
Month	Claim Type			Month	Claim Type		
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	210.7		Dec-24	MRCA PI	169.0	
Jun-25	MRCA IL	196.1		Jun-25	MRCA PI	143.8	
Dec-25	MRCA IL	194.5		Dec-25	MRCA PI	158.8	

Determinations

[Claim Determinations](#)

[Age distribution of Determinations](#)

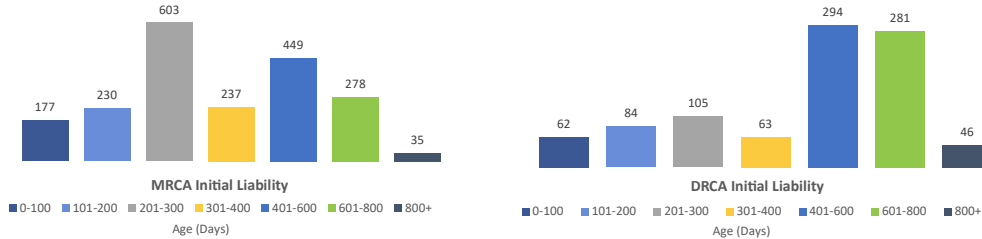
Note:

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



31-Dec-25

Claim Determinations	2022-2023	2023-2024	2024-2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	9,107	12,124	12,578	726	855	1,120	1,272	982	1,482	1,188	1,379	1,369	1,483	1,555	1,314	935	8,035	5,679	41.5%
MRCA Initial Liability ²	30,767	45,307	40,128	2,422	2,941	3,642	3,666	2,865	3,927	3,171	3,501	3,001	2,914	2,916	2,625	2,009	16,966	19,916	-14.8%
VEA Compensation Payment	5,733	7,580	7,467	434	543	666	710	563	939	817	924	900	970	947	792	533	5,066	3,229	56.9%
VEA Application for Increase	1,459	1,716	1,670	134	129	134	124	137	134	156	208	155	111	179	127	104	884	856	3.3%
Initial Liability claims determined	47,066	66,727	61,843	3,716	4,468	5,562	5,772	4,547	6,482	5,332	6,012	5,425	5,478	5,597	4,858	3,581	30,951	29,680	4.3%
MRCA Permanent Impairment	9,497	17,377	20,211	1,225	1,626	1,799	1,933	1,815	2,003	2,251	1,955	1,639	1,378	1,334	1,435	1,110	8,851	8,784	0.8%
DRCA Permanent Impairment	7,391	12,150	16,327	981	1,167	1,478	1,642	1,317	1,558	1,442	1,532	1,299	1,366	1,561	1,322	1,124	8,204	7,723	6.2%
Permanent Impairment claims determined	16,888	29,527	36,538	2,206	2,793	3,277	3,575	3,132	3,561	3,693	3,487	2,938	2,744	2,895	2,757	2,234	17,055	16,507	3.3%
MRCA/DRCA Incapacity	3,166	3,723	3,877	276	162	372	373	308	396	310	356	333	281	324	326	233	1,853	1,956	-5.3%
VEA War Widow	511	563	499	33	29	45	38	27	50	29	43	37	33	47	43	24	227	281	-19.2%
MRCA/DRCA Death Compensation	183	157	200	12	16	18	23	12	26	14	16	17	24	12	13	9	91	91	0.0%
Compensation claims determined*	67,814	100,697	102,957	6,243	7,468	9,274	9,781	8,026	10,515	9,378	9,914	8,750	8,560	8,875	7,997	6,081	50,177	48,515	3.4%

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

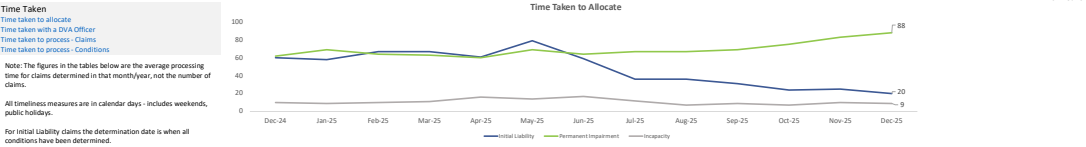
2. Total claims decided under MRCA, including those that were received and on hand as a Tri Act claim.

Age distribution of determinations (calendar days) ³	As at 31 December 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	62	84	105	63	294	281	46
MRCA Initial Liability	177	230	603	237	449	278	35
VEA Compensation Payment	13	29	70	33	169	179	40
VEA Application for Increase	69	19	4	2	4	4	2
MRCA Permanent Impairment	78	453	428	70	67	8	6
DRCA Permanent Impairment	151	163	198	163	194	250	5
MRCA/DRCA Incapacity	132	93	8	0	0	0	0
VEA War Widow	19	3	1	1	0	0	0
MRCA/DRCA Death Compensation	7	0	1	0	0	0	1
Total Compensation claims	708	1,074	1,418	569	1,177	1,000	135

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

Age distribution of determinations (calendar days) ⁴	As at 31 December 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	98	101	88	77	161	76	125
MRCA Initial Liability	748	626	349	175	251	120	153
VEA Compensation Payment	39	55	55	47	99	55	84
VEA Application for Increase	75	35	9	4	3	3	5
MRCA Permanent Impairment	212	377	356	145	108	23	4
DRCA Permanent Impairment	112	189	213	186	164	74	43
MRCA/DRCA Incapacity	212	59	4	0	1	0	0
VEA War Widow	21	9	2	1	0	0	0
MRCA/DRCA Death Compensation	3	5	1	1	1	1	0
Total Compensation claims	1,520	1,456	1,077	636	788	352	414

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	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD
Initial Liability	206	73	60	58	57	57	51	79	59	36	36	31	24	25	20	29	80
DRCA Initial Liability	238	139	112	111	128	126	131	173	123	69	64	52	37	39	28	49	145
MRCA Initial Liability	206	64	52	52	57	59	52	65	48	28	27	22	20	23	17	23	73
VEA Compensation Payment	252	159	127	120	159	151	153	197	133	76	74	60	43	34	39	56	165
Permanent Impairment	123	68	62	60	64	63	60	69	64	67	69	75	83	88	61	71	
MRCA Permanent Impairment	92	47	48	47	44	47	49	45	47	54	61	76	95	103	114	81	47
DRCA Permanent Impairment	168	93	81	89	89	82	77	100	89	64	75	63	58	61	43	67	98
Incapacity	22	11	10	9	10	11	16	14	17	12	7	9	7	10	9	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	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD
Initial Liability	175	275	234	263	275	293	304	358	353	334	350	362	358	358	363	352	239
DRCA Initial Liability	243	403	346	387	413	411	460	560	510	468	476	499	479	461	453	474	331
MRCA Initial Liability	162	251	214	243	250	268	272	317	312	299	313	316	317	326	341	315	224
VEA Compensation Payment	269	444	373	391	451	471	507	599	577	500	507	524	508	493	488	505	356
Permanent Impairment	133	221	441	225	244	233	233	270	235	244	238	228	256	216	205	166	198
MRCA Permanent Impairment	131	187	372	191	200	186	192	215	181	173	159	132	134	115	114	141	179
DRCA Permanent Impairment	137	263	307	272	298	288	340	320	335	338	326	361	326	295	332	219	
Incapacity	60	78	62	93	86	77	88	98	115	81	88	78	76	72	85	80	64

Time Taken to Process - Claims ² (average time in calendar days)	Target	2022-2023	2023-2024	2024-2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	480	480	542	458	478	541	536	581	723	653	536	539	551	516	501	481	523	475	10.1%
MRCA Initial Liability	90	441	268	315	265	295	306	327	324	380	359	336	339	336	331	348	358	338	296	14.2%
VEA Compensation Payment	100	480	520	604	500	511	650	622	660	796	710	577	581	584	551	527	561	520	529	7.9%
VEA Application for Increase	100	162	182	163	166	104	178	154	154	237	196	165	149	143	140	146	138	149	159	-6.3%
MRCA Permanent Impairment	90	262	232	218	226	237	225	232	240	259	227	225	219	205	227	217	227	220	225	-2.2%
DRCA Permanent Impairment	100	259	305	357	328	371	318	371	365	439	410	419	413	389	418	387	358	399	317	25.0%
DRCA Incapacity	50	99	80	86	71	91	95	85	99	107	129	91	96	85	80	81	87	87	71	22.5%
DRCA Incapacity	50	100	87	93	64	97	88	104	114	113	110	93	88	89	92	72	119	91	76	19.7%
Incapacity - Combined	50	99	89	89	71	101	101	112	131	93	95	86	83	81	92	88	73	73	20.5%	
VEA War Widow	30	88	88	112	115	86	147	230	187	183	88	81	122	84	126	89	113	61	101	-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	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	411	480	400	413	454	456	506	822	768	554	587	609	569	542	530	562	400	40.5%
MRCA Initial Liability	90	281	214	171	203	191	220	237	257	260	264	279	274	268	299	300	280	196	42.9%
VEA Compensation Payment	100	469	561	448	422	547	562	595	867	854	616	636	641	590	550	555	595	443	34.2%
VEA Application for Increase	100	96	85	89	85	82	88	93	99	88	88	82	85	77	95	87	75	85	-11.8%
MRCA Permanent Impairment	90	198	205	207	211	223	203	210	238	205	208	185	180	195	196	202	193	194	0.5%
DRCA Permanent Impairment	100	293	317	286	315	296	339	344	387	314	372	314	310	314	361	321	374	280	33.6%
MRCA Incapacity	50	55	64	61	67	75	60	73	84	92	68	73	69	68	71	85	71	71	0.0%
DRCA Incapacity	50	56	69	50	75	74	64	96	103	105	69	75	67	79	59	113	77	76	1.3%
VEA War Widow	30	73	78	80	96	127	77	63	75	21	66	57	79	93	98	34	57	71	-53.7%

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.

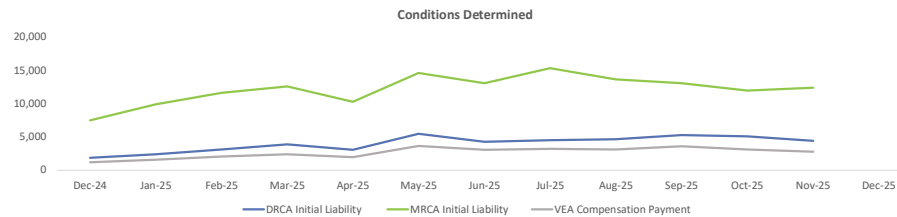
Claim type	Measure	2023 calendar year Received and Determined	2024 calendar year Received and Determined	Difference 2023 - 2024 Calendar years	% Difference	Last 12 months Received and Determined
MRCA IL	Claims determined	12,458	16,895	4,437	35.6%	12,141
	Avg time to allocate (days)	37	8	-29	-78.4%	5
	Average TTTP (days)	105	96	-9	-8.6%	114
	Median TTTP (days)	90	84	-6	-6.7%	99
DRCA IL	Claims determined	2,053	2,622	569	27.7%	2,145
	Avg time to allocate (days)	43	9	-34	-79.3%	6
	Average TTTP (days)	135	121	-14	-10.4%	137
	Median TTTP (days)	133	106	-27	-20.3%	129
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.1%	947
	Avg time to allocate (days)	47	9	-38	-80.9%	5
	Average TTTP (days)	156	134	-22	-14.1%	153
	Median TTTP (days)	161	126	-35	-21.7%	151

	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 - 28 Feb 25	1 Mar 24 - 31 Mar 25	1 Apr 24 - 30 Apr 25	1 May 24 - 30 May 25	1 Jun 24 - 30 Jun 25	1 Jul 24 - 31 Jul 25	1 Aug 24 - 31 Aug 25	1 Sep 24 - 30 Sep 25	1 Oct 24 - 30 Oct 25	1 Nov 24 - 30 Nov 25	1 Dec 24 - 31 Dec 25	1 Jan 25 - 31 Dec 25
MRCA IL Average TTTP Received & Determined in last 12 months	101	100	97	96	100	102	104	106	107	108	111	112	110	110	111	114
MRCA IL Median TTTP Received & Determined in last 12 months	89	87	85	84	87	89	92	92	92	94	97	98	97	96	96	99
DRCA IL Average TTTP Received & Determined in last 12 months	124	123	127	121	124	127	150	128	124	123	129	133	134	137	137	137
DRCA IL Median TTTP Received & Determined in last 12 months	112	109	108	106	112	115	116	113	110	109	115	119	122	125	128	129
VEA IL Average TTTP Received & Determined in last 12 months	137	135	134	134	140	143	144	140	136	138	145	150	151	152	153	153
VEA IL Median TTTP Received & Determined in last 12 months	128	126	125	126	132	134	134	131	127	128	133	138	143	145	149	151



Conditions

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



31-Dec-25

Incoming Conditions - Net Conditions Received	2023-2024	2024-2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD	Last FYTD
DRCA Initial Liability	4,846	6,104	363	466	530	596	334	570	647	490	591	603	545	473	442	3,144	2,447
MRCA Initial Liability	69,556	81,984	5,593	6,278	7,548	7,554	5,613	5,147	6,232	8,362	7,161	7,843	10,585	5,752	6,971	46,674	35,319
VEA Compensation Payment	4,235	4,346	275	279	300	329	282	374	392	492	439	585	537	559	485	3,097	1,988
Dual Act IL (VEA/DRCA)	6,845	8,920	632	720	936	934	577	801	724	755	822	662	600	463	622	3,924	3,430
Tri Act IL (MRCA/DRCA/VEA)	54,904	54,907	3,841	3,828	4,817	4,680	3,700	4,153	4,480	4,755	4,136	4,407	4,119	3,500	3,704	24,621	24,238
Total Conditions	140,386	156,261	10,704	11,571	14,131	14,093	10,506	11,045	12,475	14,854	13,149	14,100	16,386	10,747	12,224	81,460	67,422

Conditions Unallocated	30/06/2024	30/06/2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	% change from last month	% of total on hand
DRCA Initial Liability	148	33	119	52	108	31	25	111	33	64	121	66	183	176	218	23.9%	2.6%
MRCA Initial Liability	2,180	308	1,510	883	1,351	360	573	1,238	308	1,892	1,602	802	2,358	1,787	3,396	90.0%	3.7%
VEA Compensation Payment	60	29	113	51	83	35	36	79	29	88	129	90	235	146	320	119.2%	8.5%
Dual Act IL (VEA/DRCA)	194	51	134	121	134	31	58	208	51	140	133	95	147	198	291	47.0%	1.2%
Tri Act IL (MRCA/DRCA/VEA)	1,729	230	1,372	598	941	331	335	993	230	1,048	914	649	1,544	1,007	2,182	116.7%	2.8%
Total Initial Liability Conditions	4,311	651	3,248	1,705	2,617	808	1,027	2,629	651	3,232	2,899	1,702	4,467	3,314	6,407	93.3%	3.1%

Conditions Being Processed	30/06/2024	30/06/2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	% change from last month	% of total on hand
DRCA Initial Liability	7,032	8,333	7,866	8,104	8,092	8,143	8,113	8,091	8,333	8,236	8,273	8,233	8,013	8,091	8,042	-0.6%	97.4%
MRCA Initial Liability	74,403	82,764	84,307	85,432	85,662	86,994	86,253	82,882	82,764	80,875	81,102	83,556	86,736	86,731	87,358	0.7%	96.3%
VEA Compensation Payment	2,643	2,481	2,571	2,473	2,448	2,352	2,399	2,319	2,481	2,485	2,433	2,643	2,792	3,250	3,451	6.2%	91.5%
Dual Act IL (VEA/DRCA)	22,226	26,928	26,100	27,012	27,605	28,099	28,039	27,268	26,928	26,402	26,208	25,231	24,390	23,575	23,304	-1.1%	98.8%
Tri Act IL (MRCA/DRCA/VEA)	86,081	87,087	90,851	92,048	91,699	92,341	91,922	87,796	87,087	85,184	83,388	81,606	78,877	77,228	75,305	-2.5%	97.2%
Total Initial Liability Conditions	192,385	207,593	211,695	215,069	215,506	217,929	216,726	208,356	207,593	203,182	201,404	201,269	200,808	198,875	197,460	-0.7%	96.9%

Conditions On Hand	30/06/2024	30/06/2025	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	% change from last month
DRCA Initial Liability	7,180	8,366	7,985	8,156	8,200	8,174	8,138	8,202	8,366	8,300	8,394	8,299	8,196	8,267	8,260	-0.1%
MRCA Initial Liability	76,583	83,072	85,817	86,315	87,013	87,354	86,826	84,120	83,072	82,767	82,704	84,358	89,094	88,518	90,754	2.5%
VEA Compensation Payment	2,703	2,510	2,684	2,524	2,531	2,407	2,435	2,398	2,510	2,573	2,562	2,733	3,027	3,396	3,771	11.0%
Dual Act IL (VEA/DRCA)	22,420	26,979	26,234	27,133	27,739	28,130	28,097	27,476	26,979	26,542	26,341	25,326	24,537	23,773	23,595	-0.7%
Tri Act IL (MRCA/DRCA/VEA)	87,810	87,317	92,223	92,646	92,640	92,672	92,257	88,789	87,317	86,232	84,302	82,255	80,421	78,235	77,487	-1.0%
Total Initial Liability Conditions	196,696	208,244	214,943	216,774	218,123	218,737	217,753	210,985	208,244	206,414	204,303	202,971	205,275	202,189	203,867	0.8%

Conditions Determined ¹	2023-24	2024-25	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Current FYTD (Nov 25)	Last FYTD (Dec-25)
DRCA Initial Liability	29,909	38,190	1,897	2,406	3,125	3,909	3,066	5,460	4,288	4,495	4,677	5,284	5,094	4,443	Not Available	23,993	15,936
MRCA Initial Liability	115,364	137,559	7,505	9,903	11,628	12,614	10,272	14,590	13,096	15,332	13,674	13,050	11,977	12,399	for Dec-25	66,432	65,456
VEA Compensation Payment	19,241	24,226	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	9,529
Total Condition determined	164,514	199,975	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	90,921

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