



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](#)

[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 to process - Claims](#)

Conditions

Reports the number of conditions determined across all Liability claims.

[Incoming Conditions - Net Conditions Received](#)

[Conditions On Hand](#)

[Conditions Determined](#)

Acceptance Rates

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

[Condition 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.

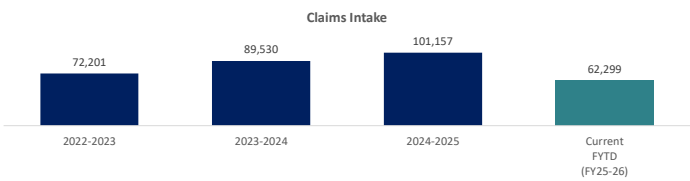
The number of determinations is provided under each of the Acts. Where one claim is decided under 2 or more Acts, then that claim will be counted under each relevant Act based on the decision made.

'DVA officer'

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

Claims Intake

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



Incoming claims	2022-2023	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD (FY25-26)	Last FYTD	% change from last FYTD
Claims Intake																			
DRCA Initial Liability	2,169	2,163	2,772	185	233	276	186	281	280	247	260	275	260	234	222	207	1,705	1,516	12.5%
MRCA Initial Liability	20,499	23,648	26,758	1,979	2,462	2,427	1,927	2,061	2,117	2,483	2,219	2,357	2,658	1,849	1,842	1,734	15,142	15,764	-3.9%
VEA Compensation Payment	1,546	1,740	1,903	110	145	144	133	178	185	204	189	235	221	239	204	185	1,477	1,118	32.1%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	233	314	343	220	276	258	277	300	247	222	140	216	190	1,592	1,606	-0.9%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,137	1,415	1,494	1,255	1,460	1,474	1,604	1,404	1,431	1,404	1,117	1,179	1,416	9,555	9,653	-1.0%
VEA Application for Increase	1,555	1,809	1,830	123	160	163	171	169	154	171	156	164	161	132	132	148	1,064	1,013	5.0%
Total Initial Liability	42,357	46,776	53,031	3,767	4,729	4,847	3,892	4,425	4,468	4,986	4,528	4,709	4,926	3,711	3,795	3,880	30,535	30,670	-0.4%
MRCA Permanent Impairment	13,172	20,184	21,493	1,643	1,898	2,001	1,585	2,100	1,820	2,013	1,746	1,582	1,641	1,445	1,991	1,292	11,710	12,089	-3.1%
DRCA Permanent Impairment	12,939	17,458	21,384	1,301	1,873	2,080	1,775	2,768	2,377	2,671	2,682	2,744	2,991	2,492	1,180	2,144	16,904	10,511	60.8%
Total Permanent Impairment	26,111	37,642	42,877	2,944	3,771	4,081	3,360	4,868	4,197	4,684	4,428	4,326	4,632	3,937	3,171	3,436	28,614	22,600	26.6%
MRCA/DRCA Incapacity	3,094	4,571	4,692	428	408	393	298	367	387	413	394	403	388	365	385	468	2,816	2,839	-0.8%
VEA War Widow	503	376	378	30	26	25	23	26	36	40	29	39	30	21	25	33	217	242	-10.3%
MRCA/DRCA Death Compensation	136	165	179	18	16	9	18	17	8	21	20	19	17	19	20	1	117	111	5.4%
Total Compensation claims	72,201	89,530	101,157	7,187	8,950	9,355	7,591	9,703	9,096	10,144	9,399	9,496	9,993	8,053	7,396	7,818	62,299	56,462	10.3%

From January 2026, claims intake uses Registered Date which includes all claims registered in the system, where previously it counted claims received and not withdrawn in the same month

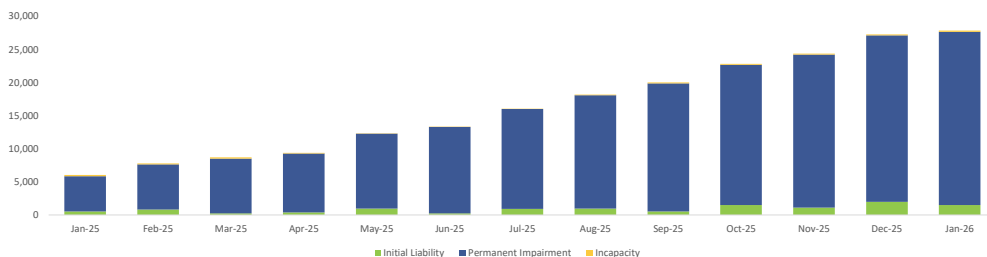


Unallocated claims

[Unallocated claims](#)

[Age distribution of unallocated claims](#)

Unallocated Claims



Unallocated claims	30/06/2023	30/06/2024	30/06/2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Initial Liability	599	72	13	22	40	15	18	63	13	40	53	32	88	86	115	95
DRCA Initial Liability	10,118	648	120	245	405	117	200	430	120	462	497	245	720	542	929	661
VEA Compensation Payment	665	36	10	24	36	18	18	39	10	53	51	39	92	71	131	59
Dual Act IL (VEA/DRCA)	402	63	18	24	45	12	21	71	18	46	46	38	57	55	109	128
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	187	273	95	113	365	71	340	302	193	537	336	660	533
VEA Application for Increase	18	5	18	27	30	28	19	17	18	16	17	19	19	31	35	32
Total Initial Liability	19,450	1,236	250	529	829	285	389	985	250	957	966	566	1,513	1,121	1,979	1,508
DRCA Permanent Impairment	4,267	2,015	5,510	1,663	2,503	3,213	3,624	4,702	5,510	6,416	6,801	7,093	6,911	7,184	7,649	7,607
DRCA Permanent Impairment	8,009	1,610	7,553	3,648	4,289	5,012	5,295	6,599	7,553	8,625	10,334	12,228	14,245	15,905	17,471	18,557
Total Permanent Impairment	12,276	3,625	13,063	5,311	6,792	8,225	8,919	11,301	13,063	15,041	17,135	19,321	21,156	23,089	25,120	26,164
MRCA/DRCA Incapacity	427	125	37	216	163	98	98	61	37	38	94	106	151	153	177	157
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	6,056	7,784	8,706	9,406	12,347	13,350	16,036	18,195	19,993	22,820	24,363	27,276	27,829

Age distribution of unallocated claims	As at 31 January 2026						
(calendar days) ²	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	78	13	4	0	0	0	0
MRCA Initial Liability	583	62	16	0	0	0	0
VEA Compensation Payment	53	6	0	0	0	0	0
Dual Act IL (VEA/DRCA)	81	35	12	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	442	48	43	0	0	0	0
VEA Application for Increase	18	7	3	0	4	0	0
MRCA Permanent Impairment	4,031	3,571	2	1	2	0	0
DRCA Permanent Impairment	6,710	7,593	4,229	1	24	0	0
MRCA/DRCA Incapacity	154	3	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	12,150	11,338	4,309	2	30	0	0

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

Age distribution of unallocated claims	As at 31 January 2025						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	22	0	0	0	0	0	0
MRCA Initial Liability	244	1	0	0	0	0	0
VEA Compensation Payment	23	0	1	0	0	0	0
Dual Act IL (VEA/DRCA)	24	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	187	0	0	0	0	0	0
VEA Application for Increase	12	11	4	0	0	0	0
MRCA Permanent Impairment*	1,657	5	0	0	1	0	0
DRCA Permanent Impairment*	3,318	326	4	0	0	0	0
MRCA/DRCA Incapacity	215	0	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	5,702	343	10	0	1	0	0

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

Claims being Processed

[Claims being Processed](#)

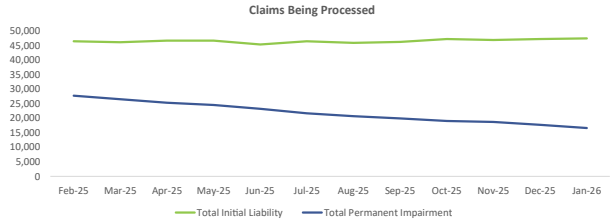
[Claims on hand](#)

[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	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	% change from last month
DRCA Initial Liability	1,635	2,432	2,749	2,720	2,641	2,637	2,595	2,601	2,749	2,737	2,802	2,857	2,817	2,842	2,863	2,754	-3.8%
MRCA Initial Liability	12,086	16,850	17,038	17,791	17,443	17,567	17,440	16,706	17,038	16,832	17,134	17,999	18,421	18,817	19,128	19,631	2.6%
VEA Compensation Payment	1,078	844	912	838	831	815	834	828	912	886	900	981	1,028	1,188	1,271	1,263	-0.6%
Dual Act IL (VEA/DRCA)	4,120	5,895	7,419	7,086	7,209	7,382	7,442	7,390	7,419	7,386	7,376	7,232	7,000	6,768	6,696	6,626	-1.0%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	17,450	17,304	17,214	17,493	17,584	17,014	17,450	17,261	17,294	17,402	16,908	16,898	16,743	17,406	4.0%
VEA Application for Increase	681	678	768	655	673	696	745	778	768	719	704	726	687	649	654	612	-6.4%
Total Initial Liability	31,244	43,318	46,336	46,394	46,011	46,590	46,640	45,317	46,336	45,821	46,210	47,197	46,861	47,162	47,355	48,292	2.0%
MRCA Permanent Impairment	6,209	10,861	6,673	11,667	10,745	9,951	9,174	8,044	6,673	5,712	5,306	5,100	5,488	5,123	4,696	4,682	-0.3%
DRCA Permanent Impairment	4,378	16,867	14,994	16,067	15,708	15,311	15,375	15,182	14,994	14,969	14,596	13,900	13,180	12,602	11,894	11,550	-2.9%
Total Permanent Impairment	10,587	27,728	21,667	27,734	26,453	25,262	24,549	23,226	21,667	20,681	19,902	19,000	18,668	17,725	16,590	16,232	-2.2%
MRCA/DRCA Incapacity	798	950	989	1,148	1,139	1,061	1,048	982	989	984	919	979	938	923	1,012	1,139	12.5%
VEA War Widow	161	169	130	156	151	134	128	119	130	119	123	122	118	102	107	110	2.8%
MRCA/DRCA Death Compensation	98	142	173	168	174	166	180	175	173	181	189	186	192	199	214	55	-74.3%
Total Compensation claims	42,888	72,307	69,295	75,600	73,928	73,213	72,545	69,819	69,295	67,786	67,343	67,484	66,777	66,111	65,278	65,828	0.8%

Claims on hand ³	30/06/2023	30/06/2024	30/06/2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
DRCA Initial Liability	2,234	2,504	2,762	2,742	2,681	2,652	2,613	2,664	2,762	2,777	2,855	2,889	2,905	2,928	2,978	2,849
MRCA Initial Liability	22,204	17,498	17,158	18,036	17,848	17,684	17,640	17,136	17,158	17,294	17,631	18,244	19,141	19,359	20,057	20,292
VEA Compensation Payment	1,743	880	922	862	867	833	852	867	922	939	951	1,020	1,120	1,259	1,402	1,322
Dual Act IL (VEA/DRCA)	4,522	5,958	7,437	7,110	7,254	7,394	7,463	7,461	7,437	7,432	7,422	7,270	7,057	6,823	6,805	6,754
Tri Act IL (MRCA/DRCA/VEA)	19,292	17,031	17,521	17,491	17,487	17,588	17,379	17,521	17,521	17,601	17,596	17,595	17,445	17,234	17,403	17,699
VEA Application for Increase	699	683	786	682	703	724	764	795	786	735	721	745	706	680	689	644
Total Initial Liability	50,694	44,554	46,586	46,923	46,840	46,875	47,029	46,302	46,586	46,778	47,176	47,763	48,374	48,283	49,334	49,800
MRCA Permanent Impairment	10,476	12,876	12,183	13,330	13,248	13,164	12,798	12,746	12,183	12,128	12,107	12,193	12,399	12,307	12,345	12,289
DRCA Permanent Impairment	12,387	18,477	22,547	19,715	19,997	20,323	20,670	21,781	22,547	23,594	24,930	26,128	27,425	28,507	29,365	30,107
Total Permanent Impairment	22,863	31,353	34,730	33,045	33,245	33,487	33,468	34,527	34,730	35,722	37,037	38,321	39,824	40,814	41,710	42,396
MRCA/DRCA Incapacity	1,225	1,075	1,026	1,364	1,302	1,257	1,146	1,043	1,026	1,022	1,013	1,085	1,089	1,076	1,189	1,296
VEA War Widow	161	169	130	156	151	134	128	119	130	119	123	122	118	102	107	110
MRCA/DRCA Death Compensation	98	142	173	168	174	166	180	175	173	181	189	186	192	199	214	55
Total Compensation claims	75,041	77,293	82,645	81,656	81,712	81,919	81,951	82,166	82,645	83,822	85,538	87,477	89,597	90,474	92,554	93,657

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴		As at 31 January 2026						
		0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	654	652	545	337	530	102	29	
MRCA Initial Liability	5745	6771	3843	1811	1726	353	43	
VEA Compensation Payment	533	394	182	79	102	26	6	
Dual Act IL (VEA/DRCA)	807	1138	1237	1086	1772	588	126	
Tri Act IL (MRCA/DRCA/VEA)	3991	4249	3109	2119	3175	1087	209	
VEA Application for Increase	292	151	62	46	64	25	4	
MRCA Permanent Impairment	4297	5059	1756	475	419	147	136	
DRCA Permanent Impairment	7298	8480	6291	3394	3773	779	92	
MRCA/DRCA Incapacity	1008	252	31	3	2	0	0	
VEA War Widow	60	20	12	7	9	1	1	
MRCA/DRCA Death Compensation	11	18	7	9	3	2	5	
Total Compensation claims	24,696	27,184	17,075	9,366	11,575	3,110	651	

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

Age distribution of claims on hand		As at 31 January 2025						
(calendar days) ⁵		0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	641	566	477	314	467	164	113	
MRCA Initial Liability	5,687	5,160	3,090	1,613	1,408	607	471	
VEA Compensation Payment	296	206	107	73	102	43	35	
Dual Act IL (MRCA/DRCA)	1,002	1,243	1,252	931	1,309	789	584	
Tri Act IL (MRCA/DRCA/VEA)	3,666	3,464	2,725	1,934	2,673	1,520	1,509	
VEA Application for Increase	309	138	79	45	56	25	30	
MRCA Permanent Impairment	4,783	4,280	2,326	916	799	163	63	
DRCA Permanent Impairment	4,604	4,337	3,852	2,616	2,757	1,264	285	
MRCA/DRCA Incapacity	964	265	104	16	12	2	1	
VEA War Widow	78	41	12	8	9	5	3	
MRCA/DRCA Death Compensation	37	35	23	16	29	12	16	
Total Compensation claims	22,067	19,735	14,047	8,482	9,621	4,594	3,110	

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 January 2026

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
Dec-25	MRCA IL	190.7	Dec-25	MRCA PI	158.8
Jan-26	MRCA IL	195.0	Jan-26	MRCA PI	163.0

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	Dec-25	Jan-26
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	33.51%	35.35%	32.44%	26.00%
101 - 200	14.48%	17.42%	16.36%	22.58%	21.01%	28.74%	24.82%	31.38%	29.00%
201 - 300	15.67%	13.98%	15.22%	13.40%	14.31%	15.73%	17.22%	17.55%	18.00%
301 - 400	14.31%	10.55%	12.15%	8.30%	9.31%	8.10%	10.85%	7.99%	10.00%
401 - 600	16.81%	20.16%	18.15%	14.92%	9.46%	7.99%	8.89%	8.75%	13.00%
601 - 800	15.82%	8.96%	8.65%	7.09%	5.36%	3.23%	2.29%	1.65%	4.00%
801 +	1.47%	8.14%	5.38%	5.53%	3.47%	2.71%	0.58%	0.24%	1.00%

Proportion of Claims by Age - MRCA PI - Days Old

Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Dec-24	Jun-25	Dec-25	Jan-26
0 - 100	41.38%	34.32%	40.58%	46.50%	45.94%	37.48%	47.63%	36.32%	35.00%
101 - 200	26.30%	30.58%	26.97%	28.98%	26.18%	32.14%	28.74%	42.18%	41.00%
201 - 300	18.82%	22.13%	16.32%	13.77%	16.73%	15.87%	12.56%	12.29%	14.00%
301 - 400	8.06%	7.69%	10.22%	5.44%	5.71%	7.04%	5.50%	3.51%	4.00%
401 - 600	4.08%	4.08%	4.90%	4.05%	4.17%	5.88%	3.94%	3.50%	3.00%
601 - 800	0.97%	0.76%	0.64%	0.97%	0.97%	1.17%	1.12%	1.30%	1.00%
801 +	0.39%	0.43%	0.36%	0.30%	0.31%	0.43%	0.51%	0.90%	1.00%

Determinations

[Claim Determinations](#)

[Age distribution of Determinations](#)

Note:

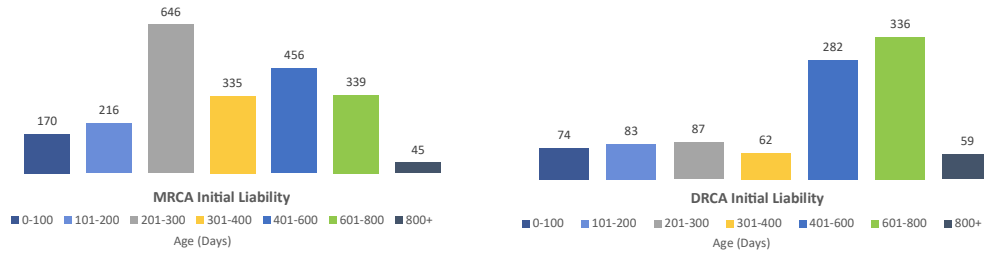
Determinations report the outcome of a claim as defined by three Acts:

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 (January 2026) - MRCA Initial Liability and DRCA Initial Liability

31-Jan-26



Claim Determinations	2022-2023	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	9,107	12,124	12,578	855	1,120	1,272	982	1,482	1,188	1,379	1,369	1,483	1,555	1,314	935	983	9,018	6,534	38.0%
MRCA Initial Liability ²	30,767	45,307	40,128	2,941	3,642	3,666	2,865	3,927	3,171	3,501	3,001	2,914	2,916	2,625	2,009	2,207	19,173	22,857	-16.1%
VEA Compensation Payment	5,733	7,580	7,467	543	666	710	563	939	817	924	900	970	947	792	533	584	5,650	3,772	49.8%
VEA Application for Increase	1,459	1,716	1,670	129	134	124	137	134	156	208	155	111	179	127	104	93	977	985	-0.8%
Initial Liability claims determined	47,066	66,727	61,843	4,468	5,562	5,772	4,547	6,482	5,332	6,012	5,425	5,478	5,597	4,858	3,581	3,867	34,818	34,148	2.0%
MRCA Permanent Impairment	9,497	17,377	20,211	1,626	1,799	1,933	1,815	2,003	2,251	1,955	1,639	1,378	1,334	1,435	1,110	1,167	10,018	10,410	-3.8%
DRCA Permanent Impairment	7,391	12,150	16,327	1,167	1,478	1,642	1,317	1,558	1,442	1,532	1,299	1,366	1,561	1,322	1,124	1,178	9,382	8,890	5.5%
Permanent Impairment claims determined	16,888	29,527	36,538	2,793	3,277	3,575	3,132	3,561	3,693	3,487	2,938	2,744	2,895	2,757	2,234	2,345	19,400	19,300	0.5%
MRCA/DRCA Incapacity	3,166	3,723	3,877	162	372	373	308	396	310	356	333	281	324	326	233	234	2,087	2,118	-1.5%
VEA War Widow	511	563	499	29	45	38	27	50	29	43	37	33	47	43	24	24	251	310	-19.0%
MRCA/DRCA Death Compensation	183	157	200	16	18	23	12	26	14	16	17	24	12	13	9	14	105	107	-1.9%
Compensation claims determined*	67,814	100,697	102,957	7,468	9,274	9,781	8,026	10,515	9,378	9,914	8,750	8,560	8,875	7,997	6,081	6,484	56,661	55,983	1.2%

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 January 2026						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	74	83	87	62	282	336	59
MRCA Initial Liability	170	216	646	335	456	339	45
VEA Compensation Payment	26	35	41	45	180	210	47
VEA Application for Increase	61	22	3	3	1	3	0
MRCA Permanent Impairment	82	239	707	67	65	6	1
DRCA Permanent Impairment	121	170	184	159	229	308	7
MRCA/DRCA Incapacity	142	81	10	1	0	0	0
VEA War Widow	11	9	3	1	0	0	0
MRCA/DRCA Death Compensation	5	4	1	2	2	0	0
Total Compensation claims	692	859	1,682	675	1,215	1,202	159

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

Age distribution of determinations (calendar days) ⁴	As at 31 January 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	76	147	113	81	192	86	160
MRCA Initial Liability	645	802	522	275	331	148	218
VEA Compensation Payment	35	90	75	57	102	56	128
VEA Application for Increase	81	36	8	1	2	1	0
MRCA Permanent Impairment	146	598	518	185	145	25	9
DRCA Permanent Impairment	109	178	276	163	226	174	41
MRCA/DRCA Incapacity	113	26	14	6	3	0	0
VEA War Widow	15	7	1	4	2	0	0
MRCA/DRCA Death Compensation	7	1	4	1	3	0	0
Total Compensation claims	1,227	1,885	1,531	773	1,006	490	556

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	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD	Last FYTD
Initial Liability	206	73	58	67	67	61	70	59	36	36	31	24	25	20	18	28	77
DRCA Initial Liability	238	139	111	128	126	131	173	123	69	64	52	37	39	28	31	45	140
MRCA Initial Liability	206	64	52	57	59	52	65	48	28	27	22	20	23	17	16	21	70
VEA Compensation Payment	252	159	120	159	151	153	197	133	76	74	60	43	34	39	33	39	157
Permanent Impairment	123	68	69	64	63	60	69	64	67	67	69	75	83	88	88	74	71
MRCA Permanent Impairment	92	47	47	44	47	49	45	47	54	61	76	95	103	105	111	80	47
Incapacity	168	93	99	89	82	77	100	89	84	75	63	58	61	63	65	67	99
DRCA Permanent Impairment	22	11	9	10	11	16	14	17	12	7	9	7	10	9	12	10	9

1. Time taken to allocate includes time taken to register

Time Taken to Process - Claims ² (average time in calendar days)	Target	2022-2023	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	460	480	542	478	541	536	581	723	653	536	539	551	516	501	481	516	450	475	-5.3%
MRCA Initial Liability	90	441	368	315	295	306	327	324	380	359	326	339	336	331	348	358	379	339	296	14.5%
VEA Compensation Payment	100	480	520	604	511	610	622	660	796	710	577	581	584	551	527	527	555	457	519	-11.9%
VEA Application for Increase	100	162	182	165	104	178	154	154	237	196	165	149	143	140	146	138	130	145	152	-4.9%
MRCA Permanent Impairment	90	262	222	233	237	225	232	240	259	227	225	219	205	227	217	227	233	219	237	-3.5%
DRCA Permanent Impairment	100	259	305	357	371	318	371	365	439	410	419	413	389	418	387	358	399	400	325	23.1%
MRCA Incapacity	50	99	80	86	91	95	85	99	107	129	91	96	85	80	81	87	100	89	73	21.9%
DRCA Incapacity	50	100	87	93	97	88	104	114	113	130	93	88	89	92	72	119	92	91	78	16.7%
Incapacity - Combined	50	99	81	89	101	96	87	101	112	131	93	95	86	81	81	92	96	90	75	20.0%
VEA War Widow	30	88	112	113	147	210	132	83	88	81	122	84	126	85	113	61	113	100	106	-5.7%

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.

Time Taken to Process - Claims ² (median time in calendar days)	Target	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	411	480	413	464	456	506	822	768	554	587	609	542	530	561	562	282	282	99.3%
MRCA Initial Liability	90	281	214	203	191	220	237	257	260	264	279	274	268	299	300	322	287	184	47.9%
VEA Compensation Payment	100	469	561	422	547	562	595	867	804	616	636	641	590	550	555	588	595	283	110.2%
VEA Application for Increase	100	96	85	85	92	88	63	99	88	88	82	85	77	55	67	78	77	72	6.9%
MRCA Permanent Impairment	90	198	205	211	223	210	210	238	205	208	185	180	195	196	202	217	198	181	9.4%
DRCA Permanent Impairment	100	293	317	315	356	339	344	387	354	372	374	370	414	361	321	367	375	251	49.4%
MRCA Incapacity	50	55	64	67	75	60	73	84	92	68	73	69	68	71	85	93	74	52	42.3%
DRCA Incapacity	50	56	69	75	74	64	96	103	105	69	75	67	79	59	113	82	78	49	59.2%
VEA War Widow	30	73	78	96	127	77	63	75	21	66	57	79	55	58	34	107	59	65	-9.2%

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 and years	% Difference	Last 13 months Received and Determined
MRCA IL	Claims determined	12,458	16,895	4,437	35.6%	13,793
	Avg time to allocate (days)	37	8	-29	-78.4%	6
	Average TTTP (days)	105	96	-9	-8.6%	121
	Median TTTP (days)	90	84	-6	-6.7%	106
DRCA IL	Claims determined	2,053	2,622	569	27.7%	5,906
	Avg time to allocate (days)	43	9	-34	-79.1%	6
	Average TTTP (days)	135	121	-14	-10.4%	138
	Median TTTP (days)	133	106	-27	-20.3%	130
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.1%	5,197
	Avg time to allocate (days)	47	9	-38	-80.9%	6
	Average TTTP (days)	156	134	-22	-14.1%	154
	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 - 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 - 30 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25	1 Dec 24 - 30 Nov 25	1 Jan 25 - 31 Dec 25	1 Feb 25 - 31 Jan 26
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	121
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	106

	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 - 30 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25	1 Dec 24 - 30 Nov 25	1 Jan 25 - 31 Dec 25	1 Feb 25 - 31 Jan 26
DRCA IL Average TTTP Received & Determined in last 12 months	124	123	122	121	124	127	130	129	124	123	129	133	134	137	139	137	138
DRCA IL Median TTTP Received & Determined in last 12 months	112	109	108	106	112	115	116	113	110	109	115	122	125	128	129	130	

	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 - 30 Aug 25	1 Oct 24 - 30 Sep 25	1 Nov 24 - 31 Oct 25	1 Dec 24 - 30 Nov 25	1 Jan 25 - 31 Dec 25	1 Feb 25 - 31 Jan 26
VEA IL Average TTTP Received & Determined in last 12 months	137	135	135	134	140	143	144	140	136	138	145	150	151	152	153	153	154
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	151



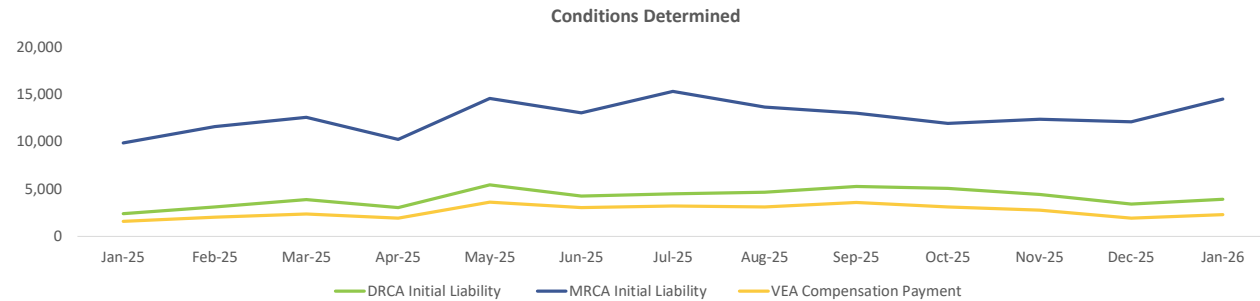
31-Jan-26

Conditions

[Incoming Conditions - Net Conditions Received](#)

[Conditions On Hand](#)

[Conditions Determined](#)



Incoming Conditions - Net Conditions Received	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD	Last FYTD
DRCA Initial Liability	4,846	6,104	466	530	596	334	570	647	490	591	603	545	473	442	529	3,673	3,427
MRCA Initial Liability	69,556	81,984	6,278	7,548	7,554	5,613	5,147	6,232	8,362	7,161	7,843	10,585	5,752	6,971	5,921	52,595	49,890
VEA Compensation Payment	4,235	4,346	279	300	329	282	374	392	492	439	585	537	559	485	364	3,461	2,669
Dual Act IL (VEA/DRCA)	6,845	8,920	720	936	934	577	801	724	755	822	662	600	463	622	542	4,466	4,948
Tri Act IL (MRCA/DRCA/VEA)	54,904	54,907	3,828	4,817	4,680	3,700	4,153	4,480	4,755	4,136	4,407	4,119	3,500	3,704	4,437	29,058	33,077
Total Conditions	140,386	156,261	11,571	14,131	14,093	10,506	11,045	12,475	14,854	13,149	14,100	16,386	10,747	12,224	11,793	93,253	94,011

Conditions On Hand	30/06/2024	30/06/2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	% change from last month
DRCA Initial Liability	7,180	8,366	8,156	8,200	8,174	8,138	8,202	8,366	8,300	8,394	8,299	8,196	8,267	8,260	7,935	-3.9%
MRCA Initial Liability	76,583	83,072	86,315	87,013	87,354	86,826	84,120	83,072	82,767	82,704	84,358	89,094	88,518	90,754	90,697	-0.1%
VEA Compensation Payment	2,703	2,510	2,524	2,531	2,407	2,435	2,398	2,510	2,573	2,562	2,733	3,027	3,396	3,771	3,599	-4.6%
Dual Act IL (VEA/DRCA)	22,420	26,979	27,133	27,739	28,130	28,097	27,476	26,979	26,542	26,341	25,326	24,537	23,773	23,595	23,056	-2.3%
Tri Act IL (MRCA/DRCA/VEA)	87,810	87,317	92,646	92,640	92,672	92,257	88,789	87,317	86,232	84,302	82,255	80,421	78,235	77,487	77,757	0.3%
Total Initial Liability Conditions	196,696	208,244	216,774	218,123	218,737	217,753	210,985	208,244	206,414	204,303	202,971	205,275	202,189	203,867	203,044	-0.4%

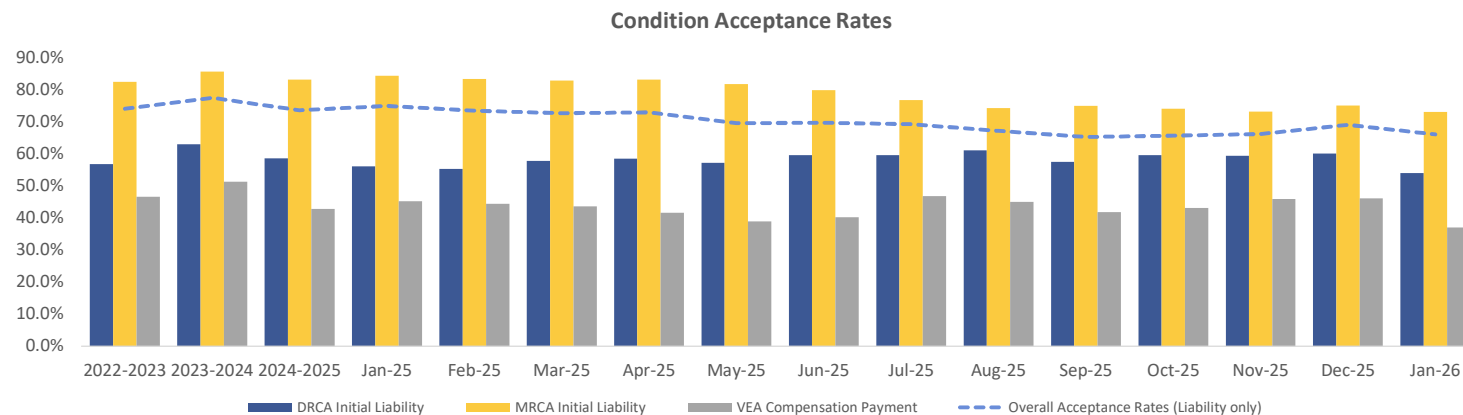
Conditions Determined ¹	2023-24	2024-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Current FYTD	Last FYTD
DRCA Initial Liability	29,909	38,190	2,406	3,125	3,909	3,066	5,460	4,288	4,495	4,677	5,284	5,094	4,443	3,423	3,939	31,355	18,342
MRCA Initial Liability	115,364	137,559	9,903	11,628	12,614	10,272	14,590	13,096	15,332	13,674	13,050	11,977	12,399	12,142	14,542	93,116	75,359
VEA Compensation Payment	19,241	24,226	1,599	2,046	2,402	1,952	3,642	3,056	3,212	3,112	3,613	3,117	2,797	1,949	2,315	20,115	11,128
Total Condition determined	164,514	199,975	13,908	16,799	18,925	15,290	23,692	20,440	23,039	21,463	21,947	20,188	19,639	17,514	20,796	144,586	104,829

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



Acceptance Rates

[Condition Acceptance Rates](#)



Condition Acceptance Rates	2022-2023	2023-2024	2024-2025	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
DRCA Initial Liability	56.8%	62.9%	58.5%	56.0%	55.3%	57.7%	58.4%	57.2%	59.5%	59.5%	61.0%	57.4%	59.6%	59.3%	60.0%	54.0%
MRCA Initial Liability	82.4%	85.6%	83.1%	84.3%	83.3%	82.8%	83.1%	81.7%	79.8%	76.7%	74.2%	74.9%	74.0%	73.1%	75.0%	73.0%
VEA Compensation Payment	46.6%	51.2%	42.8%	45.2%	44.4%	43.6%	41.6%	38.9%	40.2%	46.8%	45.0%	41.8%	43.0%	45.9%	46.0%	37.0%
Overall Acceptance Rates (Liability only)	74.0%	77.4%	73.5%	74.9%	73.4%	72.6%	72.9%	69.5%	69.6%	69.2%	67.1%	65.2%	65.6%	66.1%	69.0%	66.0%

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.