



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.

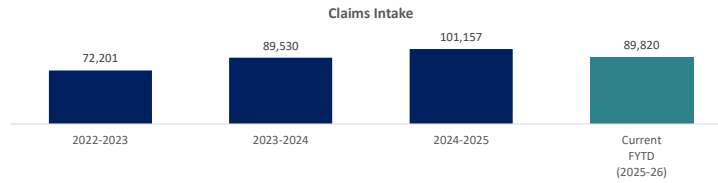
'Tri Act' represents those veterans who have service both before and after 1 July 2004 and may have their claims investigated under two or all three Acts.

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 received](#)



Incoming claims	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	FYTD (2022-23)	% change from 22-23 FYTD
Claims Intake																				
DRCA Initial Liability	2,169	2,163	2,772	281	280	247	260	275	260	234	222	207	231	289	238	2,463	2,211	11.4%	1,479	66.5%
MRCA Initial Liability	20,499	23,648	26,758	2,061	2,117	2,483	2,219	2,357	2,658	1,849	1,842	1,734	2,040	2,166	1,833	21,181	22,580	-6.2%	15,108	40.2%
VEA Compensation Payment	1,546	1,740	1,903	178	185	204	189	235	221	239	204	185	244	234	213	2,168	1,540	40.8%	1,656	30.9%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	276	258	277	300	247	222	140	216	190	193	202	144	2,131	2,483	-14.2%	1,277	66.9%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,460	1,474	1,604	1,404	1,431	1,404	1,117	1,179	1,416	1,559	1,670	1,660	14,444	13,817	4.5%	10,246	41.0%
VEA Application for Increase	1,555	1,809	1,830	169	154	171	156	164	161	132	132	148	189	195	192	1,640	1,507	8.8%	1,272	28.9%
Total Initial Liability	42,357	46,776	53,031	4,425	4,468	4,986	4,528	4,709	4,926	3,711	3,795	3,880	4,456	4,756	4,280	44,027	44,138	-0.3%	31,038	41.8%
MRCA Permanent Impairment	13,172	20,184	21,493	2,100	1,820	2,013	1,746	1,582	1,641	1,445	1,991	1,292	1,574	1,719	1,514	16,517	17,573	-6.0%	10,228	61.5%
DRCA Permanent Impairment	12,939	17,458	21,384	2,768	2,377	2,671	2,682	2,744	2,991	2,492	1,180	2,144	2,451	2,555	2,806	24,716	16,239	52.2%	9,751	153.5%
Total Permanent Impairment	26,111	37,642	42,877	4,868	4,197	4,684	4,428	4,326	4,632	3,937	3,171	3,436	4,025	4,274	4,320	41,233	33,812	21.9%	19,979	106.4%
MRCA/DRCA Incapacity	3,094	4,571	4,692	367	387	413	394	403	388	365	385	468	418	420	360	4,014	3,938	1.9%	3,390	18.4%
VEA War Widow	503	376	378	26	36	40	29	39	30	21	25	33	41	45	25	328	316	3.8%	427	-23.2%
MRCA/DRCA Death Compensation	136	165	179	17	8	21	20	19	17	19	20	13	27	33	29	218	154	41.6%	106	105.7%
Total Compensation claims	72,201	89,530	101,157	9,703	9,096	10,144	9,399	9,496	9,993	8,053	7,396	7,830	8,967	9,528	9,014	89,820	82,358	9.1%	54,940	63.5%

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

Incoming claims	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	FYTD (2022-23)	% change from 22-23 FYTD
Claims Intake																				
DRCA Initial Liability	2,169	2,163	2,772	281	280	247	260	275	260	234	222	207	231	289	238	2,463	2,211	11.4%	1,479	66.5%
MRCA Initial Liability	20,499	23,648	26,758	2,061	2,117	2,483	2,219	2,357	2,658	1,849	1,842	1,734	2,040	2,166	1,833	21,181	22,580	-6.2%	15,108	40.2%
VEA Compensation Payment	1,546	1,740	1,903	178	185	204	189	235	221	239	204	185	244	234	213	2,168	1,540	40.8%	1,656	30.9%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	276	258	277	300	247	222	140	216	190	193	202	144	2,131	2,483	-14.2%	1,277	66.9%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,460	1,474	1,604	1,404	1,431	1,404	1,117	1,179	1,416	1,559	1,670	1,660	14,444	13,817	4.5%	10,246	41.0%
VEA Application for Increase	1,555	1,809	1,830	169	154	171	156	164	161	132	132	148	189	195	192	1,640	1,507	8.8%	1,272	28.9%
Total Initial Liability	42,357	46,776	53,031	4,425	4,468	4,986	4,528	4,709	4,926	3,711	3,795	3,880	4,456	4,756	4,280	44,027	44,138	-0.3%	31,038	41.8%

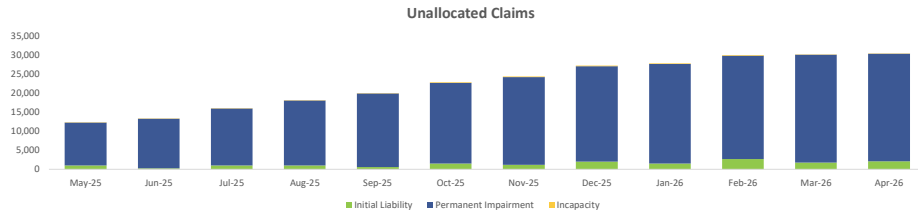
Incoming claims	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	FYTD (2022-23)	% change from 22-23 FYTD
Claims Intake																				
MRCA Permanent Impairment	13,172	20,184	21,493	2,100	1,820	2,013	1,746	1,582	1,641	1,445	1,991	1,292	1,574	1,719	1,514	16,517	17,573	-6.0%	10,228	61.5%
DRCA Permanent Impairment	12,939	17,458	21,384	2,768	2,377	2,671	2,682	2,744	2,991	2,492	1,180	2,144	2,451	2,555	2,806	24,716	16,239	52.2%	9,751	153.5%
Total Permanent Impairment	26,111	37,642	42,877	4,868	4,197	4,684	4,428	4,326	4,632	3,937	3,171	3,436	4,025	4,274	4,320	41,233	33,812	21.9%	19,979	106.4%

Incoming claims	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	FYTD (2022-23)	% change from 22-23 FYTD
Claims Intake																				
MRCA/DRCA Incapacity	3,094	4,571	4,692	367	387	413	394	403	388	365	385	468	418	420	360	4,014	3,938	1.9%	3,390	18.4%
VEA War Widow	503	376	378	26	36	40	29	39	30	21	25	33	41	45	25	328	316	3.8%	427	-23.2%
MRCA/DRCA Death Compensation	136	165	179	17	8	21	20	19	17	19	20	13	27	33	29	218	154	41.6%	106	105.7%
Total Other	3,733	5,112	5,249	410	431	474	443	461	435	405	430	514	486	498	414	4,560	4,408	3.4%	3,923	16.2%

Incoming claims	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	FYTD (2022-23)	% change from 22-23 FYTD
Claims Intake																				
Total Compensation claims	72,201	89,530	101,157	9,703	9,096	10,144	9,399	9,496	9,993	8,053	7,396	7,830	8,967	9,528	9,014	89,820	82,358	9.1%	54,940	63.5%

Unallocated claims

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



Unallocated claims	30/06/2023	30/06/2024	30/06/2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	% change from last month	Apr-25	% change from last year
DRCA Initial Liability	599	72	13	63	13	40	53	32	88	86	115	95	137	147	170	15.6%	18	844.4%
MRCA Initial Liability	10,118	648	120	430	120	462	497	245	720	542	929	661	1,206	734	833	13.5%	200	316.5%
VEA Compensation Payment	665	36	10	39	10	53	51	39	92	71	131	59	151	70	100	42.9%	18	455.6%
Dual Act IL (VEA/DRCA)	402	63	18	71	18	46	46	38	57	55	109	128	132	105	119	13.3%	21	466.7%
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	365	71	340	302	193	537	336	660	533	978	672	841	25.1%	113	644.2%
VEA Application for Increase	18	5	18	17	18	16	17	19	19	31	35	32	28	31	29	-6.5%	19	52.6%
Total Initial Liability	19,450	1,236	250	985	250	957	966	566	1,513	1,121	1,979	1,508	2,632	1,759	2,092	18.9%	389	437.8%
MRCA Permanent Impairment	4,267	2,015	5,510	4,702	5,510	6,416	6,801	7,093	6,911	7,184	7,649	7,607	7,830	7,936	6,390	-19.5%	3,624	76.3%
DRCA Permanent Impairment	8,009	1,610	7,553	6,599	7,553	8,625	10,334	12,228	14,245	15,905	17,471	18,557	19,414	20,391	21,874	7.3%	5,295	313.1%
Total Permanent Impairment	12,276	3,625	13,063	11,301	13,063	15,041	17,135	19,321	21,156	23,089	25,120	26,164	27,244	28,327	28,264	-0.2%	8,919	216.9%
MRCA/DRCA Incapacity	427	125	37	61	37	38	94	106	151	153	177	157	113	93	69	-25.8%	98	-29.6%
Total Incapacity	427	125	37	61	37	38	94	106	151	153	177	157	113	93	69	-25.8%	98	-29.6%
Total Compensation claims	32,153	4,986	13,350	12,347	13,350	16,036	18,195	19,993	22,820	24,363	27,276	27,829	29,989	30,179	30,425	0.8%	9,406	223.5%

Age distribution of unallocated claims (calendar days) ²	As at 30 April 2026								As at 30 April 2025							
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+		
DRCA Initial Liability	131	29	7	2	0	1	0	18	0	0	0	0	0	0		
MRCA Initial Liability	716	60	47	10	0	0	0	198	1	1	0	0	0	0		
VEA Compensation Payment	86	8	6	0	0	0	0	18	0	0	0	0	0	0		
Dual Act IL (VEA/DRCA)	67	17	24	11	0	0	0	21	0	0	0	0	0	0		
Tri Act IL (MRCA/DRCA/VEA)	693	70	51	27	0	0	0	113	0	0	0	0	0	0		
VEA Application for Increase	11	10	4	2	1	1	0	7	4	6	2	0	0	0		
Total Initial Liability	1,704	194	139	52	1	2	0	375	5	7	2	0	0	0		
MRCA Permanent Impairment	4,844	1,542	4	0	0	0	0	3,611	11	1	0	1	0	0		
DRCA Permanent Impairment	7,172	6,062	6,629	1,997	14	0	0	4,898	394	0	3	0	0	0		
Total Permanent Impairment	12,016	7,604	6,633	1,997	14	0	0	8,509	405	1	3	1	0	0		
MRCA/DRCA Incapacity	69	0	0	0	0	0	0	96	1	0	1	0	0	0		
Total Incapacity	69	0	0	0	0	0	0	96	1	0	1	0	0	0		
Total Compensation claims	13,789	7,798	6,772	2,049	15	2	0	8,980	411	8	6	1	0	0		

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

Unallocated claims	30/06/2023	30/06/2024	30/06/2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	% change from last month	Apr-25	% change from last year
Initial Liability	19,450	1,236	250	985	250	957	966	566	1,513	1,121	1,979	1,508	2,632	1,759	2,092	18.9%	389	437.8%

Age distribution of unallocated claims (calendar days) ²	As at 30 April 2026								As at 30 April 2025							
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+		
DRCA Initial Liability	131	29	7	2	0	1	0	18	0	0	0	0	0	0		
MRCA Initial Liability	716	60	47	10	0	0	0	198	1	1	0	0	0	0		
VEA Compensation Payment	86	8	6	0	0	0	0	18	0	0	0	0	0	0		
Dual Act IL (VEA/DRCA)	67	17	24	11	0	0	0	21	0	0	0	0	0	0		
Tri Act IL (MRCA/DRCA/VEA)	693	70	51	27	0	0	0	113	0	0	0	0	0	0		
VEA Application for Increase	11	10	4	2	1	1	0	7	4	6	2	0	0	0		
Total Initial Liability	1,704	194	139	42	1	2	0	375	5	7	2	0	0	0		

Unallocated claims	30/06/2023	30/06/2024	30/06/2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	% change from last month	Apr-25	% change from last year
Permanent Impairment	12,276	3,625	13,063	11,301	13,063	15,041	17,135	19,321	21,156	23,089	25,120	26,164	27,244	28,327	28,264	-0.2%	8,919	216.9%

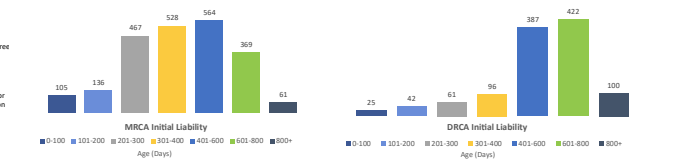
Age distribution of unallocated claims (calendar days) ²	As at 30 April 2026								As at 30 April 2025							
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+		
MRCA Permanent Impairment	4,844	1,542	4	0	0	0	0	3,611	11	1	0	1	0	0		
DRCA Permanent Impairment	7,172	6,062	6,629	1,997	14	0	0	4,898	394	0	3	0	0	0		
Total Permanent Impairment	12,016	7,604	6,633	1,997	14	0	0	8,509	405	1	3	1	0	0		

Unallocated claims	30/06/2023	30/06/2024	30/06/2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	% change from last month	Apr-25	% change from last year
Initial Liability	19,450	1,236	250	985	250	957	966	566	1,513	1,121	1,979	1,508	2,632	1,759	2,092	18.9%	389	437.8%
MRCA/DRCA Incapacity	427	125	37	61	37	38	94	106	151	153	177	157	113	93	69	-25.8%	98	-29.6%
Total Incapacity	427	125	37	61	37	38	94	106	151	153	177	157	113	93	69	-25.8%	98	-29.6%

Age distribution of unallocated claims (calendar days) ²	As at 30 April 2026								As at 30 April 2025							
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+		
MRCA/DRCA Incapacity	69	0	0	0	0	0	0	96	1	0	1	0	0	0		
Total Incapacity	69	0	0	0	0	0	0	96	1	0	1	0	0	0		

Determinations
[Claim Determinations](#)
[Age distribution of Determinations](#)

Age distribution of Determinations (April 2026) - MRCA Initial Liability and DRCA Initial Liability 30-Apr-26



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. It 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.

Claim Determinations	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
DRCA Initial Liability ¹	9,107	12,124	12,578	1,482	1,188	1,379	1,369	1,483	1,555	1,314	935	983	1,033	1,476	1,133	12,660	9,908	27.8%	982	15.4%
MRCA Initial Liability ²	30,767	45,307	40,128	3,527	3,171	3,501	3,001	2,914	2,916	2,625	2,009	2,207	2,494	2,922	2,230	26,819	33,030	-18.8%	2,865	-22.2%
VEA Compensation Payment	5,733	7,580	7,467	939	817	924	900	970	947	792	533	584	592	847	689	7,778	5,711	36.2%	563	22.4%
VEA Application for Increase	1,459	1,716	1,670	134	156	208	155	111	179	127	104	93	96	135	86	1,294	1,380	-6.2%	137	-37.2%
Initial Liability claims determined	47,066	66,727	61,843	6,482	5,332	6,012	5,425	5,478	5,597	4,858	3,581	3,867	4,215	5,380	4,138	48,551	50,029	-3.0%	4,547	-9.0%
MRCA Permanent Impairment	9,497	17,377	20,211	2,003	2,251	2,955	1,639	1,378	1,334	1,435	1,110	1,167	991	960	693	12,662	15,957	-20.6%	1,815	-61.8%
DRCA Permanent Impairment	7,391	12,150	16,327	1,558	1,442	1,532	1,299	1,366	1,561	1,322	1,124	1,178	1,453	1,565	1,370	13,770	13,327	3.3%	1,317	4.0%
Permanent Impairment claims determined	16,888	29,527	36,538	3,561	3,693	3,487	2,938	2,744	2,895	2,757	2,234	2,345	2,444	2,525	2,063	26,432	29,284	-9.7%	3,132	-34.1%
MRCA/DRCA Incapacity	3,166	3,723	3,877	396	310	356	333	281	324	326	233	234	301	368	240	2,996	3,171	-5.5%	308	-21.1%
VEA War Widow	511	563	499	50	29	43	37	33	47	43	24	24	21	36	29	337	420	-19.8%	27	7.4%
MRCA/DRCA Death Compensation	183	157	200	26	14	16	17	24	12	13	9	14	28	41	41	215	160	34.4%	12	241.7%
Compensation claims determined³	67,814	100,697	102,957	10,515	9,378	9,914	8,750	8,560	8,875	7,997	6,081	6,484	7,009	8,350	6,511	78,531	83,064	-5.5%	8,026	-18.9%

1. Total claims decided under DRCA, including those that were received and on hand as a Dual 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 30 April 2026							As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	25	42	61	96	387	422	100	92	87	109	122	155	132	285
MRCA Initial Liability	105	136	467	528	564	369	61	707	509	523	362	342	145	277
VEA Compensation Payment	4	17	26	43	233	289	77	96	28	60	61	99	75	204
VEA Application for Increase	46	21	8	3	3	2	88	20	13	6	3	1	6	
MRCA Permanent Impairment	36	106	365	112	54	14	7	175	692	539	184	180	35	10
DRCA Permanent Impairment	73	83	94	285	494	329	12	123	233	228	228	316	117	72
MRCA/DRCA Incapacity	137	92	9	1	0	1	0	199	66	33	7	2	1	0
VEA War Widow	18	9	0	2	0	0	0	18	7	2	0	0	0	0
MRCA/DRCA Death Compensation	10	7	6	6	3	6	3	6	3	1	1	0	0	1
Total Compensation claims	454	512	1,036	1,076	1,738	1,433	262	1,444	1,645	1,508	971	1,097	506	855

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

Claim Determinations Initial Liability	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
DRCA Initial Liability ¹	9,107	12,124	12,578	1,482	1,188	1,379	1,369	1,483	1,555	1,314	935	983	1,033	1,476	1,133	12,660	9,908	27.8%	982	15.4%
MRCA Initial Liability ²	30,767	45,307	40,128	3,527	3,171	3,501	3,001	2,914	2,916	2,625	2,009	2,207	2,494	2,922	2,230	26,819	33,030	-18.8%	2,865	-22.2%
VEA Compensation Payment	5,733	7,580	7,467	939	817	924	900	970	947	792	533	584	592	847	689	7,778	5,711	36.2%	563	22.4%
VEA Application for Increase	1,459	1,716	1,670	134	156	208	155	111	179	127	104	93	96	135	86	1,294	1,380	-6.2%	137	-37.2%
Initial Liability claims determined	47,066	66,727	61,843	6,482	5,332	6,012	5,425	5,478	5,597	4,858	3,581	3,867	4,215	5,380	4,138	48,551	50,029	-3.0%	4,547	-9.0%

Age distribution of determinations (calendar days) ³	As at 30 April 2026							As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	25	42	61	96	387	422	100	92	87	109	122	155	132	285
MRCA Initial Liability	105	136	467	528	564	369	61	707	509	523	362	342	145	277
VEA Compensation Payment	4	17	26	43	233	289	77	96	28	60	61	99	75	204
VEA Application for Increase	46	21	8	3	3	2	88	20	13	6	3	1	6	
MRCA Permanent Impairment	36	106	365	112	54	14	7	175	692	539	184	180	35	10
DRCA Permanent Impairment	73	83	94	285	494	329	12	123	233	228	228	316	117	72
MRCA/DRCA Incapacity	137	92	9	1	0	1	0	199	66	33	7	2	1	0
VEA War Widow	18	9	0	2	0	0	0	18	7	2	0	0	0	0
MRCA/DRCA Death Compensation	10	7	6	6	3	6	3	6	3	1	1	0	0	1
Total Initial Liability claims	180	216	562	670	1,187	1,083	240	923	644	705	551	599	353	772

Claim Determinations Permanent Impairment	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
MRCA Permanent Impairment	9,497	17,377	20,211	2,003	2,251	2,955	1,639	1,378	1,334	1,435	1,110	1,167	991	960	693	12,662	15,957	-20.6%	1,815	-61.8%
DRCA Permanent Impairment	7,391	12,150	16,327	1,558	1,442	1,532	1,299	1,366	1,561	1,322	1,124	1,178	1,453	1,565	1,370	13,770	13,327	3.3%	1,317	4.0%
Permanent Impairment claims determined	16,888	29,527	36,538	3,561	3,693	3,487	2,938	2,744	2,895	2,757	2,234	2,345	2,444	2,525	2,063	26,432	29,284	-9.7%	3,132	-34.1%

Age distribution of determinations (calendar days) ³	As at 30 April 2026							As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+	0-100	101-200	201-300	301-400	401-600	601-800	800+
MRCA/DRCA Incapacity	3,166	3,723	3,877	396	310	356	333	281	324	326	233	234	301	368
VEA War Widow	511	563	499	50	29	43	37	33	47	43	24	24	21	36
MRCA/DRCA Death Compensation	183	157	200	26	14	16	17	24	12	13	9	14	28	41
Total Other claims	3,860	4,443	4,576	472	353	415	387	338	383	382	266	272	350	445

Claim Determinations Compensation claims determined ⁴	2022-2023	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
MRCA/DRCA Incapacity	3,166	3,723	3,877	396	310	356	333	281	324	326	233	234	301	368	240	2,996	3,171	-5.5%	308	-21.1%
VEA War Widow	511	563	499	50	29	43	37	33	47	43	24	24	21	36	29	337	420	-19.8%	27	7.4%
MRCA/DRCA Death Compensation	183	157	200	26	14	16	17	24	12	13	9	14	28	41	41	215	160	34.4%	12	241.7%
Total Other claims	3,860	4,443	4,576	472	353	415	387	338	383	382	266	272	350	445	410	3,548	3,751	-5.4%	347	-10.7%

Claims being Processed

Claims being processed

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. For additional information required, the claim is transferred to the appropriate Delegate team for investigation and to a final determination.

Claims Being Processed

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims being Processed

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims being Processed

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims being Processed

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims being Processed

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims on hand

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims on hand

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims on hand

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Claims on hand

Month	Initial Liability	Permanent Impairment	Total
May-25	15,000	10,000	25,000
Jun-25	15,000	10,000	25,000
Jul-25	15,000	10,000	25,000
Aug-25	15,000	10,000	25,000
Sep-25	15,000	10,000	25,000
Oct-25	15,000	10,000	25,000
Nov-25	15,000	10,000	25,000
Dec-25	15,000	10,000	25,000
Jan-26	15,000	10,000	25,000
Feb-26	15,000	10,000	25,000
Mar-26	15,000	10,000	25,000
Apr-26	15,000	10,000	25,000

Average Days on Hand Profile - June 2022 to April 2023

Month	Claim Type	Average Days on Hand
Jun-22	MISCAL	117.7
Jul-22	MISCAL	117.7
Aug-22	MISCAL	117.7
Sep-22	MISCAL	117.7
Oct-22	MISCAL	117.7
Nov-22	MISCAL	117.7
Dec-22	MISCAL	117.7
Jan-23	MISCAL	117.7
Feb-23	MISCAL	117.7
Mar-23	MISCAL	117.7
Apr-23	MISCAL	117.7

Proposition of Claims by Age - MISCAL - Dept DVA

Month	Age Group	Proposition
Jun-22	0-100	21.6%
Jul-22	0-100	21.6%
Aug-22	0-100	21.6%
Sep-22	0-100	21.6%
Oct-22	0-100	21.6%
Nov-22	0-100	21.6%
Dec-22	0-100	21.6%
Jan-23	0-100	21.6%
Feb-23	0-100	21.6%
Mar-23	0-100	21.6%
Apr-23	0-100	21.6%

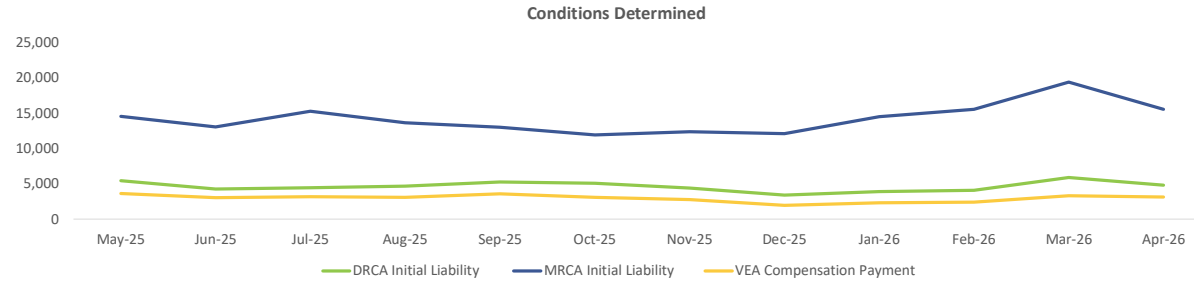
Proposition of Claims by Age - MISCAL - Dept DVA

Month	Age Group	Proposition
Jun-22	0-100	21.6%
Jul-22	0-100	21.6%
Aug-22	0-100	21.6%
Sep-22	0-100	21.6%
Oct-22	0-100	21.6%
Nov-22	0-100	21.6%
Dec-22	0-100	21.6%
Jan-23	0-100	21.6%
Feb-23	0-100	21.6%
Mar-23	0-100	21.6%
Apr-23	0-100	21.6%



Conditions

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



Incoming Conditions - Net Conditions Received	2022-23	2023-2024	2024-2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
DRCA Initial Liability	3,775	4,846	6,104	570	647	490	591	603	545	473	442	529	540	670	521	5,404	4,887	10.6%	334	56.0%
MRCA Initial Liability	45,428	69,556	81,984	5,147	6,232	8,362	7,161	7,843	10,585	5,752	6,971	5,921	6,504	7,286	5,667	72,052	70,605	2.0%	5,613	1.0%
VEA Compensation Payment	4,294	4,235	4,346	374	392	492	439	585	537	559	485	364	597	518	457	5,033	3,580	40.6%	282	62.1%
Dual Act IL (VEA/DRCA)	4,817	6,845	8,920	801	724	755	822	662	600	463	622	542	525	545	419	5,955	7,395	-19.5%	577	-27.4%
Tri Act IL (MRCA/DRCA/VEA)	38,490	54,904	54,907	4,153	4,480	4,755	4,136	4,407	4,119	3,500	3,704	4,437	4,721	5,040	4,911	43,730	46,274	-5.5%	3,700	32.7%
Total Conditions	96,804	140,386	156,261	11,045	12,475	14,854	13,149	14,100	16,386	10,747	12,224	11,793	12,887	14,059	11,975	132,174	132,741	-0.4%	10,506	14.0%

Conditions On Hand	30/06/2023	30/06/2024	30/06/2025	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	% change from last month	Apr-25	% change from last year
DRCA Initial Liability	5,678	7,180	8,366	8,202	8,366	8,300	8,394	8,299	8,196	8,267	8,260	7,935	7,941	7,771	7,800	-0.4%	8,138	-4.2%
MRCA Initial Liability	62,954	76,583	83,072	84,120	83,072	82,767	82,704	84,358	89,094	88,518	90,754	90,697	91,315	91,164	91,249	-0.1%	86,826	5.1%
VEA Compensation Payment	4,441	2,703	2,510	2,398	2,510	2,573	2,562	2,733	3,027	3,396	3,771	3,599	4,020	4,348	4,642	-6.8%	2,435	90.6%
Dual Act IL (VEA/DRCA)	16,005	22,420	26,979	27,476	26,979	26,542	26,341	25,326	24,537	23,773	23,595	23,056	22,914	21,987	21,031	4.3%	28,097	-25.1%
Tri Act IL (MRCA/DRCA/VEA)	71,029	87,810	87,317	88,789	87,317	86,232	84,302	82,255	80,421	78,235	77,487	77,757	76,856	74,706	73,603	1.5%	92,257	-20.2%
Total Initial Liability Conditions	160,107	196,696	208,244	210,985	208,244	206,414	204,303	202,971	205,275	202,189	203,867	203,044	203,046	199,976	198,325	0.8%	217,753	-8.9%

Conditions Determined ¹	2022-23	2023-24	2024-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Current FYTD (2025-26)	Last FYTD (2024-25)	% change from last FYTD	Apr-25	% change from last year
DRCA Initial Liability	22,209	29,909	38,190	5,460	4,288	4,495	4,677	5,284	5,094	4,443	3,423	3,939	4,106	5,935	4,840	46,236	28,442	62.6%	3,066	57.9%
MRCA Initial Liability	69,527	115,364	137,559	14,590	13,096	15,332	13,674	13,050	11,977	12,399	12,142	14,542	15,579	19,448	15,574	143,717	109,873	30.8%	10,272	51.6%
VEA Compensation Payment	14,921	19,241	24,226	3,642	3,056	3,212	3,112	3,613	3,117	2,797	1,949	2,315	2,427	3,341	3,173	29,056	17,528	65.8%	1,952	62.6%
Total Condition determined	106,657	164,514	199,975	23,692	20,440	23,039	21,463	21,947	20,188	19,639	17,514	20,796	22,112	28,724	23,587	219,009	155,843	40.5%	15,290	54.3%

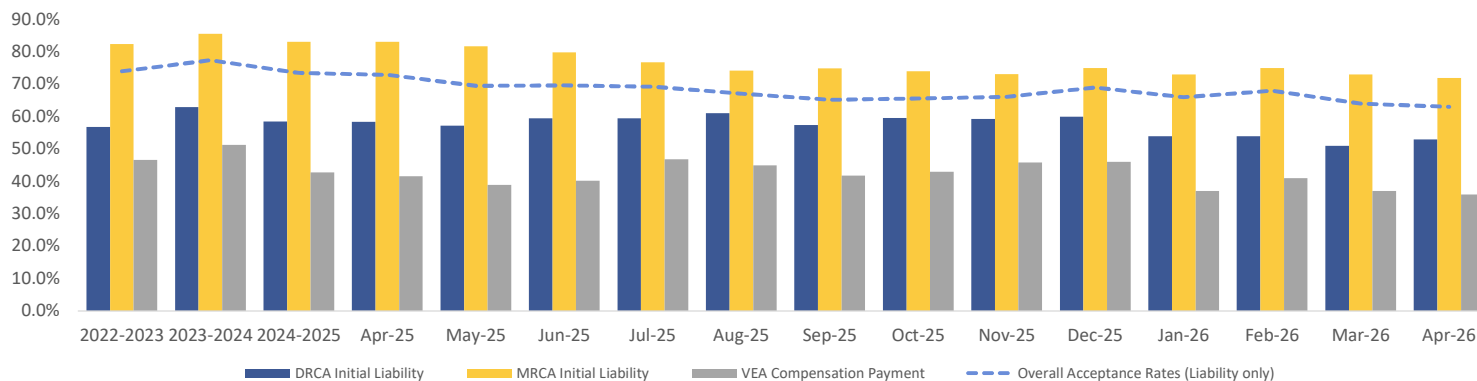
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



Acceptance Rates

[Condition Acceptance Rates](#)

Condition Acceptance Rates



Condition Acceptance Rates	2022-2023	2023-2024	2024-2025	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26
DRCA Initial Liability	56.8%	62.9%	58.5%	58.4%	57.2%	59.5%	59.5%	61.0%	57.4%	59.6%	59.3%	60.0%	54.0%	54.0%	51.0%	53.0%
MRCA Initial Liability	82.4%	85.6%	83.1%	83.1%	81.7%	79.8%	76.7%	74.2%	74.9%	74.0%	73.1%	75.0%	73.0%	75.0%	73.0%	72.0%
VEA Compensation Payment	46.6%	51.2%	42.8%	41.6%	38.9%	40.2%	46.8%	45.0%	41.8%	43.0%	45.9%	46.0%	37.0%	41.0%	37.0%	36.0%
Overall Acceptance Rates (Liability only)	74.0%	77.4%	73.5%	72.9%	69.5%	69.6%	69.2%	67.1%	65.2%	65.6%	66.1%	69.0%	66.0%	68.0%	64.0%	63.0%

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.