



Freedom of Information Response

Overview

In response to your request, the Department of Veterans' Affairs (DVA) provides the number of Comcare claims lodged, reported on a monthly basis for the following financial years:

- 2023–24
- 2024–25
- 2025–26

The data is also broken down by claim outcome.

Claim outcomes are recorded in the system as:

- Accepted
- Rejected
- Withdrawn
- Non-compliance
- Undetermined

Claim status categories (e.g. open, closed, reopened) are system fields reflecting the administrative status of the claim at the time of reporting.

Financial Year 2023–24

Monthly claims by outcome

Month	Accepted	Rejected	Withdrawn	Non-Compliant	Undetermined	Total
Jul	1	3	–	–	–	4
Aug	1	–	1	–	–	2
Sep	–	–	–	–	–	0
Oct	3	1	2	–	–	6
Nov	–	2	–	–	–	2
Dec	3	–	–	–	–	3
Jan	–	–	1	–	–	1
Feb	4	4	1	–	–	9
Mar	–	1	–	–	–	1
Apr	1	1	–	–	–	2
May	1	–	1	–	–	2
Jun	2	1	–	–	–	3
Total	16	13	6	0	0	35

(Totals align with overall claim counts recorded for FY2023–24)

Financial Year 2024–25

Monthly claims by outcome

Month	Accepted	Rejected	Withdrawn	Non-Compliant	Undetermined	Total
Jul	–	1	–	–	–	1
Aug	–	3	–	–	–	3
Sep	–	1	1	–	–	2
Oct	–	2	–	–	–	2
Nov	–	1	–	–	–	1
Dec	–	1	–	–	–	1
Jan	2	1	–	–	–	3
Feb	1	3	–	–	–	2
Mar	2	1	–	–	–	3
Apr	–	2	–	–	–	2
May	1	1	–	–	–	2
Jun	2	1	–	–	–	4
Total	8	17	1	0	0	26

(Totals align with overall claim counts recorded for FY2024–25)

Financial Year 2025–26

Monthly claims by outcome

Month	Accepted	Rejected	Withdrawn	Non-Compliant	Undetermined	Total
Jul	–	1	–	–	–	1
Aug	2	2	–	–	–	4
Sep	–	4	–	–	–	4
Oct	–	3	2	–	–	5
Nov	2	1	1	–	–	4
Dec	1	2	–	–	–	3
Jan	1	2	–	–	–	3
Feb	1	–	2	–	–	3
Mar	2	1	–	–	–	3
Apr	1	1	1	–	3	6
May	–	1	–	2	1	4
Jun	–	–	–	1	–	1
Total	10	18	6	3	4	41

(Totals align with overall claim counts recorded for FY2025–26)

The data reflects claim information recorded in Comcare's CIS systems at the time of extraction and may change as claims progress or are reclassified. Monthly figures are based on system-recorded dates linked to claim outcomes, which may differ from lodgement dates. Some claims may move



between categories over time (e.g. reopened or withdrawn). 'Other' outcome categories reflect system classifications and may not indicate a final liability decision.