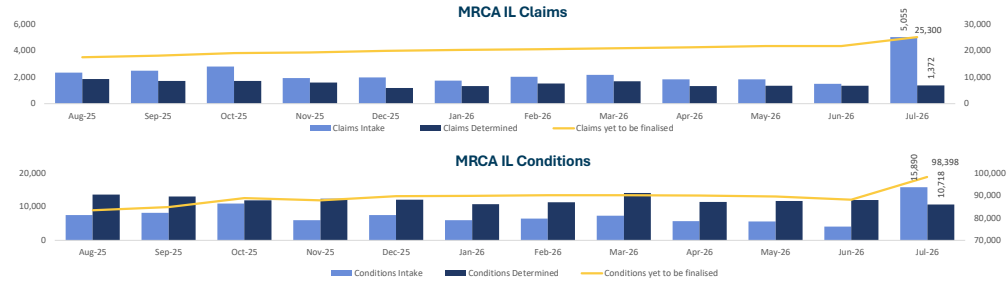




MRCA IL as at 31 July 2026

MRCA Initial Liability claims determined in the 12 months to July 2026 took an average of 327 days from lodgement to determination. This included an average of 13 days before allocation to a Claim Support Officer, 285 days of DVA processing time, and 42 days spent awaiting external information required to support assessment and decision-making.

As at July 2026, the average age of outstanding MRCA Initial Liability claims was 192 days, while the average internal processing time for claims received and determined in the previous 12 months was 99 days.



Conditions intake 12 months to 31 July 2026	Conditions awaiting allocation to Claims Support Officer as at 31 July 2026	Conditions Awaiting information as at 31 July 2026	Conditions Being Processed as at 31 July 2026	Conditions Finalised 12 months to 31 July 2026	Average Time waiting for DVA to receive external information 12 months to 31 July 2026	Average DVA time received & determined 12 months to 31 July 2026
91,481	3,744	46,971	47,683	145,493	42 days	99 days

Claims and Condition Counts

MRCA IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Claims Intake	20,499	23,648	26,758	24,524	2,348	2,502	2,817	1,922	1,985	1,738	2,042	2,172	1,836	1,850	1,496	5,055	27,763	5,055
Conditions Intake	45,428	69,556	81,984	81,874	7,523	8,211	11,012	6,056	7,548	5,963	6,521	7,331	5,720	5,599	4,107	15,890	91,481	15,890
Claims awaiting allocation to Claims Support Officer	9,729	648	120	623	598	370	827	635	1,012	661	1,209	736	833	898	623	1,222	1,222	1,222
Conditions awaiting allocation to Claims Support Officer	25,362	2,180	308	2,058	1,861	1,177	2,700	2,072	3,664	2,495	4,342	2,583	2,825	2,843	2,058	3,744	3,744	3,744
Awaiting Information Claims	*	*	*	10,536	3,597	5,619	8,192	9,379	9,994	10,260	10,276	9,954	9,688	9,940	10,536	11,299	11,299	11,299
Awaiting Information Conditions	*	*	*	46,364	11,921	21,368	37,776	44,286	46,812	48,383	48,034	47,064	45,140	45,490	46,364	46,971	46,971	46,971
Claims being Processed	12,086	22,204	17,498	10,683	13,434	12,263	10,124	9,342	9,032	9,385	9,190	10,324	10,887	10,964	10,683	12,779	12,779	12,779
Conditions being Processed	37,592	74,403	82,764	39,708	69,709	62,323	48,494	41,588	39,271	39,068	37,787	40,610	42,089	41,277	39,708	47,683	47,683	47,683
Claims yet to be finalised	21,815	22,204	17,498	21,842	17,629	18,252	19,143	19,356	20,038	20,306	20,675	21,014	21,408	21,802	21,842	25,300	25,300	25,300
Conditions yet to be finalised	62,954	76,583	83,072	87,886	83,491	84,868	88,970	87,946	89,747	89,946	90,163	90,257	90,054	89,610	88,130	98,398	98,398	98,398
Claims Determined	27,313	45,307	40,128	31,601	1,856	1,723	1,723	1,585	1,190	1,324	1,516	1,704	1,331	1,357	1,354	1,372	18,035	1,372
Conditions Determined	69,486	115,364	137,559	150,107	13,674	13,050	11,977	12,399	12,142	10,754	11,375	14,166	11,446	11,766	12,026	10,718	145,493	10,718
Condition Acceptance Rates	82%	86%	83%	73%	74%	75%	74%	73%	75%	73%	74%	72%	72%	70%	71%	72%	73%	72%

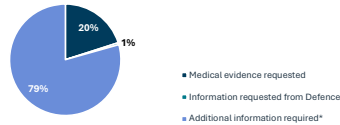
* Not previously reported

Awaiting Information by Category as at 31 July 2026

MRCA IL	Conditions	Claims
Medical evidence requested	9,420	2,110
Information requested from Defence	270	63
Additional information required*	37,281	9,126

* Additional information required includes awaiting information from a veteran or a third party to progress a claim

Conditions awaiting information



Timeliness

MRCA IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Time to Allocate to Claim Support Officer	129	100	41	15	9	7	14	9	10	17	13	14	12	13	12	21	13	21
Average time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	45	*	*	2	3	5	10	18	28	35	42	45	46	46	46
Median time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	63	*	*	2	4	9	14	25	40	51	60	63	56	57	56
Average time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	107	102	109	108	106	106	107	109	108	104	104	103	102	99	99	99
Median time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	92	80	95	93	91	89	88	90	88	83	82	80	80	77	77	77
Average total Processing Time Received and Determined 12 months to 31 July 2026	87	105	107	147	110	108	108	109	112	119	126	132	139	145	147	145	145	145
Median total Processing Time Received and Determined 12 months to 31 July 2026	62	92	92	143	96	95	93	93	97	104	113	123	133	140	143	133	134	133
Average Time waiting for DVA to receive external information	*	*	*	33	*	*	5	10	18	35	43	54	75	88	90	95	42	95
Average time for DVA to Process	*	*	*	288	*	*	277	298	306	306	287	306	292	272	271	237	285	237
Median time for DVA to Process	*	*	*	247	*	*	233	267	267	262	237	259	264	236	235	197	246	197
Average total Processing Time	460	348	272	321	291	281	282	308	324	341	330	361	367	360	362	332	327	332
Median total Processing Time	446	261	191	283	232	221	235	272	276	295	277	315	331	327	334	330	294	330
Average age on hand	315	231	196	210	185	182	180	183	189	195	195	194	197	203	210	192	192	192
Average Internal DVA processing Time on hand	*	*	*	107	171	162	150	141	134	129	120	110	107	107	107	96	96	96

* Not previously reported

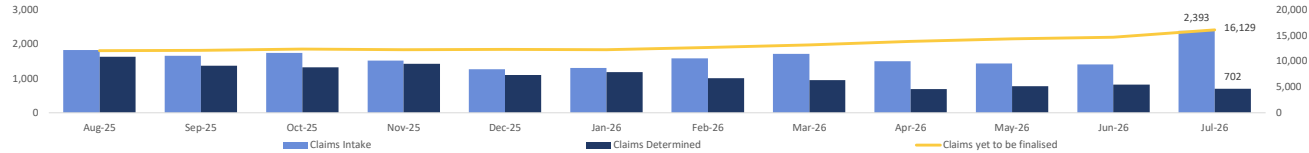


MRCA PI as at 31 July 2026

MRCA Permanent Impairment claims determined in the 12 months to July 2026 took an average of 254 days from lodgement to determination. This included an average of 141 days before allocation to a Claim Support Officer, 213 days of DVA processing time, and 41 days spent awaiting external information required to support assessment and decision-making.

As at July 2026, the average age of outstanding MRCA Permanent Impairment claims was 171 days, while the average internal processing time for claims received and determined in the previous 12 months was 134 days.

MRCA PI Claims



Claims intake 12 months to 31 July 2026	Claims awaiting allocation to Claims Support Officer as at 31 July 2026	Claims Awaiting information as at 31 July 2026	Claims Being Processed as at 31 July 2026	Claims Finalised 12 months to 31 July 2026	Average Time waiting for DVA to receive external information 12 months to 31 July 2026	Average DVA time received & determined 12 months to 31 July 2026
19,444	6,967	4,988	4,174	13,053	41 days	134 days

Claims Counts

MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Claims Intake	13,172	20,184	21,493	19,370	1,834	1,670	1,756	1,527	1,271	1,317	1,590	1,719	1,514	1,443	1,410	2,393	19,444	2,393
Claims awaiting allocation to Claims Support Officer	4,267	2,015	5,510	5,767	6,801	7,094	6,912	7,185	7,649	7,608	7,831	7,936	6,390	5,468	5,767	6,967	6,967	6,967
Awaiting Information Claims	*	*	*	4,278	352	1,519	3,294	2,957	2,811	2,865	3,116	3,339	3,655	4,126	4,278	4,988	4,988	4,988
Claims being Processed	6,209	10,861	6,673	4,668	4,955	3,581	2,194	2,166	1,886	1,844	1,776	1,981	3,867	4,805	4,668	4,174	4,174	4,174
Claims yet to be finalised	10,476	12,876	12,183	14,713	12,108	12,194	12,400	12,308	12,346	12,317	12,723	13,256	13,912	14,399	14,713	16,129	16,129	16,129
Claims Determined	9,494	17,377	20,211	14,264	1,639	1,378	1,334	1,435	1,110	1,189	1,011	960	693	778	824	702	13,053	702

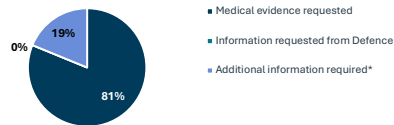
* Not previously reported

Awaiting Information by Category as at 31 July 2026

MRCA PI	Claims
Medical evidence requested	4,050
Information requested from Defence	0
Additional information required*	938

* Additional information required includes awaiting information from a veteran or a third party to progress a claim

Claims awaiting information



Timeliness

MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Time to Allocate to Claim Support Officer	144	55	45	96	106	117	129	127	137	160	131	172	187	130	116	130	141	138
Average time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	38	*	*	1	4	8	14	20	27	33	36	39	39	39	39
Median time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	37	*	*	2	6	10	15	21	29	36	37	37	42	42	42
Average time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	158	144	155	150	148	147	146	147	145	142	141	142	143	134	134	134
Median time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	154	165	155	154	154	155	156	159	160	159	157	162	165	140	140	140
Average total Processing Time Received and Determined 12 months to 31 July 2026	158	141	158	182	155	150	149	151	154	160	165	170	174	178	182	173	173	173
Median total Processing Time Received and Determined 12 months to 31 July 2026	153	92	154	202	155	154	156	161	166	174	181	188	193	199	202	182	182	182
Average Time waiting for DVA to receive external information	*	*	*	32	*	*	6	23	33	41	48	52	63	90	137	116	41	116
Average time for DVA to Process	*	*	*	213	*	*	221	194	194	198	188	202	217	237	273	242	213	242
Median time for DVA to Process	*	*	*	184	*	*	189	167	167	179	177	184	194	201	233	235	184	235
Average total Processing Time	263	222	233	245	219	205	227	217	227	240	236	254	280	327	411	357	254	357
Median total Processing Time	268	199	106	213	185	180	195	196	202	218	225	241	266	288	322	337	218	337
Average age on hand	164	144	149	144	136	140	143	147	157	164	166	170	175	179	175	171	171	171
Average Internal DVA processing Time on hand	*	*	*	*	133	136	131	131	137	141	141	143	145	147	146	142	142	142

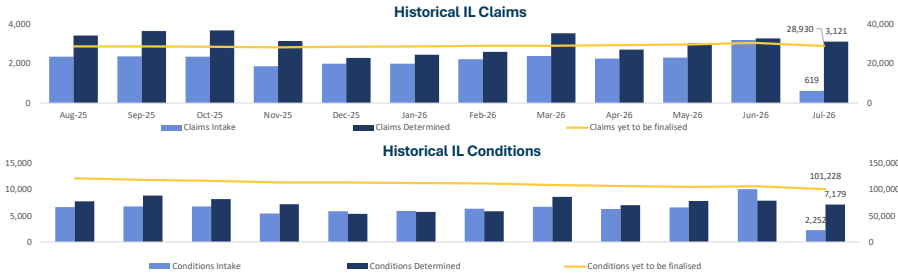
* Not previously reported

Histoirical IL as at 31 July 2026

Historical IL refers to IL claims received prior to 1 July 2026 under VEA and DRCA, Plus Dual and Tri-acts.

Historical Intal Liability claims determined in the 12 months to July 2026 took an average of 526 days from lodgement to determination. This included an average of 29 days before allocation to a Claim Support Officer, 500 days of DVA processing time, and 26 days spent awaiting external information required to support assessment and decision-making.

As at July 2026, the average age of outstanding historical Initial Liability claims was 262 days, while the average internal processing time for claims received and determined in the previous 12 months was 108 days.



Conditions intake 12 months to 31 July 2026	Conditions awaiting allocation to Claims Support Officer as at 31 July 2026	Conditions Awaiting information as at 31 July 2026	Conditions Being Processed as at 31 July 2026	Conditions Finalised 12 months to 31 July 2026	Average Time waiting for DVA to receive external information 12 months to 31 July 2026	Average DVA time received & determined 12 months to 31 July 2026
75,940	21	42,403	58,804	87,754	26 days	108 days

Claims and Condition Counts

Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Claims Intake	20,303	21,319	24,443	26,720	2,360	2,376	2,346	1,858	2,002	1,994	2,225	2,389	2,252	2,308	3,203	619	25,932	2,503
Conditions Intake	51,376	70,830	74,277	76,930	6,654	6,803	6,790	5,456	5,882	5,910	6,360	6,755	6,311	6,635	10,132	2,252	75,940	2,252
Claims awaiting allocation to Claims Support Officer	9,314	583	112	1,709	650	542	977	733	1,189	815	1,395	992	1,230	1,267	1,708	4	4	4
Conditions awaiting allocation to Claims Support Officer	30,921	30,921	2,131	6,057	1,833	1,589	2,678	2,056	3,519	2,366	4,270	2,881	3,667	3,735	6,057	21	21	21
Awaiting Information Claims	*	*	*	10,472	2,721	5,196	8,261	9,234	9,864	10,454	10,237	9,876	9,588	9,522	10,472	11,646	11,646	11,646
Awaiting Information Conditions	*	*	*	38,990	8,698	19,028	33,207	36,543	38,876	41,489	40,202	39,434	37,899	37,057	38,990	42,403	42,403	42,403
Claims being Processed	28,531	25,790	28,530	18,353	25,455	23,029	19,300	18,279	17,553	17,581	17,535	18,225	18,642	18,870	18,353	17,280	17,280	17,280
Conditions being Processed	66,232	117,982	124,829	61,627	111,232	98,470	80,871	75,504	71,403	68,939	67,573	66,676	65,738	64,834	61,627	58,804	58,804	58,804
Claims yet to be finalised	46,717	27,791	26,373	30,533	28,826	28,767	28,538	28,246	28,606	28,850	29,167	29,093	29,460	29,659	30,533	28,930	28,930	28,930
Conditions yet to be finalised	97,153	120,113	125,172	105,626	121,763	119,087	116,756	114,103	113,798	112,794	112,045	108,991	107,304	105,626	106,674	101,228	101,228	101,228
Claims Determined	18,389	19,704	20,045	24,686	3,423	3,650	3,698	3,151	2,288	2,450	2,603	3,541	2,723	3,035	3,287	3,121	36,970	3,121
Conditions Determined	37,181	49,150	62,416	88,282	7,789	8,897	8,211	7,240	5,372	5,779	5,862	8,609	7,067	7,833	7,916	7,179	87,754	7,179
Condition Acceptance Rates	51%	57%	51%	49%	55%	51%	53%	54%	56%	50%	51%	47%	50%	45%	48%	49%	51%	49%

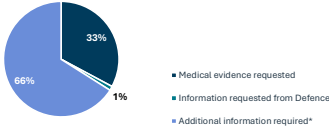
* Not previously reported

Awaiting Information by Category as at 31 July 2026

Historical IL	Conditions	Claims
Medical evidence requested	13,934	3,598
Information requested from Defence	488	89
Additional information required*	27,981	7,949

* Additional information required includes awaiting information from a veteran or a third party to progress a claim

Conditions awaiting information



Timeliness

Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Time to Allocate to Claim Support Officer	147	100	118	29	23	18	33	28	25	28	30	27	26	25	22	64	29	64
Average time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	38	*	*	1	3	6	9	15	23	30	35	37	44	44	44
Median time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	43	*	*	3	5	8	11	16	26	32	39	43	53	53	53
Average time for DVA to Process Received and Determined 12 months to 31 July 2026	139	136	124	108	132	133	135	135	131	128	124	116	111	109	108	108	108	108
Median time for DVA to Process Received and Determined 12 months to 31 July 2026	135	127	109	92	119	120	121	122	120	117	112	101	96	95	92	91	91	91
Average total Processing Time Received and Determined 12 months to 31 July 2026	*	*	*	146	133	134	136	138	137	137	139	138	141	144	145	152	152	152
Median total Processing Time Received and Determined 12 months to 31 July 2026	*	*	*	135	119	121	124	127	128	128	128	127	128	134	135	144	144	144
Average Time waiting for DVA to receive external information	*	*	*	510	543	553	513	492	469	499	491	516	518	492	470	581	500	430
Average time for DVA to Process	*	*	*	551	595	609	568	539	527	555	543	545	558	538	531	481	545	481
Median time for DVA to Process	*	*	*	551	595	609	568	539	527	555	543	545	558	538	531	481	545	481
Average total Processing Time	460	483	654	531	543	553	515	500	482	518	522	549	563	541	521	488	526	488
Median total Processing Time	446	420	771	563	595	609	568	540	529	561	557	558	581	560	558	506	559	506
Average age on hand	*	*	*	*	277	276	271	272	276	279	276	268	264	260	249	262	262	262
Average Internal DVA processing Time on hand	*	*	*	*	277	266	253	245	240	234	224	208	198	188	173	175	175	175

* Not previously reported

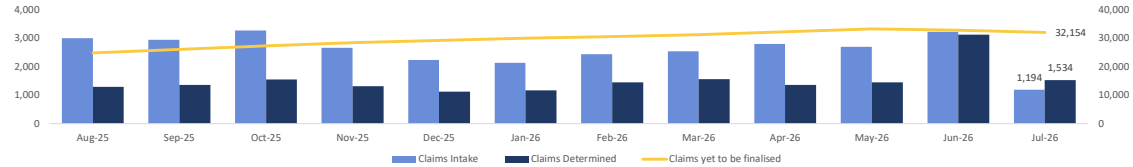


DRCA PI as at 31 July 2026

DRCA Permanent Impairment claims determined in the 12 months to July 2026 took an average of 415 days from lodgement to determination. This included an average of 178 days before allocation to a Claim Support Officer, 397 days of DVA processing time, and 18 days spent awaiting external information required to support assessment and decision-making.

As at July 2026, the average age of outstanding DRCA Permanent Impairment claims was 244 days, while the average internal processing time for claims received and determined in the previous 12 months was 124 days.

DRCA PI Claims



Claims intake 12 months to 31 July 2026	Claims awaiting allocation to Claims Support Officer as at 31 July 2026	Claims Awaiting information as at 31 July 2026	Claims Being Processed as at 31 July 2026	Claims Finalised 12 months to 31 July 2026	Average Time waiting for DVA to receive external information 12 months to 31 July 2026	Average DVA time received & determined 12 months to 31 July 2026
31,271	24,297	3,435	4,422	18,353	18 days	124 days

Claims Counts

DRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Claims Intake	12,939	17,458	21,384	30,661	3,008	2,959	3,287	2,677	2,248	2,144	2,451	2,553	2,805	2,707	3,238	1,194	31,271	1,194
Claims awaiting allocation to Claims Support Officer	8,009	1,610	7,553	24,684	10,333	12,228	14,245	15,905	17,468	18,557	19,414	20,391	21,874	23,543	24,684	24,297	24,297	24,297
Awaiting Information Claims	*	*	*	3,225	343	2,034	1,866	1,827	1,948	1,866	2,534	2,749	2,836	2,854	3,225	3,435	3,435	3,435
Claims being Processed	4,378	16,867	14,994	8,263	14,256	11,868	11,314	10,775	9,946	9,684	8,779	8,167	7,669	6,963	5,038	4,422	4,422	4,422
Claims yet to be finalised	12,387	12,387	18,477	32,947	24,932	26,130	27,425	28,507	29,362	30,107	30,727	31,307	32,379	33,360	32,947	32,154	32,154	32,154
Claims Determined	7,387	12,150	16,327	18,360	1,295	1,364	1,561	1,322	1,124	1,178	1,453	1,563	1,370	1,452	3,137	1,534	18,353	1,534

* Not previously reported

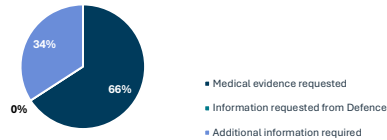
103,498

Awaiting Information by Category as at 31 July 2026

DRCA PI	Claims
Medical evidence requested	2,263
Information requested from Defence	0
Additional information required	1,172

* Additional information required includes awaiting information from a veteran or a third party to progress a claim

Claims awaiting information



Timeliness Current

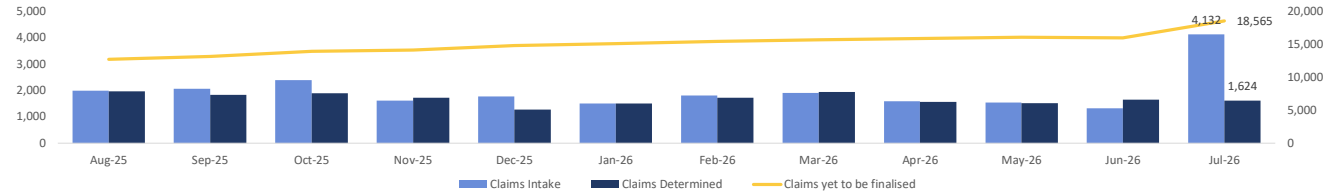
Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026	Current FYTD (2026-27)
Time to Allocate to Claim Support Officer	167	117	93	86	96	108	114	102	99	145	193	213	194	207	245	279	178	279
Average time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	21	*	*	2	3	5	7	10	14	16	19	22	26	26	25
Median time waiting on external information received and determined 12 months to 31 July 2026	*	*	*	26	*	*	2	1	5	6	8	11	14	21	26	30	30	29
Average time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	*	129	149	146	144	143	138	139	135	126	116	107	129	124	124	125
Median time for DVA to Process Received and Determined 12 months to 31 July 2026	*	*	*	111	147	142	137	133	127	127	120	108	100	92	111	110	110	111
Average total Processing Time Received and Determined 12 months to 31 July 2026	117	143	154	150	150	147	146	146	143	146	145	140	132	127	150	150	150	150
Median total Processing Time Received and Determined 12 months to 31 July 2026	97	133	149	137	147	143	139	134	132	133	128	119	114	113	137	140	140	140
Average Time waiting for DVA to receive external information	*	*	*	16	*	*	6	10	11	15	15	19	21	30	29	34	18	34
Average time for DVA to Process	*	*	*	399	*	*	412	377	347	383	385	432	441	432	375	391	397	391
Median time for DVA to Process	*	*	*	396	*	*	411	353	314	353	376	475	482	490	384	417	400	417
Average total Processing Time	260	305	357	415	414	388	418	387	358	398	401	451	462	462	404	424	415	424
Median total Processing Time	252	294	318	411	375	370	414	361	321	367	384	482	496	531	405	454	420	454
Average age on hand	*	*	*	229	214	211	206	209	219	227	230	232	233	236	229	244	244	244
Average Internal DVA processing Time on hand	*	*	*	231	213	210	203	205	213	220	222	223	223	225	218	231	231	231

* Not previously reported



Number of Veterans for Claim Processing as at 31 July 2026

MRCA IL Veteran Numbers



Veterans Count

MRCA IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026*	Current FYTD (2026-27)
Claims Intake	12,865	15,953	17,792	17,094	1,991	2,061	2,391	1,622	1,774	1,503	1,806	1,908	1,593	1,542	1,324	4,132	19,072	4,132
Claims yet to be finalised	14,670	12,199	12,189	15,990	12,712	13,183	13,923	14,123	14,788	15,081	15,428	15,705	15,905	16,096	15,990	18,565	-	18,565
Claims Determined	14,665	23,871	22,120	17,371	1,966	1,840	1,893	1,729	1,273	1,509	1,723	1,953	1,562	1,522	1,648	1,624	16,818	1,624

*Previous 12 Months represents the number of unique veterans who lodged a claim during the period. Veterans who lodged multiple claims are counted only once.

MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026*	Current FYTD (2026-27)
Claims Intake	13,701	21,198	21,338	18,592	1,831	1,667	1,750	1,523	1,268	1,314	1,584	1,709	1,510	1,441	1,409	2,372	18,908	2,372
Claims yet to be finalised	10,473	12,873	12,186	14,713	12,108	12,194	12,400	12,308	12,346	12,315	12,722	13,254	13,910	14,398	14,713	16,129	-	16,129
Claims Determined	9,195	16,682	19,459	14,063	1,634	1,374	1,329	1,431	1,104	1,186	1,007	958	693	777	820	698	12,857	698

*Previous 12 Months represents the number of unique veterans who lodged a claim during the period. Veterans who lodged multiple claims are counted only once.

Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026*	Current FYTD (2026-27)
Claims Intake	14,193	16,680	17,336	17,079	1,884	1,917	1,900	1,558	1,550	1,486	1,742	1,865	1,772	1,833	2,572	573	16,102	573
Claims yet to be finalised	18,460	17,625	19,096	19,261	19,105	19,077	18,907	18,726	18,847	18,832	18,921	18,759	18,793	18,811	19,261	18,309	-	18,309
Claims Determined	7,168	9,650	9,740	11,523	1,230	1,335	1,371	1,174	836	914	937	1,376	1,065	1,176	1,246	1,214	11,495	1,214

*Previous 12 Months represents the number of unique veterans who lodged a claim during the period. Veterans who lodged multiple claims are counted only once.

DRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026*	Current FYTD (2026-27)
Claims Intake	5,085	7,316	7,262	9,157	954	984	1,062	902	725	713	846	872	894	892	1,087	445	8,737	445
Claims yet to be finalised	4,655	6,457	7,219	9,665	7,599	7,829	8,119	8,323	8,460	8,628	8,819	9,001	9,262	9,518	9,665	9,455	-	9,455
Claims Determined	3,001	4,898	5,639	6,261	579	646	662	607	493	496	609	625	539	608	1,425	698	6,178	698

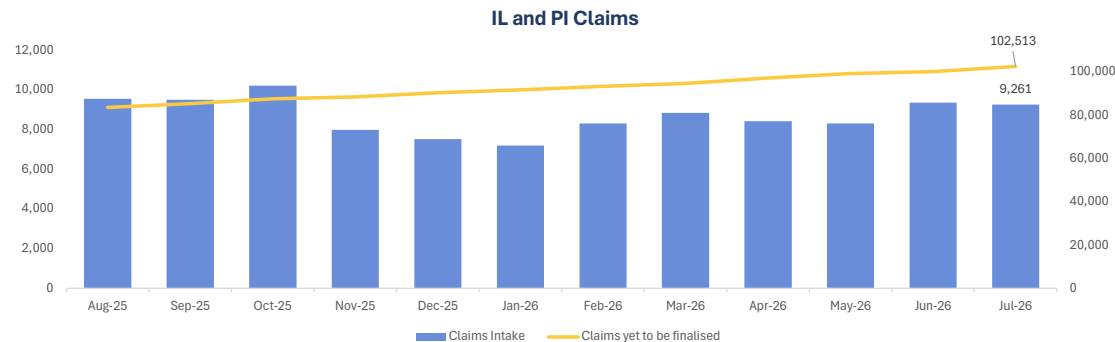
*Previous 12 Months represents the number of unique veterans who lodged a claim during the period. Veterans who lodged multiple claims are counted only once.

Summary - IL and PI**	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	12 months to 31 July 2026**	Current FYTD (2026-27)
Claims Intake	36,687	45,814	47,790	50,038	6,273	6,259	6,692	5,293	5,050	4,745	5,669	6,056	5,470	5,414	6,035	7,004	50,357	7,004
Claims yet to be finalised	42,298	42,740	44,585	51,684	45,212	45,807	46,654	46,700	47,501	47,810	48,670	49,428	50,291	51,064	51,684	53,332	-	53,332
Claims Determined	27,231	40,687	41,905	39,752	5,221	5,013	5,057	4,765	3,582	3,969	4,137	4,754	3,756	3,950	4,999	4,115	39,015	4,115

**Summary - IL and PI represents the number of unique veterans who lodged a claim during the period. Veterans who lodged multiple claims over each claim type are counted only once.



Initial Liability and Permanent Impairment Claims Summary as at 31 July 2026



Claims and Condition Counts

IL and PI	2022-2023	2023-2024	2024-2025	2025-2026	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Previous 12 Months to 31 July 2026	Current FYTD (2026-27)
Claims Intake	66,913	82,609	94,078	101,275	9,550	9,507	10,206	7,984	7,506	7,193	8,308	8,833	8,407	8,308	9,347	9,261	104,410	9,261
IL Conditions Intake	96,804	140,386	156,261	158,804	14,177	15,014	17,802	11,512	13,430	11,873	12,881	14,086	12,031	12,234	14,239	18,142	18,142	18,142
Claims awaiting allocation to Claims Support Officer	31,319	4,856	13,295	32,783	18,382	20,234	22,961	24,458	27,318	27,641	29,849	30,055	30,327	31,176	32,783	32,490	32,490	32,490
Conditions awaiting allocation to Claims Support Officer	56,283	33,101	2,439	8,115	3,694	2,766	5,378	4,128	7,183	4,861	8,612	5,464	6,492	6,578	8,115	3,765	3,765	3,765
Awaiting Information Claims	*	*	*	28,511	7,013	14,368	21,613	23,397	24,617	25,445	26,163	25,918	25,767	26,442	28,511	31,368	31,368	31,368
Awaiting Information IL Conditions	*	*	*	85,354	20,619	40,396	70,983	80,829	85,688	89,872	88,236	86,498	83,039	82,547	85,354	89,374	89,374	89,374
Claims being Processed	114,411	220,113	229,260	114,266	58,100	50,741	42,932	40,562	38,417	38,494	37,280	38,697	41,065	41,602	38,742	38,655	38,655	38,655
IL Conditions being Processed	103,824	192,385	207,593	101,335	180,941	160,793	129,365	117,092	110,674	108,007	105,360	107,286	107,827	106,111	101,335	106,487	106,487	106,487
Claims yet to be finalised	91,395	75,258	74,531	100,035	83,495	85,343	87,506	88,417	90,352	91,580	93,292	94,670	97,159	99,220	100,035	102,513	102,513	102,513
IL Conditions yet to be finalised	160,107	196,696	208,244	193,512	205,254	203,955	205,726	202,049	203,545	202,740	202,208	199,248	197,358	195,236	194,804	199,626	199,626	199,626
Claims Determined	62,583	94,538	96,711	88,911	8,213	8,115	8,316	7,493	5,712	6,141	6,583	7,768	6,117	6,622	8,602	6,729	86,411	6,729
IL Conditions Determined	106,667	164,514	199,975	238,389	21,463	21,947	20,188	19,639	17,514	16,533	17,237	22,775	18,513	19,599	19,942	17,897	233,247	17,897
IL Condition Acceptance Rates	74%	77%	74%	65%	67%	65%	66%	66%	69%	65%	66%	63%	64%	60%	61%	62%	64%	62%

* Not previously reported

Awaiting Information by Category as at 31 July 2026

IL and PI	IL Conditions	IL and PI Claims
Medical evidence requested	26%	38%
Information requested from Defence	1%	0.5%
Additional claim information required	73%	61%

* Additional information required includes awaiting information from a veteran or a third party to progress a claim



Metric	Definition
Claims and Condition Counts	
Claims Intake	Claims registered in month
Conditions Intake	Conditions identified at the time the claim was registered
Claims awaiting allocation to Claims Support Officer	Claims not yet allocated to a claims support officer for allocation as at month end
Conditions awaiting allocation to Claims Support Officer	Initial Liability Conditions linked to claims not yet allocated to a claims support officer for allocation as at month end
Awaiting Information Claims	Claims currently awaiting information as at month end
Awaiting Information Conditions	Initial Liability Conditions linked to claims currently awaiting information as at month end
Claims being Processed	Claims allocated to an officer for processing as at end of month
Conditions being Processed	Conditions linked to claim allocated to an officer for processing as at end of month
Claims yet to be finalised	Claim on hand as at month end, includes unallocated, awaiting information and being processed
Conditions yet to be finalised	Conditions on hand as at month end, includes unallocated, awaiting information and being processed
Claims Determined	Claims that have been finalised with a formal decision, not including withdrawn within reporting month
Condition Determinations	Number of determinations that have been made for a condition under an act within a reporting month
Condition Acceptance Rate	Number of determinations to accept a condition divided by the overall number of condition determinations made within the reporting month
Metric	Definition
Claims and Condition Counts	
Time to Allocate to Claim Support Officer	Average time to allocate a claim to a Claims Officer for claims allocated in the month, this is a update over the previous method where it was based on allocation time for claims finalised
Average total Processing Time Received and Determined last 12 months	For claims received and determined in the last 12 months - Average time it takes to complete a claim from start to finish - Received date to finalised date. Example date 01 Aug 2025 - 31 Jul 2026
Median total Processing Time Received and Determined last 12 months	For claims received and determined in the last 12 months - Median time it takes to complete a claim from start to finish - Received date to finalised date. Example date 01 Aug 2025 - 31 Jul 2026
Average time for DVA to Process Received and Determined last 12 months	For claims received and determined in the last 12 months - Average time it takes to complete a claim from start to finish - Received date to finalised date minus days where the claim has been awaiting external information Example date 01 Aug 2025 - 31 Jul 2026
Median time for DVA to Process Received and Determined last 12 months	For claims received and determined in the last 12 months - Median time it takes to complete a claim from start to finish - Received date to finalised date minus days where the claim has been awaiting external information Example date 01 Aug 2025 - 31 Jul 2026
Average total Processing Time	Average time it takes to complete a claim from start to finish - Received date to finalised date. In Report month but also FYTD and past 12 months
Median total Processing Time	Median time it takes to complete a claim from start to finish - Received date to finalised date. In Report month but also FYTD and past 12 months
Average time for DVA to Process	Average time it takes to complete a claim from start to finish - Received date to finalised date minus days where the claim has been awaiting external information In Report month but also FYTD and past 12 months
Median time for DVA to Process	Median time it takes to complete a claim from start to finish - Received date to finalised date minus days where the claim has been awaiting external information In Report month but also FYTD and past 12 months
Average age on hand	claims that were on hand at the end of the month (received date to the end of the month) as end of month
Average DVA Time on hand	claims that were on hand at the end of the month (received date to the end of the month) minus days where the claim has been awaiting external information as end of month

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.

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.