



DVA efforts to provide faster access to support for veterans

DVA continues to receive record demand across the veteran support system. While claims processing performance has improved in recent years, we recognise that some veterans and families continue to experience lengthy wait times and that there is still more to do to reduce delays and improve access to support.

Progress is being supported by recent reforms, including the move to the single, improved *Military and Rehabilitation and Compensation Act 2004* (MRCA), which will help simplify and streamline the claims assessment process. New presumptive liability arrangements are also creating a faster pathway for eligible conditions. Properly completed claims for eligible presumptive liability conditions are now able to be determined in less than two weeks, helping veterans access treatment and services sooner.

Record levels of support

In 2025–26:

- more than \$15 billion was provided in payments and services, including around \$5 billion on healthcare and treatment
- more than 360,000 veterans and families were supported
- 238,389 initial liability conditions were determined, the highest number on record
- more than 17 million medical, allied and mental health services delivered to veterans.

Compensation claims

- 238,389 health conditions determined in 2025-26, including 150,107 MRCA conditions, with more than 73% accepted
- 42% increase in Initial Liability and Permanent Impairment determinations in 2025-26 compared to 2022–23
- As at August 2026, only 0.38% of claims on hand were waiting more than 800 days, compared to 3.6% in 2024.
- 78% of MRCA Initial Liability claims were less than 300 days old in 2025-26, compared to 55% in 2022-23.
- MRCA Initial Liability claim allocation times were 14 days in 2025-26, down from 332 days in 2022-23.
- As at August 2026, the average end-to-end processing time for MRCA Initial Liability claims received within the last 12 months was 145 days, including 99 days with DVA and 46 days awaiting external information
- Permanent Impairment (PI) demand has increased sharply, particularly under DRCA. 30,661 DRCA PI claims were lodged in 2025-26, an increase of 43.4% from 21,384 in 2024-25 and 179.3% since 2022-23.
- Despite a record 18,360 DRCA PI determinations in 2025–26, 31,264 PI claims were awaiting allocation at 31 July 2026. Of these, 24,297, or almost 78%, were DRCA claims relating to 7,011 veterans. Progress continued on the oldest claims, with DRCA PI claims aged over 600 days reducing by 57.5% over the past 12 months.

What is helping improve processing and approval times

Improvements are being driven by sustained business improvement work, increased staffing and capability, better triage and allocation, earlier checks for missing information, and a stronger focus on older and more complex matters.

Together with the changes to the claims system and new presumptive liability arrangements outlined above, this work is supporting faster decisions and approvals across compensation, treatment and services.

Treatment and services

Approvals are currently faster than they were in 2025-26. As at August 2026, median processing times have reduced in most cases:

- **Travel reimbursements** 15 days → 4 days
- **Health prior approvals** 40 days → 7 days
- **Rehabilitation aids and appliances** 43 days → 6 days
- **Mental Health Care Plans** consistently processed within 10 days

Access to treatment

Veterans can already receive treatment without approval

- More than **99% of treatment services** are accessed simply by using a Veteran Card
- Less than **0.15% of DVA-funded health services** required prior approval

Increasing access to providers

DVA has increased provider fee schedules to encourage greater participation by medical professionals and improve service availability.

The number of health service providers supporting veterans and their dependents has increased by more than 15,000 – from 120,426 in 2022-23 to 135,522 in 2025-26.

More information

These improvements mean more veterans are receiving decisions sooner, gaining faster access to treatment and spending less time waiting for routine approvals and reimbursements. However, we recognise there is still more to do and are continuing to work hard to deliver the best possible outcomes for veterans and families of veterans.

For more information on how compensation claims are assessed, including the evidence required and how decisions are made, visit dva.gov.au/making-a-claim