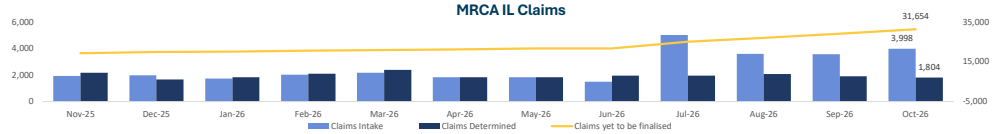
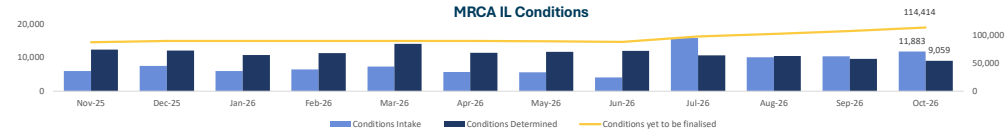
Australian Government
Department of Veterans' Affairs

MRCA IL as at 31 October 2026

MRCA Initial Liability claims determined in the 12 months to October 2026 took an average of 335 days from lodgement to determination. This included an average of 13 days before allocation to a Claim Support Officer, 269 days of DVA processing time, and 66 days spent awaiting external information required to support assessment and decision-making.

As at October 2026, the average age of outstanding MRCA Initial Liability claims was 195 days, while the average internal processing time for claims received and determined in the previous 12 months was 76 days.





Conditions intake 12 months to 31 October 2026	Conditions awaiting allocation to Claims Support Officer as at 31 October 2026	Conditions Awaiting information as at 31 October 2026	Conditions Being Processed as at 31 October 2026	Conditions Finalised 12 months to 31 October 2026	Average Time waiting for DVA to receive external information 12 months to 31 October 2026	Average DVA time received & determined 12 months to 31 October 2026
97,190	3,920	60,849	14,898	135,989	66 days	76 days

Claims and Condition Counts

MRCA IL	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Claims Intake	20,499	23,648	26,758	24,524	1,922	1,985	1,738	2,042	2,172	1,836	1,850	1,496	5,055	3,618	3,602	3,998	31,314	16,273
Conditions Intake	45,428	69,556	81,984	81,874	6,056	7,548	5,963	6,521	7,331	5,720	5,599	4,107	15,890	10,129	10,443	11,883	97,190	48,345
Claims awaiting allocation to Claims Support Officer	9,729	648	120	623	635	1,012	661	1,209	736	833	898	623	1,222	519	731	1,248	-	1,248
Conditions awaiting allocation to Claims Support Officer	25,362	2,180	308	2,058	2,072	3,664	2,495	4,342	2,583	2,825	2,843	2,058	3,744	1,444	2,625	3,920	-	3,920
Awaiting Information Claims	*	*	*	10,536	9,379	9,994	10,260	10,276	9,954	9,688	9,940	10,536	11,299	12,295	13,350	15,508	-	15,508
Awaiting Information Conditions	*	*	*	46,364	44,286	46,812	48,383	48,034	47,064	45,140	45,490	46,364	46,971	50,300	53,654	60,849	-	60,849
Claims being Processed	12,086	22,204	17,498	10,683	9,342	9,032	9,385	9,190	10,324	10,887	10,964	10,683	12,779	14,366	15,120	14,898	-	14,898
Conditions being Processed	37,592	74,403	82,764	39,708	41,588	39,271	39,068	37,787	40,610	42,089	41,277	39,708	47,683	50,924	51,586	49,645	-	49,645
Claims yet to be finalised	21,815	22,204	17,498	21,842	19,356	20,038	20,306	20,675	21,014	21,408	21,802	21,842	25,300	27,180	29,201	31,654	-	31,654
Conditions yet to be finalised	62,954	76,583	83,072	87,886	87,946	89,747	89,946	90,163	90,257	90,054	89,610	88,130	98,398	102,668	107,865	114,414	-	114,414
Claims Determined	27,313	45,307	40,128	25,927	2,175	1,669	1,848	2,111	2,387	1,823	1,842	1,965	1,953	2,071	1,917	1,804	23,565	7,745
Conditions Determined	69,486	115,364	137,559	150,107	12,399	12,142	10,754	11,375	14,166	11,446	11,766	12,026	10,718	10,528	9,610	9,059	135,989	39,915
Condition Acceptance Rates	82%	86%	83%	73%	73%	75%	73%	74%	72%	72%	70%	71%	72%	74%	75%	73%	73%	74%

** Not previously reported*

Awaiting Information by Category as at 31 October 2026

MRCA IL	Conditions	Claims
Medical evidence requested	9,666	2,255
Information requested from Defence	85	21
Additional information required*	51,098	13,232

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



Timeliness

	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Time to Allocate to Claims Support Officer	129	100	41	15	9	10	17	13	14	12	13	12	21	10	9	9	13	13
Average time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	45	3	5	10	18	28	35	42	45	46	42	33	27	27	27
Median time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	63	4	9	14	25	40	51	60	63	56	45	32	24	24	24
Average time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	107	102	106	107	109	108	104	104	103	102	99	94	83	76	76	76
Median time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	92	80	89	88	90	88	83	82	80	80	77	70	58	52	52	52
Average total Processing Time Received and Determined 12 months to 31 October 2026	87	105	107	147	109	112	119	126	132	139	145	147	145	136	116	103	103	103
Median total Processing Time Received and Determined 12 months to 31 October 2026	62	92	92	143	93	97	104	113	123	133	140	143	133	115	90	76	76	76
Average Time waiting for DVA to receive external information	*	*	*	33	10	18	35	43	54	75	88	90	95	96	96	101	66	97
Average time for DVA to Process	*	*	*	288	298	306	306	287	306	292	272	271	237	227	212	200	269	220
Median time for DVA to Process	*	*	*	247	267	267	262	237	259	264	236	235	197	185	180	157	234	179
Average total Processing Time	460	348	272	321	308	324	341	330	361	367	360	362	332	323	308	302	335	317
Median total Processing Time	446	261	191	283	272	276	295	277	315	331	327	334	330	335	344	347	317	337
Average age on hand	315	231	196	210	183	189	195	195	194	197	203	210	192	191	193	196	195	194
Average Internal DVA processing Time on hand	*	*	*	107	141	134	129	120	110	107	107	107	96	95	95	97	111	96

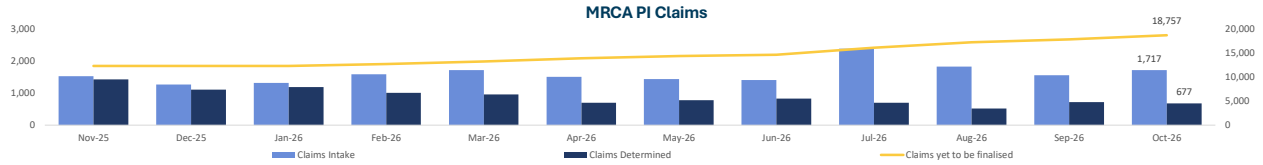
** Not previously reported*

Australian Government
Department of Veterans' Affairs

MRCA PI as at 31 October 2026

MRCA Permanent Impairment claims determined in the 12 months to October 2026 took an average of 289 days from lodgement to determination. This included an average of 146 days before allocation to a Claim Support Officer, 220 days of DVA processing time, and 69 days spent awaiting external information required to support assessment and decision-making.

As at October 2026, the average age of outstanding MRCA Permanent Impairment claims was 192 days, while the average internal processing time for claims received and determined in the previous 12 months was 120 days.



Claims intake 12 months to 31 October 2026	Claims awaiting allocation to Claims Support Officer as at 31 October 2026	Claims Awaiting information as at 31 October 2026	Claims Being Processed as at 31 October 2026	Claims Finalised 12 months to 31 October 2026	Average Time waiting for DVA to receive external information 12 months to 31 October 2026	Average DVA time received & determined 12 months to 31 October 2026
19,285	8,116	5,147	5,494	10,603	69 days	120 days

Claims Counts

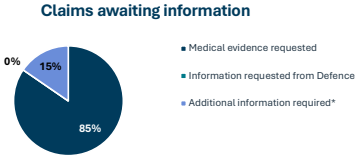
MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Claims Intake	13,172	20,184	21,493	19,370	1,527	1,271	1,317	1,590	1,719	1,514	1,443	1,410	2,393	1,826	1,558	1,717	19,285	7,494
Claims awaiting allocation to Claims Support Officer	4,267	2,015	5,510	5,767	7,185	7,649	7,608	7,831	7,936	6,390	5,468	5,767	6,967	7,916	7,749	8,116	-	8,116
Awaiting Information Claims	*	*	*	4,278	2,957	2,811	2,865	3,116	3,339	3,655	4,126	4,278	4,988	5,507	5,603	5,147	-	5,147
Claims being Processed	6,209	10,861	6,673	4,668	2,166	1,886	1,844	1,776	1,981	3,867	4,805	4,668	4,174	3,849	4,556	5,494	-	5,494
Claims yet to be finalised	10,476	12,876	12,183	14,713	12,308	12,346	12,317	12,723	13,256	13,912	14,399	14,713	16,129	17,272	17,908	18,757	-	18,757
Claims Determined	9,494	17,377	20,211	14,264	1,435	1,110	1,189	1,011	960	693	778	824	702	510	714	677	10,603	2,603

** Not previously reported*

Awaiting Information by Category as at 31 October 2026

MRCA PI	Claims
Medical evidence requested	4,353
Information requested from Defence	-
Additional information required*	794

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



Timeliness

MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Time to Allocate to Claims Support Officer	144	55	45	96	127	137	160	131	172	187	130	116	130	143	140	116	146	132
Average time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	38	4	8	14	20	27	33	36	39	39	41	47	48	48	48
Median time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	37	6	10	15	21	29	36	37	37	42	41	46	37	51	51
Average time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	158	144	147	146	147	145	142	141	142	143	134	127	123	120	120	120
Median time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	154	165	155	156	159	160	159	157	162	165	140	132	127	118	118	118
Average total Processing Time Received and Determined 12 months to 31 October 2026	158	141	158	182	151	154	160	165	170	174	178	182	173	168	171	168	168	168
Median total Processing Time Received and Determined 12 months to 31 October 2026	153	92	154	202	161	166	174	181	188	193	199	202	182	173	173	169	169	169
Average Time waiting for DVA to receive external information	*	*	*	32	23	33	41	48	52	63	90	137	116	110	110	111	69	112
Average time for DVA to Process	*	*	*	213	194	194	198	188	202	217	237	273	242	246	255	260	220	251
Median time for DVA to Process	*	*	*	184	167	167	179	177	184	194	201	233	235	242	248	260	191	246
Average total Processing Time	263	222	233	245	217	227	240	236	254	280	327	411	357	357	365	370	289	363
Median total Processing Time	268	199	106	213	196	202	218	225	241	266	288	322	337	351	358	374	252	354
Average age on hand	164	144	149	144	147	157	164	166	170	175	179	175	171	178	185	192	172	185
Average Internal DVA processing Time on hand	*	*	*	*	131	137	141	141	143	145	147	146	142	145	148	153	143	149

** Not previously reported*

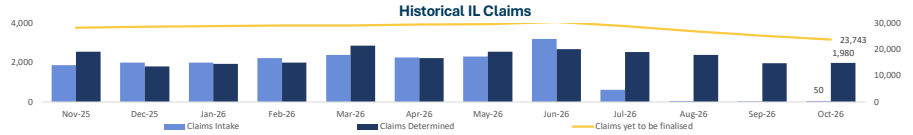
Australian Government
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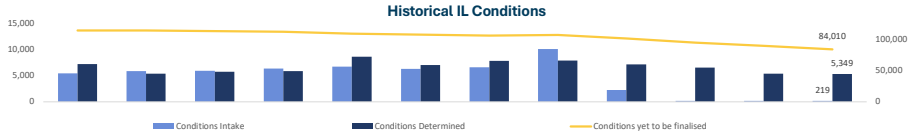
Historical IL as at 31 October 2026

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

Historical Initial Liability claims determined in the 12 months to October 2026 took an average of 511 days from lodgement to determination. This included an average of 34 days before allocation to a Claim Support Officer, 466 days of DVA processing time, and 45 days spent awaiting external information required to support assessment and decision-making.

As at October 2026, the average age of outstanding historical Initial Liability claims was 322 days, while the average internal processing time for claims received and determined in the previous 12 months was 122 days.





Conditions intake 12 months to 31 October 2026	Conditions awaiting allocation to Claims Support Officer as at 31 October 2026	Conditions Awaiting information as at 31 October 2026	Conditions Being Processed as at 31 October 2026	Conditions Finalised 12 months to 31 October 2026	Average Time waiting for DVA to receive external information 12 months to 31 October 2026	Average DVA time received & determined 12 months to 31 October 2026
18,969	0	43,550	40,460	80,148	45 days	122 days

Claims and Condition Counts

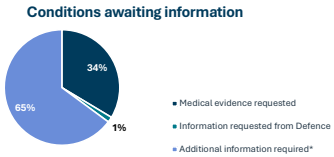
Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Claims Intake	20,303	21,319	24,443	26,720	1,858	2,002	1,994	2,225	2,389	2,252	2,308	3,203	619	39	30	50	18,969	738
Conditions Intake	51,376	70,830	74,277	76,930	5,456	5,882	5,910	6,360	6,755	6,311	6,635	10,132	2,252	180	151	219	56,243	2,802
Claims awaiting allocation to Claims Support Officer	9,314	583	112	1,709	733	1,189	815	1,395	992	1,230	1,267	1,708	4	0	1	0	-	0
Conditions awaiting allocation to Claims Support Officer	30,921	30,921	2,131	6,057	2,056	3,519	2,366	4,270	2,881	3,667	3,735	6,057	21	0	7	0	-	0
Awaiting Information Claims	*	*	*	10,472	9,234	9,864	10,454	10,237	9,876	9,588	9,522	10,472	11,646	11,637	11,742	11,817	-	11,817
Awaiting Information Conditions	*	*	*	38,990	36,543	38,876	41,489	40,202	39,434	37,899	37,057	38,990	42,403	43,042	43,516	43,550	-	43,550
Claims being Processed	28,531	25,790	28,530	18,353	18,279	17,553	17,581	17,535	18,225	18,642	18,870	18,353	17,280	15,330	13,555	11,926	-	11,926
Conditions being Processed	66,232	117,982	124,829	61,627	75,504	71,403	68,939	67,573	66,676	65,738	64,834	61,627	58,804	51,642	45,661	40,460	-	40,460
Claims yet to be finalised	46,717	27,791	26,373	30,533	28,246	28,606	28,850	29,167	29,093	29,460	29,659	30,533	28,930	26,967	25,298	23,743	-	23,743
Conditions yet to be finalised	97,153	120,113	125,172	105,626	114,103	113,798	112,794	112,045	108,991	107,304	105,626	106,674	101,228	94,684	89,184	84,010	-	84,010
Claims Determined	18,389	19,704	20,045	30,328	2,559	1,808	1,926	2,007	2,856	2,229	2,546	2,673	2,540	2,392	1,971	1,980	27,487	8,883
Conditions Determined	37,181	49,150	62,416	88,282	7,240	5,372	5,779	5,862	8,609	7,067	7,833	7,916	7,179	6,537	5,405	5,349	80,148	24,470
Condition Acceptance Rates	51%	57%	51%	49%	54%	56%	50%	51%	47%	50%	45%	48%	49%	52%	49%	47%	50%	49%

** Not previously reported*

Awaiting Information by Category as at 31 October 2026

Historical IL	Conditions	Claims
Medical evidence requested	14,635	3,865
Information requested from Defence	667	119
Additional information required*	28,248	7,833

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



Timeliness

Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Time to Allocate to Claims Support Officer	147	100	118	29	28	25	28	30	27	26	25	22	64	425	570	619	34	86
Average time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	38	3	6	9	15	23	30	35	37	44	50	49	48	48	48
Median time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	43	5	8	11	16	26	32	39	43	53	64	65	28	61	61
Average time for DVA to Process Received and Determined 12 months to 31 October 2026	139	136	124	108	135	131	128	124	116	111	109	108	108	115	117	122	122	122
Median time for DVA to Process Received and Determined 12 months to 31 October 2026	135	127	109	92	122	120	117	112	101	96	95	92	91	98	104	113	113	113
Average total Processing Time Received and Determined 12 months to 31 October 2026	*	*	*	146	138	137	137	139	138	141	144	145	152	165	166	170	170	170
Median total Processing Time Received and Determined 12 months to 31 October 2026	*	*	*	135	127	128	128	128	127	128	134	135	144	162	169	174	174	174
Average Time waiting for DVA to receive external information	*	*	*	21	8	13	18	30	33	45	49	51	58	65	77	96	45	72
Average time for DVA to Process	*	*	*	510	492	469	499	491	516	518	492	470	430	409	396	393	466	409
Median time for DVA to Process	*	*	*	551	539	527	555	543	545	558	538	531	481	458	441	427	525	454
Average total Processing Time	460	483	654	531	500	482	518	522	549	563	541	521	488	474	473	488	511	481
Median total Processing Time	446	420	771	563	540	529	561	557	558	581	560	558	506	509	527	521	540	516
Average age on hand	*	*	*	*	272	276	279	276	268	264	260	249	262	281	301	322	276	292
Average Internal DVA processing Time on hand	*	*	*	*	245	240	234	224	208	198	188	173	175	179	184	189	203	182

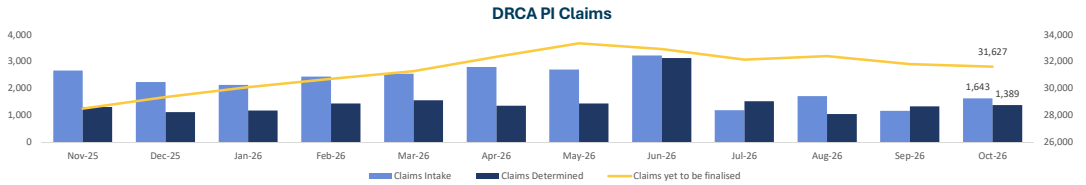
** Not previously reported*

Australian Government
Department of Veterans' Affairs

DRCA PI as at 31 October 2026

DRCA Permanent Impairment claims determined in the 12 months to October 2026 took an average of 420 days from lodgement to determination. This included an average of 222 days before allocation to a Claim Support Officer, 393 days of DVA processing time, and 28 days spent awaiting external information required to support assessment and decision-making.

As at October 2026, the average age of outstanding DRCA Permanent Impairment claims was 282 days, while the average internal processing time for claims received and determined in the previous 12 months was 113 days.



Claims intake 12 months to 31 October 2026	Claims awaiting allocation to Claims Support Officer as at 31 October 2026	Claims Awaiting information as at 31 October 2026	Claims Being Processed as at 31 October 2026	Claims Finalised 12 months to 31 October 2026	Average Time waiting for DVA to receive external information 12 months to 31 October 2026	Average DVA time received & determined 12 months to 31 October 2026
26,555	23,648	3,457	4,522	17,929	28 days	113 days

Claims Counts

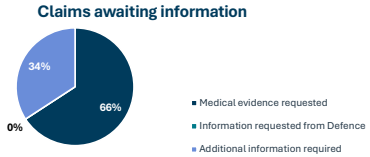
DRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Claims Intake	12,939	17,458	21,384	30,661	2,677	2,248	2,144	2,451	2,553	2,805	2,707	3,238	1,194	1,724	1,171	1,643	26,555	5,732
Claims awaiting allocation to Claims Support Officer	8,009	1,610	7,553	24,684	15,905	17,468	18,557	19,414	20,391	21,874	23,543	24,684	24,297	24,583	23,978	23,648	-	23,648
Awaiting Information Claims	*	*	*	3,225	1,827	1,948	1,866	2,534	2,749	2,836	2,854	3,225	3,435	3,292	3,218	3,457	-	3,457
Claims being Processed	4,378	16,867	14,994	8,263	10,775	9,946	9,684	8,779	8,167	7,669	6,963	5,038	4,422	4,548	4,624	4,522	-	4,522
Claims yet to be finalised	12,387	12,387	18,477	32,947	28,507	29,362	30,107	30,727	31,307	32,379	33,360	32,947	32,154	32,423	31,820	31,627	-	31,627
Claims Determined	7,387	12,150	16,327	18,360	1,322	1,124	1,178	1,453	1,563	1,370	1,452	3,137	1,534	1,062	1,345	1,389	17,929	5,330

** Not previously reported*

Awaiting Information by Category as at 31 October 2026

DRCA PI	Claims
Medical evidence requested	2,276
Information requested from Defence	-
Additional information required	1,181

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



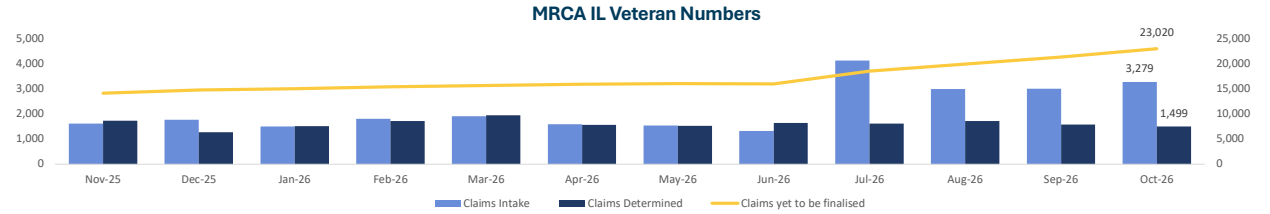
Timeliness

DRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026	Current FYTD (2026-27)
Time to Allocate to Claims Support Officer	167	117	93	86	102	99	145	193	213	194	207	245	279	280	233	293	222	271
Average time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	21	3	5	7	10	14	16	19	22	26	26	27	30	30	30
Median time waiting on external information received and determined 12 months to 31 October 2026	*	*	*	26	1	5	6	8	11	14	21	26	30	33	32	16	35	35
Average time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	*	129	143	138	139	135	126	116	107	129	124	114	112	113	113	113
Median time for DVA to Process Received and Determined 12 months to 31 October 2026	*	*	*	111	133	127	127	120	108	100	92	111	110	99	96	99	99	99
Average total Processing Time Received and Determined 12 months to 31 October 2026	117	143	154	150	146	143	146	145	140	132	127	150	150	140	139	144	144	144
Median total Processing Time Received and Determined 12 months to 31 October 2026	97	133	149	137	134	132	133	128	119	114	113	137	140	132	128	134	134	134
Average Time waiting for DVA to receive external information	*	*	*	16	10	11	15	15	19	21	30	29	34	166	50	55	28	45
Average time for DVA to Process	*	*	*	399	377	347	383	385	432	441	432	375	391	409	392	353	393	386
Median time for DVA to Process	*	*	*	396	353	314	353	376	475	482	490	384	417	458	418	381	406	416
Average total Processing Time	260	305	357	415	387	358	398	401	451	462	462	404	424	575	442	408	420	431
Median total Processing Time	252	294	318	411	361	321	367	384	482	496	531	405	454	509	479	451	436	471
Average age on hand	*	*	*	229	209	219	227	230	232	233	236	229	244	256	269	282	239	263
Average Internal DVA processing Time on hand	*	*	*	231	205	213	220	222	223	223	225	218	231	241	254	266	229	248

** Not previously reported*

Australian Government
Department of Veterans' Affairs

Number of Veterans for Claim Processing as at 31 October 2026



Veterans Count

MRCA IL	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	12,865	15,953	17,792	17,094	1,622	1,774	1,503	1,806	1,908	1,593	1,542	1,324	4,132	2,992	3,015	3,279	21,599	12,045
Claims yet to be finalised	14,670	12,199	12,189	15,990	14,123	14,788	15,081	15,428	15,705	15,905	16,096	15,990	18,565	19,959	21,374	23,020	-	23,020
Claims Determined	14,665	23,871	22,120	17,371	1,729	1,273	1,509	1,723	1,953	1,562	1,522	1,648	1,624	1,719	1,585	1,499	16,163	5,937

*Previous 12 Months represents the number of unique veterans with claims lodged, determined or on-hand during the period. Veterans who lodged multiple claims, have multiple claims on hand or had multiple claims determined are counted only once per category.

MRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	13,701	21,198	21,338	18,592	1,523	1,268	1,314	1,584	1,709	1,510	1,441	1,409	2,372	1,814	1,547	1,711	18,843	7,405
Claims yet to be finalised	10,473	12,873	12,186	14,713	12,308	12,346	12,315	12,722	13,254	13,910	14,398	14,713	16,129	17,272	17,908	18,757	-	18,757
Claims Determined	9,195	16,682	19,459	14,063	1,431	1,104	1,186	1,007	958	693	777	820	698	510	712	675	10,461	2,580

*Previous 12 Months represents the number of unique veterans with claims lodged, determined or on-hand during the period. Veterans who lodged multiple claims, have multiple claims on hand or had multiple claims determined are counted only once per category.

Historical IL	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	14,193	16,680	17,336	17,079	1,558	1,550	1,486	1,742	1,865	1,772	1,833	2,572	573	34	24	33	12,245	660
Claims yet to be finalised	18,460	17,625	19,096	19,261	18,726	18,847	18,832	18,921	18,759	18,793	18,811	19,261	18,309	17,127	16,129	15,268	-	15,268
Claims Determined	7,168	9,650	9,740	11,523	1,174	836	914	937	1,376	1,065	1,176	1,246	1,214	1,173	946	905	10,947	3,962

*Previous 12 Months represents the number of unique veterans with claims lodged, determined or on-hand during the period. Veterans who lodged multiple claims or had multiple claims determined are counted only once per category.

DRCA PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	5,085	7,316	7,262	9,157	902	725	713	846	872	894	892	1,087	445	635	465	583	7,766	2,012
Claims yet to be finalised	4,655	6,457	7,219	9,665	8,323	8,460	8,628	8,819	9,001	9,262	9,518	9,665	9,455	9,522	9,320	9,214	-	9,214
Claims Determined	3,001	4,898	5,639	6,261	607	493	496	609	625	539	608	1,425	698	513	670	661	5,884	2,138

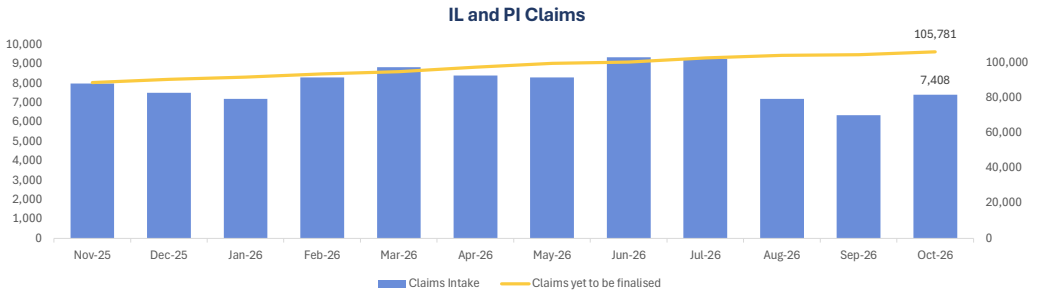
*Previous 12 Months represents the number of unique veterans with claims lodged, determined or on-hand during the period. Veterans who lodged multiple claims, have multiple claims on hand or had multiple claims determined are counted only once per category.

Summary - IL and PI**	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026**	Current FYTD (2026-27)
Claims Intake	36,687	45,814	47,790	50,038	5,293	5,050	4,745	5,669	6,056	5,470	5,414	6,035	7,004	5,143	4,802	5,280	48,426	19,626
Claims yet to be finalised	42,298	42,740	44,585	51,684	46,700	47,501	47,810	48,670	49,428	50,291	51,064	51,684	53,332	54,144	54,668	55,645	-	55,645
Claims Determined	27,231	40,687	41,905	39,752	4,765	3,582	3,969	4,137	4,754	3,756	3,950	4,999	4,115	3,816	3,786	3,642	36,887	13,715

**Summary - IL and PI represents the number of unique veterans with claims lodged, determined or on-hand during the period. Veterans who lodged multiple claims, have multiple claims on hand or had multiple claims determined are counted only once per category.

Australian Government
Department of Veterans' Affairs

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



Claims and Condition Counts

IL and PI	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Previous 12 Months to 31 October 2026	Current FYTD (2026-27)
Claims Intake	66,913	82,609	94,078	101,275	7,984	7,506	7,193	8,308	8,833	8,407	8,308	9,347	9,261	7,207	6,361	7,408	96,123	30,237
IL Conditions Intake	96,804	140,386	156,261	158,804	11,512	13,430	11,873	12,881	14,086	12,031	12,234	14,239	18,142	10,309	10,594	12,102	153,433	51,147
Claims awaiting allocation to Claims Support Officer	31,319	4,856	13,295	32,782	24,458	27,318	27,641	29,849	30,055	30,327	31,176	32,782	32,490	33,018	32,459	33,012	-	33,012
Conditions awaiting allocation to Claims Support Officer	56,283	33,101	2,439	8,115	4,128	7,183	4,861	8,612	5,464	6,492	6,578	8,115	3,765	1,444	2,632	3,920	-	3,920
Awaiting Information Claims	*	*	*	28,511	*	24,617	25,445	26,163	25,918	25,767	26,442	28,511	31,368	32,731	33,913	35,929	-	35,929
Awaiting Information IL Conditions	*	*	*	85,354	*	85,688	89,872	88,236	86,498	83,039	82,547	85,354	89,374	93,342	97,170	104,399	-	104,399
Claims being Processed	51,204	75,722	67,695	38,742	40,562	38,417	38,494	37,280	38,697	41,065	41,602	38,742	38,655	38,093	37,855	36,840	-	36,840
IL Conditions being Processed	103,824	192,385	207,593	101,335	117,092	110,674	108,007	105,360	107,286	107,827	106,111	101,335	106,487	102,566	97,247	90,105	-	90,105
Claims yet to be finalised	91,395	75,258	74,531	100,035	88,417	90,352	91,580	93,292	94,670	97,159	99,220	100,035	102,513	103,842	104,227	105,781	-	105,781
IL Conditions yet to be finalised	160,107	196,696	208,244	193,512	202,049	203,545	202,740	202,208	199,248	197,358	195,236	194,804	199,626	197,352	197,049	198,424	-	198,424
Claims Determined	62,583	94,538	96,711	88,879	7,491	5,711	6,141	6,582	7,766	6,115	6,618	8,599	6,729	6,035	5,947	5,850	79,584	24,561
IL Conditions Determined	106,667	164,514	199,975	238,389	19,639	17,514	16,533	17,237	22,775	18,513	19,599	19,942	17,897	17,065	15,015	14,408	216,137	64,385
IL Condition Acceptance Rates	74%	77%	74%	65%	65%	66%	66%	69%	65%	66%	63%	64%	60%	61%	62%	63%	64%	64%

** Not previously reported*

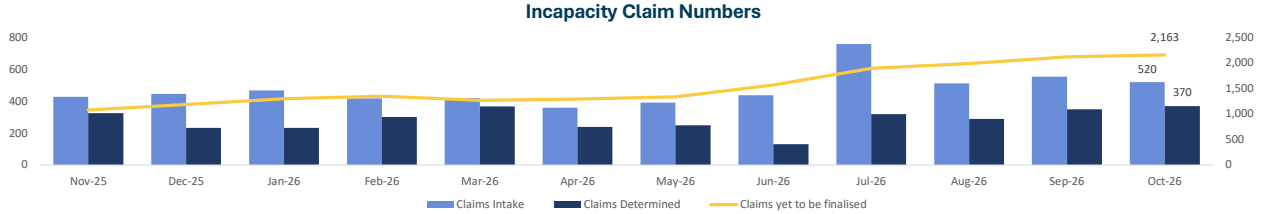
Awaiting Information by Category as at 31 October 2026

IL and PI	IL Conditions	IL and PI Claims
Medical evidence requested	24,301	12,749
Information requested from Defence	752	140
Additional claim information required	79,346	23,040

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

Australian Government
Department of Veterans' Affairs

Incapacity, War Widows and Death claims as at 31 October 2026



Incapacity	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	5,617	6,801	5,800	5,248	429	446	468	418	420	360	392	437	759	512	555	520	5,716	2,346
Claims yet to be finalised	1,234	1,085	1,033	1,572	1,083	1,187	1,303	1,347	1,266	1,296	1,338	1,572	1,900	1,993	2,124	2,163	-	2,163
Claims Determined	3,166	3,723	3,877	3,376	326	233	234	301	368	240	249	131	320	289	350	370	3,411	1,329
Average total Processing Time	99	81	88	96	81	92	98	97	98	102	120	132	101	96	121	117	104	110

War Widows	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	341	769	552	466	32	36	33	41	45	25	34	42	10	0	2	0	300	12
Claims yet to be finalised	160	169	128	134	102	107	110	122	126	118	114	134	107	87	61	61	-	61
Claims Determined	172	566	499	390	43	24	24	21	36	29	36	17	26	16	16	8	296	66
Average total Processing Time	90	112	113	103	113	61	113	97	142	87	103	85	195	227	122	252	123	192

Death Claims	2022-2023	2023-2024	2024-2025	2025-2026	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	12 months to 31 October 2026*	Current FYTD (2026-27)
Claims Intake	166	213	239	400	20	25	14	27	33	29	18	143	304	8	238	226	1,085	776
Claims yet to be finalised	104	151	181	278	207	222	222	220	210	197	165	278	465	602	751	866	-	866
Claims Determined	163	156	194	295	13	9	14	28	41	41	48	30	49	78	61	108	520	296
Average total Processing Time	215	179	215	338	451	199	196	282	489	325	348	239	147	133	152	118	231	155

September 2026 figures have been revised due to a change in methodology

Australian Government
Department of Veterans' Affairs

Metric **Claims and Condition Counts**	Definition
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 **Claims and Condition Counts**	Definition
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 an 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.