



Claims Received

Claims received by DVA.

[Incoming claims - Net claims received](#)

[Unallocated claims](#)

[Age distribution of unallocated claims](#)

Claims Processed

Claims allocated to an officer for processing.

[Claims being Processed](#)

[Age distribution of 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 determination. The overall time taken to process includes periods external to the DVA process, eg time to obtain medical information.

[to allocate](#)

[with a DVA Officer](#)

[to process - CLAIMS](#)

[to process - CONDITIONS](#)

Conditions

Reports the number of conditions determined across all Liability claims.

[Incoming Conditions - Net Conditions Received](#)

[Conditions Unallocated](#)

[Conditions Being Processed](#)

[Conditions On Hand](#)

[Conditions Determined](#)

Acceptance Rates

Reports acceptance rates for conditions and claims determined in the period.

[Condition Acceptance Rates](#)

[Claim 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.

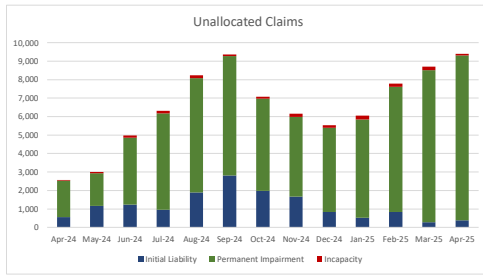


CLAIMS RECEIVED

[Incoming claims - Net claims received](#)

[Unallocated claims](#)

[Age distribution of unallocated claims](#)



Incoming claims	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,524	2,169	2,163	207	270	235	243	240	210	226	233	179	185	233	276	186	2,211	1,658	33.4%
MRCA Initial Liability	18,852	20,499	23,648	2,312	2,595	2,372	2,561	2,471	2,309	2,478	2,323	1,643	1,979	2,462	2,427	1,927	22,580	18,681	20.9%
VEA Compensation Payment	3,237	1,546	1,740	162	183	131	164	204	177	178	169	116	110	145	144	133	1,540	1,426	8.0%
Dual Act IL (VEA/DRCA)	2,492	2,741	2,252	264	294	302	300	239	177	199	251	207	233	314	343	220	2,483	1,656	49.9%
Tri Act IL (MRCA/DRCA/VEA)	12,761	13,847	15,164	1,390	1,637	1,484	1,417	1,554	1,394	1,554	1,508	1,089	1,137	1,415	1,494	1,255	13,817	12,043	14.7%
VEA Application for Increase	1,566	1,555	1,809	144	193	149	160	172	127	161	158	112	123	160	163	171	1,507	1,467	2.7%
Total Initial Liability	41,432	42,357	46,776	4,479	5,122	4,673	4,845	4,880	4,394	4,796	4,642	3,346	3,767	4,729	4,847	3,892	44,138	36,931	19.5%
MRCA Permanent Impairment	9,929	13,172	20,184	1,908	2,228	1,785	1,812	1,922	1,692	1,819	1,762	1,439	1,643	1,898	2,001	1,585	17,573	16,171	8.7%
DRCA Permanent Impairment	10,618	12,939	17,458	1,854	1,973	1,644	1,606	1,635	1,325	1,606	1,729	1,309	1,301	1,873	2,080	1,775	16,239	13,841	17.3%
Total Permanent Impairment	20,547	26,111	37,642	3,762	4,201	3,429	3,418	3,557	3,017	3,425	3,491	2,748	2,944	3,771	4,081	3,360	33,812	30,012	12.7%
MRCA/DRCA Incapacity	3,235	3,094	4,571	396	464	455	449	426	386	362	419	369	428	408	393	298	3,938	3,652	7.8%
VEA War Widow	610	503	376	41	41	27	38	34	37	43	37	23	30	26	25	23	316	308	2.6%
MRCA/DRCA Death Compensation	113	136	165	13	20	15	11	21	11	24	11	15	18	16	9	18	154	131	17.6%
Total Compensation claims	65,937	72,201	89,530	8,691	9,898	8,599	8,761	8,918	7,845	8,650	8,600	6,501	7,187	8,950	9,355	7,591	82,358	71,034	15.9%

1. Net claims does not include claims that have been withdrawn. A claim can be withdrawn for a number of reasons. Most commonly, this occurs when DVA combines multiple claims that are lodged online, on the same day, by the same claimant, into a single claim with multiple conditions, with the consent of the claimant.

Unallocated claims	30/06/2022	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Initial Liability																
DRCA Initial Liability	635	599	72	23	59	72	36	91	152	133	98	66	22	40	15	18
MRCA Initial Liability	11,591	10,118	648	297	597	648	506	932	1,434	898	770	330	245	405	117	200
VEA Compensation Payment	762	665	36	33	68	36	46	112	158	123	106	48	24	36	18	18
Dual Act IL (VEA/DRCA)	496	402	63	20	34	63	28	78	116	103	73	37	24	45	12	21
Tri Act IL (MRCA/DRCA/VEA)	8,794	7,648	412	184	397	412	331	683	931	704	590	316	187	273	95	113
VEA Application for Increase	24	18	5	2	8	5	9	7	17	24	25	33	27	30	28	19
Total Initial Liability	22,302	19,450	1,236	559	1,163	1,236	956	1,903	2,808	1,985	1,662	830	529	829	285	389
MRCA Permanent Impairment	4,474	4,267	2,015	1,349	960	2,015	3,021	3,485	3,233	2,152	1,308	1,240	1,663	2,503	3,213	3,624
DRCA Permanent Impairment	7,688	8,009	1,610	629	809	1,610	2,194	2,699	3,237	2,847	3,010	3,337	3,648	4,289	5,012	5,295
Total Permanent Impairment	12,162	12,276	3,625	1,978	1,769	3,625	5,215	6,184	6,470	4,999	4,318	4,577	5,311	6,792	8,225	8,919
MRCA/DRCA Incapacity	332	427	125	32	71	125	145	158	95	98	168	154	216	163	196	98
VEA War Widow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Compensation claims	34,796	32,153	4,986	2,569	3,003	4,986	6,316	8,245	9,373	7,082	6,148	5,561	6,056	7,784	8,706	9,406

Age distribution of unallocated claims (calendar days) ²	As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	18	0	0	0	0	0	0
MRCA Initial Liability	198	1	1	0	0	0	0
VEA Compensation Payment	18	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	21	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	113	0	0	0	0	0	0
VEA Application for Increase	7	4	6	2	0	0	0
MRCA Permanent Impairment*	3,611	11	1	0	1	0	0
DRCA Permanent Impairment*	4,898	394	0	3	0	0	0
MRCA/DRCA Incapacity	96	1	0	1	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0
Total Compensation claims	8,980	411	8	6	1	0	0

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

Age distribution of unallocated claims (calendar days) ³	As at 30 April 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	23	0	0	0	0	0	0
MRCA Initial Liability	297	0	0	0	0	0	0
VEA Compensation Payment	33	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	20	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	184	0	0	0	0	0	0
VEA Application for Increase	2	0	0	0	0	0	0
MRCA Permanent Impairment	1,345	2	2	0	0	0	0
DRCA Permanent Impairment	626	3	0	0	0	0	0
MRCA/DRCA Incapacity	32	0	0	0	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCA/DRCA Death Compensation	0	0	0	0	0	0	0
Total Compensation claims	2,562	5	2	0	0	0	0

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



Australian Government

Department of Veterans' Affairs

CLAIMS BEING PROCESSED

[Claims being processed](#)

[Age distribution of claims being processed](#)

[Claims on hand](#)

[Age distribution of claims on hand](#)

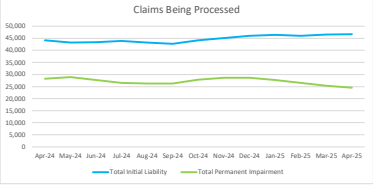
Note:

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. If no additional information is required, the claim is transferred to the appropriate Delegate teams

30-Apr-25

Claims Being Processed



Claims being Processed	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	% change from last month
DRCA Initial Liability	1,635	2,482	2,401	2,417	2,432	2,509	2,502	2,472	2,511	2,581	2,652	2,720	2,641	2,637	2,595	-1.6%
MRCA Initial Liability	12,086	16,850	17,324	16,705	16,850	17,105	16,639	16,106	17,090	17,385	17,813	17,791	17,443	17,567	17,440	-0.7%
VEA Compensation Payment	1,078	844	918	883	844	861	866	827	846	901	894	838	831	815	834	2.3%
Dual Act II (VEA/DRCA)	4,120	5,895	5,648	5,703	5,895	6,181	6,257	6,334	6,478	6,588	6,876	7,086	7,209	7,382	7,442	0.8%
Tri Act II (MRCA/DRCA/VEA)	11,644	16,619	17,177	16,751	16,619	16,610	16,341	16,213	16,560	16,876	17,163	17,304	17,214	17,493	17,584	0.5%
VEA Application for Increase	681	678	690	700	678	633	685	697	706	702	678	655	673	696	745	7.0%
Total Initial Liability	31,244	43,318	44,158	43,318	43,318	43,893	43,290	42,649	44,191	45,043	46,076	46,394	46,011	46,590	46,640	0.1%
MRCA Permanent Impairment	6,209	10,861	11,198	11,598	10,861	10,079	10,000	10,537	11,547	12,221	12,291	11,667	10,745	9,951	9,174	-7.8%
DRCA Permanent Impairment	4,378	16,867	17,082	17,118	16,867	16,510	16,261	15,762	16,320	16,475	16,363	16,067	15,708	15,311	15,375	0.4%
Total Permanent Impairment	10,587	27,728	28,280	28,916	27,728	26,589	26,261	26,299	27,867	28,696	28,654	27,734	26,453	25,262	24,549	-2.8%
MRCA/DRCA Incapacity	798	950	828	816	950	882	914	991	963	977	1,046	1,148	1,139	1,061	1,048	-1.2%
VEA War Widow	161	169	171	177	169	170	177	171	165	152	147	156	151	134	128	-4.5%
MRCA/DRCA Death Compensation	98	142	143	136	142	142	147	148	167	163	166	168	174	166	180	8.4%
Total Compensation claims	42,888	72,307	73,580	73,204	72,307	71,676	70,789	70,258	73,353	75,031	76,089	75,600	73,928	73,213	72,545	-0.9%

Age distribution of claims being processed (calendar days) ¹	As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	704	530	401	297	355	221	87
MRCA Initial Liability	6,416	9,933	3,157	1,802	1,399	501	232
VEA Compensation Payment	326	149	125	66	103	47	18
Dual Act II (VEA/DRCA)	1,195	1,141	1,188	1,087	1,456	893	482
Tri Act II (MRCA/DRCA/VEA)	4,196	2,927	2,744	2,175	2,849	1,562	1,131
VEA Application for Increase	384	129	64	45	64	28	31
MRCA Permanent Impairment	1,203	3,712	3,285	2,934	2,715	1,236	289
DRCA Permanent Impairment	2,298	3,071	1,993	910	691	136	76
MRCA/DRCA Incapacity	692	226	83	37	8	2	0
VEA War Widow	65	28	20	2	8	2	3
MRCA/DRCA Death Compensation	50	26	26	23	22	18	15
Total Compensation claims	17,529	15,872	13,086	9,378	9,670	4,646	2,364

1. Represents number of claims being processed at the end of the month in each age bracket.

Age distribution of claims being processed (calendar days) ¹	As at 30 April 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	605	389	551	327	277	143	109
MRCA Initial Liability	5,928	3,327	2,582	1,664	1,931	1,116	776
VEA Compensation Payment	321	169	149	89	102	49	39
Dual Act II (VEA/DRCA)	1,061	941	874	780	957	578	457
Tri Act II (MRCA/DRCA/VEA)	3,917	2,906	2,579	1,807	2,595	1,646	1,227
VEA Application for Increase	338	136	81	39	41	29	26
MRCA Permanent Impairment	4,527	3,350	2,011	712	456	119	23
DRCA Permanent Impairment	5,039	3,982	3,059	2,243	2,151	493	115
MRCA/DRCA Incapacity	661	106	30	16	12	2	1
VEA War Widow	85	50	17	9	7	2	1
MRCA/DRCA Death Compensation	39	20	18	16	16	13	9
Total Compensation claims	22,521	15,376	11,961	7,704	8,545	4,190	3,283

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

Claims on hand ²	30/06/2022	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
DRCA Initial Liability	2,122	2,234	2,504	2,424	2,476	2,504	2,539	2,593	2,624	2,644	2,679	2,718	2,742	2,681	2,652	2,613
MRCA Initial Liability	21,815	22,204	17,498	17,621	17,302	17,498	17,611	17,571	17,540	17,988	18,165	18,143	18,036	17,848	17,684	17,640
VEA Compensation Payment	2,534	1,743	880	951	951	880	907	978	985	969	1,007	942	862	867	833	852
Dual Act II (VEA/DRCA)	3,157	4,522	5,958	5,688	5,737	5,958	6,209	6,335	6,450	6,581	6,661	6,913	7,110	7,254	7,394	7,463
Tri Act II (MRCA/DRCA/VEA)	18,937	19,292	17,031	17,363	17,448	17,631	17,631	17,631	17,631	17,631	17,631	17,631	17,631	17,631	17,631	17,631
VEA Application for Increase	679	699	683	692	708	683	642	692	714	730	727	711	682	703	724	764
Total Initial Liability	49,244	50,694	44,554	44,717	44,322	44,554	44,849	45,193	45,457	46,176	46,705	46,906	46,923	46,840	46,875	47,029
MRCA Permanent Impairment	7,387	10,476	12,876	12,547	12,558	12,876	13,100	13,485	13,770	13,699	13,529	13,531	13,330	13,249	13,164	12,798
DRCA Permanent Impairment	1,148	12,387	18,477	17,711	18,127	18,477	18,704	18,960	18,969	19,107	19,485	19,700	19,715	19,997	20,323	20,670
Total Permanent Impairment	14,515	22,863	31,353	30,258	30,685	31,353	31,804	32,445	32,769	32,866	33,014	33,231	33,045	33,245	33,487	33,468
MRCA/DRCA Incapacity	1,205	1,225	1,075	860	887	1,075	1,027	1,072	1,086	1,061	1,145	1,200	1,364	1,302	1,257	1,146
VEA War Widow	126	161	169	171	177	169	177	177	171	165	152	147	156	151	134	128
MRCA/DRCA Death Compensation	112	98	142	143	136	142	142	147	148	167	163	166	168	174	166	180
Total Compensation claims	65,202	75,041	77,293	76,149	76,207	77,293	77,992	79,034	79,631	80,435	81,179	81,650	81,656	81,712	81,919	81,951

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ¹	As at 30 April 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	722	530	401	297	355	221	87
MRCA Initial Liability	6,614	3,934	3,158	1,802	1,399	501	232
VEA Compensation Payment	344	149	125	66	103	47	18
Dual Act II (VEA/DRCA)	1,246	1,141	1,188	1,087	1,456	893	482
Tri Act II (MRCA/DRCA/VEA)	4,309	2,927	2,744	2,175	2,849	1,562	1,131
VEA Application for Increase	391	133	70	47	64	28	31
MRCA Permanent Impairment	5,908	3,082	1,994	910	692	136	76
DRCA Permanent Impairment	6,102	4,106	3,285	2,937	2,715	1,236	289
MRCA/DRCA Incapacity	788	227	83	38	8	2	0
VEA War Widow	65	28	20	2	8	2	3
MRCA/DRCA Death Compensation	50	26	26	23	22	18	15
Total Compensation claims	26,509	16,283	13,094	9,384	9,671	4,646	2,364

4. Represents number of claims on hand at the end of the month in each age bracket.

Age distribution of claims on hand (calendar days) ¹	As at 30 April 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	620	389	551	327	277	143	109
MRCA Initial Liability	6,225	3,327	2,582	1,664	1,931	1,116	776
VEA Compensation Payment	354	169	149	89	102	49	39
Dual Act II (VEA/DRCA)	1,081	941	874	780	957	578	457
Tri Act II (MRCA/DRCA/VEA)	4,101	2,906	2,579	1,807	2,595	1,646	1,227
VEA Application for Increase	340	136	81	39	41	29	26
MRCA Permanent Impairment	5,872	3,352	2,013	712	456	119	23
DRCA Permanent Impairment	5,665	3,985	3,059	2,243	2,151	493	115
MRCA/DRCA Incapacity	693	106	30	16	12	2	1
VEA War Widow	85	50	17	9	7	2	1
MRCA/DRCA Death Compensation	39	20	18	16	16	13	9
Total Compensation claims	21,083	15,381	11,963	7,704	8,545	4,190	3,283

5. Represents number of claims on hand at the end of the month in each age bracket.

Average Days on Hand Profile - June 2022 to April 2025																
Month			Claim Type	Average Days on Hand	Month			Claim Type	Average Days on Hand							
Jun-22			MRCA IL	324.5	Jun-22			MRCA PI	158.9							
Dec-22			MRCA IL	341.6	Dec-22			MRCA PI	172.7							
Jun-23			MRCA IL	315.1	Jun-23			MRCA PI	164.2							
Dec-23			MRCA IL	285.8	Dec-23			MRCA PI	147.4							
Jun-24			MRCA IL	231.2	Jun-24			MRCA PI	148.6							
Dec-24			MRCA IL	214.5	Dec-24			MRCA PI	169.0							
Apr-25			MRCA IL	202.5	Apr-25			MRCA PI	161.0							
Proportion of Claims by Age - MRCA IL - Days Old																



DETERMINATIONS

[Claim Determinations](#)

[Age distribution of Determinations](#)

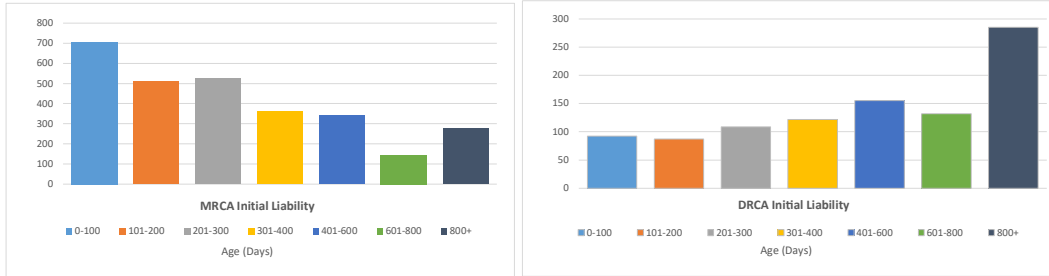
Note:

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. IL 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.

Age distribution of Determinations (April 2025) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	6,425	9,107	12,124	1,056	1,180	1,019	950	954	915	1,121	1,013	726	855	1,120	1,272	982	9,908	9,925	-0.2%
MRCA Initial Liability ²	20,665	30,767	45,307	3,913	4,324	3,263	3,673	3,780	3,386	3,422	3,233	2,422	2,941	3,642	3,666	2,865	33,030	37,720	-12.4%
VEA Compensation Payment	4,496	5,733	7,580	629	753	629	502	530	507	647	609	434	543	666	710	563	5,711	6,198	-7.9%
VEA Application for Increase	1,628	1,459	1,716	117	153	155	186	129	101	147	159	134	129	134	124	137	1,380	1,408	-2.0%
Initial Liability claims determined	33,214	47,066	66,727	5,715	6,410	5,066	5,311	5,393	4,909	5,337	5,014	3,716	4,468	5,562	5,772	4,547	50,029	55,251	-9.5%
MRCA Permanent Impairment	8,149	9,497	17,377	1,686	1,866	1,477	1,419	1,406	1,233	1,819	1,682	1,225	1,626	1,799	1,933	1,815	15,957	14,034	13.7%
DRCA Permanent Impairment	8,513	7,391	12,150	1,160	1,295	1,144	1,317	1,362	1,208	1,437	1,418	981	1,167	1,478	1,642	1,317	13,327	9,711	37.2%
Permanent Impairment claims determined	16,662	16,888	29,527	2,846	3,161	2,621	2,736	2,768	2,441	3,256	3,100	2,206	2,793	3,277	3,575	3,132	29,284	23,745	23.3%
MRCA/DRCA Incapacity	2,941	3,166	3,723	313	330	197	413	327	302	349	289	276	162	372	373	308	3,171	3,196	-0.8%
VEA War Widow	563	511	563	38	53	52	46	46	39	59	58	33	29	45	38	27	420	456	-7.9%
MRCA/DRCA Death Compensation	128	183	157	17	22	9	15	21	13	12	18	12	16	18	23	12	160	126	27.0%
Compensation claims determined*	53,508	67,814	100,697	8,929	9,976	7,945	8,521	8,555	7,704	9,013	8,479	6,243	7,468	9,274	9,781	8,026	83,064	82,774	0.4%

1. Total claims decided under DRCA, including those that were received and on hand as a Dual Act 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 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	92	87	109	122	155	132	285
MRCA Initial Liability	707	509	523	362	342	145	277
VEA Compensation Payment	36	28	60	61	99	75	204
VEA Application for Increase	88	20	13	6	3	1	6
MRCA Permanent Impairment	175	692	539	184	180	35	10
DRCA Permanent Impairment	123	233	228	228	316	117	72
MRCA/DRCA Incapacity	199	66	33	7	2	1	0
VEA War Widow	18	7	2	0	0	0	0
MRCA/DRCA Death Compensation	6	3	1	1	0	0	1
Total Compensation claims	1,444	1,645	1,508	971	1,097	506	855

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

Age distribution of determinations (calendar days) ⁴	As at 30 April 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	103	164	126	121	191	156	195
MRCA Initial Liability	911	844	536	383	488	366	385
VEA Compensation Payment	28	98	64	63	139	106	131
VEA Application for Increase	73	20	9	2	9	1	3
MRCA Permanent Impairment	377	639	416	136	97	16	5
DRCA Permanent Impairment	174	238	211	221	248	58	10
MRCA/DRCA Incapacity	251	40	16	2	3	1	0
VEA War Widow	22	7	5	2	0	1	1
MRCA/DRCA Death Compensation	6	3	4	1	2	1	0
Total Compensation claims	1,945	2,053	1,387	931	1,177	706	730

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

TIME TAKEN

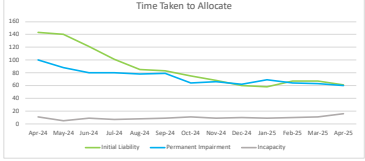
[to allocate](#)
[with a DVA Officer](#)
[to process - CLAIMS](#)
[to process - CONDITIONS](#)

Note: The figures in the tables below are the average processing time for claims determined in that month/year, not the number of claims.

All timeliness measures are in calendar days - includes weekends, public holidays.

For Initial Liability claims the determination date is when all conditions have been determined.

Time Taken to Allocate



30-Apr-25

Time taken to allocate ¹ (average time in calendar days)	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD
Initial Liability	304	206	143	140	121	101	85	83	75	68	60	58	67	67	61	73	224
DRCA Initial Liability	270	238	204	255	171	174	153	157	137	128	112	111	128	126	131	136	238
MICA Initial Liability	332	206	140	263	119	92	77	79	67	60	52	52	57	59	52	66	206
VEA Compensation Payment	267	252	220	261	194	195	170	176	158	155	127	120	159	151	153	156	252
Permanent Impairment	112	123	100	88	80	80	78	79	64	66	62	69	64	63	60	68	134
MICA Permanent Impairment	120	92	61	53	49	49	45	45	48	47	48	47	44	47	49	47	92
DRCA Permanent Impairment	102	168	156	117	120	112	112	113	84	88	81	99	89	42	77	93	168
Incapacity	30	22	11	5	9	7	8	9	11	9	10	9	10	11	16	10	24

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD
Initial Liability	128	175	213	225	235	238	233	238	248	243	234	263	275	293	304	257	164
DRCA Initial Liability	192	243	279	217	301	314	322	325	330	346	346	367	413	411	450	365	242
MICA Initial Liability	113	162	201	139	223	235	221	227	232	234	234	243	250	266	272	237	162
VEA Compensation Payment	215	269	311	242	328	335	345	349	357	377	373	391	451	471	507	400	269
Permanent Impairment	135	133	140	153	167	180	191	210	195	204	441	225	244	233	233	214	127
MICA Permanent Impairment	129	131	137	145	154	175	171	185	181	182	372	191	200	186	192	185	131
DRCA Permanent Impairment	143	137	144	163	184	185	213	235	232	231	307	272	208	290	288	248	137
Incapacity	64	60	63	66	62	64	63	60	63	75	62	93	86	77	88	72	60

Time Taken to Process - Claims ¹ (average time in calendar days)	Target	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	336	460	480	469	472	472	488	475	483	467	474	458	478	541	536	581	501	477	5.0%
MICA Initial Liability	90	302	441	368	340	400	340	335	296	307	298	283	265	295	306	327	324	303	373	-18.8%
VEA Compensation Payment	100	357	480	520	530	503	522	530	515	524	515	532	500	511	610	622	660	557	514	8.4%
VEA Application for Increase	100	151	162	182	153	183	175	160	148	152	139	185	166	104	178	154	154	155	182	-14.8%
MICA Permanent Impairment	90	221	262	222	197	197	203	223	215	229	228	227	226	237	235	232	240	230	227	1.9%
DRCA Permanent Impairment	100	196	259	305	299	300	305	297	324	347	286	319	324	311	318	371	365	341	305	11.8%
MICA Incapacity	50	65	99	80	67	69	72	69	68	69	71	83	71	91	95	85	99	79	82	-3.7%
DRCA Incapacity	50	72	100	87	89	79	66	76	77	67	88	86	64	97	88	104	114	86	90	-4.4%
Incapacity - Combined	50	67	81	74	78	75	73	69	74	68	74	68	74	80	86	80	81	83	83	-2.4%
VEA War Widow	30	77	88	112	130	88	113	106	98	102	100	103	96	147	210	132	83	118	114	3.5%

2. Time is measured from date of receipt to date of determination. The overall time taken to process includes periods external to the DVA process, e.g. time taken to obtain medical information from a treating GP or specialist.

Time Taken to Process - Claims ¹ (median time in calendar days)	Target	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	439	411	411	442	398	407	385	404	394	397	400	413	464	456	506	420	410	2.4%
MICA Initial Liability	90	424	281	233	238	245	231	196	202	204	178	171	203	191	220	237	203	293	-30.7%
VEA Compensation Payment	100	472	469	497	536	456	452	429	431	438	457	448	422	547	562	595	483	465	3.9%
VEA Application for Increase	90	97	96	76	84	91	72	94	76	92	100	89	85	92	88	63	84	98	-14.3%
MICA Permanent Impairment	90	267	188	176	181	189	195	192	180	195	198	207	211	223	203	210	201	202	-0.5%
DRCA Permanent Impairment	100	251	293	273	273	258	271	281	321	250	270	286	315	356	339	344	303	304	-0.3%
MICA Incapacity	50	73	55	48	46	49	51	54	60	53	63	61	67	75	60	79	60	56	7.1%
DRCA Incapacity	50	70	56	50	37	40	51	34	64	52	73	50	75	74	64	96	64	61	4.9%
VEA War Widow	30	51	73	73	57	48	62	74	60	80	71	80	96	127	77	63	79	77	2.6%

2. Time is measured from date of receipt to date of determination. The overall time taken to process includes periods external to the DVA process, e.g. time taken to obtain medical information from a treating GP or specialist.

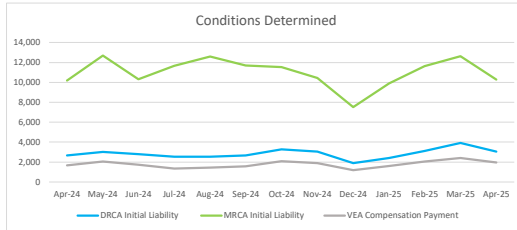
Claim type	Measure	2023 calendar year Received and Determined	2024 calendar year Received and Determined	Difference 2023 - 2024 Calendar years	% Difference	Jan 25 Received and Determined	Feb 25 Received and Determined	Mar 25 Received and Determined	Apr 25 Received and Determined
MICA IL	Claims determined	12,458	16,895	4,437	35.62%	160	207	178	157
	Avg time to allocate (days)	37	8	-29	-78.38%	2	2	2	2
	Average TTTP (days)	105	96	-9	-8.57%	4	4	5	3
	Median TTTP (days)	90	84	-6	-6.67%	1	1	1	1
DRCA IL	Claims determined	2,053	2,622	569	27.72%	10	17	18	6
	Avg time to allocate (days)	43	9	-34	-79.07%	2	2	4	2
	Average TTTP (days)	135	121	-14	-10.37%	11	9	14	14
	Median TTTP (days)	133	106	-27	-20.30%	10	8	17	13
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.11%	4	2	3	3
	Avg time to allocate (days)	47	9	-38	-80.85%	2	4	1	2
	Average TTTP (days)	156	134	-22	-14.10%	10	7	14	11
Median TTTP (days)		161	126	-35	-21.74%	5	7	16	11

	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 Jun 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 30 Aug 24	1 Oct 23 - 30 Sep 24	1 Nov 23 - 30 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 30 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25
MICA IL Average TTTP Received & Determined in last 12 months	111	112	109	106	106	103	101	100	97	96	100	102	104	106		
MICA IL Median TTTP Received & Determined in last 12 months	104	105	99	94	94	91	89	87	85	84	87	89	92	92		
	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 Jun 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 30 Aug 24	1 Oct 23 - 30 Sep 24	1 Nov 23 - 30 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 30 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25
DRCA IL Average TTTP Received & Determined in last 12 months	139	139	136	132	138	124	123	122	124	122	124	127	130	138		
DRCA IL Median TTTP Received & Determined in last 12 months	130	130	127	126	121	115	112	109	108	106	112	115	116	113		
	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 Jun 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 30 Aug 24	1 Oct 23 - 30 Sep 24	1 Nov 23 - 30 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 30 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25
VEA IL Average TTTP Received & Determined in last 12 months	154	154	153	153	148	141	137	135	135	134	140	143	144	140		
VEA IL Median TTTP Received & Determined in last 12 months	150	151	149	148	144	133	128	126	125	126	132	134	134	131		



CONDITIONS

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



30-Apr-25

Incoming Conditions - Net Conditions Received	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD
DRCA Initial Liability	3,775	4,846	453	593	562	514	654	474	484	472	363	466	530	596	334	4,887	3,691
MRCA Initial Liability	45,428	69,556	7,972	7,868	7,112	8,293	7,856	7,051	7,798	7,021	5,593	6,278	7,548	7,554	5,613	70,605	54,576
VEA Compensation Payment	4,294	4,235	534	473	426	402	439	433	448	393	275	279	300	329	282	3,580	3,336
Dual Act IL (VEA/DRCA)	4,817	6,845	897	920	880	798	877	536	625	760	632	720	936	934	577	7,395	5,045
Tri Act IL (MRCA/DRCA/VEA)	38,490	54,904	5,719	5,841	5,112	5,011	5,410	4,774	5,091	5,122	3,841	3,828	4,817	4,680	3,700	46,274	43,951
Total Conditions	96,804	140,386	15,575	15,695	14,092	15,018	15,236	13,268	14,446	13,768	10,704	11,571	14,131	14,093	10,506	132,741	110,599

Conditions Unallocated	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	% change from last month	% of total on hand
DRCA Initial Liability	1,198	148	40	122	148	69	230	376	243	228	119	52	108	31	25	-19.4%	0.3%
MRCA Initial Liability	25,362	2,180	1,025	1,998	2,180	1,856	3,392	5,100	3,379	2,791	1,510	883	1,351	360	573	59.2%	0.7%
VEA Compensation Payment	1,574	60	68	197	60	118	254	391	324	223	113	51	83	55	36	-34.5%	1.5%
Dual Act IL (VEA/DRCA)	1,500	194	102	92	194	87	342	399	320	205	134	121	134	31	58	87.1%	0.2%
Tri Act IL (MRCA/DRCA/VEA)	26,649	1,729	852	1,419	1,729	1,229	2,601	3,590	2,574	2,155	1,372	598	941	331	335	1.2%	0.4%
Total Initial Liability Conditions	56,283	4,311	2,087	3,828	4,311	3,359	6,819	9,856	6,840	5,602	3,248	1,705	2,617	808	1,027	27.1%	0.5%

Conditions Being Processed	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	% change from last month	% of total on hand
DRCA Initial Liability	4,480	7,032	6,865	6,984	7,032	7,236	7,411	7,290	7,519	7,541	7,866	8,104	8,092	8,143	8,113	-0.4%	99.7%
MRCA Initial Liability	37,592	74,403	72,879	72,995	74,403	76,623	76,448	75,449	79,541	81,411	84,307	85,432	85,662	86,994	86,253	-0.9%	99.3%
VEA Compensation Payment	2,867	2,643	2,809	2,615	2,643	2,537	2,504	2,457	2,463	2,601	2,571	2,473	2,448	2,352	2,399	2.0%	98.5%
Dual Act IL (VEA/DRCA)	14,505	22,226	21,085	21,558	22,226	23,239	23,710	24,178	24,840	25,304	26,100	27,012	27,605	28,099	28,039	-0.2%	99.8%
Tri Act IL (MRCA/DRCA/VEA)	44,380	86,081	85,882	86,006	86,081	86,870	86,869	86,478	87,969	89,209	90,851	92,048	91,699	92,341	91,922	-0.5%	99.6%
Total Initial Liability Conditions	103,824	192,385	189,520	190,158	192,385	196,505	196,942	195,852	202,332	206,066	211,695	215,069	215,506	217,929	216,726	-0.6%	99.5%

Conditions On Hand	30/06/2023	30/06/2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	% change from last month
DRCA Initial Liability	5,678	7,180	6,905	7,106	7,180	7,305	7,641	7,666	7,762	7,769	7,985	8,156	8,200	8,174	8,138	-0.4%
MRCA Initial Liability	62,954	76,583	73,904	74,993	76,583	78,479	79,840	80,549	82,920	84,202	85,817	86,315	87,013	87,354	86,826	-0.6%
VEA Compensation Payment	4,441	2,703	2,877	2,812	2,703	2,655	2,758	2,848	2,787	2,824	2,684	2,524	2,531	2,407	2,435	1.2%
Dual Act IL (VEA/DRCA)	16,005	22,420	21,187	21,650	22,420	23,326	24,052	24,577	25,160	25,509	26,234	27,133	27,739	28,130	28,097	-0.1%
Tri Act IL (MRCA/DRCA/VEA)	71,029	87,810	86,734	87,425	87,810	88,099	89,470	90,068	90,543	91,364	92,223	92,646	92,640	92,672	92,257	-0.4%
Total Initial Liability Conditions	160,107	196,696	191,607	193,986	196,696	199,864	203,761	205,708	209,172	211,668	214,943	216,774	218,123	218,737	217,753	-0.4%

Conditions Determined ¹	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Current FYTD	Last FYTD
DRCA Initial Liability	15,543	22,267	29,909	2,667	3,020	2,773	2,515	2,549	2,676	3,262	3,037	1,897	2,406	3,125	3,909	3,066	28,442	24,116
MRCA Initial Liability	45,476	69,486	115,364	10,199	12,701	10,312	11,674	12,594	11,698	11,543	10,442	7,505	9,903	11,628	12,614	10,272	109,873	92,351
VEA Compensation Payment	11,688	14,914	19,241	1,673	2,043	1,718	1,342	1,447	1,571	2,088	1,884	1,197	1,599	2,046	2,402	1,952	17,528	15,480
Total Condition determined	72,707	106,667	164,514	14,539	17,764	14,803	15,531	16,590	15,945	16,893	15,363	10,599	13,908	16,799	18,925	15,290	155,843	131,947

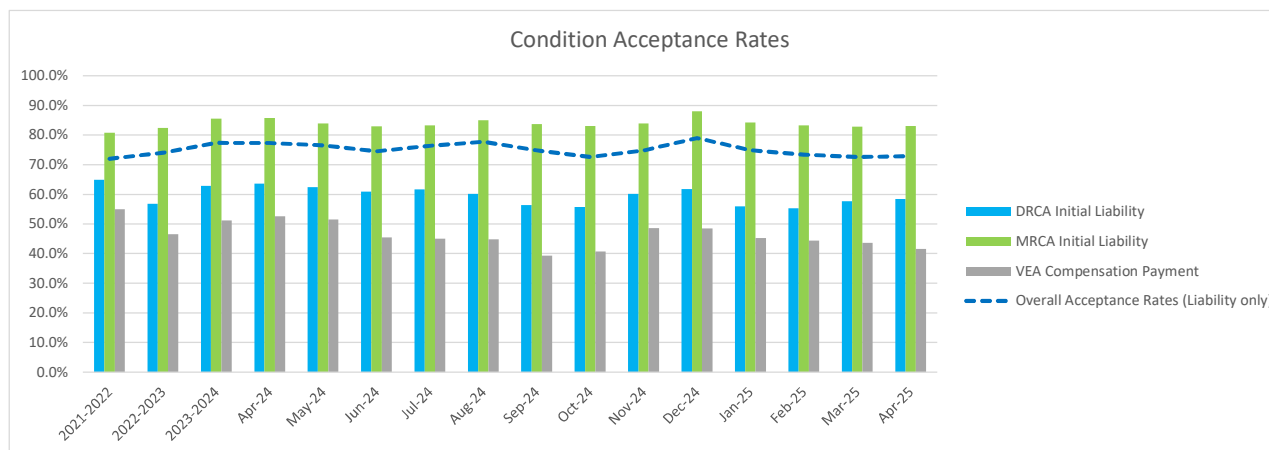
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



ACCEPTANCE RATES

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	FYTD
DRCA Initial Liability	64.9%	56.8%	62.9%	63.6%	62.5%	60.9%	61.6%	60.1%	56.4%	55.8%	60.1%	61.8%	56.0%	55.3%	57.7%	58.4%	58.4%
MRCA Initial Liability	80.8%	82.4%	85.6%	85.7%	83.9%	82.9%	83.2%	85.0%	83.7%	83.1%	83.9%	88.1%	84.3%	83.3%	82.8%	83.1%	83.7%
VEA Compensation Payment	55.0%	46.6%	51.2%	52.6%	51.6%	45.5%	45.1%	44.8%	39.3%	40.7%	48.6%	48.5%	45.2%	44.4%	43.6%	41.6%	44.1%
Overall Acceptance Rates (Liability only)	72.0%	74.0%	77.4%	77.3%	76.5%	74.5%	76.4%	77.7%	74.8%	72.6%	74.8%	79.0%	74.9%	73.4%	72.6%	72.9%	74.7%

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.
4. If a condition is accepted under MRCA, it is required to be rejected under DRCA and/or VEA.

Claim Acceptance Rates	2021-2022	2022-2023	2023-2024	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	FYTD
VEA Application for Increase	67.7%	68.8%	62.2%	59.8%	61.3%	69.5%	60.4%	69.6%	61.9%	65.9%	66.9%	66.1%	62.2%	62.4%	68.0%	60.3%	62.6%
MRCA Permanent Impairment	84.6%	87.4%	87.9%	87.9%	86.8%	88.4%	88.1%	89.8%	90.5%	88.0%	89.7%	92.2%	87.8%	90.9%	89.7%	89.4%	89.6%
DRCA Permanent Impairment	47.4%	44.7%	40.6%	44.6%	45.5%	42.0%	41.0%	47.1%	52.3%	41.6%	45.6%	64.6%	45.6%	39.0%	39.0%	49.7%	46.1%
MRCA Incapacity	90.5%	96.7%	96.1%	95.5%	95.0%	94.6%	97.8%	97.6%	95.1%	95.4%	93.4%	97.9%	88.1%	92.5%	95.0%	93.9%	95.1%
DRCA Incapacity	85.5%	94.6%	93.4%	92.5%	90.2%	83.3%	94.2%	82.8%	94.6%	87.5%	92.1%	94.9%	77.8%	82.9%	93.0%	94.9%	90.4%
VEA War Widow	63.4%	63.4%	64.3%	73.7%	56.6%	69.2%	63.0%	56.5%	64.1%	62.7%	70.7%	84.8%	48.3%	42.2%	63.2%	85.2%	63.3%