



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'

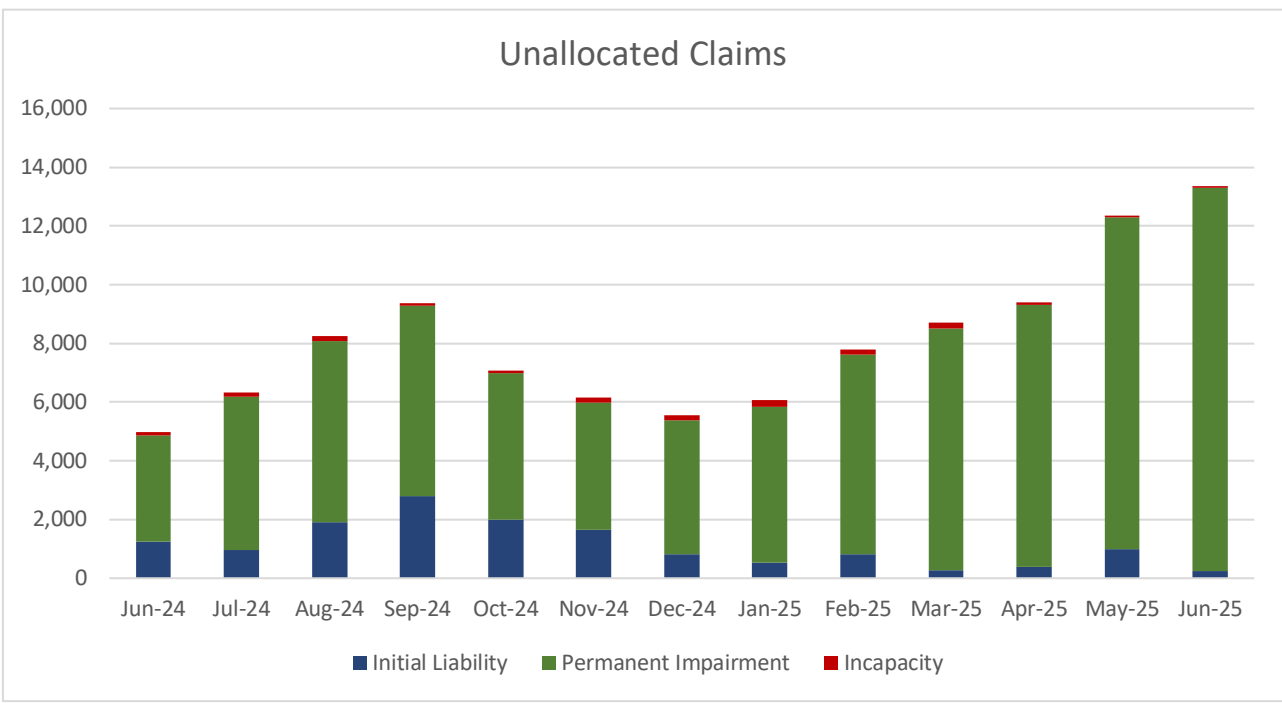
This may be a Claims Support Officer (CSO), Delegate, Reviews Officer, or another appropriate officer.

CLAIMS RECEIVED

[Incoming claims - Net claims received](#)

[Unallocated claims](#)

[Age distribution of unallocated claims](#)



30-Jun-25

Incoming claims	2021-2022	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,524	2,169	2,163	235	243	240	210	226	233	179	185	233	276	186	281	280	2,772	2,163	28.2%
MRCA Initial Liability	18,852	20,499	23,648	2,372	2,561	2,471	2,309	2,478	2,323	1,643	1,979	2,462	2,427	1,927	2,061	2,117	26,758	23,648	13.2%
VEA Compensation Payment	3,237	1,546	1,740	131	164	204	177	178	169	116	110	145	144	133	178	185	1,903	1,740	9.4%
Dual Act IL (VEA/DRCA)	2,492	2,741	2,252	302	300	239	177	199	251	207	233	314	343	220	276	258	3,017	2,252	34.0%
Tri Act IL (MRCA/DRCA/VEA)	12,761	13,847	15,164	1,484	1,417	1,554	1,394	1,554	1,508	1,089	1,137	1,415	1,494	1,255	1,460	1,474	16,751	15,164	10.5%
VEA Application for Increase	1,566	1,555	1,809	149	160	172	127	161	158	112	123	160	163	171	169	154	1,830	1,809	1.2%
Total Initial Liability	41,432	42,357	46,776	4,673	4,845	4,880	4,394	4,796	4,642	3,346	3,767	4,729	4,847	3,892	4,425	4,468	53,031	46,776	13.4%
MRCA Permanent Impairment	9,929	13,172	20,184	1,785	1,812	1,922	1,692	1,819	1,762	1,439	1,643	1,898	2,001	1,585	2,100	1,820	21,493	20,184	6.5%
DRCA Permanent Impairment	10,618	12,939	17,458	1,644	1,606	1,635	1,325	1,606	1,729	1,309	1,301	1,873	2,080	1,775	2,768	2,377	21,384	17,458	22.5%
Total Permanent Impairment	20,547	26,111	37,642	3,429	3,418	3,557	3,017	3,425	3,491	2,748	2,944	3,771	4,081	3,360	4,868	4,197	42,877	37,642	13.9%
MRCA/DRCA Incapacity	3,235	3,094	4,571	455	449	426	386	362	419	369	428	408	393	298	367	387	4,692	4,571	2.6%
VEA War Widow	610	503	376	27	38	34	37	43	37	23	30	26	25	23	26	36	378	376	0.5%
MRCA/DRCA Death Compensation	113	136	165	15	11	21	11	24	11	15	18	16	9	18	17	8	179	165	8.5%
Total Compensation claims	65,937	72,201	89,530	8,599	8,761	8,918	7,845	8,650	8,600	6,501	7,187	8,950	9,355	7,591	9,703	9,096	101,157	89,530	13.0%

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	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Initial Liability																
DRCA Initial Liability	635	599	72	72	36	91	152	133	98	66	22	40	15	18	63	13
MRCA Initial Liability	11,591	10,118	648	648	506	932	1,434	898	770	330	245	405	117	200	430	120
VEA Compensation Payment	762	665	36	36	46	112	158	123	106	48	24	36	18	18	39	10
Dual Act IL (VEA/DRCA)	496	402	63	63	28	78	116	103	73	37	24	45	12	21	71	18
Tri Act IL (MRCA/DRCA/VEA)	8,794	7,648	412	412	331	683	931	704	590	316	187	273	95	113	365	71
VEA Application for Increase	24	18	5	5	9	7	17	24	25	33	27	30	28	19	17	18
Total Initial Liability	22,302	19,450	1,236	1,236	956	1,903	2,808	1,985	1,662	830	529	829	285	389	985	250
MRCA Permanent Impairment	4,474	4,267	2,015	2,015	3,021	3,485	3,233	2,152	1,308	1,240	1,663	2,503	3,213	3,624	4,702	5,510
DRCA Permanent Impairment	7,688	8,009	1,610	1,610	2,194	2,699	3,237	2,847	3,010	3,337	3,648	4,289	5,012	5,295	6,599	7,553
Total Permanent Impairment	12,162	12,276	3,625	3,625	5,215	6,184	6,470	4,999	4,318	4,577	5,311	6,792	8,225	8,919	11,301	13,063
MRCA/DRCA Incapacity	332	427	125	125	145	158	95	98	168	154	216	163	196	98	61	37
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	4,986	6,316	8,245	9,373	7,082	6,148	5,561	6,056	7,784	8,706	9,406	12,347	13,350

Age distribution of unallocated claims	As at 30 June 2025						
(calendar days) ²	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	13	0	0	0	0	0	0
MRCA Initial Liability	118	0	0	0	2	0	0
VEA Compensation Payment	10	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	18	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	71	0	0	0	0	0	0
VEA Application for Increase	7	1	8	1	1	0	0
MRCA Permanent Impairment*	5,315	189	6	0	0	0	0
DRCA Permanent Impairment*	6,390	1,135	25	2	1	0	0
MRCA/DRCA Incapacity	35	1	1	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	11,977	1326	40	3	4	0	0

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

Age distribution of unallocated claims	As at 30 June 2024						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	72	0	0	0	0	0	0
MRCA Initial Liability	648	0	0	0	0	0	0
VEA Compensation Payment	36	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	63	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	412	0	0	0	0	0	0
VEA Application for Increase	5	0	0	0	0	0	0
MRCA Permanent Impairment	2,014	0	1	0	0	0	0
DRCA Permanent Impairment	1,604	0	2	0	0	0	4
MRCA/DRCA Incapacity	124	1	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	4,978	1	3	0	0	0	4

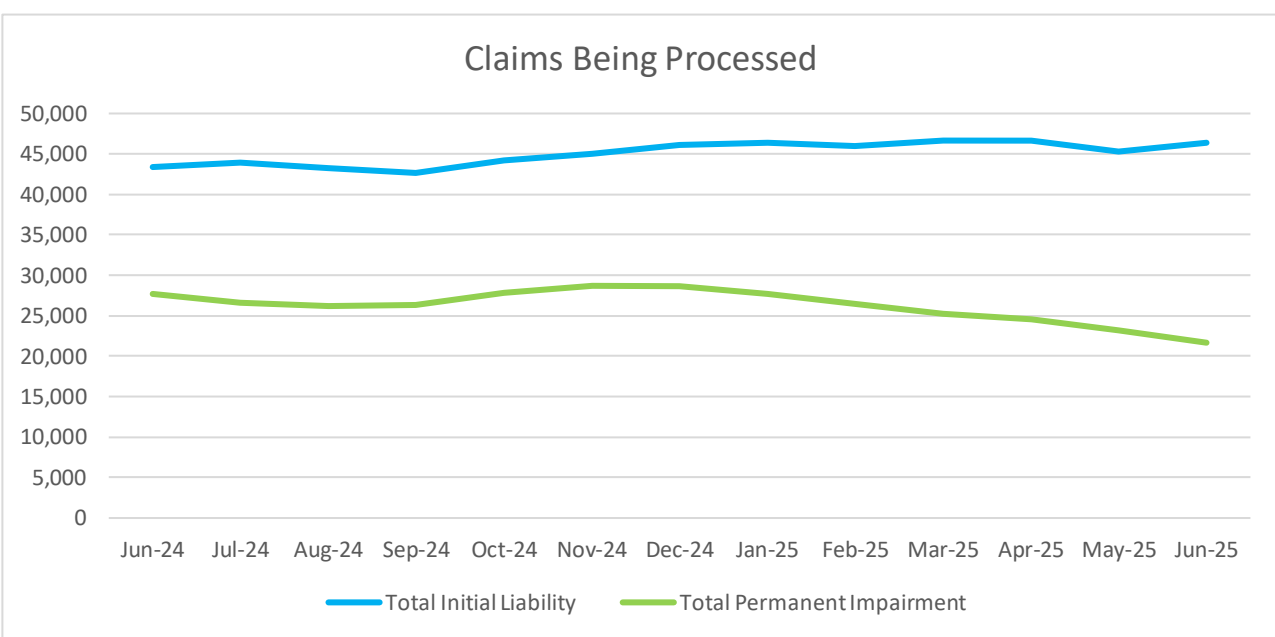
3. Represents number of unallocated claims at the end of the month in each age bracket.

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 for



30-Jun-25

Claims being Processed	30/06/2023	30/06/2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	% change from last month
DRCA Initial Liability	1,635	2,432	2,432	2,503	2,502	2,472	2,511	2,581	2,652	2,720	2,641	2,637	2,595	2,601	2,749	5.7%
MRCA Initial Liability	12,086	16,850	16,850	17,105	16,639	16,106	17,090	17,395	17,813	17,791	17,443	17,567	17,440	16,706	17,038	2.0%
VEA Compensation Payment	1,078	844	844	861	866	827	846	901	894	838	831	815	834	828	912	10.1%
Dual Act IL (VEA/DRCA)	4,120	5,895	5,895	6,181	6,257	6,334	6,478	6,588	6,876	7,086	7,209	7,382	7,442	7,390	7,419	0.4%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	16,619	16,610	16,341	16,213	16,560	16,876	17,163	17,304	17,214	17,493	17,584	17,014	17,450	2.6%
VEA Application for Increase	681	678	678	633	685	697	706	702	678	655	673	696	745	778	768	-1.3%
Total Initial Liability	31,244	43,318	43,318	43,893	43,290	42,649	44,191	45,043	46,076	46,394	46,011	46,590	46,640	45,317	46,336	2.2%
MRCA Permanent Impairment	6,209	10,861	10,861	10,079	10,000	10,537	11,547	12,221	12,291	11,667	10,745	9,951	9,174	8,044	6,673	-17.0%
DRCA Permanent Impairment	4,378	16,867	16,867	16,510	16,261	15,762	16,320	16,475	16,363	16,067	15,708	15,311	15,375	15,182	14,994	-1.2%
Total Permanent Impairment	10,587	27,728	27,728	26,589	26,261	26,299	27,867	28,696	28,654	27,734	26,453	25,262	24,549	23,226	21,667	-6.7%
MRCA/DRCA Incapacity	798	950	950	882	914	931	963	977	1,046	1,148	1,139	1,061	1,048	982	989	0.7%
VEA War Widow	161	169	169	170	177	171	165	152	147	156	151	134	128	119	130	9.2%
MRCA/DRCA Death Compensation	98	142	142	142	147	148	167	163	166	168	174	166	180	175	173	-1.1%
Total Compensation claims	42,888	72,307	72,307	71,676	70,789	70,258	73,353	75,031	76,089	75,600	73,928	73,213	72,545	69,819	69,295	-0.8%

Age distribution of claims being processed (calendar days) ¹	As at 30 June 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	752	514	508	343	363	233	36
MRCA Initial Liability	5,947	4,259	2,955	1,862	1,523	393	99
VEA Compensation Payment	412	136	127	88	93	47	9
Dual Act IL (VEA/DRCA)	1,068	1,229	1,281	1,130	1,576	949	186
Tri Act IL (MRCA/DRCA/VEA)	4,359	3,034	2,831	2,276	3,050	1,585	315
VEA Application for Increase	389	138	79	49	60	35	18
MRCA Permanent Impairment	488	3,312	1,524	670	480	137	62
DRCA Permanent Impairment	1,071	3,347	3,599	2,782	3,045	992	158
MRCA/DRCA Incapacity	777	153	43	11	5	0	0
VEA War Widow	65	25	19	9	5	4	3
MRCA/DRCA Death Compensation	50	21	26	17	25	20	14
Total Compensation claims	15,378	16,168	12,992	9,237	10,225	4,395	900

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) ²	As at 30 June 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	591	443	428	401	330	127	112
MRCA Initial Liability	5,704	3,705	2,549	1,665	1,661	951	615
VEA Compensation Payment	297	171	119	93	87	46	31
Dual Act IL (VEA/DRCA)	1,059	1,078	952	764	1,009	585	448
Tri Act IL (MRCA/DRCA/VEA)	3,773	2,864	2,620	1,845	2,499	1,541	1,477
VEA Application for Increase	360	110	91	26	45	16	30
MRCA Permanent Impairment	3,865	3,405	2,185	738	516	124	28
DRCA Permanent Impairment	4,020	4,163	3,333	2,134	2,432	651	134
MRCA/DRCA Incapacity	763	134	33	8	10	2	0
VEA War Widow	94	36	22	7	7	1	2
MRCA/DRCA Death Compensation	42	23	17	24	15	12	9
Total Compensation claims	20,568	16,132	12,349	7,705	8,611	4,056	2,886

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

Claims on hand ³	30/06/2022	30/06/2023	30/06/2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
DRCA Initial Liability	2,122	2,234	2,504	2,504	2,539	2,593	2,624	2,644	2,679	2,718	2,742	2,681	2,652	2,613	2,664	2,762
MRCA Initial Liability	21,815	22,204	17,498	17,498	17,611	17,571	17,540	17,988	18,165	18,143	18,036	17,848	17,684	17,640	17,136	17,158
VEA Compensation Payment	2,534	1,743	880	880	907	978	985	969	1,007	942	862	867	833	852	867	922
Dual Act IL (VEA/DRCA)	3,157	4,522	5,958	5,958	6,209	6,335	6,450	6,581	6,661	6,913	7,110	7,254	7,394	7,463	7,461	7,437
Tri Act IL (MRCA/DRCA/VEA)	18,937	19,292	17,031	17,031	16,941	17,024	17,144	17,264	17,466	17,479	17,491	17,487	17,588	17,697	17,379	17,521
VEA Application for Increase	679	699	683	683	642	692	714	730	727	711	682	703	724	764	795	786
Total Initial Liability	49,244	50,694	44,554	44,554	44,849	45,193	45,457	46,176	46,705	46,906	46,923	46,840	46,875	47,029	46,302	46,586
MRCA Permanent Impairment	7,367	10,476	12,676	12,676	12,876	13,100	13,485	13,770	13,699	13,529	13,531	13,330	13,248	13,164	12,798	12,183
DRCA Permanent Impairment	7,148	12,387	18,477	18,477	18,704	18,960	18,999	19,167	19,485	19,700	19,715	19,997	20,323	20,670	21,781	22,547
Total Permanent Impairment	14,515	22,863	31,353	31,353	31,804	32,445	32,769	32,866	33,014	33,231	33,045	33,245	33,487	33,468	34,527	34,730
MRCA/DRCA Incapacity	1,205	1,225	1,075	1,075	1,027	1,086	1,061	1,145	1,200	1,364	1,302	1,257	1,146	1,043	1,026	
VEA War Widow	126	161	169	169	170	177	171	165	152	147	156	151	134	128	119	130
MRCA/DRCA Death Compensation	112	98	142	142	142	147	148	167	163	166	168	174	166	180	175	173
Total Compensation claims	65,202	75,041	77,293	77,293	77,992	79,034	79,631	80,435	81,179	81,650	81,656	81,712	81,919	81,951	82,166	82,645

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴	As at 30 June 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	765	514	508	343	363	233	36
MRCA Initial Liability	6,065	4,259	2,955	1,862	1,525	393	99
VEA Compensation Payment	422	136	127	88	93	47	9
Dual Act IL (VEA/DRCA)	1,086	1,229	1,281	1,130	1,576	949	186
Tri Act IL (MRCA/DRCA/VEA)	4,430	3,034	2,831	2,276	3,050	1,585	315
VEA Application for Increase	396	139	87	50	61	35	18
MRCA Permanent Impairment	5,803	3,501	1,530	670	480	137	62
DRCA Permanent Impairment	7,461	4,482	3,624	2,784	3,046	992	158
MRCA/DRCA Incapacity	812	154	43	12	5	0	0
VEA War Widow	65	25	19	9	5	4	3
MRCA/DRCA Death Compensation	50	21	26	17	25	20	14
Total Compensation claims	27,355	17,494	13,031	9,241	10,229	4,395	900

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) ⁵	As at 30 June 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	663	443	428	401	330	127	112
MRCA Initial Liability	6,352	3,705	2,549	1,665	1,661	951	615
VEA Compensation Payment	333	171	119	93	87	46	31
Dual Act IL (VEA/DRCA)	1,122	1,078	952	764	1,009	585	448
Tri Act IL (MRCA/DRCA/VEA)	4,185	2,864	2,620	1,845	2,499	1,541	1,477
VEA Application for Increase	365	110	91	26	45	16	30
MRCA Permanent Impairment	5,879	3,405	2,186	738	516	124	28
DRCA Permanent Impairment	5,624	4,163	3,335	2,134	2,432	651	138
MRCA/DRCA Incapacity	887	135	33	8	10	2	0
VEA War Widow	94	36	22	7	7	1	2
MRCA/DRCA Death Compensation	42	23	17	24	15	12	9
Total Compensation claims	25,546	16,133	12,352	7,705	8,611	4,056	2,890

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 June 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	
Jun-25		MRCA IL	196.1	Jun-25	MRCA PI	143.8	
Proportion of Claims by Age - MRCA IL - Days Old							
Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Dec-24	Jun-25
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	33.51%	35.35%
101 - 200	14.48%	17.42%	16.36%	22.58%	21.01%	28.74%	24.82%
201 - 300	15.67%	13.98%	15.22%	13.40%	14.31%	15.73%	17.22%
301 - 400	14.31%	10.55%	12.15%	8.30%	9.31%	8.10%	10.85%
401 - 600	16.81%	20.16%	18.15%	14.92%	9.46%	7.99%	8.89%
601 - 800	15.82%	8.96%	8.65%	7.09%	5.36%	3.23%	2.29%
801 +	1.47%	8.14%	5.38%	5.53%	3.47%	2.71%	0.58%
Proportion of Claims by Age - MRCA PI - Days Old							
Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Dec-24	Jun-25
0 - 100	41.38%	34.32%	40.58%	46.50%	45.94%	37.48%	47.63%
101 - 200	26.30%	30.58%	26.97%	28.98%	26.18%	32.14%	28.74%
201 - 300	18.82%	22.13%	16.32%	13.77%	16.73%	15.87%	12.56%
301 - 400	8.06%	7.69%	10.22%	5.44%	5.71%	7.04%	5.50%
401 - 600	4.08%	4.08%	4.90%	4.05%	4.17%	5.88%	3.94%
601 - 800	0.97%	0.76%	0.64%	0.97%	0.97%	1.17%	1.12%
801 +	0.39%	0.43%	0.36%	0.30%	0.31%	0.43%	0.51%

DETERMINATIONS

[Claim Determinations](#)

[Age distribution of Determinations](#)

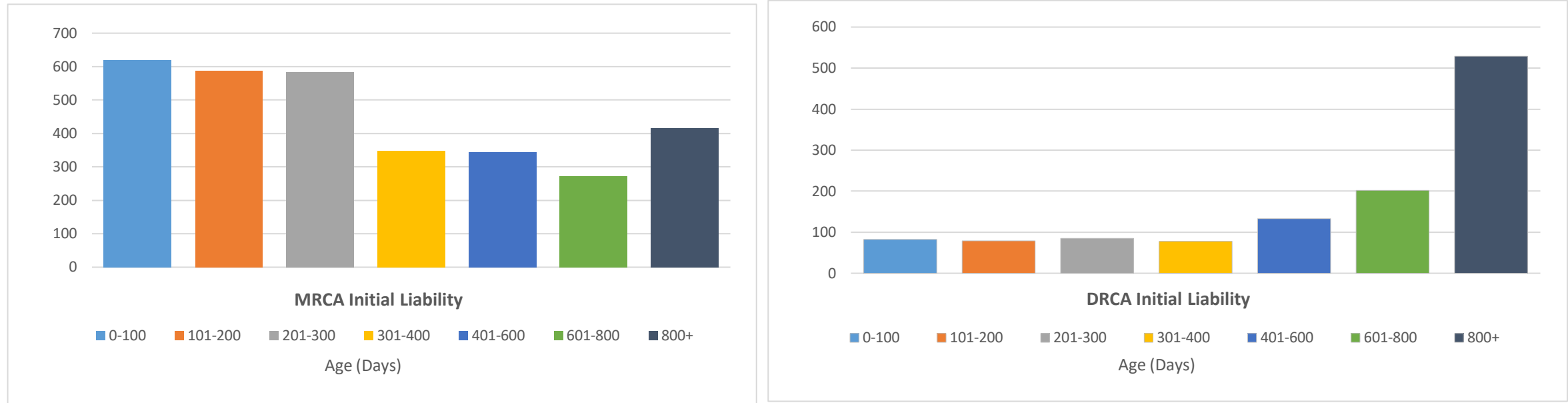
Note:

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 (June 2025) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2021-2022	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	6,425	9,107	12,124	1,019	950	954	915	1,121	1,013	726	855	1,120	1,272	982	1,482	1,188	12,578	12,124	3.7%
MRCA Initial Liability ²	20,665	30,767	45,307	3,263	3,673	3,780	3,386	3,422	3,233	2,422	2,941	3,642	3,666	2,865	3,927	3,171	40,128	45,307	-11.4%
VEA Compensation Payment	4,496	5,733	7,580	629	502	530	507	647	609	434	543	666	710	563	939	817	7,467	7,580	-1.5%
VEA Application for Increase	1,628	1,459	1,716	155	186	129	101	147	159	134	129	134	124	137	134	156	1,670	1,716	-2.7%
Initial Liability claims determined	33,214	47,066	66,727	5,066	5,311	5,393	4,909	5,337	5,014	3,716	4,468	5,562	5,772	4,547	6,482	5,332	61,843	66,727	-7.3%
MRCA Permanent Impairment	8,149	9,497	17,377	1,477	1,419	1,406	1,233	1,819	1,682	1,225	1,626	1,799	1,933	1,815	2,003	2,251	20,211	17,377	16.3%
DRCA Permanent Impairment	8,513	7,391	12,150	1,144	1,317	1,362	1,208	1,437	1,418	981	1,167	1,478	1,642	1,317	1,558	1,442	16,327	12,150	34.4%
Permanent Impairment claims determined	16,662	16,888	29,527	2,621	2,736	2,768	2,441	3,256	3,100	2,206	2,793	3,277	3,575	3,132	3,561	3,693	36,538	29,527	23.7%
MRCA/DRCA Incapacity	2,941	3,166	3,723	197	413	327	302	349	289	276	162	372	373	308	396	310	3,877	3,723	4.1%
VEA War Widow	563	511	563	52	46	46	39	59	58	33	29	45	38	27	50	29	499	563	-11.4%
MRCA/DRCA Death Compensation	128	183	157	9	15	21	13	12	18	12	16	18	23	12	26	14	200	157	27.4%
Compensation claims determined*	53,508	67,814	100,697	7,945	8,521	8,555	7,704	9,013	8,479	6,243	7,468	9,274	9,781	8,026	10,515	9,378	102,957	100,697	2.2%

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 June 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	82	79	85	78	133	202	529
MRCA Initial Liability	619	587	584	348	345	272	416
VEA Compensation Payment	21	39	50	49	94	148	416
VEA Application for Increase	90	32	9	3	3	7	12
MRCA Permanent Impairment	194	893	738	236	132	37	21
DRCA Permanent Impairment	104	165	329	209	292	242	101
MRCA/DRCA Incapacity	157	86	40	20	6	1	0
VEA War Widow	18	8	2	1	0	0	0
MRCA/DRCA Death Compensation	2	3	1	2	3	3	0
Total Compensation claims	1,287	1,892	1,838	946	1,008	912	1,495

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

Age distribution of determinations (calendar days) ⁴	As at 30 June 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	137	115	135	125	176	127	204
MRCA Initial Liability	877	526	498	343	371	284	364
VEA Compensation Payment	50	76	71	77	111	101	143
VEA Application for Increase	84	28	21	5	9	4	4
MRCA Permanent Impairment	328	471	437	143	81	12	5
DRCA Permanent Impairment	110	264	313	149	221	66	21
MRCA/DRCA Incapacity	165	19	7	3	2	1	0
VEA War Widow	35	6	4	4	3	0	0
MRCA/DRCA Death Compensation	2	2	2	3	0	0	0
Total Compensation claims	1,788	1,507	1,488	852	974	595	741

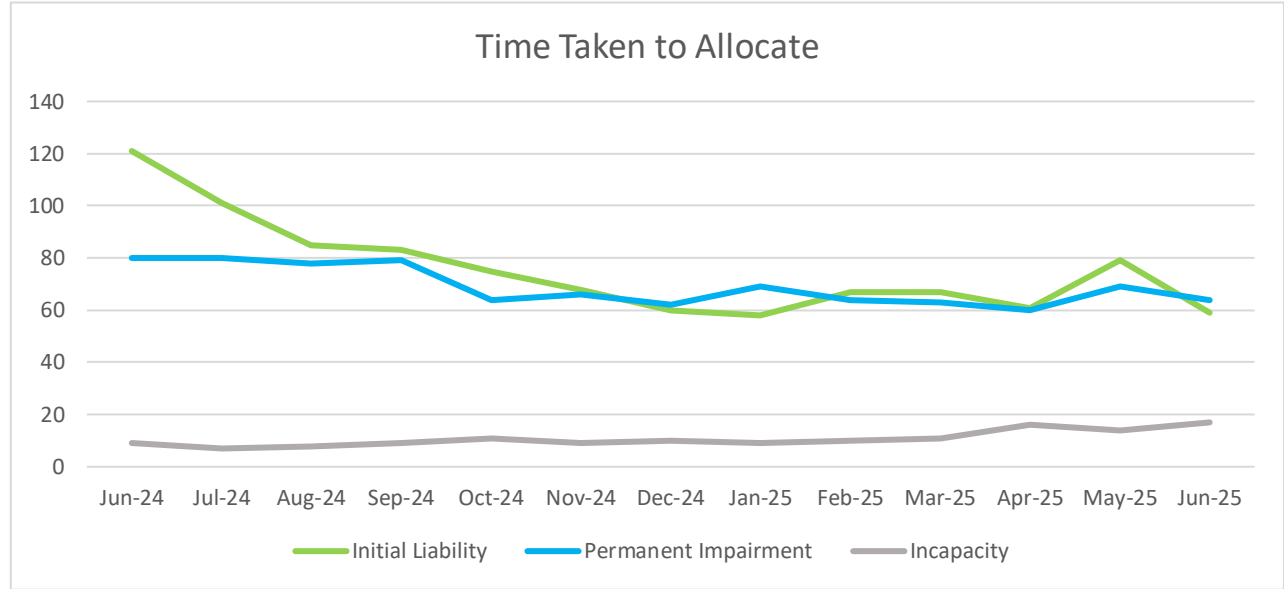
4. Represents number of claims determined in month in each age bracket.

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.



30-Jun-25

Time taken to allocate ¹ (average time in calendar days)	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD
Initial Liability	304	206	121	101	85	83	75	68	60	58	67	67	61	79	59	73	206
DRCA Initial Liability	270	238	171	174	153	157	137	128	112	111	128	126	131	173	123	139	238
MRCA Initial Liability	332	206	119	92	77	79	67	60	52	52	57	59	52	65	48	64	206
VEA Compensation Payment	267	252	194	195	170	176	158	155	127	120	159	151	153	197	133	159	252
Permanent Impairment	112	123	80	80	78	79	64	66	62	69	64	63	60	69	64	68	123
MRCA Permanent Impairment	120	92	49	49	45	45	48	47	48	47	44	47	49	45	47	47	92
DRCA Permanent Impairment	102	168	120	112	112	113	84	88	81	99	89	82	77	100	89	93	168
Incapacity	30	22	9	7	8	9	11	9	10	9	10	11	16	14	17	11	22

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD
Initial Liability	128	175	235	238	233	238	248	243	234	263	275	293	304	358	353	275	175
DRCA Initial Liability	192	243	301	314	322	325	330	346	346	367	413	411	450	550	530	403	243
MRCA Initial Liability	113	162	222	225	221	227	232	224	214	243	250	268	272	317	312	251	162
VEA Compensation Payment	215	269	328	335	345	349	357	377	373	391	451	471	507	599	577	444	269
Permanent Impairment	135	133	167	180	191	210	195	204	441	225	244	233	233	270	235	221	133
MRCA Permanent Impairment	129	131	154	175	171	185	181	182	372	191	200	186	192	215	181	187	131
DRCA Permanent Impairment	143	137	184	185	213	235	212	231	307	272	298	290	288	340	320	263	137
Incapacity	64	60	62	64	63	60	63	75	62	93	86	77	88	98	115	78	60

Time Taken to Process - Claims ² (average time in calendar days)	Target	2021-2022	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	336	460	480	472	488	475	483	467	474	458	478	541	536	581	723	653	542	480	12.9%
MRCA Initial Liability	90	302	441	368	340	316	296	307	298	283	265	295	306	327	324	380	359	315	368	-14.4%
VEA Compensation Payment	100	357	480	520	522	530	515	524	515	532	500	511	610	622	660	796	710	604	520	16.2%
VEA Application for Increase	100	151	162	182	175	160	148	152	139	185	166	104	178	154	154	237	196	165	182	-9.3%
MRCA Permanent Impairment	90	221	262	222	203	223	215	229	228	227	226	237	225	232	240	259	227	233	222	5.0%
DRCA Permanent Impairment	100	196	259	305	305	297	324	347	296	319	328	371	318	365	439	410	357	305	305	17.0%
MRCA Incapacity	50	65	99	80	72	69	68	69	71	83	71	91	95	85	99	107	129	86	80	7.5%
DRCA Incapacity	50	72	100	87	66	76	77	67	88	86	64	97	88	104	114	113	130	93	87	6.9%
Incapacity - Combined	50	67	99	81	71	71	71	68	74	84	71	101	96	87	101	112	131	89	81	9.9%
VEA War Widow	30	77	88	112	113	106	98	102	100	103	96	147	210	132	83	88	81	113	112	0.9%

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 ² (median time in calendar days)	Target	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	439	411	398	407	385	404	394	397	400	413	464	456	506	822	768	480	411	16.8%
MRCA Initial Liability	90	424	281	245	231	196	202	204	178	171	203	191	220	237	257	260	214	281	-23.8%
VEA Compensation Payment	100	472	469	456	452	429	431	438	457	448	422	547	562	595	867	804	561	469	19.6%
VEA Application for Increase	100	97	96	91	72	94	76	92	100	89	85	92	88	63	99	88	85	96	-11.5%
MRCA Permanent Impairment	90	267	198	189	191	180	195	192	198	207	211	223	203	210	238	205	205	198	3.5%
DRCA Permanent Impairment	100	251	293	258	271	281	321	250	270	286	315	356	339	344	387	354	317	293	8.2%
MRCA Incapacity	50	73	55	49	51	54	60	53	63	61	67	75	60	73	84	92	64	55	16.4%
DRCA Incapacity	50	70	56	40	51	34	64	52	73	50	75	74	64	96	103	105	69	56	23.2%
VEA War Widow	30	51	73	48	62	74	60	80	71	80	96	127	77	63	75	21	78	73	6.8%

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	Last 12 months Received and Determined
MRCA IL	Claims determined	12,458	16,895	4,437	35.62%	16,466
	Avg time to allocate (days)	37	8	-29	-78.38%	10
	Average TTTP (days)	105	96	-9	-8.57%	108
	Median TTTP (days)	90	84	-6	-6.67%	94
DRCA IL	Claims determined	2,053	2,622	569	27.72%	2,351
	Avg time to allocate (days)	43	9	-34	-79.07%	12
	Average TTTP (days)	135	121	-14	-10.37%	123
	Median TTTP (days)	133	106	-27	-20.30%	109
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	24.11%	1,032
	Avg time to allocate (days)	47	9	-38	-80.85%	13
	Average TTTP (days)	156	134	-22	-14.10%	138
	Median TTTP (days)	161	126	-35	-21.74%	128

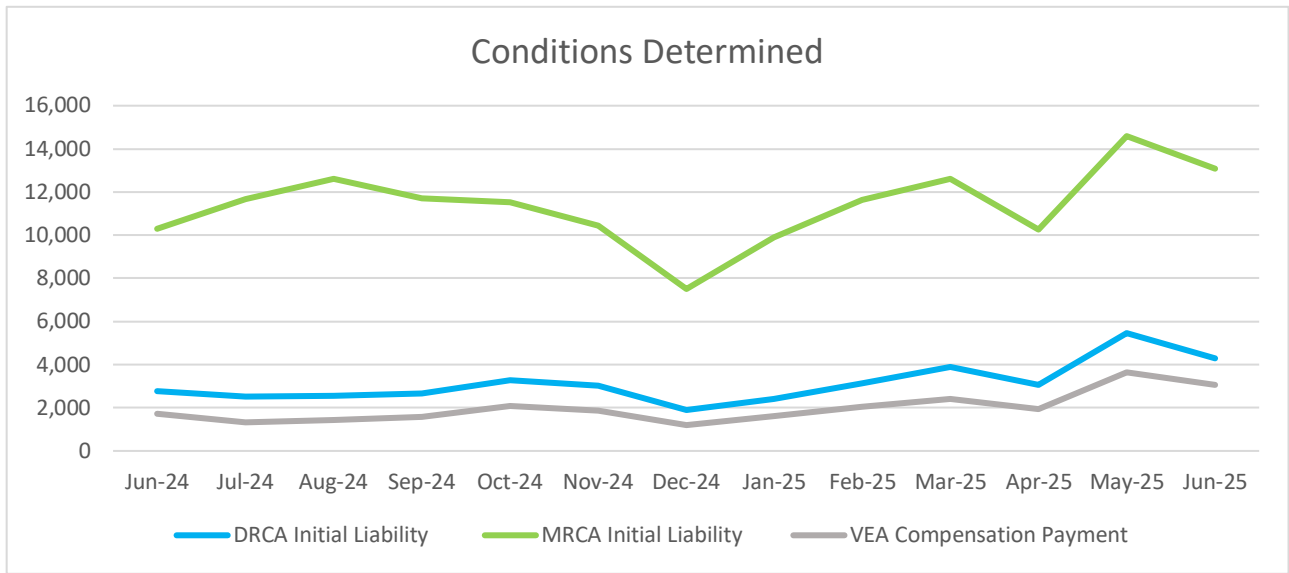
	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 June 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 Oct 24	1 Dec 23 - 30 Nov 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 31 Mar 25	1 May 24 - 30 Apr 25	1 Jun 24 - 31 May 25	1 Jul 24 - 30 Jun 25
MRCA IL Average TTTP Received & Determined in last 12 months	111	112	109	106	106	103	101	100	97	96	100	102	104	106	107	108
MRCA IL Median TTTP Received & Determined in last 12 months	104	105	99	94	94	91	89	87	85	84	87	89	92	92	92	94

	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 June 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 Oct 24	1 Dec 23 - 30 Dec 24	1 Jan 24 - 31 Dec 24	1 Feb 24 - 31 Jan 25	1 Mar 24 - 28 Feb 25	1 Apr 24 - 31 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	137	136	132	128	124	123	122	121	124	127	130	128	124	123
DRCA IL Median TTTP Received & Determined in last 12 months	130	130	127	126	121	115	112	109	108	106	112	115	116	113	110	109

	1 Apr 23 - 31 Mar 24	1 May 23 - 30 Apr 24	1 June 23 - 31 May 24	1 July 23 - 30 June 24	1 Aug 23 - 31 Jul 24	1 Sep 23 - 31 Aug 24	1 Oct 23 - 30 Sept 24	1 Nov 23 - 31 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 - 31 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	136	138
VEA IL Median TTTP Received & Determined in last 12 months	150	151	149	148	144	133	128	126	125	126	132	134	134	131	127	128

CONDITIONS

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



30-Jun-25

Incoming Conditions - Net Conditions Received	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD
DRCA Initial Liability	3,775	4,846	562	514	654	474	484	472	363	466	530	596	334	570	647	6,104	4,846
MRCA Initial Liability	45,428	69,556	7,112	8,293	7,856	7,051	7,798	7,021	5,593	6,278	7,548	7,554	5,613	5,147	6,232	81,984	69,556
VEA Compensation Payment	4,294	4,235	426	402	439	433	448	393	275	279	300	329	282	374	392	4,346	4,235
Dual Act IL (VEA/DRCA)	4,817	6,845	880	798	877	536	625	760	632	720	936	934	577	801	724	8,920	6,845
Tri Act IL (MRCA/DRCA/VEA)	38,490	54,904	5,112	5,011	5,410	4,774	5,091	5,122	3,841	3,828	4,817	4,680	3,700	4,153	4,480	54,907	54,904
Total Conditions	96,804	140,386	14,092	15,018	15,236	13,268	14,446	13,768	10,704	11,571	14,131	14,093	10,506	11,045	12,475	156,261	140,386

Conditions Unallocated	30/06/2023	30/06/2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	% change from last month	% of total on hand
DRCA Initial Liability	1,198	148	148	69	230	376	243	228	119	52	108	31	25	111	33	-70.3%	0.4%
MRCA Initial Liability	25,362	2,180	2,180	1,856	3,392	5,100	3,379	2,791	1,510	883	1,351	360	573	1,238	308	-75.1%	0.4%
VEA Compensation Payment	1,574	60	60	118	254	391	324	223	113	51	83	55	36	79	29	-63.3%	1.2%
Dual Act IL (VEA/DRCA)	1,500	194	194	87	342	399	320	205	134	121	134	31	58	208	51	-75.5%	0.2%
Tri Act IL (MRCA/DRCA/VEA)	26,649	1,729	1,729	1,229	2,601	3,590	2,574	2,155	1,372	598	941	331	335	993	230	-76.8%	0.3%
Total Initial Liability Conditions	56,283	4,311	4,311	3,359	6,819	9,856	6,840	5,602	3,248	1,705	2,617	808	1,027	2,629	651	-75.2%	0.3%

Conditions Being Processed	30/06/2023	30/06/2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	% change from last month	% of total on hand
DRCA Initial Liability	4,480	7,032	7,032	7,236	7,411	7,290	7,519	7,541	7,866	8,104	8,092	8,143	8,113	8,091	8,333	3.0%	99.6%
MRCA Initial Liability	37,592	74,403	74,403	76,623	76,448	75,449	79,541	81,411	84,307	85,432	85,662	86,994	86,253	82,882	82,764	-0.1%	99.6%
VEA Compensation Payment	2,867	2,643	2,643	2,537	2,504	2,457	2,463	2,601	2,571	2,473	2,448	2,352	2,399	2,319	2,481	7.0%	98.8%
Dual Act IL (VEA/DRCA)	14,505	22,226	22,226	23,239	23,710	24,178	24,840	25,304	26,100	27,012	27,605	28,099	28,039	27,268	26,928	-1.2%	99.8%
Tri Act IL (MRCA/DRCA/VEA)	44,380	86,081	86,081	86,870	86,869	86,478	87,969	89,209	90,851	92,048	91,699	92,341	91,922	87,796	87,087	-0.8%	99.7%
Total Initial Liability Conditions	103,824	192,385	192,385	196,505	196,942	195,852	202,332	206,066	211,695	215,069	215,506	217,929	216,726	208,356	207,593	-0.4%	99.7%

Conditions On Hand	30/06/2023	30/06/2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	% change from last month
DRCA Initial Liability	5,678	7,180	7,180	7,305	7,641	7,666	7,762	7,769	7,985	8,156	8,200	8,174	8,138	8,202	8,366	2.0%
MRCA Initial Liability	62,954	76,583	76,583	78,479	79,840	80,549	82,920	84,202	85,817	86,315	87,013	87,354	86,826	84,120	83,072	-1.2%
VEA Compensation Payment	4,441	2,703	2,703	2,655	2,758	2,848	2,787	2,824	2,684	2,524	2,531	2,407	2,435	2,398	2,510	4.7%
Dual Act IL (VEA/DRCA)	16,005	22,420	22,420	23,326	24,052	24,577	25,160	25,509	26,234	27,133	27,739	28,130	28,097	27,476	26,979	-1.8%
Tri Act IL (MRCA/DRCA/VEA)	71,029	87,810	87,810	88,099	89,470	90,068	90,543	91,364	92,223	92,646	92,640	92,672	92,257	88,789	87,317	-1.7%
Total Initial Liability Conditions	160,107	196,696	196,696	199,864	203,761	205,708	209,172	211,668	214,943	216,774	218,123	218,737	217,753	210,985	208,244	-1.3%

Conditions Determined ¹	2021-2022	2022-2023	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current FYTD	Last FYTD
DRCA Initial Liability	15,543	22,267	2,773	2,515	2,549	2,676	3,262	3,037	1,897	2,406	3,125	3,909	3,066	5,460	4,288	38,190	29,909
MRCA Initial Liability	45,476	69,486	10,312	11,674	12,594	11,698	11,543	10,442	7,505	9,903	11,628	12,614	10,272	14,590	13,096	137,559	115,364
VEA Compensation Payment	11,688	14,914	1,718	1,342	1,447	1,571	2,088	1,884	1,197	1,599	2,046	2,402	1,952	3,642	3,056	24,226	19,241
Total Condition determined	72,707	106,667	14,803	15,531	16,590	15,945	16,893	15,363	10,599	13,908	16,799	18,925	15,290	23,692	20,440	199,975	164,514

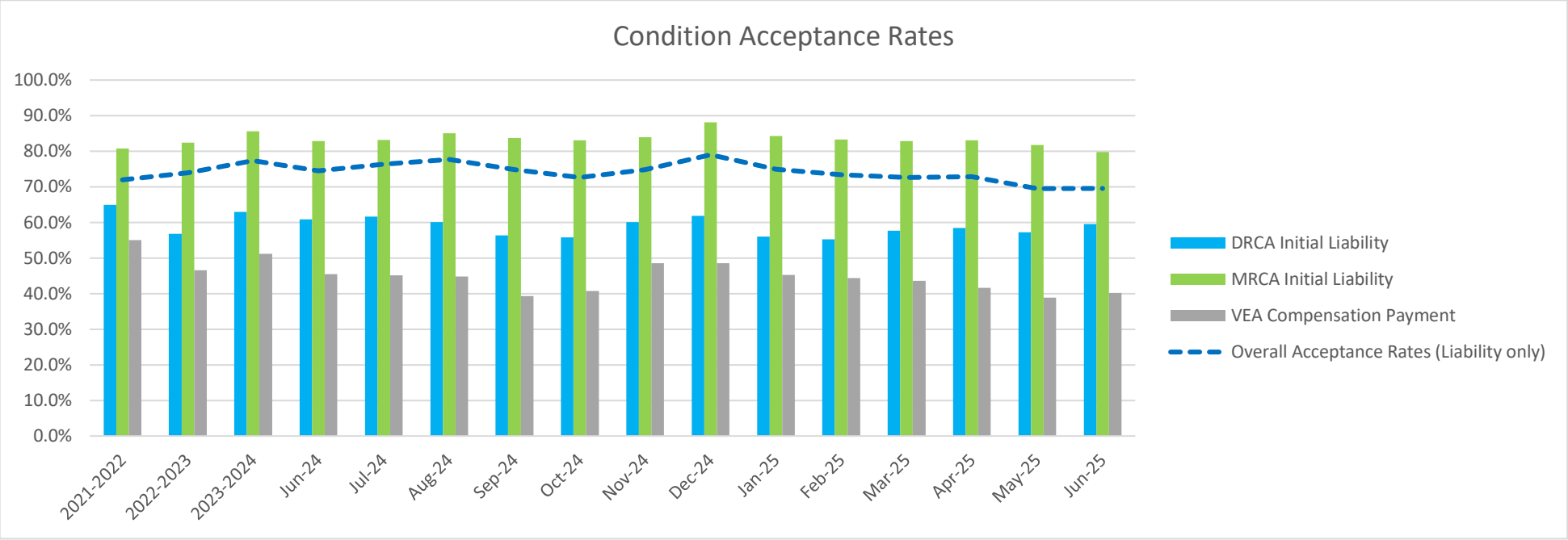
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



ACCEPTANCE RATES

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2021-2022	2022-2023	2023-2024	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FYTD
DRCA Initial Liability	64.9%	56.8%	62.9%	60.9%	61.6%	60.1%	56.4%	55.8%	60.1%	61.8%	56.0%	55.3%	57.7%	58.4%	57.2%	59.5%	62.9%
MRCA Initial Liability	80.8%	82.4%	85.6%	82.9%	83.2%	85.0%	83.7%	83.1%	83.9%	88.1%	84.3%	83.3%	82.8%	83.1%	81.7%	79.8%	85.6%
VEA Compensation Payment	55.0%	46.6%	51.2%	45.5%	45.1%	44.8%	39.3%	40.7%	48.6%	48.5%	45.2%	44.4%	43.6%	41.6%	38.9%	40.2%	51.2%
Overall Acceptance Rates (Liability only)	72.0%	74.0%	77.4%	74.5%	76.4%	77.7%	74.8%	72.6%	74.8%	79.0%	74.9%	73.4%	72.6%	72.9%	69.5%	69.6%	73.5%

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.

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VEA Application for Increase	67.7%	68.8%	62.2%	69.5%	60.4%	69.6%	61.9%	65.9%	66.9%	66.1%	62.2%	62.4%	68.0%	60.3%	53.7%	56.8%	61.6%
MRCA Permanent Impairment	84.6%	87.4%	87.9%	88.4%	88.1%	89.8%	90.5%	88.0%	89.7%	92.2%	87.8%	90.9%	89.7%	89.4%	88.5%	89.0%	89.4%
DRCA Permanent Impairment	47.4%	44.7%	40.6%	42.0%	41.0%	47.1%	52.3%	41.6%	45.6%	64.6%	45.6%	39.0%	39.0%	49.7%	48.3%	49.7%	46.6%
MRCA Incapacity	90.5%	96.7%	96.1%	94.6%	97.8%	97.6%	95.1%	95.4%	93.4%	97.9%	88.1%	92.5%	95.0%	93.9%	87.3%	78.9%	93.1%
DRCA Incapacity	85.5%	94.6%	93.4%	83.3%	94.2%	82.8%	94.6%	87.5%	92.1%	94.9%	77.8%	82.9%	93.0%	94.9%	86.6%	75.8%	88.9%
VEA War Widow	63.4%	63.4%	64.3%	69.2%	63.0%	56.5%	64.1%	62.7%	70.7%	84.8%	48.3%	42.2%	63.2%	85.2%	62.0%	65.5%	63.3%