



Claims Received

Claims received by DVA.

[Incoming claims - Net claims received](#)

Unallocated Claims

Claims yet to be allocated

[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

[Time taken to allocate](#)

[Time taken with a DVA Officer](#)

[Time taken to process - Claims](#)

[Time taken 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.

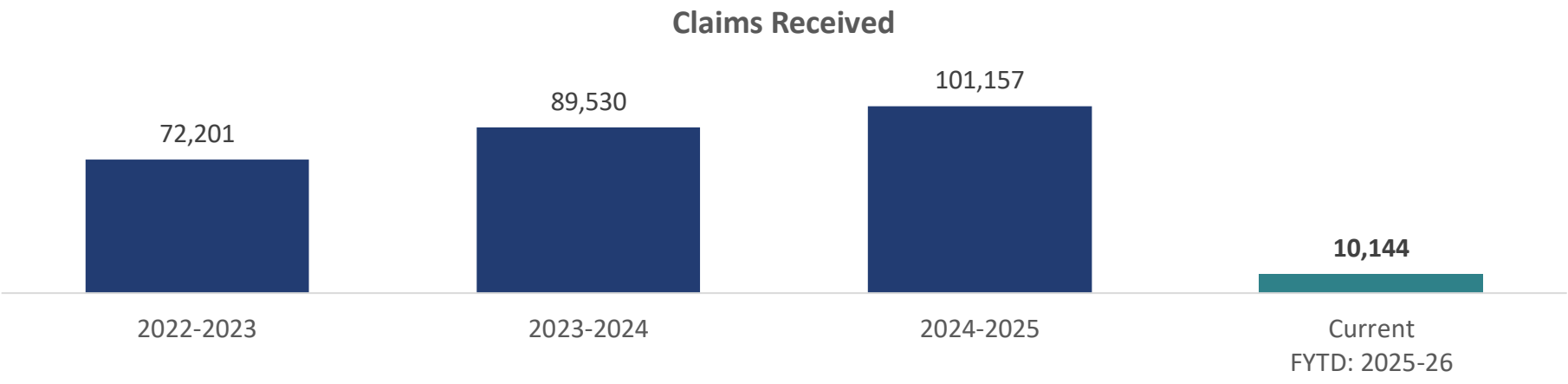
The number of determinations is provided under each of the Acts. Where one claim is decided under 2 or more Acts, then that claim will be counted under each relevant Act based on the decision made.

'DVA officer'

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

Claims Received

[Incoming claims - Net claims received](#)



Incoming claims	2022-2023	2023-2024	2024-25	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD	% change from last FYTD
Net claims received ¹																			
DRCA Initial Liability	2,169	2,163	2,772	243	240	210	226	233	179	185	233	276	186	281	280	247	247	243	1.6%
MRCA Initial Liability	20,499	23,648	26,758	2,561	2,471	2,309	2,478	2,323	1,643	1,979	2,462	2,427	1,927	2,061	2,117	2,483	2,483	2,561	-3.0%
VEA Compensation Payment	1,546	1,740	1,903	164	204	177	178	169	116	110	145	144	133	178	185	204	204	164	24.4%
Dual Act IL (VEA/DRCA)	2,741	2,252	3,017	300	239	177	199	251	207	233	314	343	220	276	258	277	277	300	-7.7%
Tri Act IL (MRCA/DRCA/VEA)	13,847	15,164	16,751	1,417	1,554	1,394	1,554	1,508	1,089	1,137	1,415	1,494	1,255	1,460	1,474	1,604	1,604	1,417	13.2%
VEA Application for Increase	1,555	1,809	1,830	160	172	127	161	158	112	123	160	163	171	169	154	171	171	160	6.9%
Total Initial Liability	42,357	46,776	53,031	4,845	4,880	4,394	4,796	4,642	3,346	3,767	4,729	4,847	3,892	4,425	4,468	4,986	4,986	4,845	2.9%
MRCA Permanent Impairment	13,172	20,184	21,493	1,812	1,922	1,692	1,819	1,762	1,439	1,643	1,898	2,001	1,585	2,100	1,820	2,013	2,013	1,812	11.1%
DRCA Permanent Impairment	12,939	17,458	21,384	1,606	1,635	1,325	1,606	1,729	1,309	1,301	1,873	2,080	1,775	2,768	2,377	2,671	2,671	1,606	66.3%
Total Permanent Impairment	26,111	37,642	42,877	3,418	3,557	3,017	3,425	3,491	2,748	2,944	3,771	4,081	3,360	4,868	4,197	4,684	4,684	3,418	37.0%
MRCA/DRCA Incapacity	3,094	4,571	4,692	449	426	386	362	419	369	428	408	393	298	367	387	413	413	449	-8.0%
VEA War Widow	503	376	378	38	34	37	43	37	23	30	26	25	23	26	36	40	40	38	5.3%
MRCA/DRCA Death Compensation	136	165	179	11	21	11	24	11	15	18	16	9	18	17	8	21	21	11	90.9%
Total Compensation claims	72,201	89,530	101,157	8,761	8,918	7,845	8,650	8,600	6,501	7,187	8,950	9,355	7,591	9,703	9,096	10,144	10,144	8,761	15.8%

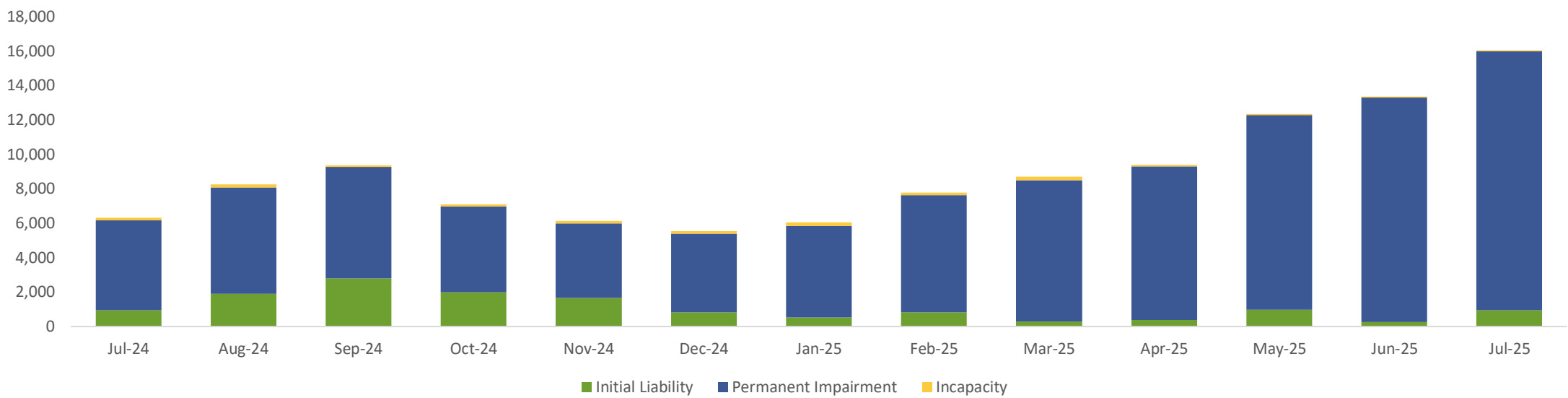
1. Net claims does not include claims that have been withdrawn. A claim can be withdrawn for a number of reasons. Most commonly, this occurs when DVA combines multiple claims that are lodged online, on the same day, by the same claimant, into a single claim with multiple conditions, with the consent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



Unallocated claims

[Unallocated claims](#)
[Age distribution of unallocated claims](#)

Unallocated Claims



Unallocated claims Initial Liability	30/06/2023	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
DRCA Initial Liability	599	72	13	36	91	152	133	98	66	22	40	15	18	63	13	40
MRCA Initial Liability	10,118	648	120	506	932	1,434	898	770	330	245	405	117	200	430	120	462
VEA Compensation Payment	665	36	10	46	112	158	123	106	48	24	36	18	18	39	10	53
Dual Act IL (VEA/DRCA)	402	63	18	28	78	116	103	73	37	24	45	12	21	71	18	46
Tri Act IL (MRCA/DRCA/VEA)	7,648	412	71	331	683	931	704	590	316	187	273	95	113	365	71	340
VEA Application for Increase	18	5	18	9	7	17	24	25	33	27	30	28	19	17	18	16
Total Initial Liability	19,450	1,236	250	956	1,903	2,808	1,985	1,662	830	529	829	285	389	985	250	957
MRCA Permanent Impairment	4,267	2,015	5,510	3,021	3,485	3,233	2,152	1,308	1,240	1,663	2,503	3,213	3,624	4,702	5,510	6,416
DRCA Permanent Impairment	8,009	1,610	7,553	2,194	2,699	3,237	2,847	3,010	3,337	3,648	4,289	5,012	5,295	6,599	7,553	8,625
Total Permanent Impairment	12,276	3,625	13,063	5,215	6,184	6,470	4,999	4,318	4,577	5,311	6,792	8,225	8,919	11,301	13,063	15,041
MRCA/DRCA Incapacity	427	125	37	145	158	95	98	168	154	216	163	196	98	61	37	38
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	32,153	4,986	13,350	6,316	8,245	9,373	7,082	6,148	5,561	6,056	7,784	8,706	9,406	12,347	13,350	16,036

Age distribution of unallocated claims (calendar days) ²	As at 31 July 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	40	0	0	0	0	0	0
MRCA Initial Liability	459	3	0	0	0	0	0
VEA Compensation Payment	53	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	46	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	337	1	0	0	2	0	0
VEA Application for Increase	6	1	5	3	1	0	0
MRCA Permanent Impairment*	5,636	774	6	0	0	0	0
DRCA Permanent Impairment*	7,048	1,548	26	3	0	0	0
MRCA/DRCA Incapacity	37	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	13,662	2328	37	6	3	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 31 July 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	35	1	0	0	0	0	0
MRCA Initial Liability	506	0	0	0	0	0	0
VEA Compensation Payment	46	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	28	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	330	1	0	0	0	0	0
VEA Application for Increase	8	1	0	0	0	0	0
MRCA Permanent Impairment	3,021	0	0	0	0	0	0
DRCA Permanent Impairment	2,193	0	0	1	0	0	0
MRCA/DRCA Incapacity	144	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	6,311	4	0	1	0	0	0

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](#)

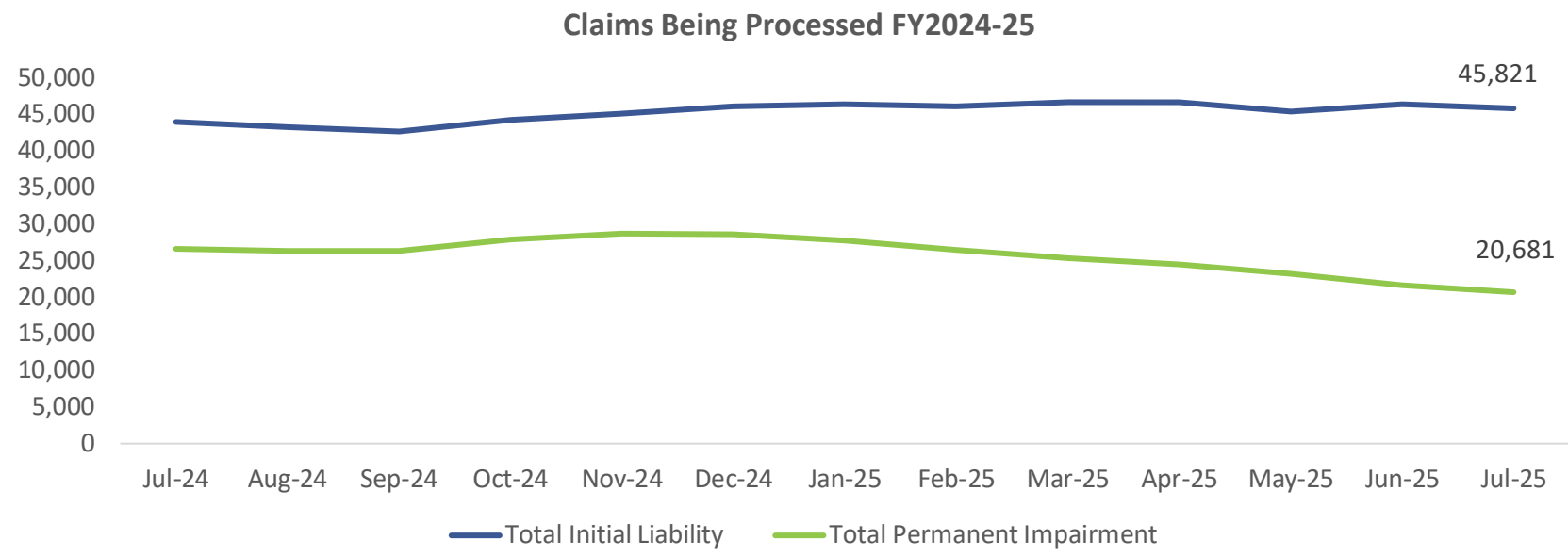
[Claims on hand](#)

[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 investigation and to make a determination.



Claims being Processed	30/06/2023	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	% change from last month
DRCA Initial Liability	1,635	2,432	2,749	2,503	2,502	2,472	2,511	2,581	2,652	2,720	2,641	2,637	2,595	2,601	2,749	2,737	-0.4%
MRCA Initial Liability	12,086	16,850	17,038	17,105	16,639	16,106	17,090	17,395	17,813	17,791	17,443	17,567	17,440	16,706	17,038	16,832	-1.2%
VEA Compensation Payment	1,078	844	912	861	866	827	846	901	894	838	831	815	834	828	912	886	-2.9%
Dual Act IL (VEA/DRCA)	4,120	5,895	7,419	6,181	6,257	6,334	6,478	6,588	6,876	7,086	7,209	7,382	7,442	7,390	7,419	7,386	-0.4%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	17,450	16,610	16,341	16,213	16,560	16,876	17,163	17,304	17,214	17,493	17,584	17,014	17,450	17,261	-1.1%
VEA Application for Increase	681	678	768	633	685	697	706	702	678	655	673	696	745	778	768	719	-6.4%
Total Initial Liability	31,244	43,318	46,336	43,893	43,290	42,649	44,191	45,043	46,076	46,394	46,011	46,590	46,640	45,317	46,336	45,821	-1.1%
MRCA Permanent Impairment	6,209	10,861	6,673	10,079	10,000	10,537	11,547	12,221	12,291	11,667	10,745	9,951	9,174	8,044	6,673	5,712	-14.4%
DRCA Permanent Impairment	4,378	16,867	14,994	16,510	16,261	15,762	16,320	16,475	16,363	16,067	15,708	15,311	15,375	15,182	14,994	14,969	-0.2%
Total Permanent Impairment	10,587	27,728	21,667	26,589	26,261	26,299	27,867	28,696	28,654	27,734	26,453	25,262	24,549	23,226	21,667	20,681	-4.6%
MRCA/DRCA Incapacity	798	950	989	882	914	991	963	977	1,046	1,148	1,139	1,061	1,048	982	989	984	-0.5%
VEA War Widow	161	169	130	170	177	171	165	152	147	156	151	134	128	119	130	119	-8.5%
MRCA/DRCA Death Compensation	98	142	173	142	147	148	167	163	166	168	174	166	180	175	173	181	4.6%
Total Compensation claims	42,888	72,307	69,295	71,676	70,789	70,258	73,353	75,031	76,089	75,600	73,928	73,213	72,545	69,819	69,295	67,786	-2.2%

Age distribution of claims being processed (calendar days) ¹	As at 31 July 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	780	543	436	349	386	209	34
MRCA Initial Liability	5,888	4,860	2,282	1,851	1,523	343	85
VEA Compensation Payment	397	165	90	93	96	39	6
Dual Act IL (VEA/DRCA)	1,080	1,402	1,083	1,114	1,663	868	176
Tri Act IL (MRCA/DRCA/VEA)	4,246	3,500	2,354	2,258	3,120	1,514	269
VEA Application for Increase	349	143	68	47	60	35	17
MRCA Permanent Impairment	426	3,139	893	611	435	138	70
DRCA Permanent Impairment	1,078	3,985	3,210	2,393	3,333	831	139
MRCA/DRCA Incapacity	810	125	35	10	4	0	0
VEA War Widow	62	26	12	9	4	3	3
MRCA/DRCA Death Compensation	51	31	21	19	25	18	16
Total Compensation claims	15,167	17,919	10,484	8,754	10,649	3,998	815

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 31 July 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	652	508	319	433	356	137	98
MRCA Initial Liability	6,280	4,164	2,096	1,550	1,525	940	550
VEA Compensation Payment	330	172	111	88	85	41	34
Dual Act IL (VEA/DRCA)	1,170	1,214	862	749	1,124	604	458
Tri Act IL (MRCA/DRCA/VEA)	3,849	3,189	2,257	1,923	2,371	1,616	1,405
VEA Application for Increase	338	116	67	28	40	16	28
MRCA Permanent Impairment	2,955	3,739	1,831	870	528	130	26
DRCA Permanent Impairment	3,246	4,727	2,964	2,132	2,566	716	159
MRCA/DRCA Incapacity	725	103	34	9	9	2	0
VEA War Widow	92	39	21	5	9	2	2
MRCA/DRCA Death Compensation	37	28	15	20	21	9	12
Total Compensation claims	19,674	17,999	10,577	7,807	8,634	4,213	2,772

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

Claims on hand ³	30/06/2023	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
DRCA Initial Liability	2,234	2,504	2,762	2,539	2,593	2,624	2,644	2,679	2,718	2,742	2,681	2,652	2,613	2,664	2,762	2,777
MRCA Initial Liability	22,204	17,498	17,158	17,611	17,571	17,540	17,988	18,165	18,143	18,036	17,848	17,684	17,640	17,136	17,158	17,294
VEA Compensation Payment	1,743	880	922	907	978	985	969	1,007	942	862	867	833	852	867	922	939
Dual Act IL (VEA/DRCA)	4,522	5,958	7,437	6,209	6,335	6,450	6,581	6,661	6,913	7,110	7,254	7,394	7,463	7,461	7,437	7,432
Tri Act IL (MRCA/DRCA/VEA)	19,292	17,031	17,521	16,941	17,024	17,144	17,264	17,466	17,479	17,491	17,487	17,588	17,697	17,491	17,521	17,601
VEA Application for Increase	699	683	786	642	692	714	730	727	711	682	703	724	764	795	786	735
Total Initial Liability	50,694	44,554	46,586	44,849	45,193	45,457	46,176	46,705	46,906	46,923	46,840	46,875	47,029	46,302	46,586	46,778
MRCA Permanent Impairment	10,476	12,876	12,183	13,100	13,485	13,770	13,699	13,529	13,531	13,330	13,248	13,164	12,798	12,746	12,183	12,128
DRCA Permanent Impairment	12,387	18,477	22,547	18,704	18,960	18,999	19,167	19,485	19,700	19,715	19,997	20,323	20,670	21,781	22,547	23,594
Total Permanent Impairment	22,863	31,353	34,730	31,804	32,445	32,769	32,866	33,014	33,231	33,045	33,245	33,487	33,468	34,527	34,730	35,722
MRCA/DRCA Incapacity	1,225	1,075	1,026	1,027	1,072	1,086	1,061	1,145	1,200	1,364	1,302	1,257	1,146	1,043	1,026	1,022
VEA War Widow	161	169	130	170	177	171	165	152	147	156	151	134	128	119	130	119
MRCA/DRCA Death Compensation	98	142	173	142	147	148	167	163	166	168	174	166	180	175	173	181
Total Compensation claims	75,041	77,293	82,645	77,992	79,034	79,631	80,435	81,179	81,650	81,656	81,712	81,919	81,951	82,166	82,645	83,822

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴	As at 31 July 2025						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	820	543	436	349	386	209	34
MRCA Initial Liability	6,347	4,863	2,282	1,851	1,523	343	85
VEA Compensation Payment	450	165	90	93	96	39	6
Dual Act IL (VEA/DRCA)	1,126	1,402	1,083	1,114	1,663	868	176
Tri Act IL (MRCA/DRCA/VEA)	4,583	3,501	2,354	2,258	3,122	1,514	269
VEA Application for Increase	355	144	73	50	61	35	17
MRCA Permanent Impairment	6,062	3,913	899	611	435	138	70
DRCA Permanent Impairment	8,126	5,533	3,236	2,393	3,336	831	139
MRCA/DRCA Incapacity	847	126	35	10	4	0	0
VEA War Widow	62	26	12	9	4	3	3
MRCA/DRCA Death Compensation	51	31	21	19	25	18	16
Total Compensation claims	28,829	20,247	10,521	8,757	10,655	3,998	815

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 31 July 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	687	509	319	433	356	137	98
MRCA Initial Liability	6,786	4,164	2,096	1,550	1,525	940	550
VEA Compensation Payment	376	172	111	88	85	41	34
Dual Act IL (VEA/DRCA)	1,198	1,214	862	749	1,124	604	458
Tri Act IL (MRCA/DRCA/VEA)	4,179	3,190	2,257	1,923	2,371	1,616	1,405
VEA Application for Increase	346	117	67	28	40	16	28
MRCA Permanent Impairment	5,976	3,739	1,831	870	528	130	26
DRCA Permanent Impairment	5,439	4,727	2,964	2,133	2,566	716	159
MRCA/DRCA Incapacity	869	104	34	9	9	2	0
VEA War Widow	92	39	21	5	9	2	2
MRCA/DRCA Death Compensation	37	28	15	20	21	9	12
Total Compensation claims	25,985	18,003	10,577	7,808	8,634	4,213	2,772

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 July 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
	Jul-25	MRCA IL	189.0		Jul-25	MRCA PI	137.0
Proportion of Claims by Age - MRCA IL - Days Old							
Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Dec-24	Jul-25
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	33.51%	36.70%
101 - 200	14.48%	17.42%	16.36%	22.58%	21.01%	28.74%	28.12%
201 - 300	15.67%	13.98%	15.22%	13.40%	14.31%	15.73%	13.20%
301 - 400	14.31%	10.55%	12.15%	8.30%	9.31%	8.10%	10.70%
401 - 600	16.81%	20.16%	18.15%	14.92%	9.46%	7.99%	8.81%
601 - 800	15.82%	8.96%	8.65%	7.09%	5.36%	3.23%	1.98%
801 +	1.47%	8.14%	5.38%	5.53%	3.47%	2.71%	0.49%

31-Jul-25

Determinations

[Claim Determinations](#)

[Age distribution of Determinations](#)

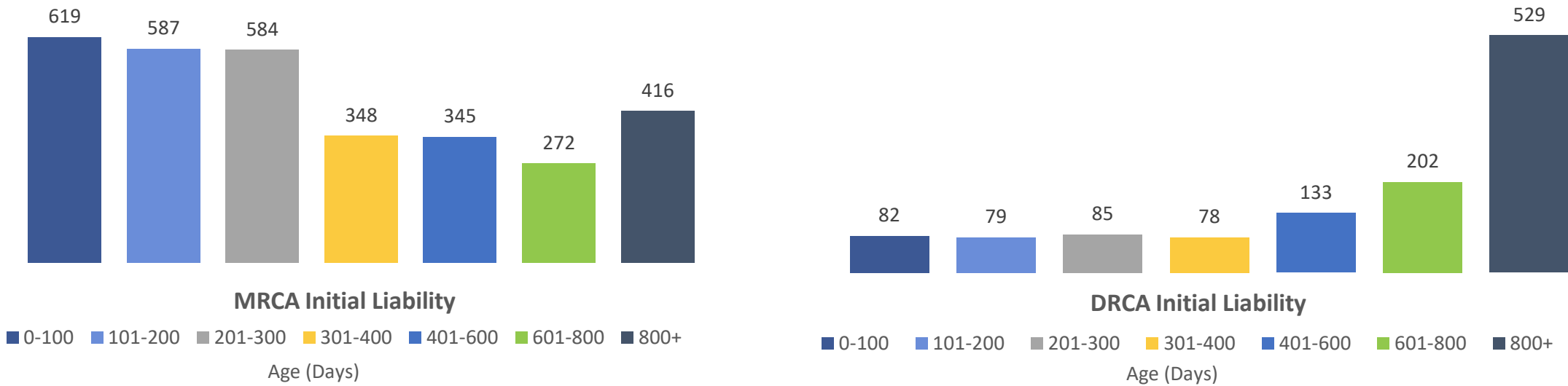
Note:

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



Claim Determinations	2022-2023	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	9,107	12,124	12,578	950	954	915	1,121	1,013	726	855	1,120	1,272	982	1,482	1,188	1,379	1,379	950	45.2%
MRCA Initial Liability ²	30,767	45,307	40,128	3,673	3,780	3,386	3,422	3,233	2,422	2,941	3,642	3,666	2,865	3,927	3,171	3,501	3,501	3,673	-4.7%
VEA Compensation Payment	5,733	7,580	7,467	502	530	507	647	609	434	543	666	710	563	939	817	924	924	502	84.1%
VEA Application for Increase	1,459	1,716	1,670	186	129	101	147	159	134	129	134	124	137	134	156	208	208	186	11.8%
Initial Liability claims determined	47,066	66,727	61,843	5,311	5,393	4,909	5,337	5,014	3,716	4,468	5,562	5,772	4,547	6,482	5,332	6,012	6,012	5,311	13.2%
MRCA Permanent Impairment	9,497	17,377	20,211	1,419	1,406	1,233	1,819	1,682	1,225	1,626	1,799	1,933	1,815	2,003	2,251	1,955	1,955	1,419	37.8%
DRCA Permanent Impairment	7,391	12,150	16,327	1,317	1,362	1,208	1,437	1,418	981	1,167	1,478	1,642	1,317	1,558	1,442	1,532	1,532	1,317	16.3%
Permanent Impairment claims determined	16,888	29,527	36,538	2,736	2,768	2,441	3,256	3,100	2,206	2,793	3,277	3,575	3,132	3,561	3,693	3,487	3,487	2,736	27.4%
MRCA/DRCA Incapacity	3,166	3,723	3,877	413	327	302	349	289	276	162	372	373	308	396	310	356	356	413	-13.8%
VEA War Widow	511	563	499	46	46	39	59	58	33	29	45	38	27	50	29	43	43	46	-6.5%
MRCA/DRCA Death Compensation	183	157	200	15	21	13	12	18	12	16	18	23	12	26	14	16	16	15	6.7%
Compensation claims determined*	67,814	100,697	102,957	8,521	8,555	7,704	9,013	8,479	6,243	7,468	9,274	9,781	8,026	10,515	9,378	9,914	9,914	8,521	16.3%

1. Total claims decided under DRCA, including those that were received and on hand as a Dual Act or Tri Act claim.

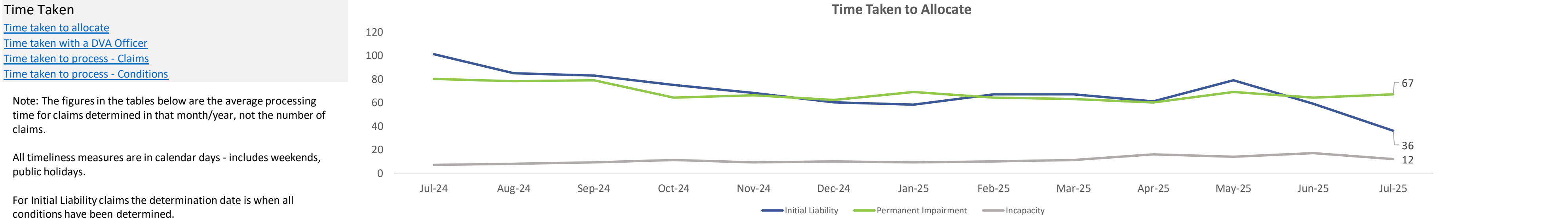
2. Total claims decided under MRCA, including those that were received and on hand as a Tri Act claim.

Age distribution of determinations	As at 31 July 2025						
(calendar days) ³	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	74	147	141	144	222	417	234
MRCA Initial Liability	582	731	640	500	486	393	169
VEA Compensation Payment	32	79	84	91	158	290	190
VEA Application for Increase	113	49	18	7	5	10	6
MRCA Permanent Impairment	163	767	680	179	119	36	11
DRCA Permanent Impairment	135	183	243	257	286	367	61
MRCA/DRCA Incapacity	238	91	19	5	3	0	0
VEA War Widow	22	10	6	4	0	1	0
MRCA/DRCA Death Compensation	4	4	2	1	2	3	0
Total Compensation claims	1,363	2,061	1,833	1,188	1,281	1,517	671

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

Age distribution of determinations	As at 31 July 2024						
(calendar days) ⁴	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	129	108	119	113	171	112	198
MRCA Initial Liability	862	816	540	400	491	266	298
VEA Compensation Payment	45	46	68	65	102	58	118
VEA Application for Increase	119	22	22	3	8	5	7
MRCA Permanent Impairment	190	550	373	168	105	25	8
DRCA Permanent Impairment	223	258	268	216	237	98	17
MRCA/DRCA Incapacity	336	63	7	4	2	1	0
VEA War Widow	30	6	6	3	1	0	0
MRCA/DRCA Death Compensation	9	2	1	1	1	1	0
Total Compensation claims	1,943	1,871	1,404	973	1,118	566	646

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



Time taken to allocate ¹ (average time in calendar days)	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD
Initial Liability	206	73	101	85	83	75	68	60	58	67	67	61	79	59	36	36	101
DRCA Initial Liability	238	139	174	153	157	137	128	112	111	128	126	131	173	123	69	69	174
MRCA Initial Liability	206	64	92	77	79	67	60	52	52	57	59	52	65	48	28	28	92
VEA Compensation Payment	252	159	195	170	176	158	155	127	120	159	151	153	197	133	76	76	195
Permanent Impairment	123	68	80	78	79	64	66	62	69	64	63	60	69	64	67	67	80
MRCA Permanent Impairment	92	47	49	45	45	48	47	48	47	44	47	49	45	47	54	54	49
DRCA Permanent Impairment	168	93	112	112	113	84	88	81	99	89	82	77	100	89	84	84	112
Incapacity	22	11	7	8	9	11	9	10	9	10	11	16	14	17	12	12	7

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD
Initial Liability	175	275	238	233	238	248	243	234	263	275	293	304	358	353	334	334	238
DRCA Initial Liability	243	403	314	322	325	330	346	346	367	413	411	450	550	530	468	468	314
MRCA Initial Liability	162	251	225	221	227	232	224	214	243	250	268	272	317	312	299	299	225
VEA Compensation Payment	269	444	335	345	349	357	377	373	391	451	471	507	599	577	500	500	335
Permanent Impairment	133	221	180	191	210	195	204	441	225	244	233	233	270	235	244	244	180
MRCA Permanent Impairment	131	187	175	171	185	181	182	372	191	200	186	192	215	181	173	173	175
DRCA Permanent Impairment	137	263	185	213	235	212	231	307	272	298	290	288	340	320	335	335	185
Incapacity	60	78	64	63	60	63	75	62	93	86	77	88	98	115	81	81	64

Time Taken to Process - Claims ² (average time in calendar days)	Target	2022-2023	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	460	480	542	488	475	483	467	474	458	478	541	536	581	723	653	536	536	488	9.8%
MRCA Initial Liability	90	441	368	315	316	296	307	298	283	265	295	306	327	324	380	359	326	326	316	3.2%
VEA Compensation Payment	100	480	520	604	530	515	524	515	532	500	511	610	622	660	796	710	577	577	530	8.9%
VEA Application for Increase	100	162	182	165	160	148	152	139	185	166	104	178	154	154	237	196	165	165	160	3.1%
MRCA Permanent Impairment	90	262	222	233	223	215	229	228	227	226	237	225	232	240	259	227	225	225	223	0.9%
DRCA Permanent Impairment	100	259	305	357	297	324	347	296	319	328	371	318	371	365	439	410	419	419	297	41.1%
MRCA Incapacity	50	99	80	86	69	68	69	71	83	71	91	95	85	99	107	129	91	91	69	31.9%
DRCA Incapacity	50	100	87	93	76	77	67	88	86	64	97	88	104	114	113	130	93	93	76	22.4%
Incapacity - Combined	50	99	81	89	71	71	68	74	84	71	101	96	87	101	112	131	93	93	71	31.0%
VEA War Widow	30	88	112	113	106	98	102	100	103	96	147	210	132	83	88	81	122	122	106	15.1%

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	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	411	480	407	385	404	394	397	400	413	464	456	506	822	768	554	554	407	36.1%
MRCA Initial Liability	90	281	214	231	196	202	204	178	171	203	191	220	237	257	260	264	264	231	14.3%
VEA Compensation Payment	100	469	561	452	429	431	438	457	448	422	547	562	595	867	804	616	616	452	36.3%
VEA Application for Increase	100	96	85	72	94	76	92	100	89	85	92	88	63	99	88	88	88	72	22.2%
MRCA Permanent Impairment	90	198	205	191	180	195	192	198	207	211	223	203	210	238	205	208	208	191	8.9%
DRCA Permanent Impairment	100	293	317	271	281	321	250	270	286	315	356	339	344	387	354	372	372	271	37.3%
MRCA Incapacity	50	55	64	51	54	60	53	63	61	67	75	60	73	84	92	68	68	51	33.3%
DRCA Incapacity	50	56	69	51	34	64	52	73	50	75	74	64	96	103	105	69	69	51	35.3%
VEA War Widow	30	73	78	62	74	60	80	71	80	96	127	77	63	75	21	66	66	62	6.5%

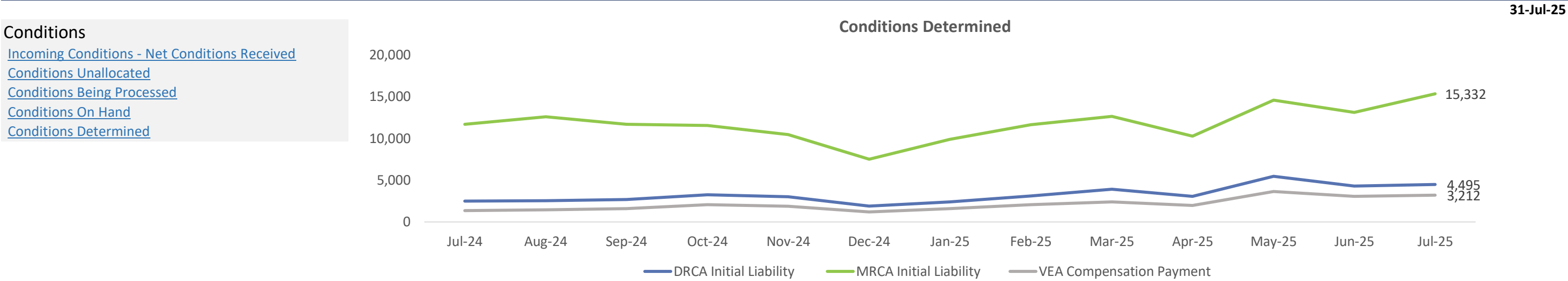
2. Time is measured from date of receipt to date of determination. The overall time taken to process includes periods external to the DVA process, e.g. time taken to obtain medical information from a treating GP or specialist.

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	0	15,994
	Avg time to allocate (days)	37	8	-29	-1	10
	Average TTTP (days)	105	96	-9	0	111
	Median TTTP (days)	90	84	-6	0	97
DRCA IL	Claims determined	2,053	2,622	569	0	2,328
	Avg time to allocate (days)	43	9	-34	-1	13
	Average TTTP (days)	135	121	-14	0	129
	Median TTTP (days)	133	106	-27	0	115
VEA Disability Compensation Payment	Claims determined	1,008	1,251	243	0	1,029
	Avg time to allocate (days)	47	9	-38	-1	13
	Average TTTP (days)	156	134	-22	0	145
	Median TTTP (days)	161	126	-35	0	133

	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	1 Aug 24 - 31 Jul 25
MRCA IL Average TTTP Received & Determined in last 12 months	112	109	106	106	103	101	100	97	96	100	102	104	106	107	108	111
MRCA IL Median TTTP Received & Determined in last 12 months	105	99	94	94	91	89	87	85	84	87	89	92	92	92	94	97

	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 - 28 Feb 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	1 Aug 24 - 31 Jul 25
DRCA IL Average TTTP Received & Determined in last 12 months	139	137	136	132	128	124	123	122	121	124	127	130	128	124	123	129
DRCA IL Median TTTP Received & Determined in last 12 months	130	127	126	121	115	112	109	108	106	112	115	116	113	110	109	115

	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 Jan 25	1 Feb 24 - 28 Feb 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	1 Aug 24 - 31 Jul 25
VEA IL Average TTTP Received & Determined in last 12 months	154	153	153	148	141	137	135	135	134	140	143	144	140	136	138	145
VEA IL Median TTTP Received & Determined in last 12 months	151	149	148	144	133	128	126	125	126	132	134	134	131	127	128	133



Incoming Conditions - Net Conditions Received	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD
DRCA Initial Liability	4,846	6,104	514	654	474	484	472	363	466	530	596	334	570	647	490	490	514
MRCA Initial Liability	69,556	81,984	8,293	7,856	7,051	7,798	7,021	5,593	6,278	7,548	7,554	5,613	5,147	6,232	8,362	8,362	8,293
VEA Compensation Payment	4,235	4,346	402	439	433	448	393	275	279	300	329	282	374	392	492	492	402
Dual Act IL (VEA/DRCA)	6,845	8,920	798	877	536	625	760	632	720	936	934	577	801	724	755	755	798
Tri Act IL (MRCA/DRCA/VEA)	54,904	54,907	5,011	5,410	4,774	5,091	5,122	3,841	3,828	4,817	4,680	3,700	4,153	4,480	4,755	4,755	5,011
Total Conditions	140,386	156,261	15,018	15,236	13,268	14,446	13,768	10,704	11,571	14,131	14,093	10,506	11,045	12,475	14,854	14,854	15,018

Conditions Unallocated	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	% change from last month	% of total on hand
DRCA Initial Liability	148	33	69	230	376	243	228	119	52	108	31	25	111	33	64	93.9%	0.8%
MRCA Initial Liability	2,180	308	1,856	3,392	5,100	3,379	2,791	1,510	883	1,351	360	573	1,238	308	1,892	514.3%	2.3%
VEA Compensation Payment	60	29	118	254	391	324	223	113	51	83	55	36	79	29	88	203.4%	3.4%
Dual Act IL (VEA/DRCA)	194	51	87	342	399	320	205	134	121	134	31	58	208	51	140	174.5%	0.5%
Tri Act IL (MRCA/DRCA/VEA)	1,729	230	1,229	2,601	3,590	2,574	2,155	1,372	598	941	331	335	993	230	1,048	355.7%	1.2%
Total Initial Liability Conditions	4,311	651	3,359	6,819	9,856	6,840	5,602	3,248	1,705	2,617	808	1,027	2,629	651	3,232	396.5%	1.6%

Conditions Being Processed	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	% change from last month	% of total on hand
DRCA Initial Liability	7,032	8,333	7,236	7,411	7,290	7,519	7,541	7,866	8,104	8,092	8,143	8,113	8,091	8,333	8,236	-1.2%	99.2%
MRCA Initial Liability	74,403	82,764	76,623	76,448	75,449	79,541	81,411	84,307	85,432	85,662	86,994	86,253	82,882	82,764	80,875	-2.3%	97.7%
VEA Compensation Payment	2,643	2,481	2,537	2,504	2,457	2,463	2,601	2,571	2,473	2,448	2,352	2,399	2,319	2,481	2,485	0.2%	96.6%
Dual Act IL (VEA/DRCA)	22,226	26,928	23,239	23,710	24,178	24,840	25,304	26,100	27,012	27,605	28,099	28,039	27,268	26,928	26,402	-2.0%	99.5%
Tri Act IL (MRCA/DRCA/VEA)	86,081	87,087	86,870	86,869	86,478	87,969	89,209	90,851	92,048	91,699	92,341	91,922	87,796	87,087	85,184	-2.2%	98.8%
Total Initial Liability Conditions	192,385	207,593	196,505	196,942	195,852	202,332	206,066	211,695	215,069	215,506	217,929	216,726	208,356	207,593	203,182	-2.1%	98.4%

Conditions On Hand	30/06/2024	30/06/2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	% change from last month
DRCA Initial Liability	7,180	8,366	7,305	7,641	7,666	7,762	7,769	7,985	8,156	8,200	8,174	8,138	8,202	8,366	8,300	-0.8%
MRCA Initial Liability	76,583	83,072	78,479	79,840	80,549	82,920	84,202	85,817	86,315	87,013	87,354	86,826	84,120	83,072	82,767	-0.4%
VEA Compensation Payment	2,703	2,510	2,655	2,758	2,848	2,787	2,824	2,684	2,524	2,531	2,407	2,435	2,398	2,510	2,573	2.5%
Dual Act IL (VEA/DRCA)	22,420	26,979	23,326	24,052	24,577	25,160	25,509	26,234	27,133	27,739	28,130	28,097	27,476	26,979	26,542	-1.6%
Tri Act IL (MRCA/DRCA/VEA)	87,810	87,317	88,099	89,470	90,068	90,543	91,364	92,223	92,646	92,640	92,672	92,257	88,789	87,317	86,232	-1.2%
Total Initial Liability Conditions	196,696	208,244	199,864	203,761	205,708	209,172	211,668	214,943	216,774	218,123	218,737	217,753	210,985	208,244	206,414	-0.9%

Conditions Determined ¹	2023-24	2024-25	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Current FYTD	Last FYTD
DRCA Initial Liability	29,909	38,190	2,515	2,549	2,676	3,262	3,037	1,897	2,406	3,125	3,909	3,066	5,460	4,288	4,495	4,495	2,515
MRCA Initial Liability	115,364	137,559	11,674	12,594	11,698	11,543	10,442	7,505	9,903	11,628	12,614	10,272	14,590	13,096	15,332	15,332	11,674
VEA Compensation Payment	19,241	24,226	1,342	1,447	1,571	2,088	1,884	1,197	1,599	2,046	2,402	1,952	3,642	3,056	3,212	3,212	1,342
Total Condition determined	164,514	199,975	15,531	16,590	15,945	16,893	15,363	10,599	13,908	16,799	18,925	15,290	23,692	20,440	23,039	23,039	15,531

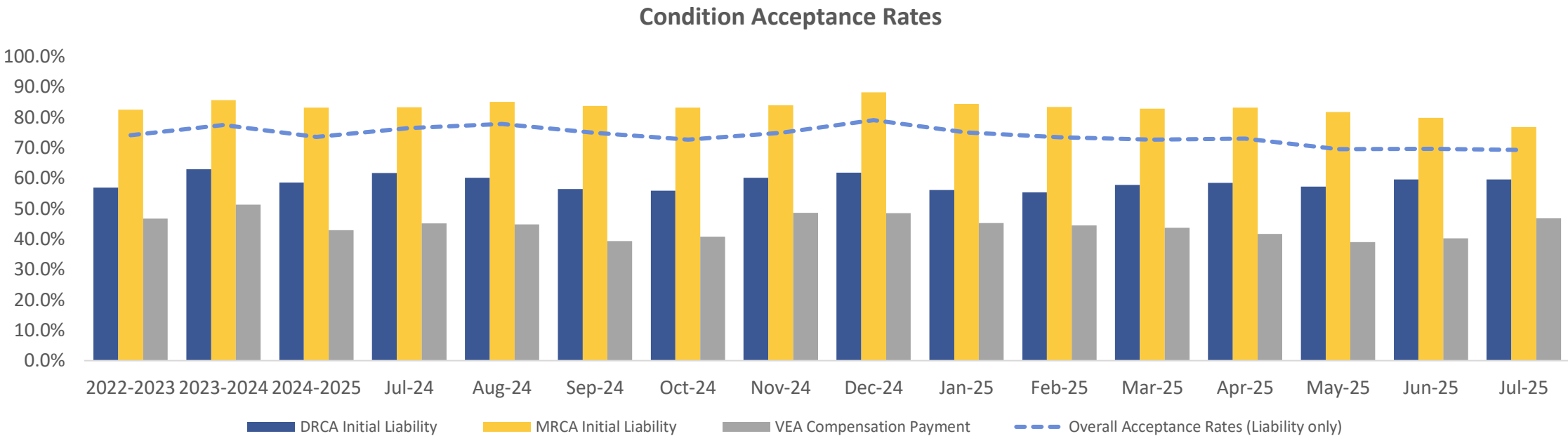
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



Acceptance Rates

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2022-2023	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	FYTD
DRCA Initial Liability	56.8%	62.9%	58.5%	61.6%	60.1%	56.4%	55.8%	60.1%	61.8%	56.0%	55.3%	57.7%	58.4%	57.2%	59.5%	59.5%	59.5%
MRCA Initial Liability	82.4%	85.6%	83.1%	83.2%	85.0%	83.7%	83.1%	83.9%	88.1%	84.3%	83.3%	82.8%	83.1%	81.7%	79.8%	76.7%	76.7%
VEA Compensation Payment	46.6%	51.2%	42.8%	45.1%	44.8%	39.3%	40.7%	48.6%	48.5%	45.2%	44.4%	43.6%	41.6%	38.9%	40.2%	46.8%	46.8%
Overall Acceptance Rates (Liability only)	74.0%	77.4%	73.5%	76.4%	77.7%	74.8%	72.6%	74.8%	79.0%	74.9%	73.4%	72.6%	72.9%	69.5%	69.6%	69.2%	69.2%

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	2022-2023	2023-2024	2024-2025	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	FYTD
VEA Application for Increase	68.8%	62.2%	61.6%	60.4%	69.6%	61.9%	65.9%	66.9%	66.1%	62.2%	62.4%	68.0%	60.3%	53.7%	56.8%	60.6%	60.6%
MRCA Permanent Impairment	87.4%	87.9%	89.4%	88.1%	89.8%	90.5%	88.0%	89.7%	92.2%	87.8%	90.9%	89.7%	89.4%	88.5%	89.0%	89.5%	89.5%
DRCA Permanent Impairment	44.7%	40.6%	46.6%	41.0%	47.1%	52.3%	41.6%	45.6%	64.6%	45.6%	39.0%	39.0%	49.7%	48.3%	49.7%	47.7%	47.7%
MRCA Incapacity	96.7%	96.1%	93.1%	97.8%	97.6%	95.1%	95.4%	93.4%	97.9%	88.1%	92.5%	95.0%	93.9%	87.3%	78.9%	89.3%	89.3%
DRCA Incapacity	94.6%	93.4%	88.9%	94.2%	82.8%	94.6%	87.5%	92.1%	94.9%	77.8%	82.9%	93.0%	94.9%	86.6%	75.8%	83.0%	83.0%
VEA War Widow	63.4%	64.3%	63.3%	63.0%	56.5%	64.1%	62.7%	70.7%	84.8%	48.3%	42.2%	63.2%	85.2%	62.0%	65.5%	72.1%	72.1%