



### Monthly Headlines and Key Issues

- This month:
- s 22 - Out of scope**
  - Total determinations (8,929) only 114 (1.3%) below last month's.
  - s 22 - Out of scope**
  - Total claims lodged increased by 9.4%
  - Total claims being processed (73,580) and total claims on hand (76,149) increased by 0.6% and 0.6% respectively.
  - Total unallocated claims (2,569) rose but remains below BAU.
  - The number of Delegates decreased by 9.3 due to attrition.
  - s 22 - Out of scope**
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  - April results will be updated on the DVA website on 15 May 2024 – see [www.dva.gov.au/claim-processing](http://www.dva.gov.au/claim-processing).

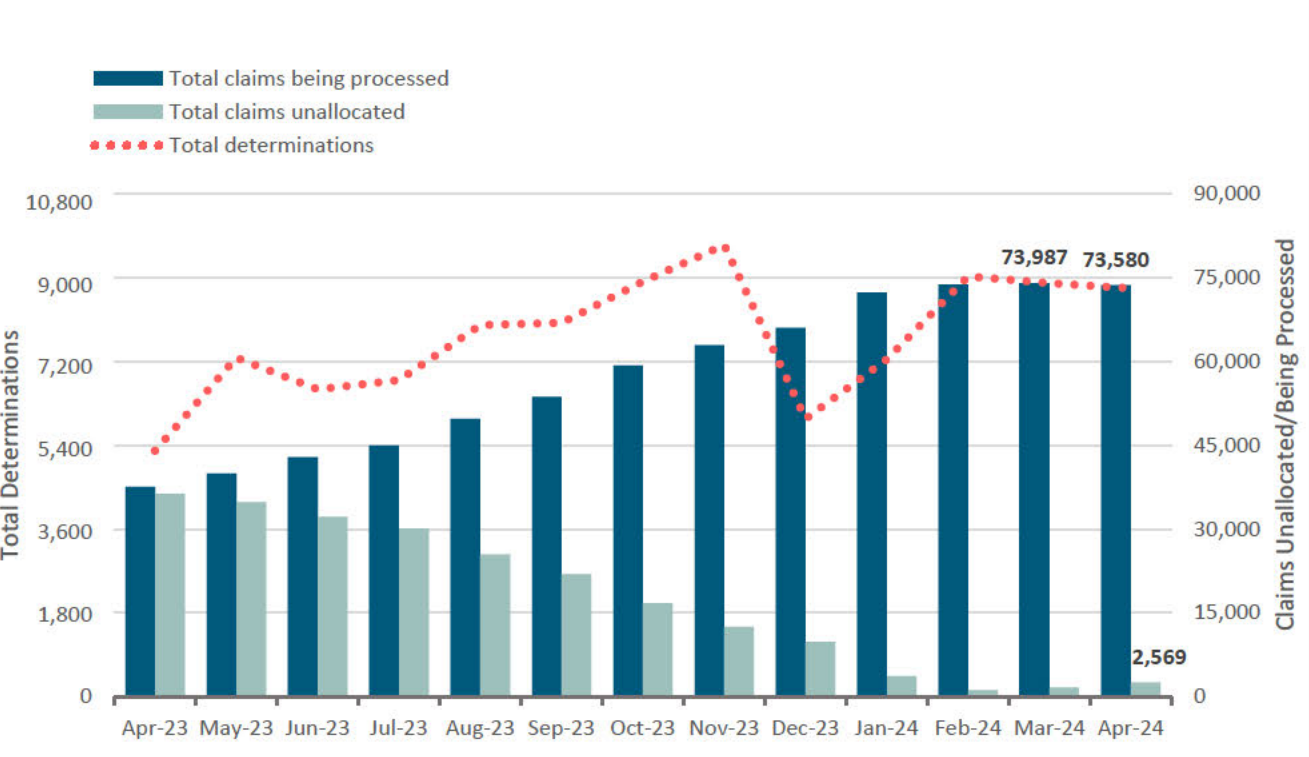
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### Compensation Claims as at 30 April 2024

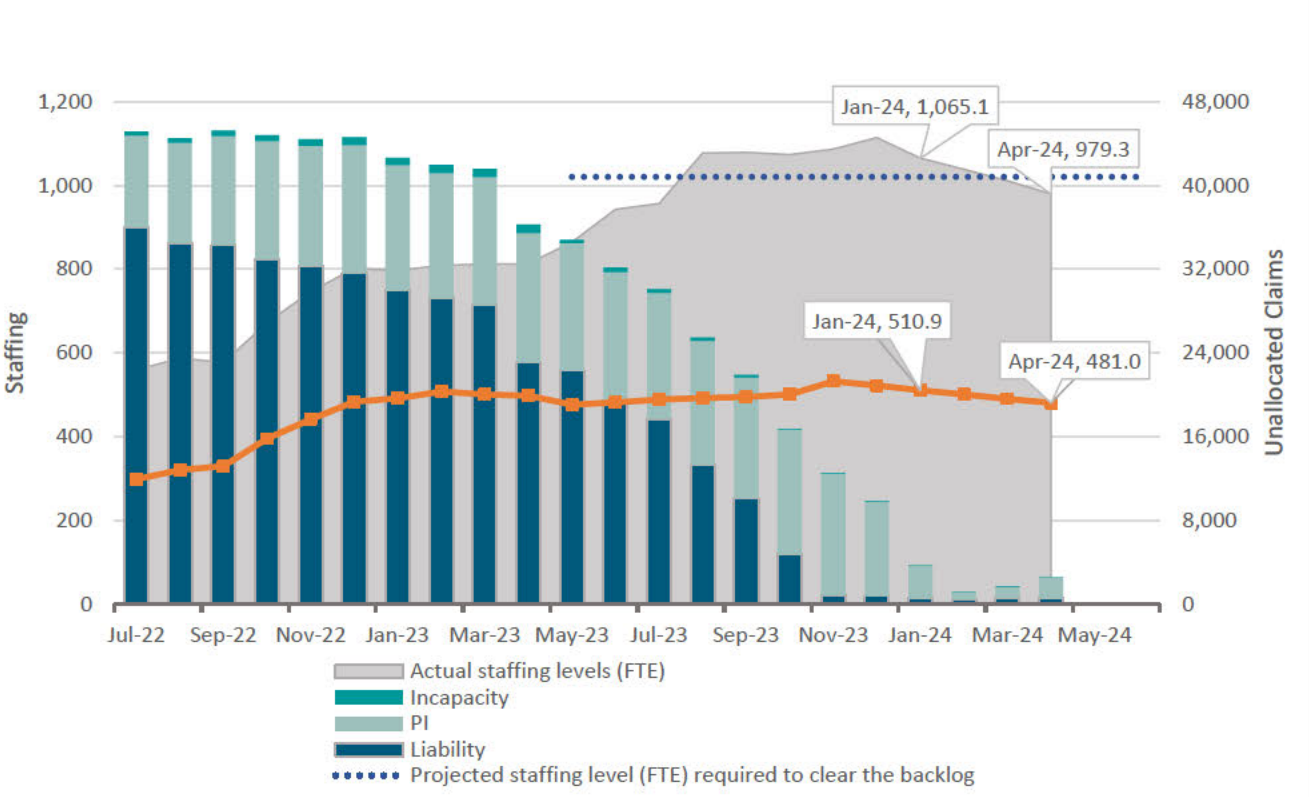
Monthly						Change	
	Apr-23	Jun-23	Dec-23	Mar-24	Apr-24	(+/-)	%
<b>Compensation Claims - Processing</b>							
Total determinations	5,373	6,721	6,076	9,043	8,929	-114.0	-1.3%
Total claims lodged	4,746	6,291	5,596	7,946	8,692	+746.0	+9.4%
Total veterans with claims onhand (UINs)	49,949	43,142	43,601	42,806	42,588	-218.0	-0.5%
Total claims onhand	73,793	75,041	75,802	75,669	76,149	+480.0	+0.6%
Total claims being processed	37,522	42,888	65,960	73,987	73,580	-407.0	-0.6%
Claims processing staff (FTE)	813.2	943.1	1,113.7	1,010.8	979.3	-31.5	-3.1%
Delegates (excl. Trainee delegates) (FTE)	497.6	481.9	522.3	490.3	481.0	-9.3	-1.9%
Output per Delegate*	15.4	19.9	16.6	26.3	26.5	+0.2	+0.6%
<b>Compensation Claims - Unallocated</b>							
MRCA Initial Liability	11,680	10,118	345	324	297	-27.0	-8.3%
DRCA Initial Liability	756	599	49	28	23	-5.0	-17.9%
VEA Compensation Payment	727	665	40	33	33	0.0	0.0
Dual Act IL (VEA/DRCA)	533	402	32	30	20	-10.0	-33.3%
Tri Act IL (MRCA/DRCA/VEA)	9,341	7,648	316	219	184	-35.0	-16.0%
<b>Total Liability - unallocated</b>	<b>23,074</b>	<b>19,450</b>	<b>806</b>	<b>639</b>	<b>559</b>	<b>-80.0</b>	<b>-12.5%</b>
MRCA Permanent Impairment	4,705	4,267	3,006	561	1,349	+788.0	+140.5%
DRCA Permanent Impairment	7,687	8,009	5,974	425	629	+204.0	+48.0%
<b>Total Permanent Impairment - unallocated</b>	<b>12,392</b>	<b>12,276</b>	<b>8,980</b>	<b>986</b>	<b>1,978</b>	<b>+992.0</b>	<b>+100.6%</b>
<b>Total Incapacity - unallocated</b>	<b>805</b>	<b>427</b>	<b>56</b>	<b>57</b>	<b>32</b>	<b>-25.0</b>	<b>-43.9%</b>
<b>Total claims unallocated</b>	<b>36,271</b>	<b>32,153</b>	<b>9,842</b>	<b>1,682</b>	<b>2,569</b>	<b>+887.0</b>	<b>+52.7%</b>

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### Claims Determinations, Being Processed, On Hand as at 30 April 2024



### CBD Staffing (FTE) and Unallocated Claims as at 30 April 2024



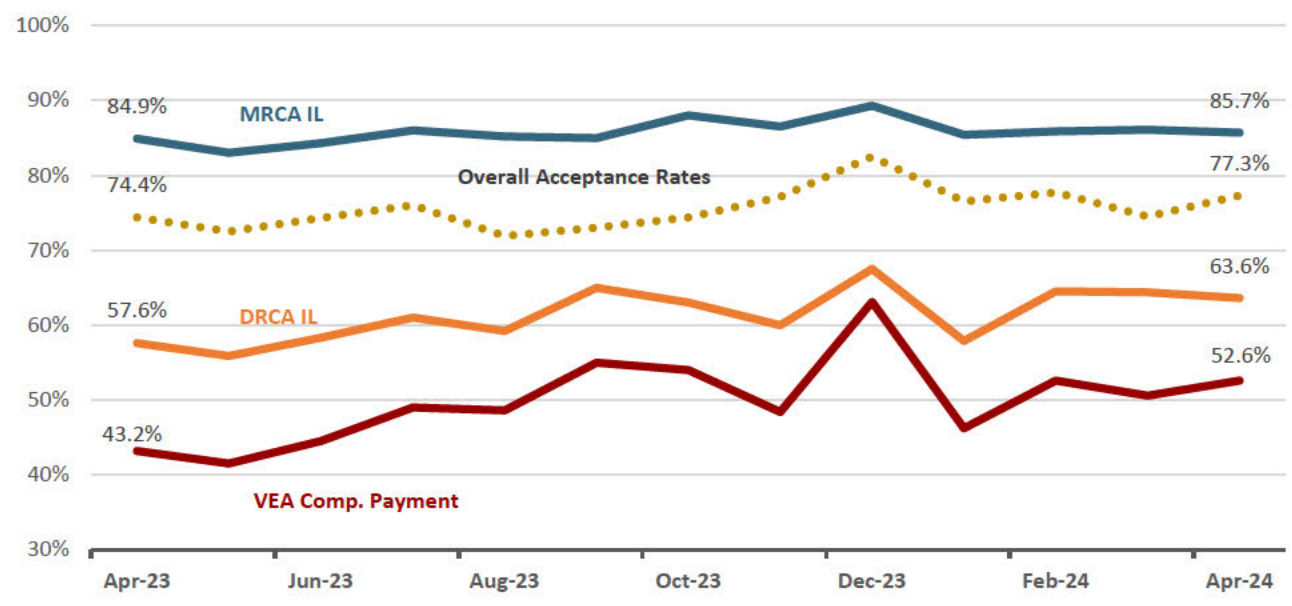
## Age Distribution of Claims On Hand as at 30 April 2024

Includes unallocated claims and claims being processed – age in calendar days from date of receipt

Age distribution of claims on hand	0-100	101-200	201-300	301-400	401-600	601-800	800+	Total
MRCA Initial Liability	6,225	3,327	2,582	1,664	1,931	1,116	776	17,621
DRCA Initial Liability	628	389	551	327	277	143	109	2,424
VEA Compensation Payment	354	169	149	89	102	49	39	951
Dual Act IL (VEA/DRCA)	1,081	941	874	780	957	578	457	5,668
Tri Act IL (MRCA/DRCA/VEA)	4,101	2,906	2,579	1,807	2,595	1,646	1,727	17,361
VEA Application for Increase	340	136	81	39	41	29	26	692
MRCA Permanent Impairment	5,872	3,352	2,013	712	456	119	23	12,547
DRCA Permanent Impairment	5,664	3,985	3,059	2,243	2,151	493	115	17,710
MRCA/DRCA Incapacity	693	106	30	16	12	2	1	860
VEA War Widow	85	50	17	9	7	2	1	171
MRCA/DRCA Death Compensation	39	20	28	18	16	13	9	143
<b>Total Compensation claims</b>	<b>25,082</b>	<b>15,381</b>	<b>11,963</b>	<b>7,704</b>	<b>8,545</b>	<b>4,190</b>	<b>3,283</b>	<b>76,148</b>
<b>% of total claims on hand</b>	<b>32.9%</b>	<b>20.2%</b>	<b>15.7%</b>	<b>10.1%</b>	<b>11.2%</b>	<b>5.5%</b>	<b>4.3%</b>	<b>100.0%</b>

## Acceptance Rates as at 30 April 2024

12-month comparison from Apr 2023 to Apr 2024 for conditions determined each month



Acceptance Rate - Initial Liability conditions	Apr-23	Apr-24	22/23 FY	23/24 FYTD
MRCA Initial Liability	84.9%	85.7%	81.9%	86.1%
DRCA Initial Liability	57.6%	63.6%	57.3%	62.9%
VEA Compensation Payment	43.2%	52.6%	48.3%	51.7%
<b>Overall Acceptance Rates</b>	<b>74.4%</b>	<b>77.3%</b>	<b>71.7%</b>	<b>77.7%</b>

## 'Ready to Investigate' – average time for claims in holding bays as at 30 April 2024

Each month and 2023-24 FYTD – measured in calendar days for MRCA and Tri-Act IL claims only

Ready to Investigate - monthly		Dec-23	Apr-24
MRCA IL claims only	Number of claims	1,400	2,722
	Average calendar days in bay	14	46
Tri-Act IL claims only	Number of claims	360	3,535
	Average calendar days in bay	27	103
Total	Number of claims	1,760	6,257
	Average calendar days in bay	16	74

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