



#### 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.

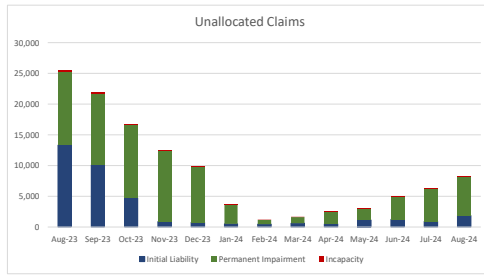
'Tri Act' represents those veterans who have service both before and after 1 July 2004 and may have their claims investigated under two or all three Acts.

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	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD	% change from last FYTD
<b>Net claims received<sup>1</sup></b>																			
DRCA Initial Liability	2,524	2,169	2,163	147	146	182	180	132	135	178	200	207	270	235	243	240	483	298	62.1%
MRCIA Initial Liability	18,852	20,499	23,648	1,750	1,613	2,062	2,342	1,423	1,787	1,830	2,099	2,312	2,595	2,372	2,561	2,471	5,032	3,213	56.6%
VEA Compensation Payment	3,237	3,546	1,740	174	117	174	163	119	117	129	121	162	183	131	164	204	368	324	13.6%
Dual Act IL (VEA/DRCA)	2,492	2,741	2,252	98	89	138	213	145	180	196	242	264	294	302	300	239	539	189	185.2%
Tri Act IL (MRCIA/DRCA/VEA)	12,761	13,847	15,164	1,183	1,109	1,411	1,495	971	1,119	1,134	1,274	1,390	1,637	1,484	1,417	1,554	2,971	2,140	38.8%
VEA Application for Increase	1,566	1,555	1,809	158	138	172	166	107	107	163	137	144	193	149	160	172	332	333	-0.3%
<b>Total Initial Liability</b>	<b>41,432</b>	<b>42,357</b>	<b>46,776</b>	<b>3,510</b>	<b>3,212</b>	<b>4,139</b>	<b>4,559</b>	<b>2,897</b>	<b>3,445</b>	<b>3,630</b>	<b>4,073</b>	<b>4,479</b>	<b>5,172</b>	<b>4,673</b>	<b>4,845</b>	<b>4,880</b>	<b>9,725</b>	<b>6,497</b>	<b>49.7%</b>
MRCIA Permanent Impairment	9,929	13,172	20,184	1,404	1,480	1,831	2,003	1,283	1,505	1,761	1,844	1,908	2,228	1,785	1,812	1,922	3,734	2,556	46.1%
DRCA Permanent Impairment	10,618	12,939	17,458	1,042	1,434	1,365	1,546	1,165	1,205	1,462	1,613	1,854	1,973	1,644	1,606	1,635	3,241	2,197	47.5%
<b>Total Permanent Impairment</b>	<b>20,547</b>	<b>26,111</b>	<b>37,642</b>	<b>2,446</b>	<b>2,914</b>	<b>3,196</b>	<b>3,549</b>	<b>2,448</b>	<b>2,710</b>	<b>3,223</b>	<b>3,457</b>	<b>3,762</b>	<b>4,201</b>	<b>3,429</b>	<b>3,418</b>	<b>3,557</b>	<b>6,975</b>	<b>4,753</b>	<b>46.7%</b>
MRCIA/DRCA Incapacity	3,235	3,094	4,571	360	345	363	426	218	395	396	373	396	464	455	449	426	875	740	18.2%
VEA War Widow	610	503	376	43	28	36	29	24	21	21	33	41	41	27	38	34	72	75	-4.0%
MRCIA/DRCA Death Compensation	113	136	165	27	10	15	13	9	8	12	10	13	20	15	11	21	32	40	-20.0%
<b>Total Compensation claims</b>	<b>65,937</b>	<b>72,201</b>	<b>89,530</b>	<b>6,386</b>	<b>6,509</b>	<b>7,749</b>	<b>8,576</b>	<b>5,596</b>	<b>6,579</b>	<b>7,282</b>	<b>7,946</b>	<b>8,691</b>	<b>9,898</b>	<b>8,761</b>	<b>8,918</b>	<b>17,679</b>	<b>12,105</b>	<b>46.0%</b>	

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	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
<b>Initial Liability</b>																
DRCA Initial Liability	635	599	72	571	705	774	73	49	14	16	28	23	59	72	36	91
MRCIA Initial Liability	11,591	10,118	648	5,800	3,424	573	322	345	297	231	324	297	597	648	506	932
VEA Compensation Payment	762	665	36	690	762	801	56	40	21	28	33	33	68	36	46	112
Dual Act IL (VEA/DRCA)	496	402	63	366	426	435	43	32	24	18	30	20	34	63	28	78
Tri Act IL (MRCIA/DRCA/VEA)	8,794	7,648	412	5,877	4,762	2,152	369	316	187	165	219	184	397	412	331	683
VEA Application for Increase	24	18	5	16	40	8	6	24	6	11	5	2	8	5	9	7
<b>Total Initial Liability</b>	<b>22,302</b>	<b>19,450</b>	<b>1,236</b>	<b>13,320</b>	<b>10,119</b>	<b>4,743</b>	<b>869</b>	<b>806</b>	<b>549</b>	<b>469</b>	<b>639</b>	<b>559</b>	<b>1,163</b>	<b>1,236</b>	<b>956</b>	<b>1,903</b>
MRCIA Permanent Impairment	4,474	4,267	2,015	3,851	3,342	3,537	4,089	3,006	415	466	561	1,349	960	2,015	3,021	3,485
DRCA Permanent Impairment	7,688	8,009	1,610	7,986	8,202	8,374	7,558	5,974	2,715	232	425	629	809	1,610	2,194	2,699
<b>Total Permanent Impairment</b>	<b>12,162</b>	<b>12,276</b>	<b>3,625</b>	<b>11,837</b>	<b>11,544</b>	<b>11,911</b>	<b>11,647</b>	<b>8,980</b>	<b>3,130</b>	<b>698</b>	<b>986</b>	<b>1,978</b>	<b>1,769</b>	<b>3,625</b>	<b>5,215</b>	<b>6,184</b>
MRCIA/DRCA Incapacity	332	427	125	330	252	69	38	56	18	21	57	32	71	125	145	158
VEA War Widow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MRCIA/DRCA Death Compensation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Compensation claims</b>	<b>34,796</b>	<b>32,153</b>	<b>4,986</b>	<b>25,487</b>	<b>21,915</b>	<b>16,723</b>	<b>12,554</b>	<b>9,842</b>	<b>3,697</b>	<b>1,188</b>	<b>1,682</b>	<b>2,569</b>	<b>3,003</b>	<b>4,986</b>	<b>6,316</b>	<b>8,245</b>

Age distribution of unallocated claims (calendar days) <sup>2</sup>	As at 31 August 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	91	0	0	0	0	0	0
MRCIA Initial Liability	932	0	0	0	0	0	0
VEA Compensation Payment	112	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	78	0	0	0	0	0	0
Tri Act IL (MRCIA/DRCA/VEA)	683	0	0	0	0	0	0
VEA Application for Increase	5	2	0	0	0	0	0
MRCIA Permanent Impairment*	3,481	2	2	0	0	0	0
DRCA Permanent Impairment*	2,697	2	0	0	0	0	0
MRCIA/DRCA Incapacity	157	1	0	0	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCIA/DRCA Death Compensation	0	0	0	0	0	0	0
<b>Total Compensation claims</b>	<b>8,236</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

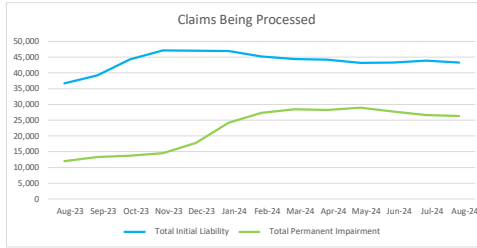
\*The seven (7) unallocated PI claims that were over 200 days old as at 30/06/2024, were only registered by DVA in June after PI claim interest was indicated in an incomplete Needs Assessment. The 'date received' was backdated to align with the associated IL claim determination date to ensure the veteran concerned is not disadvantaged.

Age distribution of unallocated claims (calendar days) <sup>2</sup>	As at 31 August 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	385	178	2	2	4	0	0
MRCIA Initial Liability	3,007	646	1,189	933	24	0	1
VEA Compensation Payment	455	205	8	13	9	0	0
Dual Act IL (VEA/DRCA)	243	100	6	7	10	0	0
Tri Act IL (MRCIA/DRCA/VEA)	2,672	770	856	870	689	16	4
VEA Application for Increase	15	0	0	0	0	1	0
MRCIA Permanent Impairment	3,341	509	1	0	0	0	0
DRCA Permanent Impairment	3,216	2,514	1,568	688	0	0	0
MRCIA/DRCA Incapacity	329	1	0	0	0	0	0
VEA War Widow	0	0	0	0	0	0	0
MRCIA/DRCA Death Compensation	0	0	0	0	0	0	0
<b>Total Compensation claims</b>	<b>13,663</b>	<b>4,923</b>	<b>3,630</b>	<b>2,513</b>	<b>736</b>	<b>17</b>	<b>5</b>

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

Claims being Processed	30/06/2023	30/06/2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	% change from last month
DRCA Initial Liability	1,635	2,432	1,553	1,440	1,460	2,216	2,343	2,447	2,369	2,406	2,401	2,417	2,432	2,503	2,502	0.0%
MRCA Initial Liability	12,086	16,850	15,991	17,864	20,282	19,792	19,449	19,229	18,286	17,576	17,324	16,705	16,850	17,105	16,639	-2.7%
VEA Compensation Payment	1,078	844	826	741	783	1,329	1,211	1,081	969	934	918	883	844	861	866	0.6%
Dual Act IL (VEA/DRCA)	4,120	5,895	4,293	4,071	3,971	4,708	5,020	5,272	5,407	5,498	5,648	5,703	5,895	6,181	6,257	1.2%
Tri Act IL (MRCA/DRCA/VEA)	11,644	16,619	13,264	14,369	17,070	18,409	18,338	18,234	17,479	17,320	17,177	16,751	16,619	16,610	16,341	-1.6%
VEA Application for Increase	681	678	755	733	777	719	700	678	685	671	690	700	678	633	685	8.2%
<b>Total Initial Liability</b>	<b>31,244</b>	<b>43,318</b>	<b>36,682</b>	<b>39,218</b>	<b>44,343</b>	<b>47,173</b>	<b>47,061</b>	<b>46,941</b>	<b>45,195</b>	<b>44,405</b>	<b>44,158</b>	<b>43,159</b>	<b>43,318</b>	<b>43,893</b>	<b>43,290</b>	<b>-1.4%</b>
MRCA Permanent Impairment	6,209	10,861	6,893	7,731	7,986	7,816	8,977	11,417	11,491	11,853	11,198	11,598	10,861	10,079	10,000	-0.8%
DRCA Permanent Impairment	4,378	16,867	5,129	5,623	5,708	6,722	8,868	12,732	15,821	16,609	17,082	17,138	16,867	16,510	16,261	-1.5%
<b>Total Permanent Impairment</b>	<b>10,587</b>	<b>27,728</b>	<b>12,022</b>	<b>13,354</b>	<b>13,694</b>	<b>14,538</b>	<b>17,845</b>	<b>24,149</b>	<b>27,312</b>	<b>28,462</b>	<b>28,280</b>	<b>28,916</b>	<b>27,728</b>	<b>26,589</b>	<b>26,261</b>	<b>-1.2%</b>
MRCA/DRCA Incapacity	798	950	726	742	849	888	724	851	874	820	828	816	950	882	914	3.6%
VEA War Widow	161	169	176	176	194	193	202	206	183	168	171	177	169	170	177	4.1%
MRCA/DRCA Death Compensation	98	142	114	111	124	133	128	129	136	132	143	136	142	142	147	3.5%
<b>Total Compensation claims</b>	<b>42,888</b>	<b>72,307</b>	<b>49,720</b>	<b>53,601</b>	<b>59,204</b>	<b>62,875</b>	<b>65,960</b>	<b>72,276</b>	<b>73,700</b>	<b>73,987</b>	<b>73,580</b>	<b>73,204</b>	<b>72,307</b>	<b>71,676</b>	<b>70,789</b>	<b>-1.2%</b>

Age distribution of claims being processed (calendar days) <sup>1</sup>	As at 31 August 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	591	574	285	404	421	133	94
MRCA Initial Liability	5,880	4,355	2,087	1,452	1,518	828	519
VEA Compensation Payment	315	188	108	89	96	33	37
Dual Act IL (VEA/DRCA)	1,036	1,286	869	786	1,237	574	469
Tri Act IL (MRCA/DRCA/VEA)	3,589	3,252	2,143	1,979	2,504	1,439	1,435
VEA Application for Increase	363	125	69	45	41	13	29
MRCA Permanent Impairment	2,263	4,176	1,786	1,062	561	119	33
DRCA Permanent Impairment	2,562	4,984	2,994	2,099	2,749	689	184
MRCA/DRCA Incapacity	722	139	34	7	10	2	0
VEA War Widow	101	36	17	11	8	1	3
MRCA/DRCA Death Compensation	39	26	18	18	25	10	11
<b>Total Compensation claims</b>	<b>17,461</b>	<b>19,141</b>	<b>10,410</b>	<b>7,952</b>	<b>9,170</b>	<b>3,841</b>	<b>2,814</b>

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) <sup>2</sup>	As at 31 August 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	158	337	339	217	267	142	93
MRCA Initial Liability	2,420	3,337	1,622	1,976	3,901	1,592	1,143
VEA Compensation Payment	118	236	143	95	128	70	36
Dual Act IL (VEA/DRCA)	252	658	700	732	982	560	409
Tri Act IL (MRCA/DRCA/VEA)	1,259	2,479	1,433	1,416	2,603	2,215	1,859
VEA Application for Increase	382	152	69	39	64	20	29
MRCA Permanent Impairment	1,051	2,786	1,451	888	637	59	21
DRCA Permanent Impairment	726	738	627	1,457	1,344	152	83
MRCA/DRCA Incapacity	382	152	69	39	64	20	29
VEA War Widow	103	39	19	11	2	1	1
MRCA/DRCA Death Compensation	50	22	11	7	14	6	4
<b>Total Compensation claims</b>	<b>6,901</b>	<b>10,936</b>	<b>6,483</b>	<b>6,877</b>	<b>10,006</b>	<b>4,837</b>	<b>3,707</b>

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

Claims on hand <sup>3</sup>	30/06/2022	30/06/2023	30/06/2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
DRCA Initial Liability	2,122	2,234	2,504	2,124	2,145	2,234	2,289	2,392	2,461	2,385	2,434	2,424	2,476	2,504	2,539	2,593
MRCA Initial Liability	21,815	22,204	17,498	21,791	21,288	20,855	20,064	19,794	19,526	18,517	17,900	17,621	17,302	17,498	17,611	17,571
VEA Compensation Payment	2,534	1,743	880	1,516	1,503	1,584	1,385	1,251	1,102	997	967	951	951	880	907	978
Dual Act IL (VEA/DRCA)	3,157	4,522	5,958	4,659	4,497	4,406	4,751	5,052	5,296	5,425	5,528	5,668	5,737	5,958	6,209	6,335
Tri Act IL (MRCA/DRCA/VEA)	18,937	19,292	17,091	19,141	19,131	19,222	18,778	18,654	18,421	17,644	17,539	17,361	17,148	17,031	16,941	17,024
VEA Application for Increase	679	609	683	771	773	785	725	724	684	696	676	692	708	682	642	692
<b>Total Initial Liability</b>	<b>49,244</b>	<b>50,694</b>	<b>44,554</b>	<b>50,002</b>	<b>49,337</b>	<b>49,086</b>	<b>47,992</b>	<b>47,867</b>	<b>47,490</b>	<b>45,664</b>	<b>45,044</b>	<b>44,717</b>	<b>44,322</b>	<b>44,554</b>	<b>44,849</b>	<b>45,193</b>
MRCA Permanent Impairment	7,367	10,476	12,876	10,744	11,073	11,523	11,905	11,983	11,832	11,957	12,414	12,547	12,558	12,876	13,100	13,485
DRCA Permanent Impairment	7,148	12,387	18,477	13,115	13,825	14,082	14,280	14,842	15,447	16,053	17,034	17,711	18,127	18,477	18,704	18,960
<b>Total Permanent Impairment</b>	<b>14,515</b>	<b>22,863</b>	<b>31,353</b>	<b>23,859</b>	<b>24,898</b>	<b>25,605</b>	<b>26,185</b>	<b>26,825</b>	<b>27,279</b>	<b>28,010</b>	<b>29,448</b>	<b>30,258</b>	<b>30,685</b>	<b>31,353</b>	<b>31,804</b>	<b>32,445</b>
MRCA/DRCA Incapacity	1,205	1,225	1,075	1,056	994	918	926	780	869	895	877	860	887	1,075	1,027	1,072
VEA War Widow	126	161	169	176	176	194	193	202	206	183	168	171	177	169	170	177
MRCA/DRCA Death Compensation	112	98	142	114	111	124	133	128	129	136	132	143	136	142	142	147
<b>Total Compensation claims</b>	<b>65,202</b>	<b>75,041</b>	<b>77,293</b>	<b>75,207</b>	<b>75,516</b>	<b>75,927</b>	<b>75,429</b>	<b>75,802</b>	<b>75,973</b>	<b>74,888</b>	<b>75,669</b>	<b>76,149</b>	<b>76,207</b>	<b>77,293</b>	<b>77,992</b>	<b>79,034</b>

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) <sup>4</sup>	As at 31 August 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	682	574	285	404	421	133	94
MRCA Initial Liability	6,812	4,355	2,087	1,452	1,518	828	519
VEA Compensation Payment	427	188	108	89	96	33	37
Dual Act IL (VEA/DRCA)	1,114	1,286	869	786	1,237	574	469
Tri Act IL (MRCA/DRCA/VEA)	4,272	3,252	2,143	1,979	2,504	1,439	1,435
VEA Application for Increase	368	127	69	45	41	13	29
MRCA Permanent Impairment	5,744	4,178	1,788	1,062	561	119	33
DRCA Permanent Impairment	5,259	4,986	2,994	2,099	2,749	689	184
MRCA/DRCA Incapacity	879	140	34	7	10	2	0
VEA War Widow	101	36	17	11	8	1	3
MRCA/DRCA Death Compensation	39	26	18	18	25	10	11
<b>Total Compensation claims</b>	<b>25,697</b>	<b>19,148</b>	<b>10,412</b>	<b>7,952</b>	<b>9,170</b>	<b>3,841</b>	<b>2,814</b>

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) <sup>5</sup>	As at 31 August 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	543	515	341	219	271	142	93
MRCA Initial Liability	5,427	3,983	2,811	2,009	3,925	1,592	1,144
VEA Compensation Payment	573	441	151	108	137	70	36
Dual Act IL (VEA/DRCA)	495	758	706	739	992	560	409
Tri Act IL (MRCA/DRCA/VEA)	3,931	3,249	2,289	2,286	3,292	2,231	1,863
VEA Application for Increase	397	152	69	40	64	21	29
MRCA Permanent Impairment	4,392	3,295	1,452	888	637	59	21
DRCA Permanent Impairment	3,942	3,252	2,195	2,145	1,344	152	83
MRCA/DRCA Incapacity	790	185	48	20	11	1	1
VEA War Widow	103	39	19	11	2	1	1
MRCA/DRCA Death Compensation	50	22	11	7	14	6	4
<b>Total Compensation claims</b>	<b>20,643</b>	<b>15,891</b>	<b>10,092</b>	<b>9,372</b>	<b>10,689</b>	<b>4,835</b>	<b>3,684</b>

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

**DETERMINATIONS**

[Claim Determinations](#)  
[Age distribution of Determinations](#)

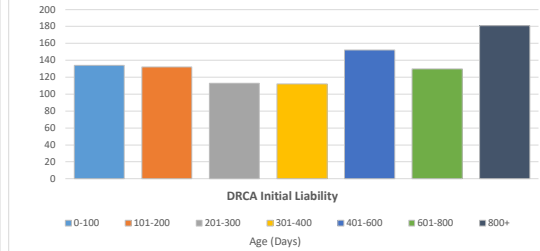
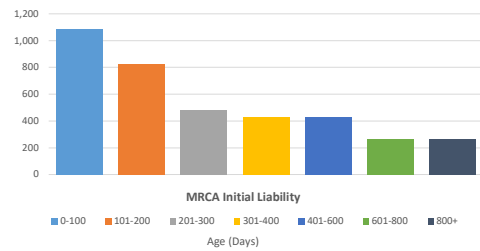
**Note:**

**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 (August 2024) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2021-2022	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability <sup>1</sup>	6,425	9,057	12,124	1,015	998	1,043	1,058	638	837	1,182	1,063	1,056	1,180	1,019	950	954	1,904	2,050	-7.1%
MRCA Initial Liability <sup>2</sup>	20,665	30,713	45,307	3,634	3,719	4,299	4,535	2,627	3,335	4,362	4,348	3,913	4,324	3,263	3,673	3,780	7,453	6,582	13.2%
VEA Compensation Payment	4,496	5,706	7,580	630	672	681	698	411	528	686	661	629	753	629	502	530	1,032	1,232	-16.2%
VEA Application for Increase	1,628	1,457	1,716	128	131	169	202	120	128	142	148	117	153	155	186	129	315	251	25.5%
<b>Initial Liability claims determined</b>	<b>33,214</b>	<b>46,933</b>	<b>66,727</b>	<b>5,407</b>	<b>5,520</b>	<b>6,192</b>	<b>6,493</b>	<b>3,796</b>	<b>4,828</b>	<b>6,372</b>	<b>6,220</b>	<b>5,715</b>	<b>6,410</b>	<b>5,066</b>	<b>5,311</b>	<b>5,393</b>	<b>10,704</b>	<b>10,115</b>	<b>5.8%</b>
MRCA Permanent Impairment	8,149	9,495	17,377	1,258	1,280	1,383	1,613	1,177	1,483	1,542	1,496	1,686	1,866	1,477	1,419	1,406	2,825	2,374	19.0%
DRCA Permanent Impairment	8,513	7,388	12,150	1,041	987	1,121	1,373	724	813	862	914	1,160	1,295	1,144	1,317	1,362	2,679	1,757	52.5%
<b>Permanent Impairment claims determined</b>	<b>16,662</b>	<b>16,883</b>	<b>29,527</b>	<b>2,299</b>	<b>2,267</b>	<b>2,504</b>	<b>2,986</b>	<b>1,901</b>	<b>2,296</b>	<b>2,404</b>	<b>2,410</b>	<b>2,846</b>	<b>3,161</b>	<b>2,621</b>	<b>2,736</b>	<b>2,768</b>	<b>5,504</b>	<b>4,131</b>	<b>33.2%</b>
MRCA/DRCA Incapacity	2,941	443	3,723	362	327	336	338	324	208	336	332	313	330	197	413	327	740	682	8.5%
VEA War Widow	563	511	563	43	38	39	50	40	33	62	65	38	53	52	46	46	92	91	1.1%
MRCA/DRCA Death Compensation	128	183	157	15	18	5	8	15	9	10	16	17	22	9	15	21	36	28	28.6%
<b>Compensation claims determined*</b>	<b>53,508</b>	<b>64,953</b>	<b>100,697</b>	<b>8,126</b>	<b>8,170</b>	<b>9,076</b>	<b>9,875</b>	<b>6,076</b>	<b>7,374</b>	<b>9,184</b>	<b>9,043</b>	<b>8,929</b>	<b>9,976</b>	<b>7,945</b>	<b>8,521</b>	<b>8,555</b>	<b>17,076</b>	<b>15,049</b>	<b>13.5%</b>

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) <sup>3</sup>	As at 31 August 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	134	132	113	112	152	130	181
MRCA Initial Liability	1,083	828	483	428	428	267	263
VEA Compensation Payment	57	75	50	68	79	78	123
VEA Application for Increase	82	27	6	3	1	5	5
MRCA Permanent Impairment	211	610	283	171	102	21	8
DRCA Permanent Impairment	150	280	294	211	289	104	34
MRCA/DRCA Incapacity	271	44	7	3	2	0	0
VEA War Widow	29	12	4	0	0	1	0
MRCA/DRCA Death Compensation	11	4	3	1	1	0	1
<b>Total Compensation claims</b>	<b>2,028</b>	<b>2,012</b>	<b>1,243</b>	<b>997</b>	<b>1,054</b>	<b>606</b>	<b>615</b>

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

Age distribution of determinations (calendar days) <sup>4</sup>	As at 31 August 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	82	129	114	135	188	166	201
MRCA Initial Liability	652	648	284	288	694	583	485
VEA Compensation Payment	28	56	71	93	116	120	146
VEA Application for Increase	63	38	8	9	2	3	5
MRCA Permanent Impairment	152	376	358	221	129	14	8
DRCA Permanent Impairment	176	176	119	295	258	11	6
MRCA/DRCA Incapacity	218	100	25	17	1	1	0
VEA War Widow	25	10	3	2	2	1	0
MRCA/DRCA Death Compensation	8	3	1	1	1	1	0
<b>Total Compensation claims</b>	<b>1,404</b>	<b>1,536</b>	<b>983</b>	<b>1,061</b>	<b>1,391</b>	<b>900</b>	<b>851</b>

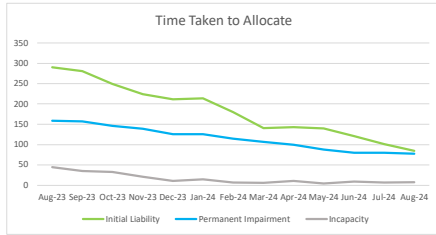
4. Represents number of claims determined in month in each age bracket.

**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 <sup>1</sup> (average time in calendar days)	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD
<b>Initial Liability</b>	304	206	290	281	249	224	211	214	180	141	143	140	121	101	85	93	299
DRCA Initial Liability	270	238	280	268	274	259	243	238	214	209	204	255	171	174	153	164	287
MRCRA Initial Liability	332	206	298	292	253	222	207	216	178	133	140	263	119	92	77	84	310
VEA Compensation Payment	267	252	294	261	283	271	261	244	234	222	220	261	194	195	170	182	299
<b>Permanent Impairment</b>	112	123	159	157	146	139	126	126	115	107	100	88	80	80	78	79	161
MRCRA Permanent Impairment	120	92	135	127	119	112	100	93	82	67	61	53	49	49	45	47	141
DRCA Permanent Impairment	102	168	187	197	180	171	169	185	175	170	156	137	120	112	112	112	188
<b>Incapacity</b>	30	22	45	35	33	21	11	15	7	6	11	5	9	7	8	8	50

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD
<b>Initial Liability</b>	128	175	140	141	136	143	150	188	191	195	213	225	235	238	233	236	141
DRCA Initial Liability	192	243	213	219	204	213	209	242	244	259	279	217	301	314	322	318	206
MRCRA Initial Liability	113	162	123	121	121	130	138	179	183	184	201	139	222	225	221	223	124
VEA Compensation Payment	215	269	240	244	228	244	231	249	267	290	311	242	328	335	345	340	236
<b>Permanent Impairment</b>	135	133	110	119	119	118	135	145	135	133	140	153	167	180	191	186	111
MRCRA Permanent Impairment	129	131	114	122	123	133	130	132	127	126	137	145	154	175	171	173	115
DRCA Permanent Impairment	143	137	105	117	115	101	144	169	149	146	144	163	184	185	213	199	106
<b>Incapacity</b>	64	60	64	60	54	57	52	69	58	58	63	66	62	64	63	63	63

Time Taken to Process - Claims <sup>2</sup> (average time in calendar days)	Target	2021-2022	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	336	460	480	493	487	479	472	452	430	468	468	469	472	472	488	475	482	492	-2.0%
MRCRA Initial Liability	90	302	441	368	421	413	373	352	345	387	414	408	340	400	340	316	296	306	433	-29.3%
VEA Compensation Payment	100	357	480	520	535	504	510	517	492	452	495	496	530	503	522	530	515	522	536	-2.6%
VEA Application for Increase	100	151	162	182	163	209	180	185	146	197	171	178	153	183	175	160	148	155	202	-23.3%
MRCRA Permanent Impairment	90	221	262	222	248	244	240	244	230	224	208	193	197	197	203	223	215	219	255	-14.1%
DRCA Permanent Impairment	100	196	259	305	292	318	295	272	312	353	324	316	299	300	305	297	324	311	294	5.8%
MRCRA Incapacity	50	65	99	80	104	94	87	77	65	84	60	83	67	69	72	69	68	69	110	-37.3%
DRCA Incapacity	50	72	100	87	114	93	88	82	54	79	96	87	89	79	66	76	77	76	118	-35.6%
VEA War Widow	30	77	88	112	125	98	126	114	89	92	130	117	130	88	113	106	98	102	115	-11.3%

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 - Conditions (average time in calendar days)	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD
DRCA Initial Liability	546	529	554	535	514	478	480	483	546	581	546	551	550	550	548
MRCRA Initial Liability	469	466	425	408	403	423	424	422	409	447	437	388	374	381	477
VEA Compensation Payment	576	544	576	569	543	505	508	511	606	645	605	592	589	589	584

**TIME TAKEN - Claims received post 1 December 2023 and determined each month**

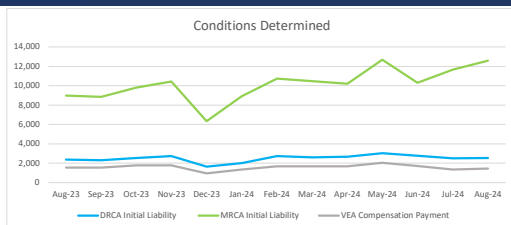
Time taken to allocate <sup>1</sup> (average time in calendar days)	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
DRCA Initial Liability	3	4	8	8	9	9	8	8	8
MRCRA Initial Liability	4	4	4	5	6	5	7	7	7
VEA Compensation Payment	2	4	6	9	9	8	8	8	8

1. Time taken to allocate includes time taken to register

Time Taken to Process - Claims <sup>2</sup> (average time in calendar days)	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
DRCA Initial Liability	5	16	35	47	58	68	74	81	91
MRCRA Initial Liability	3	11	19	29	44	52	58	68	77
VEA Compensation Payment	7	20	35	50	61	75	86	92	103

2. Claims Received post 1 December 2023 and determined by end of each month. 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.

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



Incoming Conditions - Net Conditions Received	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD
DRCA Initial Liability	3,775	4,846	308	335	406	397	269	317	401	427	453	593	562	514	654	1,168	686
MRCA Initial Liability	45,428	69,556	4,788	4,089	5,718	6,515	4,605	5,646	5,406	5,854	7,972	7,868	7,112	8,293	7,856	16,149	8,771
VEA Compensation Payment	4,294	4,235	384	175	376	321	286	261	328	282	534	473	426	402	439	841	773
Dual Act II (VEA/DRCA)	4,817	6,845	266	319	439	648	419	570	598	630	897	920	880	798	877	1,675	525
Tri Act II (MRCA/DRCA/VEA)	38,490	54,904	4,049	3,996	4,922	5,344	3,719	4,608	4,016	4,505	5,719	5,841	5,112	5,011	5,410	10,421	7,122
<b>Total Conditions</b>	<b>96,804</b>	<b>140,386</b>	<b>9,795</b>	<b>8,914</b>	<b>11,861</b>	<b>13,225</b>	<b>9,298</b>	<b>11,402</b>	<b>10,749</b>	<b>11,698</b>	<b>15,575</b>	<b>15,695</b>	<b>14,092</b>	<b>15,018</b>	<b>15,236</b>	<b>30,254</b>	<b>17,877</b>

Conditions Unallocated	30/06/2023	30/06/2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	% change from last month	% of total on hand
DRCA Initial Liability	1,198	148	1,210	1,509	1,673	148	97	40	35	69	40	122	148	69	230	233.3%	3.0%
MRCA Initial Liability	25,362	2,180	16,386	10,282	1,612	1,056	1,158	1,184	754	897	1,025	1,998	2,180	1,856	3,392	82.8%	4.2%
VEA Compensation Payment	1,574	60	1,581	1,664	1,763	91	79	40	95	76	68	197	60	118	254	115.3%	9.2%
Dual Act II (VEA/DRCA)	1,500	194	1,304	1,520	1,507	147	88	95	71	103	102	92	194	87	342	293.1%	1.4%
Tri Act II (MRCA/DRCA/VEA)	26,649	1,729	21,303	18,126	7,674	1,383	1,432	879	490	852	1,419	1,419	1,729	1,229	2,601	111.6%	2.9%
<b>Total Initial Liability Conditions</b>	<b>56,283</b>	<b>4,311</b>	<b>41,784</b>	<b>33,101</b>	<b>14,229</b>	<b>2,825</b>	<b>2,854</b>	<b>2,238</b>	<b>1,445</b>	<b>1,975</b>	<b>2,087</b>	<b>3,828</b>	<b>4,311</b>	<b>3,359</b>	<b>6,819</b>	<b>103.0%</b>	<b>3.3%</b>

Conditions Being Processed	30/06/2023	30/06/2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	% change from last month	% of total on hand
DRCA Initial Liability	4,480	7,032	4,437	4,329	4,336	6,037	6,413	6,708	6,634	6,819	6,865	6,984	7,032	7,236	7,411	2.4%	97.0%
MRCA Initial Liability	37,592	74,403	48,370	55,171	65,692	66,889	68,301	69,404	69,688	70,499	72,879	72,995	74,403	76,623	76,448	-0.2%	95.8%
VEA Compensation Payment	2,867	2,643	2,406	2,155	2,274	3,687	3,384	3,093	2,884	2,766	2,809	2,615	2,643	2,537	2,504	-1.3%	90.8%
Dual Act II (VEA/DRCA)	14,505	22,226	15,340	15,006	14,915	17,338	18,311	19,171	19,791	20,229	21,085	21,558	22,226	23,239	23,710	2.0%	98.6%
Tri Act II (MRCA/DRCA/VEA)	44,380	86,081	53,126	58,366	71,969	79,013	80,315	82,715	82,917	84,210	85,882	86,006	86,081	86,870	86,869	0.0%	97.1%
<b>Total Initial Liability Conditions</b>	<b>103,824</b>	<b>192,385</b>	<b>123,679</b>	<b>135,027</b>	<b>159,186</b>	<b>172,964</b>	<b>176,724</b>	<b>181,091</b>	<b>181,914</b>	<b>184,523</b>	<b>189,520</b>	<b>190,158</b>	<b>192,385</b>	<b>196,505</b>	<b>196,942</b>	<b>0.2%</b>	<b>96.7%</b>

Conditions On Hand	30/06/2023	30/06/2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	% change from last month
DRCA Initial Liability	5,678	7,180	5,647	5,838	6,009	6,185	6,510	6,748	6,669	6,888	6,905	7,106	7,180	7,305	7,641	4.6%
MRCA Initial Liability	62,954	76,583	64,756	65,453	67,304	67,945	69,459	70,588	70,442	71,396	73,904	74,993	76,583	78,479	79,840	1.7%
VEA Compensation Payment	4,441	2,703	3,987	3,819	4,037	3,778	3,463	3,133	2,979	2,842	2,877	2,812	2,703	2,655	2,758	3.9%
Dual Act II (VEA/DRCA)	16,005	22,420	16,644	16,526	16,422	17,485	18,399	19,266	19,862	20,332	21,187	21,650	22,420	23,326	24,052	3.1%
Tri Act II (MRCA/DRCA/VEA)	71,029	87,810	74,429	76,492	79,643	80,396	81,747	83,594	83,407	85,040	86,734	87,425	87,810	88,099	89,470	1.6%
<b>Total Initial Liability Conditions</b>	<b>160,107</b>	<b>196,696</b>	<b>165,463</b>	<b>168,128</b>	<b>173,415</b>	<b>175,789</b>	<b>179,578</b>	<b>183,329</b>	<b>183,359</b>	<b>186,498</b>	<b>191,607</b>	<b>193,986</b>	<b>196,696</b>	<b>199,864</b>	<b>203,761</b>	<b>1.9%</b>

Conditions Determined <sup>1</sup>	2021-2022	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Current FYTD	Last FYTD
DRCA Initial Liability	15,543	22,267	29,909	2,371	2,312	2,531	2,731	1,660	2,017	2,733	2,615	2,667	3,020	2,773	2,515	2,549	5,064	5,357
MRCA Initial Liability	45,476	69,486	115,364	8,981	8,845	9,799	10,446	6,351	8,910	10,747	10,474	10,199	12,701	10,312	11,674	12,594	24,268	16,926
VEA Compensation Payment	11,688	14,914	19,241	1,538	1,534	1,772	1,799	945	1,362	1,677	1,687	1,673	2,043	1,718	1,342	1,447	2,789	3,483
<b>Total Condition determined</b>	<b>72,707</b>	<b>106,667</b>	<b>164,514</b>	<b>12,890</b>	<b>12,691</b>	<b>14,102</b>	<b>14,976</b>	<b>8,956</b>	<b>12,289</b>	<b>15,157</b>	<b>14,776</b>	<b>14,539</b>	<b>17,764</b>	<b>14,803</b>	<b>15,531</b>	<b>16,590</b>	<b>32,121</b>	<b>25,766</b>

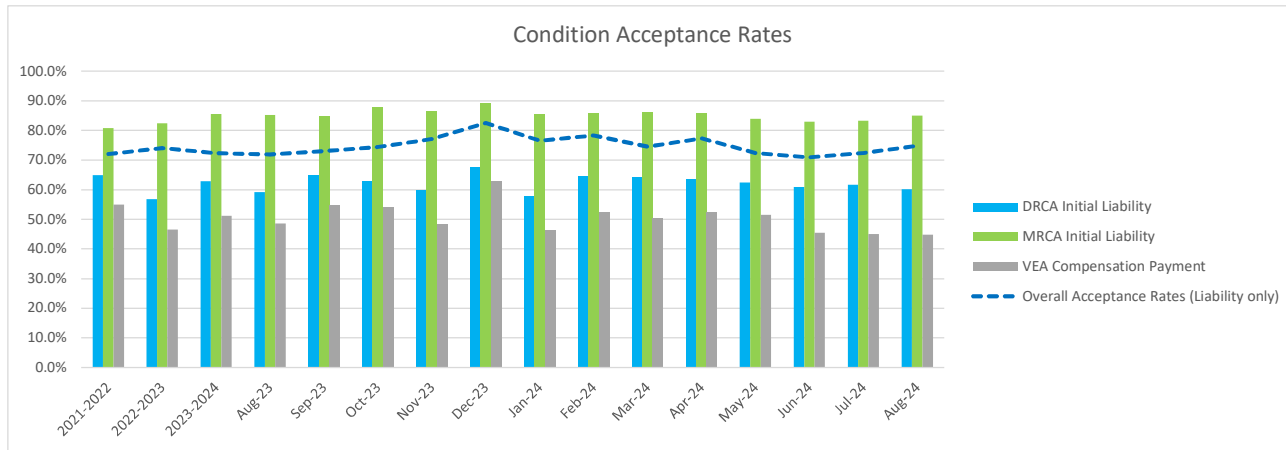
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



ACCEPTANCE RATES

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2021-2022	2022-2023	2023-2024	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	FYTD
DRCA Initial Liability	64.9%	56.8%	62.9%	59.2%	65.0%	63.0%	60.0%	67.5%	57.9%	64.5%	64.4%	63.6%	62.5%	60.9%	61.6%	60.1%	60.9%
MRCA Initial Liability	80.8%	82.4%	85.6%	85.2%	85.0%	88.0%	86.5%	89.3%	85.4%	85.9%	86.1%	85.7%	83.9%	82.9%	83.2%	85.0%	84.1%
VEA Compensation Payment	55.0%	46.6%	51.2%	48.6%	55.0%	54.0%	48.4%	63.1%	46.2%	52.6%	50.6%	52.6%	51.6%	45.5%	45.1%	44.8%	44.9%
<b>Overall Acceptance Rates (Liability only)</b>	<b>72.0%</b>	<b>74.0%</b>	<b>72.3%</b>	<b>71.9%</b>	<b>73.0%</b>	<b>74.4%</b>	<b>77.1%</b>	<b>82.5%</b>	<b>76.5%</b>	<b>78.3%</b>	<b>74.5%</b>	<b>77.3%</b>	<b>72.4%</b>	<b>70.9%</b>	<b>72.4%</b>	<b>74.8%</b>	<b>73.4%</b>

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	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	FYTD
VEA Application for Increase	67.7%	68.8%	62.2%	68.0%	67.2%	67.5%	65.4%	71.7%	71.9%	61.4%	61.0%	59.8%	61.3%	69.5%	60.4%	69.6%	64.0%
MRCA Permanent Impairment	84.6%	87.4%	87.9%	89.3%	88.5%	88.4%	88.1%	92.2%	83.5%	87.5%	87.8%	87.9%	86.8%	88.4%	88.1%	89.8%	89.5%
DRCA Permanent Impairment	47.4%	44.7%	40.6%	38.6%	40.4%	35.8%	32.8%	59.5%	31.7%	38.9%	46.3%	44.6%	45.5%	42.0%	41.0%	47.1%	42.4%
MRCA Incapacity	90.5%	96.7%	96.1%	98.0%	96.7%	94.7%	95.4%	98.6%	91.3%	96.0%	97.9%	95.5%	95.0%	94.6%	97.8%	97.6%	97.7%
DRCA Incapacity	85.5%	94.6%	93.4%	90.4%	96.2%	96.2%	94.5%	93.2%	95.7%	100.0%	95.3%	92.5%	90.2%	83.3%	94.2%	82.8%	90.1%
VEA War Widow	63.4%	63.4%	64.3%	69.8%	68.4%	66.7%	64.0%	82.5%	60.6%	50.0%	60.0%	73.7%	56.6%	69.2%	63.0%	56.5%	59.8%