



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.

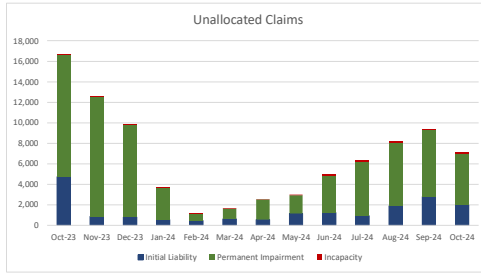
'Tri Act' represents those veterans who have service both before and after 1 July 2004 and may have their claims investigated under two or all three Acts.

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	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD	% change from last FYTD
Net claims received¹																			
DRCA Initial Liability	2,524	2,169	2,163	182	180	132	135	178	200	207	270	235	243	240	210	226	919	626	46.8%
MRCA Initial Liability	18,852	20,499	23,648	2,062	2,342	1,423	1,787	1,830	2,099	2,312	2,595	2,372	2,561	2,471	2,309	2,478	9,819	6,888	42.6%
VEA Compensation Payment	3,237	1,546	1,740	174	163	119	117	129	121	162	183	131	164	204	177	178	723	615	17.6%
Dual Act IL (VEA/DRCA)	2,492	2,741	2,252	138	213	145	180	196	242	264	294	302	300	239	177	199	915	415	120.0%
Tri Act IL (MRCA/DRCA/VEA)	12,761	13,847	15,164	1,411	1,495	971	1,119	1,134	1,274	1,390	1,637	1,484	1,417	1,554	1,394	1,554	5,919	4,660	27.0%
VEA Application for Increase	1,566	1,555	1,809	172	166	107	107	163	137	144	193	149	160	172	127	161	620	643	-3.6%
Total Initial Liability	41,432	42,357	46,776	4,139	4,559	2,897	3,445	3,630	4,073	4,479	5,172	4,673	4,845	4,880	4,394	4,796	18,915	13,848	36.6%
MRCA Permanent Impairment	9,929	13,172	20,184	1,831	2,003	1,283	1,505	1,761	1,844	1,908	2,228	1,785	1,812	1,922	1,692	1,819	7,245	5,867	23.5%
DRCA Permanent Impairment	10,618	12,939	17,458	1,365	1,546	1,165	1,205	1,462	1,613	1,854	1,973	1,644	1,606	1,635	1,325	1,606	6,172	4,996	23.5%
Total Permanent Impairment	20,547	26,111	37,642	3,196	3,549	2,448	2,710	3,223	3,457	3,762	4,201	3,418	3,418	3,557	3,017	3,425	13,417	10,863	23.5%
MRCA/DRCA Incapacity	3,235	3,094	4,571	363	426	218	395	396	373	396	464	455	449	426	386	362	1,623	1,448	12.1%
VEA War Widow	610	503	376	36	29	24	21	21	33	41	41	27	38	34	37	43	152	139	9.4%
MRCA/DRCA Death Compensation	113	136	165	15	13	9	8	12	10	13	20	15	11	21	11	24	67	65	3.1%
Total Compensation claims	65,937	72,201	89,530	7,749	8,576	5,596	6,579	7,282	7,946	8,691	9,898	8,599	8,761	8,918	7,845	8,650	34,174	26,363	29.6%

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	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Initial Liability																
DRCA Initial Liability	635	599	72	774	73	49	14	16	28	23	59	72	36	91	152	133
MRCA Initial Liability	11,591	10,118	648	573	322	345	297	231	324	297	597	648	506	932	1,434	898
VEA Compensation Payment	762	665	36	801	56	40	21	28	33	33	68	36	46	112	158	123
Dual Act IL (VEA/DRCA)	496	402	63	435	43	32	24	18	30	20	34	63	28	78	116	103
Tri Act IL (MRCA/DRCA/VEA)	8,794	7,648	412	2,152	369	316	187	165	219	184	397	412	331	683	931	704
VEA Application for Increase	24	18	5	8	6	24	6	11	5	2	8	5	9	7	17	24
Total Initial Liability	22,302	19,450	1,236	4,743	869	806	549	469	639	559	1,163	1,236	956	1,903	2,808	1,985
MRCA Permanent Impairment	4,474	4,267	2,015	3,537	4,089	3,006	415	466	561	1,349	960	2,015	3,021	3,485	3,233	2,152
DRCA Permanent Impairment	7,688	8,009	1,610	8,374	7,558	5,974	2,715	232	425	629	809	1,610	2,194	2,699	3,237	2,847
Total Permanent Impairment	12,162	12,276	3,625	11,911	11,647	8,980	3,130	698	986	1,978	1,769	3,625	5,215	6,184	6,470	4,999
MRCA/DRCA Incapacity	332	427	125	69	38	56	18	21	57	32	71	125	145	158	95	88
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	16,723	12,554	9,842	3,697	1,188	1,682	2,569	3,003	4,986	6,316	8,245	9,373	7,082

Age distribution of unallocated claims (calendar days) ²	As at 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	133	0	0	0	0	0	0
MRCA Initial Liability	898	0	0	0	0	0	0
VEA Compensation Payment	123	0	0	0	0	0	0
Dual Act IL (VEA/DRCA)	103	0	0	0	0	0	0
Tri Act IL (MRCA/DRCA/VEA)	702	1	0	1	0	0	0
VEA Application for Increase	20	4	0	0	0	0	0
MRCA Permanent Impairment*	2,148	3	0	0	0	0	0
DRCA Permanent Impairment*	2,843	4	0	1	0	0	0
MRCA/DRCA Incapacity	95	2	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	7,065	14	1	2	0	0	0

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.

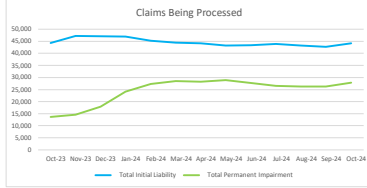
Age distribution of unallocated claims (calendar days) ²	As at 31 October 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	448	326	0	0	0	0	0
MRCA Initial Liability	511	52	5	5	0	0	0
VEA Compensation Payment	425	375	1	0	0	0	0
Dual Act IL (VEA/DRCA)	246	186	2	0	0	1	0
Tri Act IL (MRCA/DRCA/VEA)	1,438	705	8	0	0	0	1
VEA Application for Increase	8	0	0	0	0	0	0
MRCA Permanent Impairment	3,335	1	0	1	0	0	0
DRCA Permanent Impairment	3,148	2,642	1,826	758	0	0	0
MRCA/DRCA Incapacity	67	2	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	9,826	4,289	1,842	764	0	1	1

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



31-Oct-24

Claims being Processed	30/06/2023	30/06/2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	% change from last month
DRCA Initial Liability	1,635	2,482	1,460	2,216	2,343	2,447	2,369	2,406	2,401	2,417	2,432	2,503	2,500	2,472	2,511	1.0%
MRCA Initial Liability	10,086	16,850	20,282	19,792	19,449	19,229	18,286	17,576	17,324	16,705	16,850	17,105	16,639	16,106	17,090	6.1%
VEA Compensation Payment	1,078	844	783	1,329	1,211	1,081	969	934	918	883	844	861	866	827	846	2.3%
Dual Act II (VEA/DRCA)	4,120	5,895	3,971	4,708	5,020	5,272	5,407	5,498	5,648	5,703	5,895	6,181	6,257	6,334	6,478	2.3%
Tri Act II (MRCA/DRCA/VEA)	11,544	16,619	17,070	16,409	16,238	16,234	17,479	17,320	17,177	16,751	16,619	16,510	16,341	16,213	16,560	2.1%
VEA Application for Increase	681	678	777	719	700	678	685	671	690	700	678	633	685	697	706	1.3%
Total Initial Liability	31,244	43,318	44,343	47,061	46,941	45,195	44,158	43,159	43,318	43,893	43,290	42,649	42,649	44,191	3.6%	
MRCA Permanent Impairment	6,209	10,861	7,986	7,816	8,977	11,417	11,491	11,853	11,198	11,598	10,861	10,079	10,000	10,537	11,547	9.6%
DRCA Permanent Impairment	4,376	16,867	5,788	6,722	8,868	12,732	15,821	16,609	17,082	17,318	16,867	16,510	16,261	15,762	16,300	3.9%
Total Permanent Impairment	10,587	27,728	13,694	14,538	17,845	24,149	27,312	28,462	28,280	28,916	27,728	26,589	26,261	26,299	27,867	6.0%
MRCA/DRCA Incapacity	798	950	849	888	724	851	874	820	828	816	950	882	914	991	963	-2.8%
VEA War Widow	161	169	194	193	202	206	183	168	171	177	169	170	177	171	165	-3.5%
MRCA/DRCA Death Compensation	98	142	124	133	128	129	136	132	143	136	142	142	147	148	167	12.8%
Total Compensation claims	42,888	72,307	59,204	62,875	65,960	72,276	73,700	73,987	73,580	73,204	72,307	71,676	70,789	70,258	73,353	4.4%

Age distribution of claims being processed (calendar days) ¹	As at 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	542	574	392	262	514	133	94
MRCA Initial Liability	6,148	4,643	2,514	1,224	1,422	673	466
VEA Compensation Payment	303	186	108	75	101	40	33
Dual Act II (VEA/DRCA)	903	1,338	1,074	779	1,267	623	494
Tri Act II (MRCA/DRCA/VEA)	3,742	3,310	2,386	1,741	2,508	1,496	1,377
VEA Application for Increase	348	141	66	51	52	19	29
MRCA Permanent Impairment	3,693	4,195	1,829	1,008	630	144	48
DRCA Permanent Impairment	2,196	4,656	3,507	2,154	2,664	934	209
MRCA/DRCA Incapacity	691	211	33	14	9	4	1
VEA War Widow	84	42	14	13	5	4	3
MRCA/DRCA Death Compensation	51	33	21	11	31	7	13
Total Compensation claims	18,701	19,329	11,944	7,332	9,203	4,077	2,767

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

Age distribution of claims being processed (calendar days) ¹	As at 31 October 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	279	206	258	214	271	127	105
MRCA Initial Liability	5,294	4,199	2,457	2,337	3,434	1,443	1,118
VEA Compensation Payment	145	144	200	77	118	56	43
Dual Act II (VEA/DRCA)	259	409	719	666	963	513	443
Tri Act II (MRCA/DRCA/VEA)	3,860	2,621	2,473	2,013	3,044	1,949	1,910
VEA Application for Increase	386	163	75	43	48	25	27
MRCA Permanent Impairment	1,719	3,204	1,686	660	599	95	23
DRCA Permanent Impairment	1,273	832	559	1,096	1,667	201	80
MRCA/DRCA Incapacity	637	138	48	20	4	1	1
VEA War Widow	117	43	21	8	3	1	1
MRCA/DRCA Death Compensation	49	28	14	6	16	6	5
Total Compensation claims	13,128	11,987	8,610	7,140	10,167	4,416	3,756

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	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
DRCA Initial Liability	2,122	2,234	2,504	2,234	2,289	2,392	2,461	2,385	2,434	2,424	2,476	2,504	2,530	2,593	2,624	2,644
MRCA Initial Liability	21,815	22,204	17,498	20,855	20,064	19,794	19,526	18,517	17,900	17,621	17,302	17,498	17,611	17,571	17,540	17,988
VEA Compensation Payment	2,534	1,743	880	1,584	1,385	1,251	1,102	997	967	951	951	880	907	978	985	969
Dual Act II (VEA/DRCA)	3,157	4,522	5,958	4,406	4,751	5,052	5,296	5,425	5,528	5,668	5,737	5,958	6,209	6,335	6,450	6,581
Tri Act II (MRCA/DRCA/VEA)	18,937	19,292	17,031	19,222	18,778	18,654	18,421	17,644	17,539	17,363	17,448	17,031	16,941	17,004	17,144	17,264
VEA Application for Increase	679	699	683	785	725	724	684	696	676	692	708	683	642	692	714	730
Total Initial Liability	49,244	50,694	44,554	49,086	47,992	47,867	47,490	45,664	45,044	44,717	44,322	44,554	44,849	45,193	45,457	46,176
MRCA Permanent Impairment	11,523	11,865	11,983	11,832	11,957	12,414	12,547	12,558	12,876	13,100	13,485	13,770	13,699	13,699	13,699	13,699
DRCA Permanent Impairment	14,082	14,280	14,842	15,447	16,053	17,034	17,111	18,127	18,477	18,704	18,960	18,909	19,167	19,167	19,167	19,167
Total Permanent Impairment	14,515	22,863	31,353	25,605	26,185	26,825	27,279	28,010	29,448	30,685	31,353	31,804	32,445	32,769	32,866	32,866
MRCA/DRCA Incapacity	918	926	780	869	895	877	860	887	1,075	1,027	1,072	1,086	1,061	1,061	1,061	1,061
VEA War Widow	206	183	168	171	177	169	170	177	171	177	171	177	171	165	165	165
MRCA/DRCA Death Compensation	124	133	128	129	136	132	143	136	142	142	147	148	147	148	167	167
Total Compensation claims	65,202	75,041	77,293	75,927	75,429	75,802	75,973	74,888	75,669	76,149	76,207	77,293	77,992	79,034	79,631	80,435

3. Includes unallocated claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴	As at 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	675	574	392	262	514	133	94
MRCA Initial Liability	7,046	4,643	2,514	1,224	1,422	673	466
VEA Compensation Payment	426	186	108	75	101	40	33
Dual Act II (VEA/DRCA)	1,096	1,338	1,074	779	1,267	623	494
Tri Act II (MRCA/DRCA/VEA)	4,444	3,311	2,386	1,742	2,508	1,496	1,377
VEA Application for Increase	368	145	66	51	52	19	29
MRCA Permanent Impairment	3,841	4,198	1,829	1,009	630	144	48
DRCA Permanent Impairment	5,039	4,660	3,507	2,154	2,664	934	209
MRCA/DRCA Incapacity	786	213	34	14	9	4	1
VEA War Widow	84	42	14	13	5	4	3
MRCA/DRCA Death Compensation	51	33	21	11	31	7	13
Total Compensation claims	25,766	19,343	11,945	7,334	9,203	4,077	2,767

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

Average Days on Hand Profile - June 2022 to September 2024

Month	Claim Type	Average Days on Hand		Month	Claim Type	Average Days on Hand	
		Jun-22	Jun-24			Jun-22	Jun-24
Jun-22	MRCA IL	324.5	341.6	Jun-22	MRCA PI	158.9	172.7
Dec-22	MRCA IL	315.1	315.1	Dec-22	MRCA PI	164.2	164.2
Jun-23	MRCA IL	285.8	285.8	Jun-23	MRCA PI	147.4	147.4
Dec-23	MRCA IL	231.2	231.2	Dec-23	MRCA PI	148.6	148.6
Jun-24	MRCA IL	204.9	204.9	Jun-24	MRCA PI	157.3	157.3

Proportion of Claims by Age - MRCA IL - Days Old

Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Oct-24
0-100	21.45%	20.79%	24.09%	28.19%	37.09%	39.17%
101-200	14.48%	17.42%	16.36%	22.58%	21.01%	25.81%
201-300	15.67%	13.98%	15.22%	13.40%	14.31%	13.98%
301-400	14.31%	10.55%	12.15%	8.30%	9.31%	6.80%
401-600	16.81%	20.16%	18.15%	14.92%	9.46%	7.91%
601-800	15.82%	8.80%	8.65%	7.09%	5.80%	3.74%
801+	1.47%	8.14%	5.38%	5.53%	3.47%	2.59%

Proportion of Claims by Age - MRCA PI - Days Old

Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Oct-24
0-100	41.38%	34.32%	40.58%	46.50%	45.84%	42.64%
101-200	26.30%					

DETERMINATIONS

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

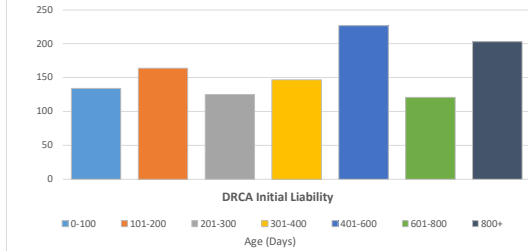
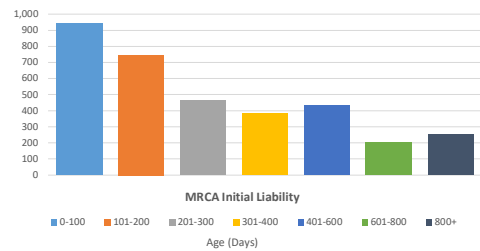
Note:

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 (September 2024) - MRCA Initial Liability and DRCA Initial Liability



Claim Determinations	2021-2022	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	6,425	9,107	12,124	1,043	1,058	638	837	1,182	1,063	1,056	1,180	1,019	950	954	915	1,121	3,940	4,091	-3.7%
MRCA Initial Liability ²	20,665	30,767	45,307	4,299	4,535	2,627	3,335	4,362	4,348	3,913	4,324	3,263	3,673	3,780	3,386	3,422	14,261	14,600	-2.3%
VEA Compensation Payment	4,496	5,733	7,580	681	698	411	528	686	661	629	753	629	502	530	507	647	2,186	2,585	-15.4%
VEA Application for Increase	1,628	1,459	1,716	169	202	120	128	142	148	117	153	155	186	129	101	147	563	551	2.2%
Initial Liability claims determined	33,214	47,066	66,727	6,192	6,493	3,796	4,828	6,372	6,220	5,715	6,410	5,066	5,311	5,393	4,909	5,337	20,950	21,827	-4.0%
MRCA Permanent Impairment	8,149	9,497	17,377	1,383	1,613	1,177	1,483	1,542	1,496	1,686	1,866	1,477	1,419	1,406	1,233	1,819	5,877	5,037	16.7%
DRCA Permanent Impairment	8,513	7,391	12,150	1,121	1,373	724	813	862	914	1,160	1,295	1,144	1,317	1,362	1,208	1,437	5,324	3,865	37.7%
Permanent Impairment claims determined	16,662	16,888	29,527	2,504	2,986	1,901	2,296	2,404	2,410	2,846	3,161	2,621	2,736	2,768	2,441	3,256	11,201	8,902	25.8%
MRCA/DRCA Incapacity	2,941	3,166	3,723	336	338	324	208	336	332	313	330	197	413	327	302	349	1,391	1,345	3.4%
VEA War Widow	563	511	563	39	50	40	33	62	65	38	53	52	46	46	39	59	190	168	13.1%
MRCA/DRCA Death Compensation	128	183	157	5	8	15	9	10	16	17	22	9	15	21	13	12	61	51	19.6%
Compensation claims determined*	53,508	67,814	100,697	9,076	9,875	6,076	7,374	9,184	9,043	8,929	9,976	7,945	8,521	8,555	7,704	9,013	33,793	32,293	4.6%

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 31 October 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	134	164	125	147	227	121	203
MRCA Initial Liability	941	746	464	384	433	200	254
VEA Compensation Payment	47	88	73	82	135	81	141
VEA Application for Increase	81	43	9	2	8	3	1
MRCA Permanent Impairment	187	769	417	286	133	20	7
DRCA Permanent Impairment	165	367	306	243	243	88	25
MRCA/DRCA Incapacity	269	68	9	2	1	0	0
VEA War Widow	37	15	4	2	1	0	0
MRCA/DRCA Death Compensation	6	1	2	0	2	0	1
Total Compensation claims	1,867	2,261	1,409	1,148	1,183	513	632

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

Age distribution of determinations (calendar days) ⁴	As at 31 October 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	80	100	133	175	225	158	172
MRCA Initial Liability	793	586	573	594	963	417	373
VEA Compensation Payment	25	53	97	116	155	106	129
VEA Application for Increase	76	52	14	10	7	3	7
MRCA Permanent Impairment	175	453	358	200	179	13	5
DRCA Permanent Impairment	173	216	158	226	310	29	9
MRCA/DRCA Incapacity	239	70	20	5	2	0	0
VEA War Widow	20	10	3	6	0	0	0
MRCA/DRCA Death Compensation	3	1	1	0	0	0	0
Total Compensation claims	1,584	1,541	1,357	1,332	1,841	726	695

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

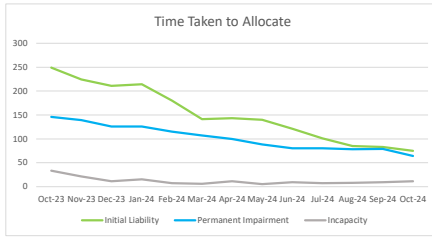
TIME TAKEN

[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 ¹ (average time in calendar days)	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD
Initial Liability	304	206	249	224	211	214	180	141	143	140	121	101	85	83	75	86	280
DRCA Initial Liability	270	238	274	259	243	238	214	209	204	255	171	174	153	157	137	154	279
MRCIA Initial Liability	332	206	253	222	207	216	178	133	140	263	119	92	77	79	67	79	289
VEA Compensation Payment	267	252	283	271	261	244	234	222	220	261	194	195	170	176	158	174	285
Permanent Impairment	112	123	146	139	126	126	115	107	100	88	80	80	78	79	64	74	156
MRCIA Permanent Impairment	120	92	119	112	100	93	82	67	61	53	49	49	45	45	48	47	131
DRCA Permanent Impairment	102	168	180	171	169	185	175	170	156	137	120	112	112	113	84	104	188
Incapacity	30	22	33	21	11	15	7	6	11	5	9	7	8	9	11	9	42

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD
Initial Liability	128	175	136	143	150	188	191	195	213	225	235	238	233	238	248	239	138
DRCA Initial Liability	192	243	204	213	209	242	244	259	279	301	314	322	325	330	330	323	209
MRCIA Initial Liability	113	162	121	130	138	179	183	184	201	139	222	225	221	227	232	226	122
VEA Compensation Payment	215	269	228	244	231	249	267	290	311	242	328	335	345	349	357	347	236
Permanent Impairment	135	133	119	118	135	145	135	133	140	153	167	180	191	210	195	193	116
MRCIA Permanent Impairment	129	131	123	133	130	132	127	126	137	145	154	175	171	185	181	178	118
DRCA Permanent Impairment	143	137	115	101	144	169	149	146	144	163	184	185	213	235	212	211	113
Incapacity	64	60	54	57	52	69	58	58	63	66	62	64	63	60	63	62	60

Time Taken to Process - Claims ² (average time in calendar days)	Target	2021-2022	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	336	460	480	479	472	452	430	468	468	469	472	472	488	475	483	467	478	487	-1.8%
MRCIA Initial Liability	90	302	441	368	373	352	345	387	414	408	340	400	340	316	296	307	298	304	410	-25.9%
VEA Compensation Payment	100	357	480	520	510	517	492	452	495	496	530	503	522	530	515	524	515	521	521	0.0%
VEA Application for Increase	100	151	162	182	180	185	146	197	171	178	153	183	175	160	148	152	139	151	198	-23.7%
MRCIA Permanent Impairment	90	221	262	222	240	244	230	224	208	193	197	197	203	223	215	229	228	224	248	-9.7%
DRCA Permanent Impairment	100	196	259	305	295	272	312	353	324	316	299	300	305	297	324	347	296	315	301	4.7%
MRCIA Incapacity	50	65	99	80	87	77	65	84	60	83	67	69	72	69	68	69	71	69	100	-31.0%
DRCA Incapacity	50	72	100	87	88	82	54	79	96	87	89	79	66	76	77	67	88	77	104	-26.0%
VEA War Widow	30	77	88	112	126	114	89	92	130	117	130	88	113	106	98	102	100	102	114	-10.5%

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

Time Taken to Process - Conditions (average time in calendar days)	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD
DRCA Initial Liability	554	535	514	478	480	483	546	581	546	551	550	560	572	559	545
MRCIA Initial Liability	425	408	403	423	424	409	447	437	388	374	387	377	381	381	460
VEA Compensation Payment	576	569	543	505	508	511	606	645	605	592	589	612	608	603	572

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

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

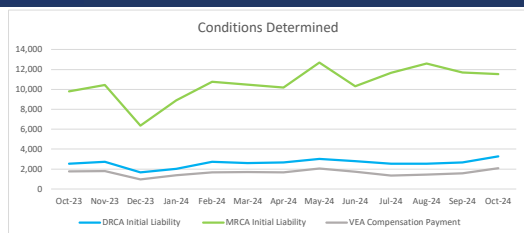
1. Time taken to allocate includes time taken to register

Time Taken to Process - Claims ² (average time in calendar days)	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
DRCA Initial Liability	5	16	35	47	58	68	74	81	91	101	112
MRCIA Initial Liability	3	11	19	29	44	52	58	68	77	84	91
VEA Compensation Payment	7	20	35	50	61	75	86	92	103	111	124

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	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD
DRCA Initial Liability	3,775	4,846	406	397	269	317	401	427	453	593	562	514	654	474	484	2,126	1,427
MRCA Initial Liability	45,428	69,556	5,718	6,515	4,605	5,646	5,406	5,854	7,972	7,868	7,112	8,293	7,856	7,051	7,798	30,998	18,578
VEA Compensation Payment	4,294	4,235	376	321	286	261	328	282	534	473	426	402	439	433	448	1,722	1,324
Dual Act IL (VEA/DRCA)	4,817	6,845	439	648	419	570	598	630	897	920	880	798	877	536	625	2,836	1,283
Tri Act IL (MRCA/DRCA/VEA)	38,490	54,904	4,922	5,344	3,719	4,608	4,016	4,505	5,719	5,841	5,112	5,011	5,410	4,774	5,091	20,286	16,040
Total Conditions	96,804	140,386	11,861	13,225	9,298	11,402	10,749	11,698	15,575	15,695	14,092	15,018	15,236	13,268	14,446	57,968	38,652

Conditions Unallocated	30/06/2023	30/06/2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	% change from last month	% of total on hand
DRCA Initial Liability	1,198	148	1,673	148	97	40	35	69	40	122	148	69	230	376	243	-35.4%	3.1%
MRCA Initial Liability	25,362	2,180	1,612	1,056	1,158	1,184	754	897	1,025	1,998	2,180	1,856	3,392	5,100	3,379	-33.7%	4.1%
VEA Compensation Payment	1,574	60	1,763	91	79	40	95	76	58	197	60	118	254	391	324	-17.1%	11.6%
Dual Act IL (VEA/DRCA)	1,500	194	1,507	147	88	95	71	103	102	92	194	87	342	399	320	-19.8%	1.3%
Tri Act IL (MRCA/DRCA/VEA)	26,649	1,729	7,674	1,383	1,432	879	490	830	852	1,419	1,729	1,229	2,601	3,590	2,574	-28.3%	2.8%
Total Initial Liability Conditions	56,283	4,311	14,229	2,825	2,854	2,238	1,445	1,975	2,087	3,828	4,311	3,359	6,819	9,856	6,840	-30.6%	3.3%

Conditions Being Processed	30/06/2023	30/06/2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	% change from last month	% of total on hand
DRCA Initial Liability	4,480	7,032	4,336	6,037	6,413	6,708	6,634	6,819	6,865	6,984	7,032	7,236	7,411	7,290	7,519	3.1%	96.9%
MRCA Initial Liability	37,592	74,403	65,692	66,889	68,301	69,404	69,688	70,499	72,879	72,995	74,403	76,623	76,448	75,449	79,541	5.4%	95.9%
VEA Compensation Payment	2,867	2,643	2,274	3,687	3,384	3,093	2,884	2,766	2,809	2,615	2,643	2,537	2,504	2,457	2,463	0.2%	88.4%
Dual Act IL (VEA/DRCA)	14,505	22,226	14,915	17,338	18,311	19,171	19,791	20,229	21,085	21,558	22,226	23,239	23,710	24,178	24,840	2.7%	98.7%
Tri Act IL (MRCA/DRCA/VEA)	44,380	86,081	71,969	79,013	80,315	82,715	82,917	84,210	85,882	86,006	86,081	86,870	86,869	86,478	87,969	1.7%	97.2%
Total Initial Liability Conditions	103,824	192,385	159,186	172,964	176,724	181,091	181,914	184,523	189,520	190,158	192,385	196,505	196,942	195,852	202,332	3.3%	96.7%

Conditions On Hand	30/06/2023	30/06/2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	% change from last month
DRCA Initial Liability	5,678	7,180	6,009	6,185	6,510	6,748	6,669	6,888	6,905	7,106	7,180	7,305	7,641	7,666	7,762	1.3%
MRCA Initial Liability	62,954	76,583	67,304	67,945	69,459	70,588	70,442	71,396	73,904	74,993	76,583	78,479	79,840	80,549	82,920	2.9%
VEA Compensation Payment	4,441	2,703	4,037	3,778	3,463	3,133	2,979	2,842	2,877	2,812	2,703	2,655	2,758	2,848	2,787	-2.1%
Dual Act IL (VEA/DRCA)	16,005	22,420	16,422	17,485	18,399	19,266	19,862	20,332	21,187	21,650	22,420	23,326	24,052	24,577	25,160	2.4%
Tri Act IL (MRCA/DRCA/VEA)	71,029	87,810	79,643	80,396	81,747	83,594	83,407	85,040	86,734	87,425	87,810	88,099	89,470	90,068	90,543	0.5%
Total Initial Liability Conditions	160,107	196,696	173,415	175,789	179,578	183,329	183,359	186,498	191,607	193,986	196,696	199,864	203,761	205,708	209,172	1.7%

Conditions Determined ¹	2021-2022	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Current FYTD	Last FYTD
DRCA Initial Liability	15,543	22,267	29,909	2,531	2,731	1,660	2,017	2,733	2,615	2,667	3,020	2,773	2,515	2,549	2,676	3,262	11,002	9,693
MRCA Initial Liability	45,476	69,486	115,364	9,799	10,446	6,351	8,910	10,747	10,474	10,199	12,701	10,312	11,674	12,594	11,698	11,543	47,509	35,224
VEA Compensation Payment	11,688	14,914	19,241	1,772	1,799	945	1,362	1,677	1,687	1,673	2,043	1,718	1,342	1,447	1,571	2,088	6,448	6,337
Total Condition determined	72,707	106,667	164,514	14,102	14,976	8,956	12,289	15,157	14,776	14,539	17,764	14,803	15,531	16,590	15,945	16,893	64,959	51,254

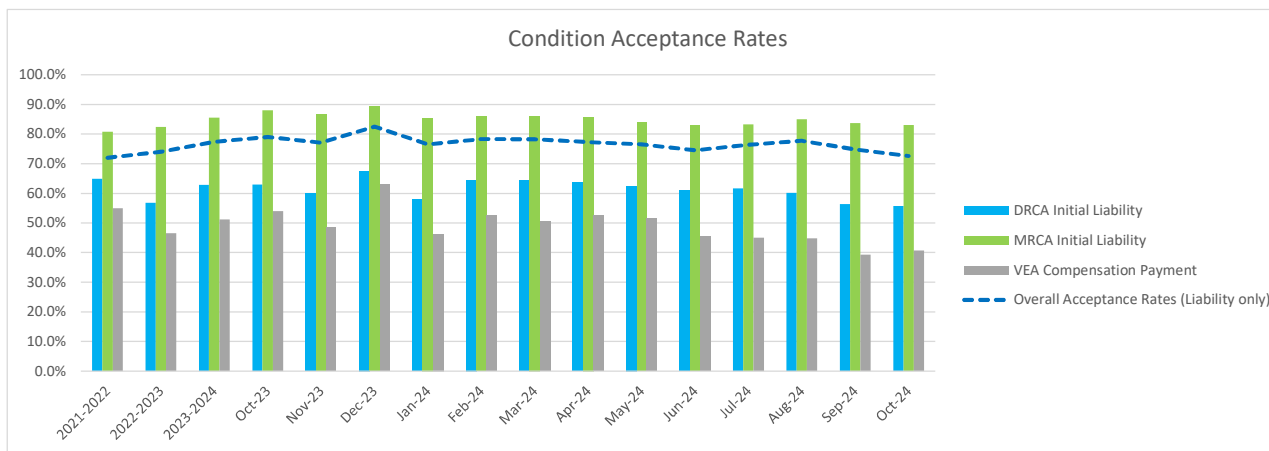
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



ACCEPTANCE RATES

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2021-2022	2022-2023	2023-2024	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	FYTD
DRCA Initial Liability	64.9%	56.8%	62.9%	63.0%	60.0%	67.5%	57.9%	64.5%	64.4%	63.6%	62.5%	60.9%	61.6%	60.1%	56.4%	55.8%	58.4%
MRCA Initial Liability	80.8%	82.4%	85.6%	88.0%	86.5%	89.3%	85.4%	85.9%	86.1%	85.7%	83.9%	82.9%	83.2%	85.0%	83.7%	83.1%	83.7%
VEA Compensation Payment	55.0%	46.6%	51.2%	54.0%	48.4%	63.1%	46.2%	52.6%	50.6%	52.6%	51.6%	45.5%	45.1%	44.8%	39.3%	40.7%	42.1%
Overall Acceptance Rates (Liability only)	72.0%	74.0%	77.4%	79.0%	77.1%	82.5%	76.5%	78.3%	78.2%	77.3%	76.5%	74.5%	76.4%	77.7%	74.8%	72.6%	75.3%

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	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	FYTD
VEA Application for Increase	67.7%	68.8%	62.2%	67.5%	65.4%	71.7%	71.9%	61.4%	61.0%	59.8%	61.3%	69.5%	60.4%	69.6%	61.9%	65.9%	63.3%
MRCA Permanent Impairment	84.6%	87.4%	87.9%	88.4%	88.1%	92.2%	83.5%	87.5%	87.8%	87.9%	86.8%	88.4%	88.1%	89.8%	90.5%	88.0%	89.4%
DRCA Permanent Impairment	47.4%	44.7%	40.6%	35.8%	32.8%	59.5%	31.7%	38.9%	46.3%	44.6%	45.5%	42.0%	41.0%	47.1%	52.3%	41.6%	46.1%
MRCA Incapacity	90.5%	96.7%	96.1%	94.7%	95.4%	98.6%	91.3%	96.0%	97.9%	95.5%	95.0%	94.6%	97.8%	97.6%	95.1%	95.4%	96.5%
DRCA Incapacity	85.5%	94.6%	93.4%	96.2%	94.5%	93.2%	95.7%	100.0%	95.3%	92.5%	90.2%	83.3%	94.2%	82.8%	94.6%	87.5%	90.5%
VEA War Widow	63.4%	63.4%	64.3%	66.7%	64.0%	82.5%	60.6%	50.0%	60.0%	73.7%	56.6%	69.2%	63.0%	56.5%	64.1%	62.7%	61.6%