



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.

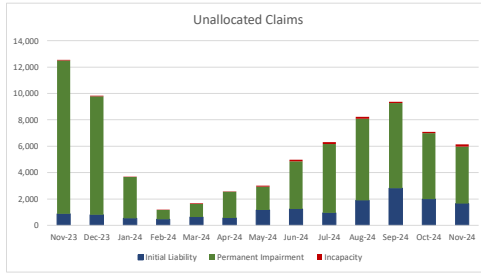
'Tri Act' represents those veterans who have service both before and after 1 July 2004 and may have their claims investigated under two or all three Acts.

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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD	% change from last FYTD
Net claims received¹																			
DRCA Initial Liability	2,524	2,169	2,163	180	132	135	178	200	207	270	235	243	240	210	226	233	1,152	806	42.9%
MRCA Initial Liability	18,852	20,499	23,648	2,342	1,423	1,787	1,830	2,099	2,312	2,595	2,372	2,561	2,471	2,309	2,478	2,323	12,142	9,230	31.5%
VEA Compensation Payment	3,237	1,546	1,740	163	119	117	129	121	162	183	131	164	204	177	178	169	892	778	14.7%
Dual Act II (VEA/DRCA)	2,492	2,741	2,252	213	145	180	196	242	264	294	302	300	239	177	199	251	1,166	629	85.4%
Tri Act II (MRCA/DRCA/VEA)	12,761	13,847	15,164	1,495	971	1,119	1,134	1,274	1,390	1,637	1,484	1,417	1,554	1,394	1,554	1,508	7,427	6,155	20.7%
VEA Application for Increase	1,566	1,555	1,809	166	107	107	163	137	144	193	149	160	172	127	161	158	778	809	-3.8%
Total Initial Liability	41,432	42,357	46,776	4,559	2,897	3,445	3,630	4,073	4,479	5,172	4,673	4,845	4,880	4,394	4,796	4,642	23,557	18,407	28.0%
MRCA Permanent Impairment	9,929	13,172	20,184	2,003	1,283	1,505	1,761	1,844	1,908	2,228	1,785	1,812	1,922	1,692	1,819	1,762	9,007	7,870	14.4%
DRCA Permanent Impairment	10,618	12,939	17,458	1,546	1,165	1,205	1,462	1,613	1,854	1,973	1,644	1,606	1,635	1,325	1,606	1,729	7,901	6,542	20.8%
Total Permanent Impairment	20,547	26,111	37,642	3,549	2,448	2,710	3,223	3,457	3,762	4,201	3,429	3,418	3,557	3,017	3,425	3,491	16,908	14,412	17.3%
MRCA/DRCA Incapacity	3,235	3,094	4,571	426	218	395	396	373	396	464	455	449	426	386	362	419	2,042	1,874	9.0%
VEA War Widow	610	503	376	29	24	21	21	33	41	41	27	38	34	37	43	37	189	168	12.5%
MRCA/DRCA Death Compensation	113	136	165	13	9	8	12	10	13	20	15	11	21	11	24	11	78	78	0.0%
Total Compensation claims	65,937	72,201	89,530	8,576	5,596	6,579	7,282	7,946	8,691	9,898	8,599	8,761	8,918	7,845	8,650	8,600	42,774	34,939	22.4%

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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
Initial Liability																
DRCA Initial Liability	635	599	72	73	49	14	16	28	23	59	72	36	91	152	133	98
MRCA Initial Liability	11,591	10,118	648	322	345	297	231	324	297	597	648	506	932	1,434	898	770
VEA Compensation Payment	762	665	36	56	40	21	28	33	33	68	36	46	112	158	123	106
Dual Act II (VEA/DRCA)	496	402	63	43	32	24	18	30	20	34	63	28	78	116	103	73
Tri Act II (MRCA/DRCA/VEA)	8,794	7,648	412	369	316	187	165	219	184	397	412	331	683	931	704	590
VEA Application for Increase	24	18	5	6	24	6	11	5	2	8	5	9	7	17	24	25
Total Initial Liability	22,302	19,450	1,236	869	806	549	469	639	559	1,163	1,236	956	1,903	2,808	1,985	1,662
MRCA Permanent Impairment	4,474	4,267	2,015	4,089	3,006	415	466	561	1,349	960	2,015	3,021	3,485	3,233	2,152	1,308
DRCA Permanent Impairment	7,688	8,009	1,610	7,558	5,974	2,715	232	425	629	809	1,610	2,194	2,699	3,237	2,847	3,010
Total Permanent Impairment	12,162	12,276	3,625	11,647	8,980	3,130	698	986	1,978	1,769	3,625	5,215	6,184	6,470	4,999	4,318
MRCA/DRCA Incapacity	332	427	125	38	56	18	21	57	32	71	125	145	158	95	98	168
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	12,554	9,842	3,697	1,188	1,682	2,569	3,003	4,986	6,316	8,245	9,373	7,082	6,148

Age distribution of unallocated claims (calendar days) ²	As at 30 November 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	98	0	0	0	0	0	0
MRCA Initial Liability	770	0	0	0	0	0	0
VEA Compensation Payment	106	0	0	0	0	0	0
Dual Act II (VEA/DRCA)	73	0	0	0	0	0	0
Tri Act II (MRCA/DRCA/VEA)	590	0	0	0	0	0	0
VEA Application for Increase	21	2	2	0	0	0	0
MRCA Permanent Impairment*	1,305	2	1	0	0	0	0
DRCA Permanent Impairment*	3,002	8	0	0	0	0	0
MRCA/DRCA Incapacity	166	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	6,131	14	3	0	0	0	0

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

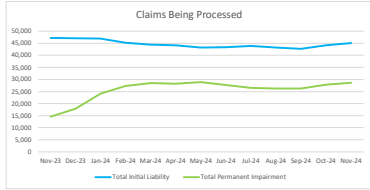
Age distribution of unallocated claims (calendar days) ³	As at 30 November 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	71	0	1	0	0	1	0
MRCA Initial Liability	322	0	0	0	0	0	0
VEA Compensation Payment	55	1	0	0	0	0	0
Dual Act II (VEA/DRCA)	43	0	0	0	0	0	0
Tri Act II (MRCA/DRCA/VEA)	363	5	0	0	0	1	0
VEA Application for Increase	3	2	0	0	0	0	1
MRCA Permanent Impairment	4,089	0	0	0	0	0	0
DRCA Permanent Impairment	3,453	2,459	1,586	60	0	0	0
MRCA/DRCA Incapacity	35	3	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	8,434	2,470	1,587	60	0	2	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



30-Nov-24

Claims being Processed	30/06/2023	30/06/2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	% change from last month
DRCA Initial Liability	1,635	2,482	2,216	2,343	2,447	2,659	2,405	2,401	2,417	2,432	2,513	2,502	2,472	2,511	2,581	2.8%
MRCA Initial Liability	10,086	16,850	19,792	19,449	19,229	18,286	17,576	17,324	16,705	16,850	17,105	16,639	16,106	17,090	17,395	1.8%
VEA Compensation Payment	1,078	844	1,329	1,211	1,081	969	934	918	883	844	861	866	827	846	901	6.5%
Dual Act II (VEA/DRCA)	4,200	5,895	4,708	5,020	5,272	5,407	5,498	5,648	5,703	5,895	6,181	6,257	6,334	6,478	6,588	1.7%
Tri Act II (MRCA/DRCA/VEA)	11,644	16,619	18,409	18,338	18,234	17,479	17,220	17,177	16,751	16,619	16,610	16,341	16,213	16,560	16,676	1.9%
VEA Application for Increase	681	678	719	700	678	685	671	690	700	678	683	685	697	706	702	-0.6%
Total Initial Liability	31,244	43,318	47,173	47,061	46,941	45,195	44,405	44,158	43,159	43,318	43,893	43,290	42,649	44,191	45,043	1.9%
MRCA Permanent Impairment	6,209	10,861	7,916	8,977	11,417	11,491	11,853	11,198	11,998	10,861	10,079	10,000	10,537	11,547	12,221	5.8%
DRCA Permanent Impairment	4,378	16,867	6,722	8,868	12,732	15,821	16,609	17,082	17,318	16,867	16,510	16,261	15,762	16,300	16,475	6.9%
Total Permanent Impairment	10,587	27,728	14,538	24,149	27,312	28,462	28,280	28,916	27,728	26,589	26,261	26,299	27,867	28,696	30,016	3.0%
MRCA/DRCA Incapacity	798	950	888	724	851	874	820	828	816	950	882	914	991	963	977	1.5%
VEA War Widow	161	169	193	202	206	206	183	168	171	177	169	170	177	171	165	-7.9%
MRCA/DRCA Death Compensation	98	142	133	128	129	136	132	143	136	142	142	147	148	167	163	-2.4%
Total Compensation claims	42,888	72,307	62,875	65,960	72,276	73,700	73,987	73,580	73,204	72,307	71,676	70,789	70,258	73,353	75,031	2.3%

Age distribution of claims being processed (calendar days) ¹	As at 30 November 2024					
	0-100	101-200	201-300	301-400	401-600	601-800+ ²
DRCA Initial Liability	593	565	445	212	527	141
MRCA Initial Liability	6,072	4,876	2,710	1,270	1,394	603
VEA Compensation Payment	321	206	119	69	108	48
Dual Act II (VEA/DRCA)	869	1,324	1,168	762	1,290	648
Tri Act II (MRCA/DRCA/VEA)	3,875	3,385	2,497	1,691	2,504	1,542
VEA Application for Increase	347	143	70	42	52	23
MRCA Permanent Impairment	4,243	4,121	2,070	891	699	146
DRCA Permanent Impairment	2,106	4,551	3,920	2,121	2,512	1,053
MRCA/DRCA Incapacity	676	234	43	11	10	0
VEA War Widow	83	33	11	10	9	3
MRCA/DRCA Death Compensation	42	32	21	13	33	9
Total Compensation claims	19,227	19,470	13,074	7,092	9,138	4,219

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 30 November 2023					
	0-100	101-200	201-300	301-400	401-600	601-800+ ²
DRCA Initial Liability	563	599	348	215	261	124
MRCA Initial Liability	5,556	4,355	2,433	1,814	3,097	1,412
VEA Compensation Payment	442	395	200	78	110	60
Dual Act II (VEA/DRCA)	605	841	764	600	937	510
Tri Act II (MRCA/DRCA/VEA)	4,898	3,372	2,454	1,788	2,953	1,815
VEA Application for Increase	386	148	62	32	43	29
MRCA Permanent Impairment	1,797	3,211	1,625	573	498	92
DRCA Permanent Impairment	1,158	1,008	481	1,616	1,733	205
MRCA/DRCA Incapacity	714	118	33	14	8	0
VEA War Widow	107	53	18	9	4	1
MRCA/DRCA Death Compensation	42	41	17	7	14	6
Total Compensation claims	15,508	14,141	8,835	6,756	9,658	4,254

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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
DRCA Initial Liability	2,122	2,234	2,504	2,289	2,392	2,461	2,385	2,434	2,424	2,476	2,504	2,539	2,593	2,634	2,644	2,679
MRCA Initial Liability	21,815	22,204	17,498	20,064	19,794	19,526	18,517	17,900	17,621	17,302	17,498	17,611	17,571	17,540	17,988	18,165
VEA Compensation Payment	2,534	1,743	880	1,385	1,251	1,102	997	967	951	951	880	907	978	985	969	1,007
Dual Act II (VEA/DRCA)	3,157	4,522	5,958	4,751	5,052	5,296	5,425	5,528	5,688	5,737	5,938	6,209	6,335	6,450	6,581	6,663
Tri Act II (MRCA/DRCA/VEA)	18,937	19,292	17,031	18,778	18,654	18,421	17,644	17,539	17,361	17,148	17,031	16,941	17,004	17,144	17,264	17,466
VEA Application for Increase	679	699	683	725	724	684	696	676	692	708	683	642	692	714	730	727
Total Initial Liability	49,244	50,694	44,554	47,992	47,867	47,490	45,664	45,044	44,717	44,322	44,554	44,849	45,193	45,457	46,176	46,705
MRCA Permanent Impairment	7,387	10,476	12,876	11,905	11,983	11,932	11,957	12,414	12,547	12,558	12,876	13,100	13,485	13,770	13,699	13,529
DRCA Permanent Impairment	11,486	12,387	18,477	14,280	14,842	15,447	16,053	17,034	17,171	18,127	18,477	18,704	18,960	18,999	19,167	19,485
Total Permanent Impairment	18,512	22,863	31,353	26,185	26,825	27,279	28,010	29,448	30,258	30,685	31,353	31,804	32,445	32,769	32,866	33,014
MRCA/DRCA Incapacity	1,205	1,225	1,075	926	780	869	895	877	890	887	1,075	1,027	1,072	1,086	1,061	1,145
VEA War Widow	126	161	169	202	196	183	168	171	177	169	170	177	171	165	152	
MRCA/DRCA Death Compensation	112	98	142	133	128	129	136	132	143	136	142	142	147	148	167	163
Total Compensation claims	65,202	75,041	77,293	75,429	75,802	75,973	74,888	75,669	76,149	76,207	77,293	77,992	79,034	79,631	80,435	81,179

3. Includes unutilized claims and claims being processed.

Age distribution of claims on hand (calendar days) ⁴	As at 30 November 2024					
	0-100	101-200	201-300	301-400	401-600	601-800+ ⁵
DRCA Initial Liability	691	565	445	212	527	141
MRCA Initial Liability	6,842	4,876	2,710	1,270	1,394	603
VEA Compensation Payment	427	206	119	69	108	48
Dual Act II (VEA/DRCA)	942	1,324	1,168	762	1,290	648
Tri Act II (MRCA/DRCA/VEA)	4,465	3,385	2,497	1,691	2,504	1,542
VEA Application for Increase	368	145	72	42	52	23
MRCA Permanent Impairment	5,548	4,123	2,070	891	699	146
DRCA Permanent Impairment	5,108	4,559	3,920	2,121	2,512	1,053
MRCA/DRCA Incapacity	842	236	43	11	10	0
VEA War Widow	83	33	11	10	9	3
MRCA/DRCA Death Compensation	42	32	21	13	33	9
Total Compensation claims	25,358	19,484	13,076	7,093	9,138	4,219

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

Age distribution of claims on hand (calendar days) ⁵	As at 30 November 2023					
	0-100	101-200	201-300	301-400	401-600	601-800+ ⁵
DRCA Initial Liability	634	599	348	215	261	125
MRCA Initial Liability	5,878	4,355	2,433	1,814	3,097	1,412
VEA Compensation Payment	497	396	200	78	110	60
Dual Act II (VEA/DRCA)	648	841	764	600	937	510
Tri Act II (MRCA/DRCA/VEA)	4,461	3,377	2,454	1,788	2,953	1,815
VEA Application for Increase	389	150	62	32	43	29
MRCA Permanent Impairment	5,886	3,211	1,625	573	498	92
DRCA Permanent Impairment	4,651	3,467	2,467	1,676	1,733	205
MRCA/DRCA Incapacity	749	121	33	14	8	0
VEA War Widow	107	53	18	9	4	1
MRCA/DRCA Death Compensation	42	41	17	7	14	6
Total Compensation claims	23,942	18,611	10,422	6,816	9,658	4,256

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 November 2024

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
Nov-24	MRCA IL	204.5	Nov-24	MRCA PI	160.2

Proportion of Claims by Age - MRCA IL - Days Old

Days On Hand	Jun-22	Dec-22	Jun-23	Dec-23	Jun-24	Nov-24
0 - 100	21.45%	20.79%	24.09%	28.19%	37.09%	37.67%
101 - 200	14.48%	17.47%	16.36%			

DETERMINATIONS

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

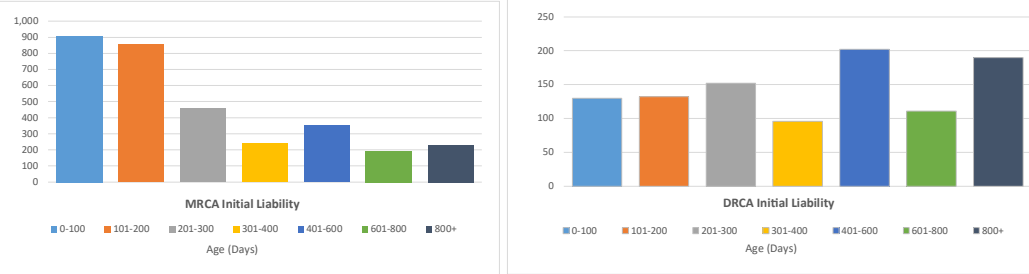
Note:

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



Claim Determinations	2021-2022	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability ¹	6,425	9,107	12,124	1,058	638	837	1,182	1,063	1,056	1,180	1,019	950	954	915	1,121	1,013	4,953	5,149	-3.8%
MRCA Initial Liability ²	20,665	30,767	45,307	4,535	2,627	3,335	4,362	4,348	3,913	4,324	3,263	3,673	3,780	3,386	3,422	3,233	17,494	19,135	-8.6%
VEA Compensation Payment	4,496	5,733	7,580	698	411	528	686	661	629	753	629	502	530	507	647	609	2,795	3,283	-14.9%
VEA Application for Increase	1,628	1,459	1,716	202	120	128	142	148	117	153	155	186	129	101	147	159	722	753	-4.1%
Initial Liability claims determined	33,214	47,066	66,727	6,493	3,796	4,828	6,372	6,220	5,715	6,410	5,066	5,311	5,393	4,909	5,337	5,014	25,964	28,320	-8.3%
MRCA Permanent Impairment	8,149	9,497	17,377	1,613	1,177	1,483	1,542	1,496	1,686	1,866	1,477	1,419	1,406	1,233	1,819	1,682	7,559	6,650	13.7%
DRCA Permanent Impairment	8,513	7,391	12,150	1,373	724	813	862	914	1,160	1,295	1,144	1,317	1,362	1,208	1,437	1,418	6,742	5,238	28.7%
Permanent Impairment claims determined	16,662	16,888	29,527	2,986	1,901	2,296	2,404	2,410	2,846	3,161	2,621	2,736	2,768	2,441	3,256	3,100	14,301	11,888	20.3%
MRCA/DRCA Incapacity	2,941	3,166	3,723	338	324	208	336	332	313	330	197	413	327	302	349	289	1,680	1,683	-0.2%
VEA War Widow	563	511	563	50	40	33	62	65	38	53	52	46	46	39	59	58	248	218	13.8%
MRCA/DRCA Death Compensation	128	183	157	8	15	9	10	16	17	22	9	15	21	13	12	18	79	59	33.9%
Compensation claims determined*	53,508	67,814	100,697	9,875	6,076	7,374	9,184	9,043	8,929	9,976	7,945	8,521	8,555	7,704	9,013	8,479	42,272	42,168	0.2%

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

Age distribution of determinations (calendar days) ³	As at 30 November 2024						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	130	132	152	96	202	111	190
MRCA Initial Liability	909	852	458	241	350	192	231
VEA Compensation Payment	54	82	80	53	117	73	150
VEA Application for Increase	80	38	15	5	12	4	5
MRCA Permanent Impairment	236	622	468	182	143	20	11
DRCA Permanent Impairment	178	279	320	204	303	95	39
MRCA/DRCA Incapacity	216	58	8	4	2	1	0
VEA War Widow	35	16	3	3	0	1	0
MRCA/DRCA Death Compensation	12	3	2	1	0	0	0
Total Compensation claims	1,850	2,082	1,506	789	1,129	497	626

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

Age distribution of determinations (calendar days) ⁴	As at 30 November 2023						
	0-100	101-200	201-300	301-400	401-600	601-800	800+
DRCA Initial Liability	88	129	161	126	207	167	180
MRCA Initial Liability	926	861	594	477	823	466	388
VEA Compensation Payment	31	69	97	86	154	124	137
VEA Application for Increase	106	44	16	8	13	5	10
MRCA Permanent Impairment	193	537	449	183	208	37	6
DRCA Permanent Impairment	318	251	219	186	360	31	8
MRCA/DRCA Incapacity	255	58	17	8	0	0	0
VEA War Widow	32	9	6	3	0	0	0
MRCA/DRCA Death Compensation	5	1	0	0	1	1	0
Total Compensation claims	1,954	1,959	1,559	1,077	1,766	831	729

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

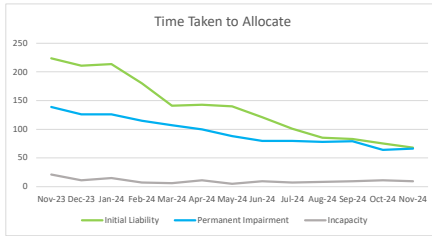
TIME TAKEN

[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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD
Initial Liability	304	206	224	211	214	180	141	143	140	121	101	85	83	75	68	83	267
DRCA Initial Liability	270	238	259	243	238	214	209	204	255	171	174	153	157	137	128	149	238
MRCA Initial Liability	332	206	222	207	216	178	133	140	263	119	92	77	79	67	60	76	206
VEA Compensation Payment	267	252	271	261	244	234	222	220	261	194	195	170	176	158	155	169	252
Permanent Impairment	112	123	139	126	126	115	107	100	88	80	80	78	79	64	66	73	126
MRCA Permanent Impairment	120	92	112	100	93	82	67	61	53	49	49	45	45	48	47	47	92
DRCA Permanent Impairment	102	168	171	169	185	175	170	156	137	120	112	112	113	84	88	101	168
Incapacity	30	22	21	11	15	7	6	11	5	9	7	8	9	11	9	9	38

1. Time taken to allocate includes time taken to register

Time with a DVA officer (average time in calendar days)	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD
Initial Liability	128	175	143	150	188	191	195	213	225	235	238	233	238	248	243	239	139
DRCA Initial Liability	192	243	213	209	242	244	259	279	217	301	314	322	325	330	346	328	243
MRCA Initial Liability	113	162	130	138	179	183	184	201	139	222	225	221	227	232	224	225	162
VEA Compensation Payment	215	269	244	231	249	267	290	311	242	328	335	345	349	357	377	354	269
Permanent Impairment	135	133	118	135	145	135	133	140	153	167	180	191	210	195	204	196	116
MRCA Permanent Impairment	129	131	133	130	132	127	126	137	145	154	175	171	185	181	182	179	131
DRCA Permanent Impairment	143	137	101	144	169	149	146	144	163	184	185	213	235	212	231	215	137
Incapacity	64	60	57	52	69	58	58	63	66	62	64	63	60	63	75	65	59

Time Taken to Process - Claims ² (average time in calendar days)	Target	2021-2022	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD	% change from last FYTD
DRCA Initial Liability	100	336	460	480	472	452	430	468	468	469	472	472	488	475	483	467	474	477	484	-1.4%
MRCA Initial Liability	90	302	441	368	352	345	387	414	408	340	400	340	316	296	307	298	283	300	397	-24.4%
VEA Compensation Payment	100	357	480	520	517	492	452	495	496	530	503	522	530	515	524	515	532	523	520	0.6%
VEA Application for Increase	100	151	162	182	185	146	197	171	178	153	183	175	160	148	152	139	185	158	196	-19.4%
MRCA Permanent Impairment	90	221	262	222	244	230	224	208	193	197	197	203	223	215	229	228	227	225	247	-8.9%
DRCA Permanent Impairment	100	196	259	305	272	312	353	324	316	299	300	305	297	324	347	296	319	316	293	7.8%
MRCA Incapacity	50	65	99	80	77	65	84	60	83	67	69	72	69	68	69	71	83	72	96	-25.0%
DRCA Incapacity	50	72	100	87	82	54	79	96	87	89	79	66	76	77	67	88	86	79	100	-21.0%
VEA War Widow	30	77	88	112	114	89	92	130	117	130	88	113	106	98	102	100	103	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)	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD
DRCA Initial Liability	535	514	478	480	483	546	581	546	551	550	560	572	568	560	542
MRCA Initial Liability	408	403	423	424	422	409	447	437	388	374	387	377	365	378	448
VEA Compensation Payment	569	543	505	508	511	606	645	605	592	589	612	608	625	608	572

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

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

1. Time taken to allocate includes time taken to register

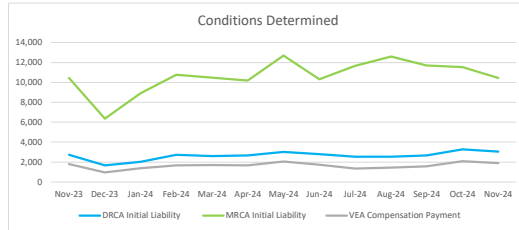
Time Taken to Process - Claims ² (average time in calendar days)	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
DRCA Initial Liability	16	35	47	58	68	74	81	91	101	112	123
MRCA Initial Liability	11	19	29	44	52	58	68	77	84	91	97
VEA Compensation Payment	20	35	50	61	75	86	92	103	111	124	135

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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD
DRCA Initial Liability	3,775	4,846	397	269	317	401	427	453	593	562	514	654	474	484	472	2,598	1,824
MRCA Initial Liability	45,428	69,556	6,515	4,605	5,646	5,406	5,854	7,972	7,868	7,112	8,293	7,856	7,051	7,798	7,021	38,019	25,093
VEA Compensation Payment	4,294	4,235	321	286	261	328	282	534	473	426	402	439	433	448	393	2,115	1,645
Dual Act IL (VEA/DRCA)	4,817	6,845	648	419	570	598	630	897	920	880	798	877	536	625	760	3,596	1,931
Tri Act IL (MRCA/DRCA/VEA)	38,490	54,904	5,344	3,719	4,608	4,016	4,505	5,719	5,841	5,112	5,011	5,410	4,774	5,091	5,122	25,408	21,384
Total Conditions	96,804	140,386	13,225	9,298	11,402	10,749	11,698	15,575	15,695	14,092	15,018	15,236	13,268	14,446	13,768	71,736	51,877

Conditions Unallocated	30/06/2023	30/06/2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	% change from last month	% of total on hand
DRCA Initial Liability	1,198	148	148	97	40	35	69	40	122	148	69	230	376	243	228	-6.2%	2.9%
MRCA Initial Liability	25,362	2,180	1,056	1,158	1,184	754	897	1,025	1,998	2,180	1,856	3,392	5,100	3,379	2,791	-17.4%	3.3%
VEA Compensation Payment	1,574	60	91	79	40	95	76	68	197	60	118	254	391	324	223	-31.2%	7.9%
Dual Act IL (VEA/DRCA)	1,500	194	147	88	95	71	103	102	92	194	87	342	399	320	205	-35.9%	0.8%
Tri Act IL (MRCA/DRCA/VEA)	26,649	1,729	1,383	1,432	879	490	852	1,419	1,729	1,229	2,601	3,590	2,574	2,155	1,633	-16.3%	2.4%
Total Initial Liability Conditions	56,283	4,311	2,825	2,854	2,238	1,445	1,975	2,087	3,828	4,311	3,359	6,819	9,856	6,840	5,602	-18.1%	2.6%

Conditions Being Processed	30/06/2023	30/06/2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	% change from last month	% of total on hand
DRCA Initial Liability	4,480	7,032	6,037	6,413	6,708	6,634	6,819	6,865	6,984	7,032	7,236	7,411	7,290	7,519	7,541	0.3%	97.1%
MRCA Initial Liability	37,592	74,403	66,889	68,301	69,404	69,688	70,499	72,879	72,995	74,403	76,623	76,448	75,449	79,541	81,411	2.4%	96.7%
VEA Compensation Payment	2,867	2,643	3,687	3,384	3,093	2,884	2,766	2,809	2,615	2,643	2,537	2,504	2,457	2,463	2,601	5.6%	92.1%
Dual Act IL (VEA/DRCA)	14,505	22,226	17,338	18,311	19,171	19,791	20,229	21,085	21,558	22,226	23,239	23,710	24,178	24,840	25,304	1.9%	99.2%
Tri Act IL (MRCA/DRCA/VEA)	44,380	86,081	79,013	80,315	82,715	82,917	84,210	85,882	86,006	86,081	86,870	86,869	86,478	87,969	89,209	1.4%	97.6%
Total Initial Liability Conditions	103,824	192,385	172,964	176,724	181,091	181,914	184,523	189,520	190,158	192,385	196,505	196,942	195,852	202,332	206,066	1.8%	97.4%

Conditions On Hand	30/06/2023	30/06/2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	% change from last month
DRCA Initial Liability	5,678	7,180	6,185	6,510	6,748	6,669	6,888	6,905	7,106	7,180	7,305	7,641	7,666	7,762	7,769	0.1%
MRCA Initial Liability	62,954	76,583	67,945	69,459	70,588	70,442	71,396	73,904	74,993	76,583	78,479	79,840	80,549	82,920	84,202	1.5%
VEA Compensation Payment	4,441	2,703	3,778	3,463	3,133	2,979	2,842	2,877	2,812	2,703	2,655	2,758	2,848	2,787	2,824	1.3%
Dual Act IL (VEA/DRCA)	16,005	22,420	17,485	18,399	19,266	19,862	20,332	21,187	21,650	22,420	23,326	24,052	24,577	25,160	25,509	1.4%
Tri Act IL (MRCA/DRCA/VEA)	71,029	87,810	80,396	81,747	83,594	83,407	85,040	86,734	87,425	87,810	88,099	89,470	90,068	90,543	91,364	0.9%
Total Initial Liability Conditions	160,107	196,696	175,789	179,578	183,329	183,359	186,498	191,607	193,986	196,696	199,864	203,761	205,708	209,172	211,668	1.2%

Conditions Determined ¹	2021-2022	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Current FYTD	Last FYTD
DRCA Initial Liability	15,543	22,267	29,909	2,731	1,660	2,017	2,733	2,615	2,667	3,020	2,773	2,515	2,549	2,676	3,262	3,037	14,039	12,424
MRCA Initial Liability	45,476	69,486	115,364	10,446	6,351	8,910	10,747	10,474	10,199	12,701	10,312	11,674	12,594	11,698	11,543	10,442	57,951	45,670
VEA Compensation Payment	11,688	14,914	19,241	1,799	945	1,362	1,677	1,687	1,673	2,043	1,718	1,342	1,447	1,571	2,088	1,884	8,332	8,136
Total Condition determined	72,707	106,667	164,514	14,976	8,956	12,289	15,157	14,776	14,539	17,764	14,803	15,531	16,590	15,945	16,893	15,363	80,322	66,230

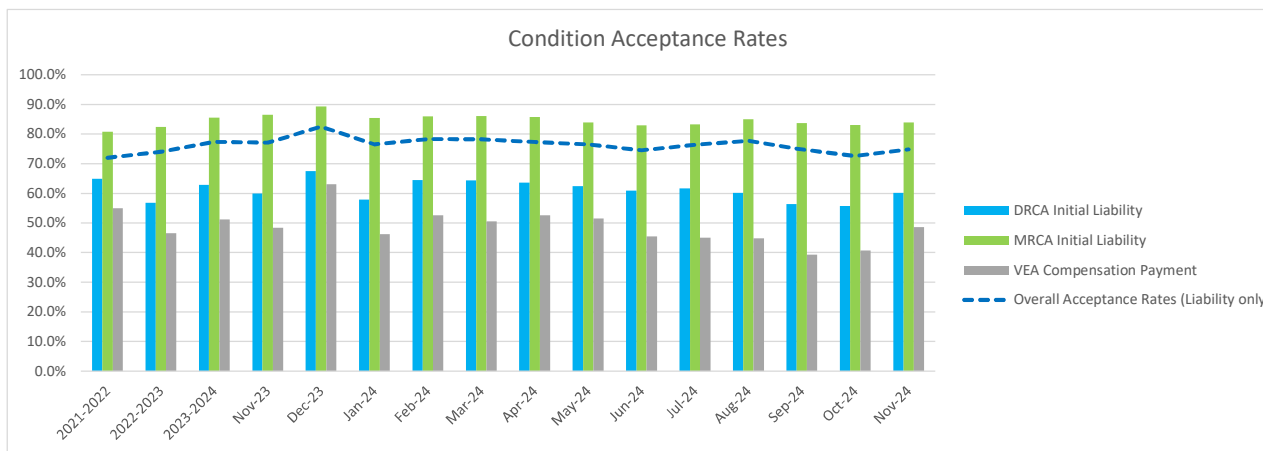
1. While a claim can be lodged with one or more conditions, each condition is determined separately.



ACCEPTANCE RATES

[Condition Acceptance Rates](#)

[Claim Acceptance Rates](#)



Condition Acceptance Rates	2021-2022	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	FYTD
DRCA Initial Liability	64.9%	56.8%	62.9%	60.0%	67.5%	57.9%	64.5%	64.4%	63.6%	62.5%	60.9%	61.6%	60.1%	56.4%	55.8%	60.1%	58.9%
MRCA Initial Liability	80.8%	82.4%	85.6%	86.5%	89.3%	85.4%	85.9%	86.1%	85.7%	83.9%	82.9%	83.2%	85.0%	83.7%	83.1%	83.9%	83.7%
VEA Compensation Payment	55.0%	46.6%	51.2%	48.4%	63.1%	46.2%	52.6%	50.6%	52.6%	51.6%	45.5%	45.1%	44.8%	39.3%	40.7%	48.6%	43.7%
Overall Acceptance Rates (Liability only)	72.0%	74.0%	77.4%	77.1%	82.5%	76.5%	78.3%	78.2%	77.3%	76.5%	74.5%	76.4%	77.7%	74.8%	72.6%	74.8%	75.2%

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	2021-2022	2022-2023	2023-2024	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	FYTD
VEA Application for Increase	67.7%	68.8%	62.2%	65.4%	71.7%	71.9%	61.4%	61.0%	59.8%	61.3%	69.5%	60.4%	69.6%	61.9%	65.9%	66.9%	65.3%
MRCA Permanent Impairment	84.6%	87.4%	87.9%	88.1%	92.2%	83.5%	87.5%	87.8%	87.9%	86.8%	88.4%	88.1%	89.8%	90.5%	88.0%	89.7%	89.4%
DRCA Permanent Impairment	47.4%	44.7%	40.6%	32.8%	59.5%	31.7%	38.9%	46.3%	44.6%	45.5%	42.0%	41.0%	47.1%	52.3%	41.6%	45.6%	46.0%
MRCA Incapacity	90.5%	96.7%	96.1%	95.4%	98.6%	91.3%	96.0%	97.9%	95.5%	95.0%	94.6%	97.8%	97.6%	95.1%	95.4%	93.4%	96.0%
DRCA Incapacity	85.5%	94.6%	93.4%	94.5%	93.2%	95.7%	100.0%	95.3%	92.5%	90.2%	83.3%	94.2%	82.8%	94.6%	87.5%	92.1%	90.8%
VEA War Widow	63.4%	63.4%	64.3%	64.0%	82.5%	60.6%	50.0%	60.0%	73.7%	56.6%	69.2%	63.0%	56.5%	64.1%	62.7%	70.7%	63.7%