



Top 5 services

(Not including COVID services)

- 1 Casual Certifications**
208,264 transactions
- 2 Payment Statement Requests**
40,384 transactions
- 3 Contribution History Statement**
23,523 transactions
- 4 Apply for Jobseeker's**
21,333 transactions
- 5 Apply for PPSN**
18,792 transactions

MyGov id

2.6m

Accounts
(40% are verified)



MyWelfare

Over **3.8m**
Sessions on MyWelfare

956k
Customer transactions

Over **3.5m**
Customer logins

565k
Dashboard views

Over **1.5m**
Unique users

281k
Payment history views



COVID services

264,498

PUP applications

129,959

PUP closures

114,854

PUP Confirm Eligibility

67,035

COVID-19 Enhanced Illness
Benefit applications

12,767

PUP Arrears Statements

What's New?



January: Close COVID-19 Pandemic
Unemployment Payment service launched

February: Benefit Payment for Over 65s

March: Confirm Eligibility for PUP

* All figures represent verified & basic customers