



Top 5 Services

(Not including COVID Services)

- 1 Casual Certifications**
197,362 transactions
- 2 Apply for Jobseeker’s**
34,850 transactions
- 3 Payment Statement Requests**
31,674 transactions
- 4 Apply for Personal Public Service Number**
28,290 transactions
- 5 Back to School Clothing & Footwear Allowance Scheme Applications**
27,654 transactions

MyGov **id**

2.9m

Accounts
(43% are verified)



MyWelfare

Over **3.7M**

Sessions on MyWelfare

818k

Customer transactions

Over **3.6M**

Customer logins

594k

Dashboard views

1.2M

Users

241k

Payment history views



COVID Services

235,250

PUP Confirm Eligibility Online

83,460 (↓63%)

PUP Closures

56,744 (↑100%)

COVID-19 Enhanced Illness Benefit applications

5,189 (↓91%)

PUP Applications

2,134 (↓70%)

PUP Arrears Statements

45 (↓99%)

PUP Claim Review Service

↑ Increase in Q3 to Q2 2021

↓ Decrease in Q3 to Q2 2021

What's New?



The Working Family Payment Service went live in July 2021. Over **10,380** applications were received via MyWelfare from July 2021 to Sept 2021.

* All figures represent verified & basic customers