



## Top 5 Services

(Not including COVID Services)

- 1 Casual Certifications**  
172,064 transactions
- 2 Apply for Jobseeker's**  
38,302 transactions
- 3 Payment Statement Requests**  
34,203 transactions
- 4 Apply for Personal Public Service Number**  
33,545 transactions
- 5 Contribution History Statements**  
15,579 transactions

## MyGov id

# 3m

Accounts  
(44% are verified)



## MyWelfare

Over **3.2M**

Sessions on MyWelfare

**553k**

Customer transactions

Over **3M**

Customer logins

**489k**

Dashboard views

**1M**

Users

**224k**

Payment history views



## COVID Services

**113,723** (↑100%)    **31,210\*** (↑)

COVID-19 Enhanced  
Illness Benefit applications

PUP Applications

**25,777** (↓69%)    **72** (↑62%)

PUP Closures

PUP Claim Review Service

**\* Service only reopened in December 2021**

↑ Increase in Q4 to Q3 2021

↓ Decrease in Q4 to Q3 2021

## What's New?



Nov 21: The total number of MyGovID accounts passed the 3 million mark.

Dec 21: The Pandemic Unemployment Payment reopened on the 7th December, with over 31,200 applications received since reopening to the end of December 2021.

\* All figures represent verified & basic customers