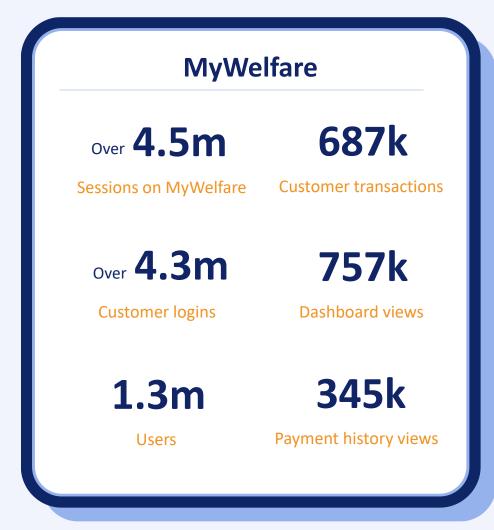
## 2023 Quarter 3 Snapshot (July – September inclusive) MyWelfare



## **Top Services**

- Jobseekers Casual Certification 237,064 transactions
- 2 Illness Benefit 60,701 transactions
- Payment Statement Request 44,786 transactions
- 43,470 transactions
- 5 Apply for PPSN 39,569 transactions
- 6 Back to School
  32,765 transactions
- Change of Address 27,709 transactions
- 8 Contribution History Statement 23,163 transactions



## What's new?



Customers can now "Make a Repayment" for themselves or another person on MyWelfare from September 2023. Any customers can make a single repayment using their debit card. Verified customers can set up direct debits and also view their overpayment balance on MyWelfare.

A new service for Long-Term Carers
Contribution Periods was launched in
September 2023. Being eligible for
Long-Term Carers Contribution Periods
can make it easier for a carer to qualify
for the State Contributory Pension, if
they have taken time out of work to
care for someone on a full time basis.



