



Top Services

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

MyWelfare

Over 4.5m	687k
Sessions on MyWelfare	Customer transactions
Over 4.3m	757k
Customer logins	Dashboard views
1.3m	345k
Users	Payment history views

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.

MyGov id

4.2m

Accounts
(51.88% are verified)



All transaction figures represent verified & basic customers