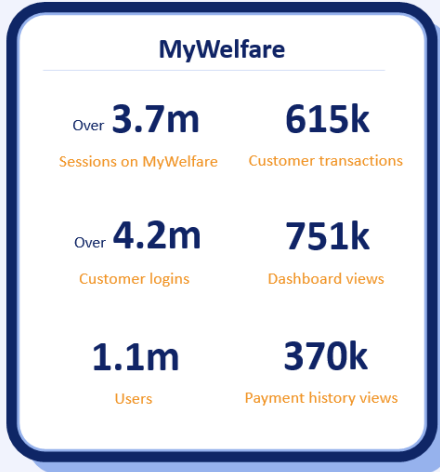




Top Services

- 1 **Jobseekers Casual Certification**
203,826 transactions
- 2 **Illness Benefit**
67,346 transactions
- 3 **Payment Statement Request**
47,543 transactions
- 4 **Apply for Jobseekers**
38,839 transactions
- 5 **Apply for PPSN**
30,424 transactions
- 6 **Jobseekers Full Time Certification**
28,558 transactions
- 7 **Change of Address**
28,011 transactions
- 8 **Contribution History Statement**
26,824 transactions



All transaction figures represent verified & basic customers

What's new?

A new service called “**Document Upload**” was launched on MyWelfare in Nov 2023 for customers who:

- have a **verified** MyGovID account
- have submitted a claim regardless of how they applied (**online or offline**)

Did you know?

When we asked our customers about their experience of applying for Jobseekers & Working Family Payment on MyWelfare:

- 93% agreed they were satisfied with **accessing our online services**
- 91% reported an **overall satisfaction**
- 92% said they **would recommend MyWelfare** to family and friends

MyGovID

4.3m

Accounts

(52.82% are verified)

