



Top Services

- 1 **Jobseekers Casual Certification**
243,461 transactions
- 2 **Illness Benefit**
68,276 transactions
- 3 **Payment Statement Request**
66,287 transactions
- 4 **Jobseekers Full Time Certification**
43,284 transactions
- 5 **Apply for Jobseekers**
40,929 transactions
- 6 **Apply for PPSN**
32,426 transactions
- 7 **Contribution Statement Request**
32,364 transactions
- 8 **Change of Address**
29,380 transactions

MyWelfare

Over 3.5m	Over 717k
Sessions on MyWelfare	Customer transactions
Over 4.1m	Over 786k
Customer logins	Dashboard views
Over 1m	Over 383k
Users	Payment history views

All transaction figures represent verified & basic customers

What's New?



From Jan 2024 Customers who may be entitled to Jobseeker's Benefit at a reduced rate may now opt to apply for Jobseeker's Allowance during the application process. The Department will **assess the customer for both Jobseeker's Benefit and Jobseeker's Allowance** and award the higher payment.

Benefit Exhausted (BenEx) was introduced in Mar 2024. Verified customers whose Jobseeker Benefit or Jobseeker Benefit Self-Employment claim is due to exhaust in four weeks will be invited to apply through **MyWelfare** for Jobseekers Allowance.

MyGov id
4.4m
Accounts
(53.75% are verified)

