



Top Services

- 1 **Jobseekers Casual Certification**
243,240 transactions
- 2 **Illness Benefit**
66,738 transactions
- 3 **Payment Statement Request**
57,032 transactions
- 4 **Jobseekers Full Time Certification**
52,655 transactions
- 5 **Apply for Jobseekers**
44,673 transactions
- 6 **Contribution Statement Request**
31,297 transactions
- 7 **Apply for PPSN**
31,158 transactions
- 8 **Change of Address**
30,746 transactions

MyWelfare

Over 3.9m	Over 750k
Sessions on MyWelfare	Customer transactions
Over 4.3m	Over 854k
Customer logins	Dashboard views
Over 1.1m	Over 383k
Users	Payment history views

All transaction figures represent verified & basic customers



What's New?

The **Habitual Residence Condition (HRC)** form was integrated into the Jobseeker's application on **MyWelfare** from 29 April.

An enhanced **Public Services Card Renewal** process was introduced in May to improve customer experience, along with a new instructional video available on *"Renew your Public Services Card"* **MyWelfare** information page.

Back to School Clothing and Footwear Allowance opened for applications on **MyWelfare** from 12 June. There were over 19,800 transactions in June 2024.

MyGov **id**
4.6m
Accounts
(54.53% are verified)

