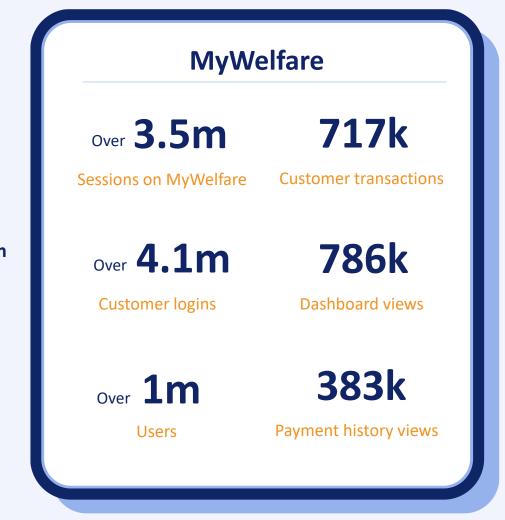
2024 Quarter 1 Snapshot (Jan – Mar inclusive)



Top Services

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



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.



