

Quarterly report

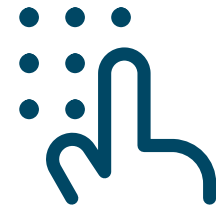
Second quarter 2020-21 at a glance



265K new USIs created



11.5M total USIs as at 31 December 2020



2M self-service transactions



0 notifiable data breaches reported to OAIC



25.7K online help requests actioned (36% increase*)



224K Transcript views/downloads (5% decrease on last quarter)



31,914 calls handled (16,223 more calls*)



7 minutes 46 seconds Average call handle time (11 seconds longer*^)



6 minute 14 seconds Average call wait time (4 minutes and 37 seconds longer*^)

*Compared to same quarter 2019/20 | ^Based on daily averages

USI mission statement



Key performance indicators

GOAL 1: KNOW OUR MARKET

KPI: WE KNOW WHO OUR CUSTOMERS ARE AND WHAT THEY NEED FROM US

WHAT WE DID

- Continued to build customer profiles to enable all staff to understand who we serve.
- Completed redevelopment of a new look USI website based on user research.
- Participated in webinars for Higher Education Providers about the expansion of the USI.
- Hosted a meeting of our peak bodies to share recent experience; provide information on the potential USI expansion to the Schools sector; and discuss developments in credentials platforms.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

KPI: SPEED OF SERVICE

TARGET: Average speed to answer does not exceed **2 minutes and 30 seconds**.

ACHIEVEMENT: Average call wait time of **6 minutes and 14 seconds**.

KPI: QUALITY OF SERVICE

TARGET: Average quality score of 85% across all channels*.

ACHIEVEMENT: 94.6% for October-December 2020.

**Call and email service quality is assessed against 26 elements including adherence to policies and procedures, accuracy and the interpersonal skills displayed by our customer service officers.*

KPI: FIRST CONTACT RESOLUTION

TARGET: 85% of queries resolved with the first contact.

ACHIEVEMENT: 95.9% for October-December 2020.

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 96.7% of for October-December 2020.

KPI: STAFF PROTECT STUDENTS' PERSONAL INFORMATION

TARGET: 100% of staff are trained in, and aware of, their privacy obligations.

ACHIEVEMENT:

100% of staff completed mandatory privacy, security and fraud awareness training.

100% of staff completed data breach training in accordance with OAIC requirements and our data breach response plan.

94% of staff reported a strong privacy culture in TEAM USI.

KPI: NUMBER OF DATA BREACHES

TARGET: 0 notifiable data breaches and no more than 2 non-notifiable data breaches*.

ACHIEVEMENT: 0 notifiable breaches and 2 non-notifiable breaches.

**Notifiable data breaches are those that may cause serious harm to an individual and therefore must be reported to the Office of the Australian Information Commissioner (OAIC).*

GOAL 3: SUPPORT THE GOVERNMENT AND THROUGH IT THE NATION

KPI: WE SUPPORT AND ENABLE GOVERNMENT POLICY

WHAT WE DID

- Delivered USI registry system functionality for the USI expansion to the higher education sector effective from 1 January 2021.

- Engaged with students, parents, school boards and advisers via Tertiary Admissions Centre (TAC) channels such as website posts, newsletter, SMS, social media, webinars and publications including:
 - SMS to more than 69K applicants through the Universities Admission Centre
 - emailed more than 29K South Australian TAC applicants
 - emailed to approximately 64K Victorian TAC applicants.

GOAL 4: INNOVATE TO IMPROVE OUR USI CUSTOMER EXPERIENCE AND DO OUR WORK MORE EFFICIENTLY

KPI: WE ARE OPEN TO NEW WAYS OF DOING THINGS

WHAT WE DID

- Continued to develop our omnichannel technology to improve our staff productivity and give customers a seamless experience.
- Reviewed and refined our approach to proof of identity to make it simpler for USI customers while maintaining their privacy.

GOAL 5: ENABLE AND INSPIRE TEAM USI TO TAKE OWNERSHIP AND DO ITS BEST WORK

KPI: WE ARE A GOOD PLACE TO WORK

TARGET: 100% of staff report role clarity, support and a line of sight to our customers.

ACHIEVEMENT	STRONGLY/AGREED				
	JAN-MAR 2020	APR-JUN 2020	JUL-SEP 2020	OCT-DEC 2020	AVG 2020
I understand what is expected of me and my current role	97%	95% (↓2%)	98% (↑3%)	94% (↓4%)	96%
I understand how my job contributes to the customer experience	97%	100% (↑3%)	100%	94% (↓6%)	98%
I believe the USI team has a strong privacy culture	97%	98% (↑1%)	95% (↓3%)	94% (↓1%)	96%
I know who to ask if I need help with any aspects of my current role	94%	95% (↑1%)	93% (↓2%)	91% (↓2%)	93%
I have the resources I need to perform my duties	79%	75% (↓4%)	86% (↑11%)	91% (↑5%)	83%
I feel that my manager sees my wellbeing and learning as a priority	79%	80% (↑1%)	95% (↑15%)	88% (↓7%)	86%
I feel that my ideas are welcome	76%	72% (↓4%)	88% (↑16%)	82% (↓6%)	80%
I understand the link between my job and the USI mission statement	76%	86% (↑10%)	98% (↑12%)	94% (↓4%)	89%
My performance agreement reflects my learning and development needs	73%	78% (↑5%)	76% (↓2%)	76%	76%