

Quarterly report Jan–Mar 2021

At a glance



355K new USIs created



11.9M total USIs as at 31 March 2021



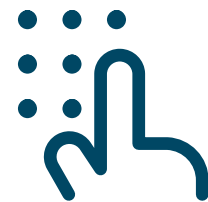
258K Transcript views/downloads (4% increase*)



3K new USIs created using digital identity



8K total USIs created using digital identity as at 31 March 2021



3.0M self-service transactions



43,883 calls handled (13,291 more calls*)



6 minutes 53 seconds Average call handle time (50 seconds shorter*^)



2 minutes 57 seconds Average call wait time (58 seconds shorter*^)



31K online help requests actioned (84% increase*)



0 notifiable data breaches reported to OAIC

*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

- Analysed customer journeys to pinpoint barriers to self-service.
- Promoted the expansion of the USI to higher education using SMS, emails, news articles website and webinars.
- Met with State training authorities, higher education providers, tertiary admission centres and software management system providers in Tasmania, New South Wales and Adelaide.

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 **2 minutes and 57 seconds**.

KPI: QUALITY OF SERVICE

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

ACHIEVEMENT: 94.6%

* Service quality is assessed against 26 elements including adherence to policies and procedures, accuracy and the interpersonal skills displayed by our customer service officers for responses to calls, emails and system generated help requests.

KPI: FIRST CONTACT RESOLUTION

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

ACHIEVEMENT: 96.46%

KPI: CUSTOMER SATISFACTION

TARGET: 85% of callers surveyed are satisfied with our service*.

ACHIEVEMENT: 96% reported satisfaction.

* The OSIR currently offers a post-call survey to callers. Participants are asked to rate the service from 'excellent' to 'very dissatisfied'.

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 97.38%

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

TARGET: 99% of the time the Student Portal is available and operational.

ACHIEVEMENT: 99.83%

KPI: NUMBER OF DATA BREACHES

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

ACHIEVEMENT: 0 notifiable breaches and 5 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).

KPI: STAFF PROTECT STUDENTS' PERSONAL INFORMATION

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

ACHIEVEMENT:

98% 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.

96% of staff reported a strong privacy culture in TEAM USI.

GOAL 3: SUPPORT THE GOVERNMENT AND THROUGH IT THE NATION

KPI: WE SUPPORT AND ENABLE GOVERNMENT POLICY

WHAT WE DID

- Began assigning USIs to higher education students and onboarded 74 higher education providers to the USI registry system.
- Contributed to Commonwealth-State working groups discussing potential expansion of the USI to the schools sector.
- Member of Digital Identity and myGov Steering Committee.
- Met with Office of National Data Commissioner.

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

- Identified 3 technology solutions to make it easier for students to share their USI transcript.
- Agreed to pilot linking the USI transcript to the NSW/ACT University Admissions Centre's credentials platform.
- Adapted procedure and technology to enable NZ offshore students to obtain a temporary USI.
- Digitised key customer forms.
- Produced 3 videos on [how to create a USI](#) and the benefits for students and providers.

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

KPI: OUR CULTURE SUPPORTS STAFF

WHAT WE DID

- Developed a new [culture statement](#) to underpin everything we do.

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			
	APR-JUN 2020	JUL-SEP 2020	OCT-DEC 2020	JAN-MAR 2021
I understand what is expected of me and my current role	95% (↓2%)	98% (↑3%)	94% (↓4%)	100% (↑6%)

I understand how my job contributes to the customer experience	100% (↑3%)	100% -	94% (↓6%)	100% (↑6%)
I believe the USI team has a strong privacy culture	98% (↑1%)	95% (↓3%)	94% (↓1%)	96% (↑2%)
I know who to ask if I need help with any aspects of my current role	95% (↑1%)	93% (↓2%)	91% (↓2%)	98% (↑7%)
I have the necessary resources I need to perform my duties	75% (↓4%)	86% (↑11%)	91% (↑5%)	90% (↓1%)
I feel that my manager sees my wellbeing as a priority	80% (↑1%)	95% (↑15%)	88% (↓7%)	96% (↑8%)
I feel that my ideas are welcome	72% (↓4%)	88% (↑16%)	82% (↓6%)	96% (↑14%)
I understand the link between my job and the USI mission statement	86% (↑10%)	98% (↑12%)	94% (↓4%)	100% (↑6%)
I have discussed my learning and development needs with my manager	78% (↑5%)	76% (↓2%)	76% -	90% (↑14%)

USI culture statement

Culture Statement



Trust
We have a firm belief in one another to be reliable, truthful and capable.



Learning
We learn from the past to prepare for our future.



Working together
Even when working alone we are working together to support our mission statement.



Transparent communication
Everyone has a voice and we know the 'why' behind decisions.