

Quarterly report Apr–Jun 2021

At a glance



230,134 new USIs created



12.1M total USIs as at 30 June 2021



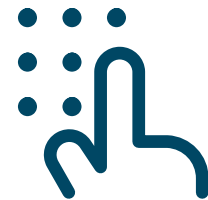
251K Transcript views/downloads (19% increase*)



2K new USIs created using digital identity



10K total USIs created using digital identity as at 30 June 2021



2.86M self-service transactions



35,960 calls handled (12,546 more calls*)



6 minutes 55 seconds Average call handle time (1 min 23 secs shorter*^)



1 minute 14 seconds Average call wait time (1 min 38 seconds shorter*^)



21K online help requests actioned (52% 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

- 3 workshops to analyse VET customer demographics and the impact on service expectations.
- Offered cultural awareness training.
- Participated in 9 expos/presentations with a total of 58,000 attendees.
- Surveyed 14.7k customers post-call yielding a 5-star rating from 90% of respondents.
- Scoped design and location of customer feedback mechanisms for the website and Student Portal.
- Chaired USI Advisory Group meeting attended by 12 state/territory training authorities and regulators.
- Chaired USI External Reference Group meeting attended by 18 training provider representatives.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

WHAT WE DID

- Updated account security questions to improve user experience in retrieving their USI.
- Digitised the USI exemption process shortening processing time by at least 7 days.
- Created a web form to help third parties create a USI for ATSI students without identity documents.

KPI: SPEED OF SERVICE

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

ACHIEVEMENT: Average call wait time of **1 minute and 14 seconds**.

KPI: QUALITY OF SERVICE

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

ACHIEVEMENT: 96%

* 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: 98%

KPI: CUSTOMER SATISFACTION

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

ACHIEVEMENT: 90% of respondents gave us 5 out of 5 stars.

* 14.7K customers took our post-call survey.

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 97.9%

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

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

ACHIEVEMENT: 99.9%

KPI: NUMBER OF DATA BREACHES

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

ACHIEVEMENT: 0 notifiable breaches and 9 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:

- 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.
- 95% 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

- Contributed to recommendations to Education Ministers on the expansion of the USI to Schools.
- Promoted privacy awareness week internally and to our customers.
- Member of Digital Identity and myGov steering committee.
- Processed 10 requests for compliance information from law enforcement or regulatory agencies.

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

- Changed workflow and reduced the steps in actioning online help requests resulting in a 42% improvement in response time and 90% of help requests actioned in 0-4 business hours.
- Reviewed induction and training to improve efficiency, quality, and support for new recruits.
- Added Facebook, Instagram, and Twitter to our communication channels.

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

KPI: OUR CULTURE SUPPORTS STAFF

WHAT WE DID

- Celebrated our 2nd year of service in Adelaide.
- Launched a strengths finder initiative to support better use of our talent.
- Began drafting a workforce plan.
- Held sessions to explore what the USI values mean to each of us.
- Participated in Australia's Biggest Morning Tea.

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 2021	APR-JUN 2021	2020-21 ANNUAL
I understand what is expected of me and my current role	100% (↑6%)	100% -	98%
I understand how my job contributes to the customer experience	100% (↑6%)	100% -	97%
I believe the USI team has a strong privacy culture	96% (↑2%)	95% (↓1%)	96%
I know who to ask if I need help with any aspects of my current role	98% (↑7%)	96% (↓2%)	95%
I have the necessary resources I need to perform my duties	90% (↓1%)	95% (↑5%)	91%
I feel that my manager sees my wellbeing as a priority	96% (↑8%)	97% (↑1%)	94%
I feel that my ideas are welcome	96% (↑14%)	91% (↓5%)	89%
I understand the link between my job and the USI mission statement	100% (↑6%)	98% (↓2%)	98%
I have discussed my learning and development needs with my manager	90% (↑14%)	91% (↑1%)	83%

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.