

Quarterly report Jul-Sep 2021

At a glance



249,782 new USIs created



12.3M total USIs as at 30 September 2021



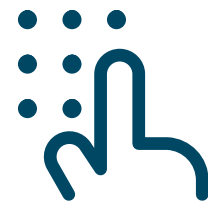
266K Transcript views/downloads (22% increase *)



2K new USIs created using digital identity



13K total USIs created using digital identity as at 30 September 2021



2.04M self-service transactions



35,492 calls handled (519 more calls*)



6 minutes 37 seconds Average call handle time (1 min 42 secs shorter*^)



29 seconds Average speed of answer (calls) (4 min 20 secs shorter*^)



25K online help requests actioned (7% decrease *)



0 notifiable data breaches reported to OAIC

*Compared to same quarter 2020/21 | ^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

- Introduced customer feedback surveys to the Student Portal and the USI website.
- Gained 225 new social media followers reaching 4,429 accounts and engaging with 322 people.
- Facilitated a virtual booth with a total of 700 attendees at the National VET conference.
- Sent our eNews to 9,000 stakeholders.
- Held 5 online meetings with key stakeholder groups in SA and NSW.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

WHAT WE DID

- Implemented a new business assurance framework.
- Launched a new risk management policy and framework.
- Introduced a procedure to increase privacy protection for customers with sensitive circumstances
- Reviewed 15 procedures to improve customer service transactions including proof of identity, third party authority, and accessing transcripts.
- Improved the overall functionality of the USI registry system with a total of 2 system releases.

KPI: SPEED OF SERVICE

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

ACHIEVEMENT: Average call wait time of **29 seconds**.

KPI: QUALITY OF SERVICE

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

ACHIEVEMENT: 96.9%

**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: 98.5%

KPI: CUSTOMER SATISFACTION

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

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

**16.6K customers took our post-call survey.*

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 97.1%

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

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

ACHIEVEMENT: 99.4%

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:

97% of staff completed mandatory privacy, security, and fraud awareness training.

100% of staff completed data breach training in accordance with OAIC requirements.

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

- Processed 6 requests for compliance information from law enforcement or regulatory agencies.
- Participated in forums for DESE's VET Data Streamlining and VET Data Infrastructure projects.
- Attended meetings of the Digital Identity and myGov communications working group, portfolio board and steering committee.
- Participated in a DESE webinar for Higher Education providers on how to correct and verify USIs.

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

- Implemented new help, hints, and validations to phone number fields to improve data quality and account retrieval in the Student Portal.
- Reviewed website help pages and identified 3 solutions to improve customer experience.

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	
	APR-JUN 2021	JUL-SEP 2021
I understand what is expected of me and my current role	100% -	100% -
I understand how my job contributes to the customer experience	100% -	100% -
I believe the USI team has a strong privacy culture	95% (↓1%)	96% (↑1%)
I know who to ask if I need help with any aspects of my current role	96% (↓2%)	100% (↑4%)
I have the necessary resources I need to perform my duties	95% (↑5%)	94% (↓1%)
I feel that my manager sees my wellbeing as a priority	97% (↑1%)	96% (↓1%)
I feel that my ideas are welcome	91% (↓5%)	79% (↓12%)
I understand the link between my job and the USI mission statement	98% (↓2%)	96% (↓2%)
I have discussed my learning and development needs with my manager	91% (↑1%)	94% (↑3%)

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.

