

Quarterly report Oct-Dec 2021

At a glance



211,170 new USIs created



12.56M total USIs as at 31 December 2021



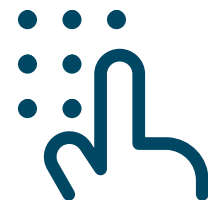
237,829K Transcript views/downloads (16% increase*)



3K new USIs created using digital identity



16K total USIs created using digital identity as at 31 December 2021



1.8M self-service transactions



31,374 calls handled (540 less calls*)



6 minutes 27 seconds Average call handle time (1 min 19 secs shorter*^)



31 seconds Average speed of answer (calls) (5 min 43 secs shorter*^)



22K online help requests actioned (38% decrease *)



0 notifiable data breaches reported to OAIC

*Compared to same quarter 2020 | ^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

- Surveyed 13K customers post call.
- Gained 99 new social media followers reaching 5,920 accounts and engaging with 360 people.
- SMSed 2,108 students without a USI on their university application.
- Had 121 visits to our booth at the online IDP Australian International Education Conference.
- Sent our eNews to over 8,000 recipients.
- Met with training authorities in Victoria and the Northern Territory; TAFE NSW; the Enterprise RTO Association; and the Independent Higher Education Association.
- Chaired USI Advisory Group and USI External Reference Group meetings of 24 stakeholders.
- Consulted with providers on evidence of identity for Aboriginal and Torres Strait Islander students.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

WHAT WE DID

- Added flags to help customer service agents quickly identify accounts with a third party authority.
- Strengthened account security by adding date of birth field if retrieving a USI using email address.
- Implemented a bulk assignment function to reduce contact centre online help request processing time.

KPI: SPEED OF SERVICE

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

ACHIEVEMENT: Average call wait time of **31 seconds**.

KPI: FIRST CONTACT RESOLUTION

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

ACHIEVEMENT: 98.9%

KPI: QUALITY OF SERVICE

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

ACHIEVEMENT: 96.5%

**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: CUSTOMER SATISFACTION

TARGET: 90% of callers surveyed are satisfied with our service*.

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

**13K customers took our post-call survey this quarter.*

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: 96.99% of transactions are self-service.

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 8 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.
- 92% 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

- Discussed apprenticeship and trainee data sharing with DESE and WA State Training Authority.
- Simplified USI data access guidelines and better aligned them with National VET Data Policy.
- Member of DESE's VET Data Streamlining Board.
- Member of DESE's Schools USI Project Board. Adviser to Schools USI Pilot Participants Group.
- Member of Digital Identity and myGov portfolio board and steering committee.
- Processed 3 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

- Extended contact centre hours to the non public holidays between Christmas and New Year enabling us to answer 348 customer calls and respond to 483 online help requests.
- Introduced longer opening hours: 8.30am–6.30pm (AEST) to better serve working customers.
- Introduced a Saturday afternoon shift to respond faster to online help requests received after close of business Friday. Almost 500 customers have benefitted from the reduced waiting time.
- Released new look VET transcript and the ability to share a verified copy with third parties via a QR code.
- Improved the usability of the Student Portal by introducing new 'type-ahead' address functionality.
- Began scoping options to share or verify USI transcript information in bulk.
- Transitioned 2,902 providers to webservice version 4 ensuring greater USI account security.

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	
	JUL-SEP 2021	OCT-DEC 2021
I understand what is expected of me and my current role	100% -	98% (↓ 2%)
I understand how my job contributes to the customer experience	100% -	98% (↓ 2%)
I believe the USI team has a strong privacy culture	96% (↑ 1%)	92% (↓ 4%)
I know who to ask if I need help with any aspects of my current role	100% (↑ 4%)	96% (↓ 4%)
I have the necessary resources I need to perform my duties	94% (↓ 1%)	92% (↓ 2%)
I feel that my manager sees my wellbeing as a priority	96% (↓ 1%)	88% (↓ 8%)
I feel that my ideas are welcome	79% (↓ 12%)	88% (↑ 9%)
I understand the link between my job and the USI mission statement	96% (↓ 2%)	96% -
I have discussed my learning and development needs with my manager	94% (↑ 3%)	88% (↓ 6%)

USI culture statement

Culture Statement

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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.