

## Quarterly report Jan-Mar 2022

### At a glance



**297,378** new USIs created



**12.85M** total USIs as at 31 March 2022



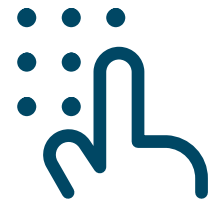
**284K** Transcript views/downloads (10% increase\*)



**6K** new USIs created using digital identity



**23K** total USIs created using digital identity as at 31 March 2022



**2.3M** self-service transactions



**42,815** calls handled (1,068 less calls\*)



**6 minutes 54 seconds** Average call handle time (1 sec increase\*^)



**1 minutes 54 seconds** Call average speed of answer (1 min 3 secs shorter\*^)



**29K** online help requests actioned (20% 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

- Surveyed 18K callers.
- Gained 65 new social media followers reaching 6,363 accounts and engaging with 270 people.
- SMSed 46,318 students without a USI on their university application.
- Sent our eNews to over 9,700 recipients.
- Met with the training authority Skills Tasmania, University of Tasmania, and Year 13.
- Participated in 5 expos/presentations with a total of 7,389 attendees.
- Executed a social media campaign, reaching over 100K people resulting in 650K impressions.
- Surveyed members of the Heads of Student Administration, ahead of a webinar attended by 81 members.

## GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

### WHAT WE DID

- Assembled a surge team that processed 603 online Help Requests and Emails during our peak period allowing the contact centre to answer 357 additional calls.
- Simplified identification requirements for callers updating their personal details.
- There were zero data breaches arising out of retrieving a USI via email. This shows the effectiveness of the new requirement to input date of birth when using email as a retrieval method.
- Adapted account creation procedures to support flood affected customers.
- Enabled offshore New Zealand students eligible for a Commonwealth supported placement to obtain a temporary USI.

### 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 54 seconds**.

### KPI: QUALITY OF SERVICE

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

ACHIEVEMENT:  96.4%

*\*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:  98.6%

### KPI: CUSTOMER SATISFACTION

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

ACHIEVEMENT:  91% of respondents gave us 5 out of 5 stars.

*\*18K customers took our post-call survey.*

### KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT:  97.26% transactions were self service.

### KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

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

ACHIEVEMENT:  99.74%

### KPI: NUMBER OF DATA BREACHES

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

ACHIEVEMENT:  0 notifiable breaches and 3 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.
- ✓ 100% 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**

- 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 information from law enforcement or regulatory agencies.
- Supported Department of Social Services work on a digital skills passport for the disability support workforce. Migrated key corporate information into SharePoint pursuant to the 'cloud first' policy..
- Hosted a Harmony week all-staff event.

## **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**

- Commenced a project to accept proof of identity from a student via a web form to provide speedier service and support students in their preferred communication channel.
- Implemented the ability to re-open a Help Request so that a customer needing to re-engage does not need to re-enter their details and submit a new Help Request.
- Enhanced Help Request functionality on the Student Portal by including a document attachment field which allows students to upload their identification and have their issue resolved faster.

## 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.

STAFF SURVEY - ACHIEVEMENT	STRONGLY/AGREED	
	OCT-DEC 2021	JAN-MAR 2022
I understand what is expected of me and my current role	98% (↓2%)	100% (↑2%)
I understand how my job contributes to the customer experience	98% (↓2%)	100% (↑2%)
I believe the USI team has a strong privacy culture	92% (↓4%)	100% (↑8%)
I know who to ask if I need help with any aspects of my current role	96% (↓4%)	100% (↑4%)
I have the necessary resources I need to perform my duties	92% (↓2%)	98% (↑6%)
I feel that my manager sees my wellbeing as a priority	88% (↓8%)	96% (↑8%)
I feel that my ideas are welcome	88% (↑9%)	92% (↑4%)
I understand the link between my job and the USI mission statement	96% -	98% (↑2%)
I have discussed my learning and development needs with my manager	88% (↓6%)	98% (↑10%)

## 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.