

## Quarterly report Apr-Jun 2022

### At a glance



**228,659** new USIs created



**13.08M** total USIs as at 30 June 2022



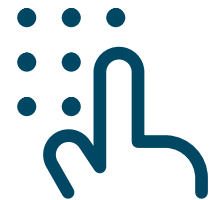
**283K** Transcript views/downloads (13% increase\*)



**7K** new USIs created using digital identity



**30K** total USIs created using digital identity as at 30 June 2022



**1.9M** self-service transactions



**38,819** calls handled (2,859 more calls\*)



**6 minutes 7 seconds** Average call handle time (48 sec decrease\*^)



**1 minutes 24 seconds** Call average speed of answer (10 sec longer\*^)



**19K** online help requests actioned (24% 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 13.7K callers.
- Gained 48 new social media followers, reached 4,066 accounts and achieved 149 engagements.
- Participated in 6 industry and 7 student events with a combined audience of 74.5K.
- Collaborated with Australian Industry Group to promote the VET Transcript Service to members.
- Revamped collection and reporting on customer compliments, complaints and feedback.
- Consulted with Tertiary Admissions Centres about promoting the USI in SA, QLD, NSW & ACT.
- Chaired USI Advisory Group meeting attended by all state/territory training authorities and regulators.
- Chaired USI External Reference Group meeting attended by 13 training provider representatives.
- Met with the Heads of Student Administration; Universities Admissions Centre; and Skills Tasmania.

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

### WHAT WE DID

- Assisted 140 Aboriginal and/or Torres Strait Islander students and 400 incarcerated students without standard identity documents to create a USI.
- Offered assistance with creating or locating a USI account to flood assisted customers.
- Gave temporary USIs to 8 offshore New Zealand students seeking Commonwealth financial assistance.
- Revised our privacy notice to better explain how we handle personal information.
- Approved 139 applications from account holders wishing to have a third party act on their behalf.
- Delivered staff training and new resources supporting our data breach response plan.

### 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 24 seconds**.

### KPI: QUALITY OF SERVICE

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

ACHIEVEMENT:  97.2%

*\*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:  100%

### KPI: CUSTOMER SATISFACTION

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

ACHIEVEMENT:

91.8% of respondents gave us 5 out of 5 stars.

5% of respondents gave us 4 out of 5 stars.

*\*13.7K customers took our post-call survey.*

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

TARGET: 90% of transactions are self-service.

ACHIEVEMENT:  97.3% 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:  99.8%

### **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 DEWR's VET Data Streamlining Board.
- Member of DE's Schools USI Program Board. Adviser to Schools USI Pilot Participants Group.
- Member of Digital Identity and myGov portfolio board and steering committee.
- Collaborated with NCVER to provide data for the National Student Outcomes Survey.
- Supported Digital Transformation Agency policy work on minimum age for a Digital Identity.
- Granted exemption to 4 applicants stating a genuine personal objection to having a USI.
- Processed 5 requests for 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**

- Simplified the evidence of identity forms for students without standard identity documentation.
- Reduced the need for callers to return to their account to retrieve forgotten USI or VET transcript.
- Reduced online help request resolution time by allowing students to attach identity documentation.
- Engaged an expert to conduct a user-centred design process for the student portal.
- Collaborated with a learning content expert to improve staff induction and training materials.

## 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	
	JAN-MAR 2022	APR-JUN 2022
I understand what is expected of me and my current role	100% (↑2%)	96% (↓4%)
I understand how my job contributes to the customer experience	100% (↑2%)	100% -
I believe the USI team has a strong privacy culture	100% (↑8%)	100% -
I know who to ask if I need help with any aspects of my current role	100% (↑4%)	100% -
I have the necessary resources I need to perform my duties	98% (↑6%)	94% (↓4%)
I feel that my manager sees my wellbeing as a priority	96% (↑8%)	98% (↑2%)
I feel that my ideas are welcome	92% (↑4%)	94% (↑2%)
I understand the link between my job and the USI mission statement	98% (↑2%)	98% -
I have discussed my learning and development needs with my manager	98% (↑10%)	92% (↓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.