

Quarterly report Jan-Mar 2023

At a glance



410,586 new USIs created



14.1M total USIs as at 31 March 2023



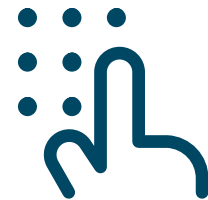
430K Transcript views/downloads (51% increase*)



13K new USIs created using digital identity



66K total USIs created using digital identity as at 31 March 2023



2.8M self-service transactions



51,712 calls handled (8,897 more calls*)



23K online help requests actioned (20% decrease *)



2 minutes 41 seconds Call average speed of answer (47 secs longer*^)



0 notifiable data breaches reported to OAIC

*Compared to same quarter 2021-22 | ^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

- Participated in 6 events across 5 major capital cities reaching approximately 7,500 higher education students.
- SMS campaign to 39,758 year 12 students entering higher education in 2023 with a click through rate of 11.5%.
- Gained 144 new social media followers, reached 5,200 accounts and achieved 251 engagements.
- Sent 9,953 emails to participants attending 5 outreach events; achieved 6,076 opens (61%).
- Expanded our data capture to include the reason education or training providers are using DVS override to better understand the volume of students who do not have access to a verifiable form of identity.

GOAL 2: DELIVER A SIMPLE AND SECURE CUSTOMER EXPERIENCE

WHAT WE DID

- Re-developed the USI exemption webform with defined Higher Education and international student options to assist students with their understanding of who is eligible for an exemption.

KPI: SPEED OF SERVICE

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

ACHIEVEMENT: Average call wait time of **2 minutes and 41 seconds**.

KPI: QUALITY OF SERVICE

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

ACHIEVEMENT: **94.8%**

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

ACHIEVEMENT: **92%** of respondents are satisfied (based on 4 and 5 star rating)

**21K customers took our post-call survey.*

TARGET: 85% of customers using the USI Portal are satisfied (based on 4 and 5 star rating)*

ACHIEVEMENT: **84%** of users are satisfied with their USI Portal experience

**785 customers responded via the Portal survey upon successful Creation or Location of their USI.*

TARGET: 90% of users are satisfied with their USI website experience (yes/no rating*)

ACHIEVEMENT: **81%** of users are satisfied with their USI website experience

**11K customers provided feedback via the website feedback question.*

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

TARGET: 90% of transactions are self-service.

ACHIEVEMENT: **97.5%**

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

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

ACHIEVEMENT: **99.57%**

KPI: NUMBER OF DATA BREACHES

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

ACHIEVEMENT: **0** reportable breaches and 2 non-reportable 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.

98% of staff reported a strong privacy culture in TEAM USI.

KPI: WE SUPPORT AND ENABLE GOVERNMENT POLICY

WHAT WE DID

- Collaborated with Department of Education to amend the *Student Identifiers (Higher Education Exemptions) Instrument*, addressing an international student cohort not initially anticipated.
- Implemented a more efficient policy to manage a significant increase in requests from international students who require a USI exemption to support receiving their Higher Education award.
- Granted USI exemptions to the following student cohorts:
 - Onshore Vocational Education and Training (VET) students: 10
 - Onshore Higher Education students: 15
 - Offshore both VET and Higher Education: 506
- Supported 1,219 international students with letters of confirmation that they are automatically exempt from needing a USI under the *Student Identifiers (Higher Education Exemptions) Instrument*.
- Processed 18 compliance requests for information from law enforcement or regulatory agencies.
- Collaborated on the expansion of the USI to the schools sector through service design workshops with the Department of Education and the Department of Employment and Workplace Relations.

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

- Expanded bulk USI verification functionality to VET Admission Bodies (VABs) and Tertiary Admission Centres (TACs).
- Enhanced the Help Request process to remove double handling by integrating the USI Registry System with Genesys.

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.

WHAT WE DID

- Finalised all mid-cycle performance agreements by the DEWR due date.
- The leadership group participated in 'Dare to Lead' training facilitated by SynergyIQ.
- Celebrated and acknowledged Neurodiversity and Harmony week in all staff activities.
- Successfully inducted and onboarded 16 new staff members to enable Team USI to meet demand and do its best work.

ACHIEVEMENT	STRONGLY/AGREED	
	OCT-DEC	JAN-MAR

	2022	2023
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	100% (↑2%)	98% (↓2%)
I know who to ask if I need help with any aspects of my current role	100% -	100%-
I have the necessary resources I need to perform my duties	97% (↑4%)	98% (↑1%)
I feel that my manager sees my wellbeing as a priority	95% (↑1%)	96%(↑1%)
I feel that my ideas are welcome	97% (↑2%)	95% (↓2%)
I understand the link between my job and the USI mission statement	100% -	100%-
I have discussed my learning and development needs with my manager	97% (↑5%)	96% (↓1%)

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.