

# Quarterly report Oct to Dec 2023

## At a glance



**274,022** new USIs created



**15.01M** total USIs as at 31 Dec 2023



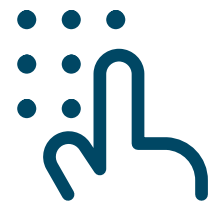
**423K** Transcript views/downloads (27% increase)



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



**94K** total USIs created using digital identity as at 30 Dec 2023



**2.3M** self-service transactions



**43,333** calls handled (4,082 more calls\*)



**16K** online help requests actioned (8% decrease\*)



**62 seconds** Call average speed of answer (3 sec shorter\*^)



**0** notifiable data breaches reported to OAIC

\*Compared to same quarter 2022/23 | ^Based on daily averages