



21 JAN 2021

On 5 November 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *All advice, briefings, surveys, correspondence and costings regarding the decision to charge families 25% of their income for Emergency Housing.*
- *Projected costings of the change in policy.*

On 11 November 2020, the Ministry emailed you to clarify your request. On that same day, you confirmed you were happy with the suggested refinement and the request was amended to for the following information, under the Act:

- *All advice, briefings, surveys, and costings regarding the decision to charge families 25% of their income for Emergency Housing.*
- *Projected costings of the change in policy.*

On 4 December 2020, the Ministry informed you that an extension was required to consult on the information in scope of the request.

Demand for housing across New Zealand is growing and more people are experiencing a severe and immediate housing need. This demand is partly generated by a shortage of affordable housing, which is driving up house and rent prices. People on low incomes are most affected by rising housing costs, and many seek financial help through the Ministry.

Clients who approach the Ministry seeking public housing are offered assistance appropriate to their situation, which includes the Emergency Housing Special Needs Grants (EH SNG). The EH SNG is available to people who cannot remain in their usual place or residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. Assistance is generally granted for up to seven nights but can be extended dependent on individual circumstances.

Further information regarding available support can be accessed here: www.workandincome.govt.nz/about-work-and-income/news/2016/emergency-housing.html.

The Ministry recognises that Emergency Housing (EH) is not a long-term solution or the solution that we want to deliver for people who are potentially in a vulnerable situation. EH provides a short-term solution while more sustainable options are progressed.

On 13 February 2020, the Ministry announced the introduction of the Emergency Housing Contribution (the contribution), which was scheduled to be implemented in

March 2020. However, the implementation of the policy was deferred due to the COVID-19 pandemic.

On 14 September 2020, the Ministry communicated to clients and other stakeholders that from 19 October 2020, clients who have been staying in EH longer than seven nights will need to pay 25 percent of their income towards their accommodation costs, as part of the contribution.

The contribution was introduced alongside the Aotearoa/New Zealand Homelessness Action Plan Phase 1 (2020-2023) to align EH SNG funded accommodation with other housing products (e.g. Transitional Housing and Public Housing). The introduction of the contribution is part of a plan to reduce reliance on motels and the broader work programme underway to address homelessness.

Furthermore, introducing a client contribution aims to help better prepare clients for the transition from EH to alternative accommodation such as transitional housing, public housing and/or the private rental market by accustoming them to contribute towards the cost of accommodation.

Work and Income case managers advise EH SNG recipients on how much their contribution will be based on their income. The Ministry's definition of income includes payments from the Ministry, salary or wages, or Family Tax Credits. If a client's income is less than what they might receive on the Jobseeker Support, the client would pay 25 percent of the relevant Jobseeker Support rate.

More information about the Emergency Housing Contribution policy can be found here: www.workandincome.govt.nz/about-work-and-income/news/2020/emergency-housing-changes.html.

In regard to your request, the following seven documents have been identified as within scope and are enclosed in this response:

1. Briefing: *Homelessness Package: Emergency Housing Special Needs Grant Policy Settings*, dated 13 September 2019
2. Report: *Homelessness Package: Final advice on policy settings for Emergency Special Needs Grant*, dated 22 November 2019
3. Report: *Emergency Housing Welfare Programme and Ministerial Directions Amendments*, dated 3 February 2020
4. Report: *Minor Amendments to the Special Needs Grants Programme for Emergency Housing*, dated 20 March 2020
5. Report: *Amendments to the Special Needs Grants Programme to defer the introduction of the Emergency Housing Contribution*, dated 25 March 2020
6. A3: *Implementation of the Emergency Housing Contribution*, dated June 2020
7. Report: *Welfare programme amendments for the introduction of the Emergency Housing Contribution*, dated 30 July 2020

You will note that the names and contact details of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Additionally, some information is withheld under section 9(2)(h) of the Act in order to maintain legal professional privilege. The greater public interest is in ensuring that government agencies can continue to obtain confidential legal advice.

Furthermore, the documents being released to you contain some out of scope information and, as such, this information has been withheld.

Please note, as Cabinet papers and minutes must be proactively released within 30 business days of final decisions being taken by Cabinet, a large portion of material in scope of your request is already publicly available. As such, the documentation outlined below is refused under section 18(d) of the Act on the basis that it is already in the public domain. I have provided links to any publicly available documentation below.

The following documentation regarding the Social Security (Emergency Housing and Transitional Housing) Amendment Regulations 2020 can be found on the Ministry's website here: www.msd.govt.nz/about-msd-and-our-work/publications-resources/information-releases/emergency-housing-and-transitional-housing-amendment-2020/index.html

1. Coversheet: *Social Security (Emergency Housing and Transitional Housing) Amendment Regulations 2020*
2. Cabinet Paper: *Social Security (Emergency Housing and Transitional Housing) Amendment Regulations 2020*
3. Contingency Bid: *Emergency Housing Special Needs Grant (EH SNG) Policy Settings*
4. Cabinet minute: *LEG-20-MIN-0019*
5. Cabinet minute: *CAB-20-MIN-0050*

In regard to projected costings of the change to the EH SNG policy, this information can be found in the material published on the Ministry's website and is linked above. Please find references to projected costings on page four of the Contingency Bid. More information about projected costings can also be found in the documents released to you in this response.

Please note, the table of overall estimates on page four of the Contingency Bid, regarding the implementation of the EH SNG policy changes, is out of date. The estimates were revised and replaced in the Cabinet paper for the Aotearoa/New Zealand Homelessness Action Plan Phase 1 (2020-2023) on page 14, paragraph 66.

A copy of the Aotearoa/New Zealand Homelessness Action Plan Cabinet paper can be found here: www.hud.govt.nz/assets/Community-and-Public-Housing/Support-for-people-in-need/Homelessness-Action-Plan/5be215a9ab/Cabinet-paper-Aotearoa-New-Zealand-Homelessness-Action-Plan.pdf.

Furthermore, you may also be interested in the following Cabinet paper which outlines the impact of COVID-19 on the Ministry's operating model, and was published online, as part of the Government's proactive release of documents relating to decisions regarding its COVID-19 response.

A copy of this paper can be found on the Governments' COVID-19 response website: www.covid19.govt.nz/assets/resources/proactive-release/Impact-of-COVID-19-on-the-Ministry-of-Social-Developments-Operating-Model-Paper.pdf.

In regard to surveys, I can confirm that no surveys were sent to clients about the implementation of the contribution. As such, this aspect of your request is refused under section 18(e) of the Act, as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

The principles and purposes of the Official Information Act 1982 under which you made your request are:


- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the Emergency Housing Contribution, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Hayley Hamilton
General Manager
Employment and Housing Policy

Notes for StudyLink Weekly Performance Report, dated 30 March 2020

Reduced historic data available due to archiving.

On Monday the StudyLink Contact Centre returned to 5:15pm closing.

Up to 30 SLOs have been absent due to the Contact Centre's COVID response over the week.

15 Minute 'Stand up' meetings held each day except Monday to communicate current and important information to staff.

In response to High Action Queue (AQ) delays, the StudyLink Contact Centre redirected 4 SLOs to Processing and 2 to Work Streams for the week to help reduce the processing queue.

Although varying each day, up to 17 SLOs blended to Work and Income queues over the last part of the week as StudyLink call demand reduced in line with expectations. All available SLOs who currently have any WI skills are blended to WI. An additional 17 SLOs are in training for WI skills. Seniors training is postponed 'until further notice'.

The Contact Centre capped calls on Monday (28), Wednesday (4), Thursday (31) and Friday (39) to a total of 102 calls.

14 SLOs were issued laptops and configured to take calls from their residence. It is expected that more will follow this week.

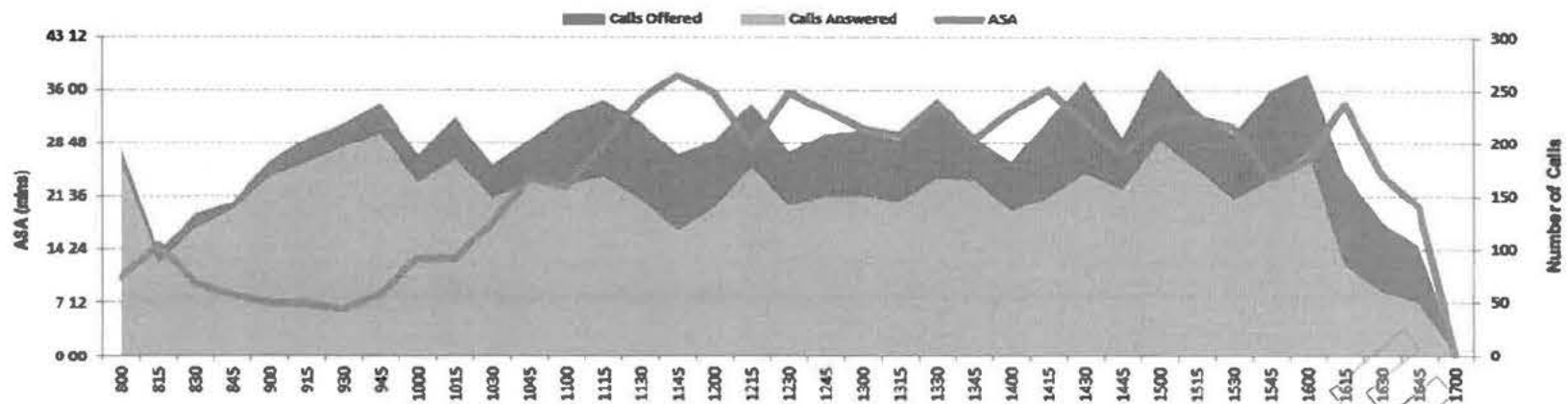
Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed.

Average Call Handling Time decreased.

Average Speed Answered decreased as call volumes and Call Handling Time decreased.

Sick leave has increased, from 10.3% to 12.4%. Possibly due to clarification as what constitutes a COVID-19 absence.

Call Profile and ASA by Interval

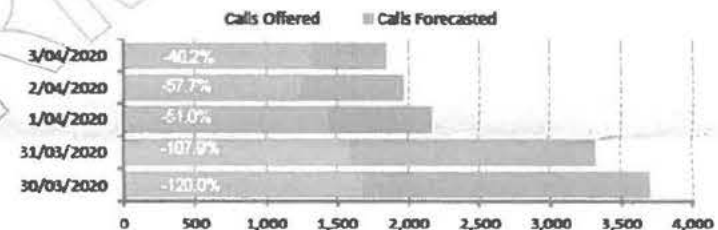


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,477	1,174	79.5%	23:28	21.0%	24.6%	22.4%
Allowance_Applications	927	690	74.4%	27:21	17.2%	21.2%	19.1%
Childcare	28	28	100.0%	1:47	28.6%	41.2%	40.4%
Fees_Free	175	167	95.4%	0:59	43.7%	32.5%	77.4%
Hardship	406	264	65.0%	43:40	5.7%	7.6%	8.2%
JSSH	209	202	96.7%	1:53	31.7%	35.2%	43.0%
JSSH_Applications	53	50	94.3%	1:34	28.0%	29.2%	37.7%
Loan	993	692	69.7%	25:26	17.8%	18.8%	22.4%
Loan_Applications	530	370	69.8%	26:38	18.1%	20.4%	20.3%
Multi	2,021	1,507	74.6%	23:12	20.8%	22.4%	23.5%
Multi_Applications	187	137	73.3%	33:52	10.9%	17.1%	12.5%
Online	145	88	60.7%	28:34	15.9%	22.7%	21.1%
Personal_Details	18	12	66.7%	38:53	0.0%	0.0%	18.6%
Repeat Caller	118	76	64.4%	27:43	18.4%	18.6%	14.5%
SJS	0	0	100.0%	0:00	0.0%	0.0%	0.0%
TOTAL	7,287	5,457	74.9%	23:58	19.9%	21.9%	25.3%



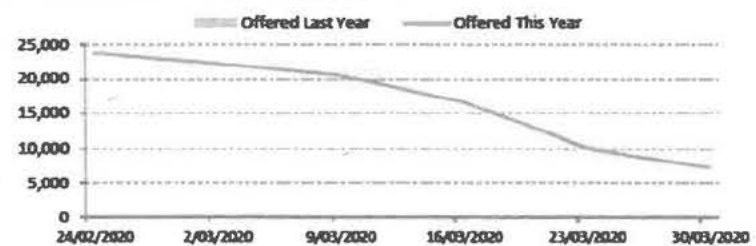
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
30/03/2020	3,702	1,683	-120.0%
31/03/2020	3,324	1,599	-107.9%
1/04/2020	2,168	1,436	-51.0%
2/04/2020	1,966	1,247	-57.7%
3/04/2020	1,854	1,322	-40.2%
TOTAL	13,014	7,287	-78.6%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
24/02/2020	23,785	16,378	68.9%	30:20	-	-	-	-
2/03/2020	22,263	13,627	61.2%	38:25	12.0%	10:48	99.1%	89.5%
9/03/2020	20,538	13,308	64.8%	32:11	9.3%	10:56	99.1%	87.7%
16/03/2020	16,620	11,627	71.2%	24:45	16.0%	11:05	99.1%	87.9%
23/03/2020	10,078	6,730	66.8%	31:12	10.5%	12:32	97.5%	79.4%
30/03/2020	7,287	5,457	74.9%	23:58	12.4%	11:49	98.1%	77.8%

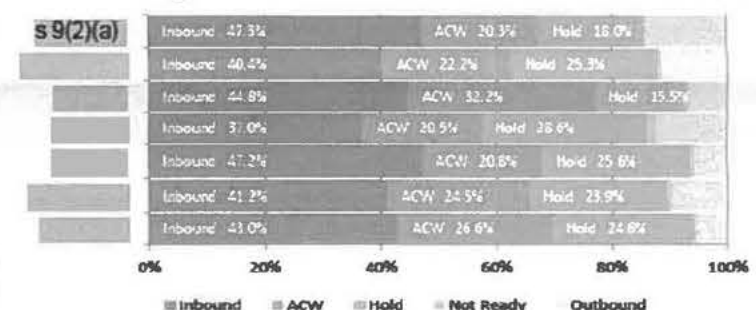
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
24/02/2020	23,785	-	-
2/03/2020	22,263	-	-
9/03/2020	20,538	-	-
16/03/2020	16,620	-	-
23/03/2020	10,078	-	-
30 Mar 2020	7,287	-	-
TOTAL	100,571	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	9:39	11.4%	58.5%	92.2%
	12:57	12.8%	71.6%	88.2%
	11:30	0.0%	87.9%	508.6%
	13:34	13.0%	83.1%	96.3%
	9:24	26.3%	84.8%	97.9%
	9:48	11.2%	80.5%	96.2%
	13:13	7.3%	91.2%	107.8%
TOTAL	11:49	12.4%	77.8%	97.7%

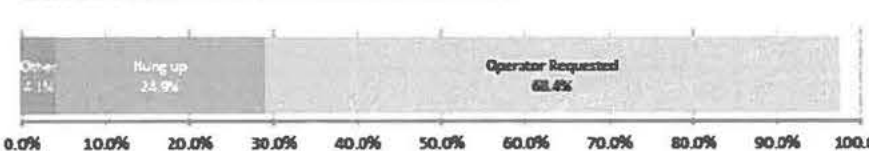
Agent States (Proportion of logged in time spent in each state)



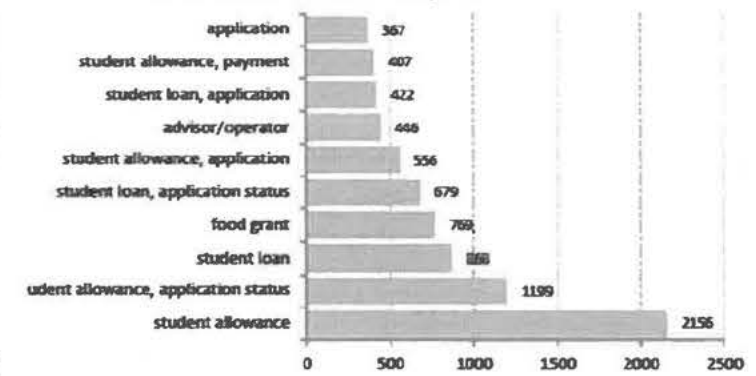
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	302	301	301	99.7%
Application Information	743	740	740	99.6%
TOTAL	1,045	1,041	1,041	99.6%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 6 April 2020

Reduced historic data available due to archiving.

Daylight saving ended on Monday. Friday was Good Friday.

On Monday there was Nationwide System outages.

Currently:

Up to 25 SLOs have been absent due to the Contact Centre's COVID response over the week,

53 SLOs have been issued with laptops and are working from their homes,

39 SLOs have been trained in additional queues to support WI or Seniors.

Seniors training remains postponed 'until further notice' (although some CSC queues have been trained (refer above)). Other training is continuing to be conducted where possible.

The Contact Centre capped calls on Monday only (66).

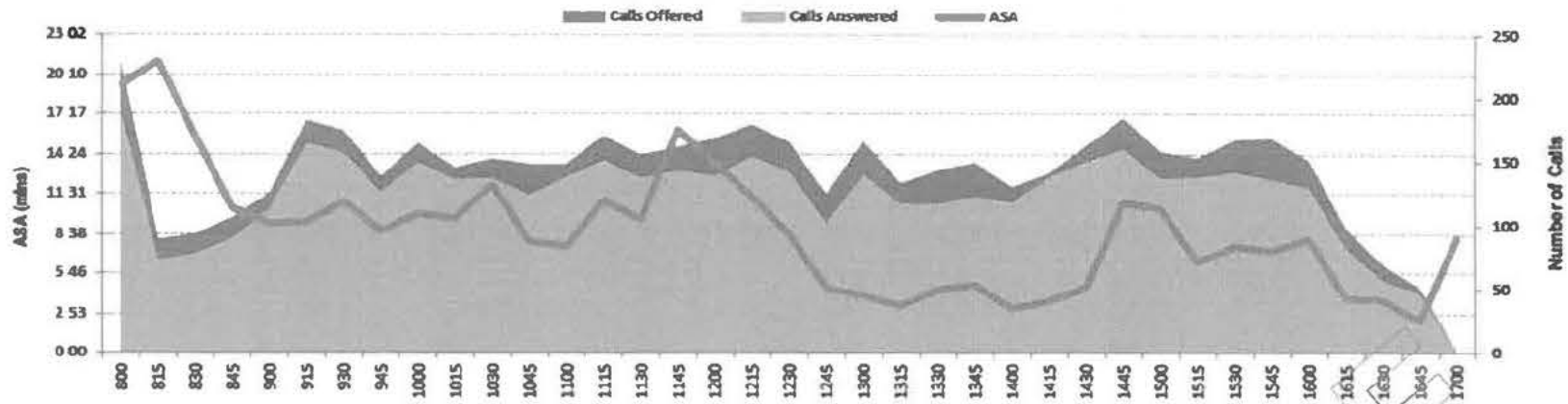
Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed.

Average Speed Answered decreased dramatically, mostly due to more SLOs than usual this time of year and a reduction in Calls Offered beyond forecast.

Average Call Handling Time increased 15 seconds as SLOs take on new queues.

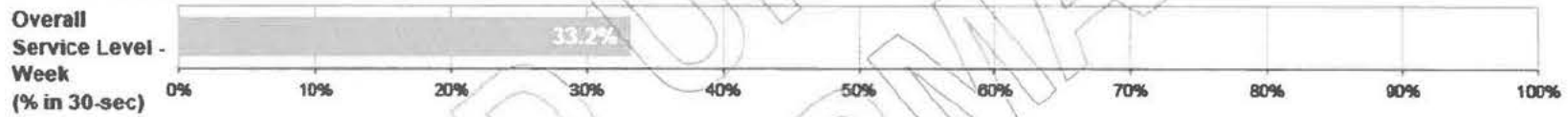
Sick leave has decreased, from 12.4% to 4.4%. Possibly due to Friday being a holiday and some high Sick Leave users being home either as Other (COVID) or Working from home.

Call Profile and ASA by Interval

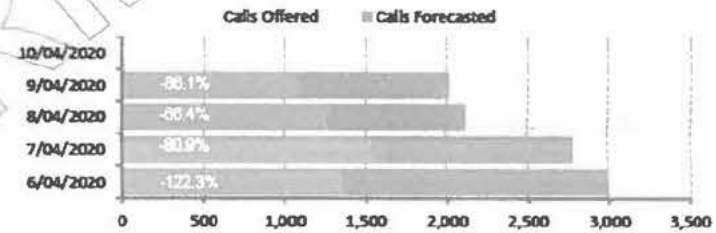


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,017	907	89.2%	10.36	33.3%	29.9%	22.7%
Allowance_Applications	559	492	88.0%	9.59	32.5%	27.8%	19.3%
Childcare	18	18	100.0%	0.31	61.1%	51.4%	40.5%
Fees_Free	120	117	97.5%	0.32	65.0%	51.5%	77.3%
Hardship	307	269	87.6%	14.42	24.5%	18.0%	9.1%
JSSH	205	200	97.6%	1.00	49.5%	44.6%	43.1%
JSSH_Applications	40	38	95.0%	0.57	44.7%	38.7%	37.7%
Loan	743	619	83.3%	8.56	38.6%	31.4%	22.6%
Loan_Applications	349	302	86.5%	9.07	34.4%	29.1%	20.5%
Multi	1,514	1,316	86.9%	8.40	28.2%	26.0%	23.6%
Multi_Applications	140	110	78.6%	11.32	20.9%	19.4%	12.6%
Online	106	80	75.5%	9.42	38.8%	33.1%	21.3%
Personal_Details	12	11	91.7%	19.00	27.3%	16.7%	18.7%
Repeat Caller	108	96	88.9%	10.28	16.7%	17.3%	14.5%
SJS	0	0	100.0%	0.00	0.0%	0.0%	0.0%
TOTAL	5,238	4,575	87.3%	9.07	33.2%	28.9%	25.4%



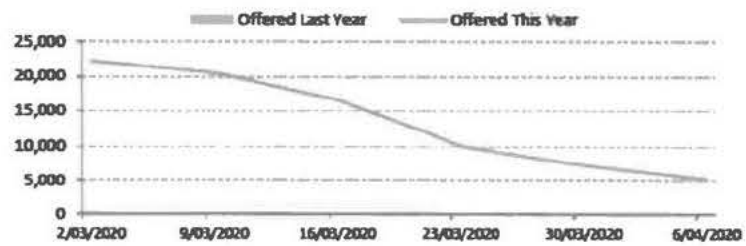
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
6/04/2020	2,996	1,348	-122.3%
7/04/2020	2,784	1,539	-80.9%
8/04/2020	2,112	1,269	-66.4%
9/04/2020	2,011	1,082	-86.1%
10/04/2020	0	-	-
TOTAL	9,906	5,238	-89.1%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
2/03/2020	22,263	13,627	61.2%	38.25	12.0%	10.48	99.1%	89.5%
9/03/2020	20,538	13,308	64.8%	32.11	9.3%	10.56	99.1%	87.7%
16/03/2020	16,620	11,827	71.2%	24.45	16.0%	11.05	99.1%	87.9%
23/03/2020	10,078	6,730	66.8%	31.12	10.5%	12.32	97.5%	79.4%
30/03/2020	7,287	5,457	74.9%	23.58	12.4%	11.49	98.1%	77.8%
6/04/2020	5,238	4,575	87.3%	9.07	4.4%	12.04	95.5%	79.1%

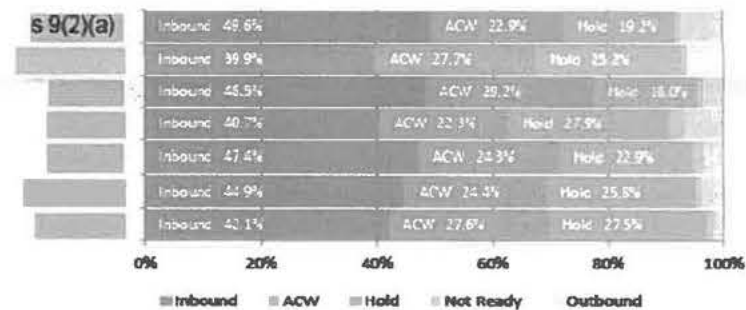
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
2/03/2020	22,263	-	-
9/03/2020	20,538	-	-
16/03/2020	16,620	-	-
23/03/2020	10,078	-	-
30/03/2020	7,287	-	-
06 Apr 2020	5,238	-	-
TOTAL	82,024	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	9:03	8.9%	66.6%	84.6%
	13:26	2.2%	80.0%	91.6%
	11:27	0.0%	90.1%	98.7%
	12:44	3.8%	83.2%	95.1%
	11:58	0.0%	82.8%	93.2%
	10:36	9.7%	81.5%	92.4%
	15:20	4.1%	79.0%	91.1%
TOTAL	12.04	4.4%	79.1%	91.6%

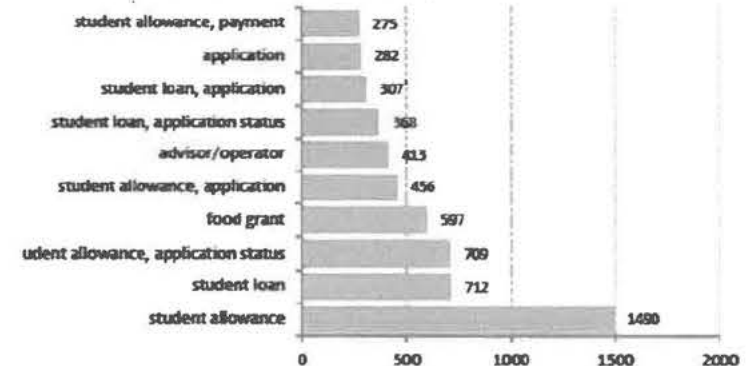
Agent States (Proportion of logged in time spent in each state)



Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	204	204	204	100.0%
Application Information	413	410	410	99.3%
TOTAL	617	614	614	99.5%

VET Need Data - Top 10



Successful Self-Service Outcomes



Notes for StudyLink Weekly Performance Report, dated 13 April 2020

Reduced historic data available due to archiving.

Daylight saving ended on Monday. Friday was Good Friday.

On Monday there was Nationwide System outages.

Currently:

Up to 25 SLOs have been absent due to the Contact Centre's COVID response over the week,

53 SLOs have been issued with laptops and are working from their homes,

39 SLOs have been trained in additional queues to support WI or Seniors.

Seniors training remains postponed 'until further notice' (although some CSC queues have been trained (refer above)). Other training is continuing to be conducted where possible.

The Contact Centre capped calls on Monday only (66).

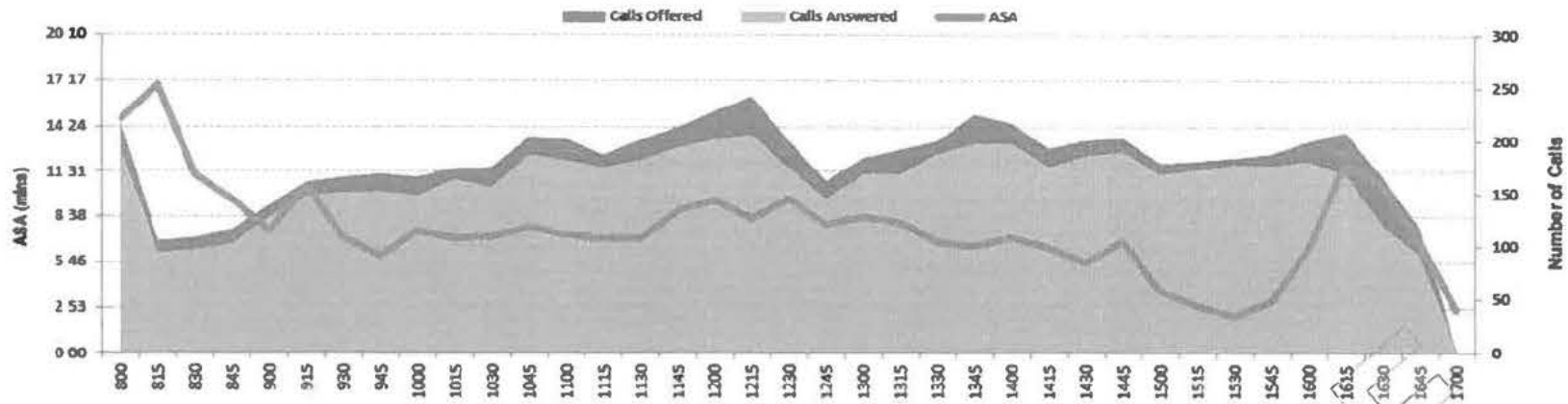
Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed.

Average Speed Answered decreased dramatically, mostly due to more SLOs than usual this time of year and a reduction in Calls Offered beyond forecast.

Average Call Handling Time increased 15 seconds as SLOs take on new queues.

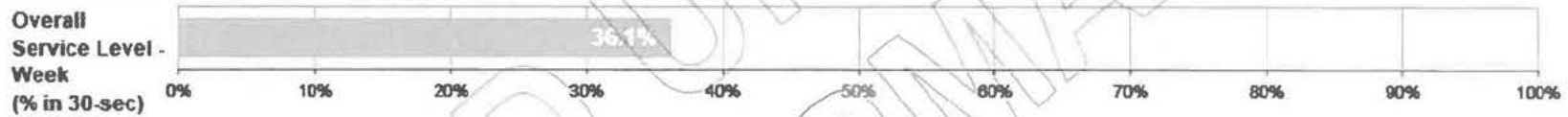
Sick leave has decreased, from 12.4% to 4.4%. Possibly due to Friday being a holiday and some high Sick Leave users being home either as Other (COVID) or Working from home.

Call Profile and ASA by Interval

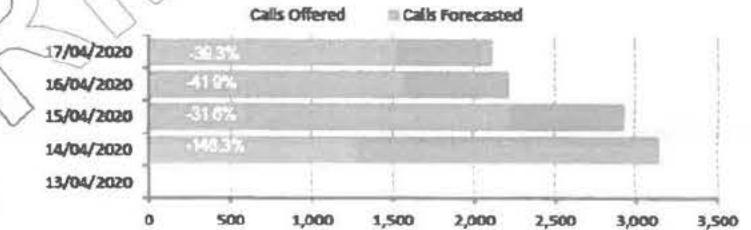


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	966	885	91.6%	8:14	35.3%	31.9%	23.0%
Allowance_Applications	542	490	90.4%	7:19	39.0%	31.9%	19.6%
Childcare	20	20	100.0%	0:30	65.0%	56.4%	40.7%
Fees_Free	133	130	97.7%	0:22	68.5%	58.2%	77.2%
Hardship	421	362	86.0%	14:26	16.9%	17.5%	9.6%
JSSH	158	156	98.7%	0:42	53.2%	47.5%	43.2%
JSSH_Applications	38	38	100.0%	0:39	57.9%	46.0%	37.8%
Loan	1,552	1,373	88.5%	7:58	40.4%	36.7%	23.1%
Loan_Applications	448	400	89.3%	7:18	39.0%	33.6%	20.7%
Multi	1,846	1,661	90.0%	7:42	31.9%	28.6%	23.6%
Multi_Applications	141	124	87.9%	9:56	32.3%	24.7%	12.8%
Online	183	161	88.0%	7:47	37.3%	35.4%	21.7%
Personal_Details	14	12	85.7%	11:52	16.7%	16.7%	18.7%
Repeat Caller	116	103	88.8%	6:33	21.4%	19.0%	14.6%
SJS	0	0	100.0%	0:00	0.0%	0.0%	0.0%
TOTAL	6,578	5,915	89.9%	7:49	36.1%	32.1%	25.7%



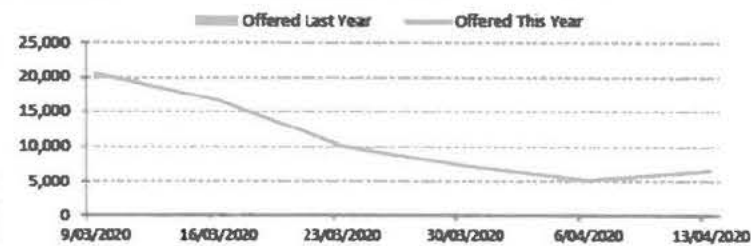
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
13/04/2020	0	-	-
14/04/2020	3,145	1,277	-148.3%
15/04/2020	2,923	2,221	-31.6%
16/04/2020	2,217	1,562	-41.9%
17/04/2020	2,114	1,518	-29.3%
TOTAL	10,399	6,578	-58.1%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
9/03/2020	20,538	13,308	64.8%	32:11	9.3%	10:56	99.1%	87.7%
16/03/2020	16,620	11,827	71.2%	24:45	16.0%	11:05	99.1%	87.9%
23/03/2020	10,078	6,730	66.8%	31:12	10.5%	12:32	97.5%	79.4%
30/03/2020	7,287	5,457	74.9%	23:58	12.4%	11:49	98.1%	77.8%
6/04/2020	5,238	4,575	87.3%	9:07	4.4%	12:04	95.5%	79.1%
13/04/2020	6,578	5,915	89.9%	7:49	9.1%	10:40	97.1%	79.2%

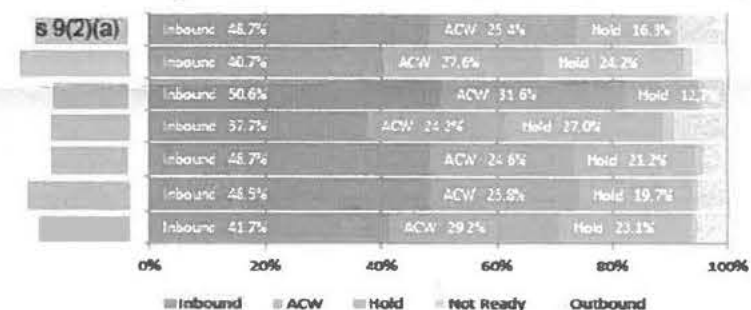
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
9/03/2020	20,538	-	-
16/03/2020	16,620	-	-
23/03/2020	10,078	-	-
30/03/2020	7,287	-	-
6/04/2020	5,238	-	-
13/04/2020	6,578	-	-
TOTAL	66,339	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:31	7.6%	77.0%	90.1%
	11:30	15.7%	67.0%	75.0%
	9:55	4.2%	91.4%	99.7%
	12:23	10.2%	87.3%	105.4%
	9:49	5.8%	83.1%	93.4%
	10:13	12.1%	87.9%	98.5%
	12:54	5.5%	76.5%	87.0%
TOTAL	10:40	9.1%	79.2%	91.0%

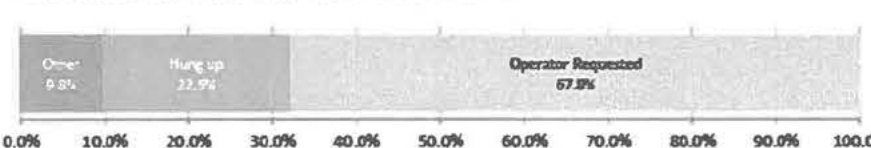
Agent States (Proportion of logged in time spent in each state)



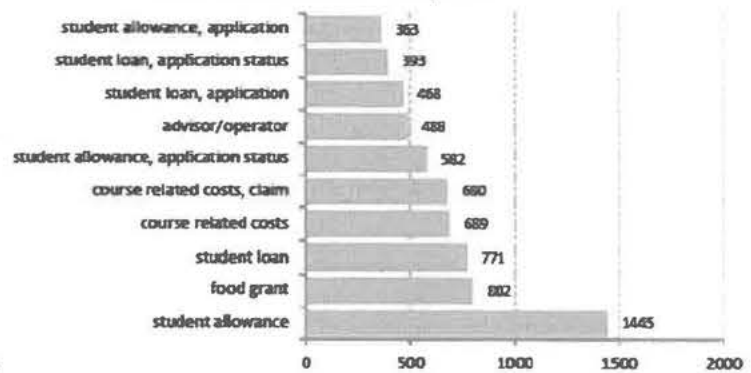
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	192	192	192	100.0%
Application Information	373	372	372	99.7%
TOTAL	565	564	564	99.8%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 20 April 2020

Reduced historic data available due to archiving.

Currently:

Up to 14 SLOs have been absent due to the Contact Centre's COVID response over the week,

58 SLOs have been issued with laptops and are working from their homes,

StudyLink SLOs answered 3,826 WI calls,

StudyLink SLOs answered 450 CSC calls, and

Additional SSC SLOs took 3,440 StudyLink calls.

Seniors training for 20 SLOs started on Tuesday 21/04 and, current projection, will continue until Friday 08/05.

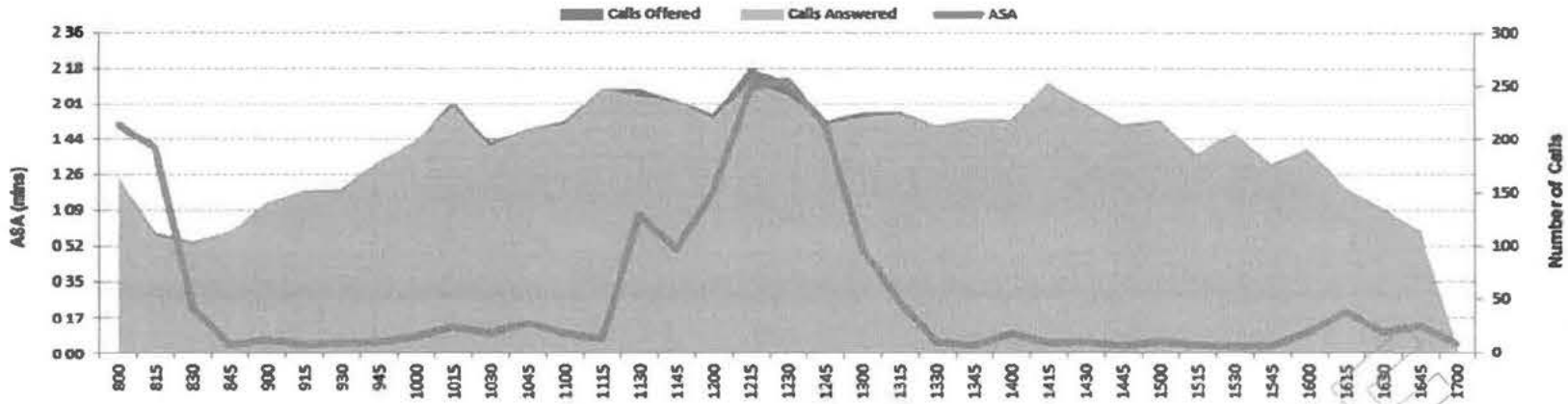
Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed, or an anomaly caused by last year's calls answered..

Average Speed Answered decreased again this week, substantially. Mostly due to more SLOs than usual this time of year and the StudyLink Student Support Centre Operators logging into answer calls. Although ASA was 31 seconds for the week, it increased to 2 minutes over lunch time each day.

Average Call Handling Time decreased a further minute and 29 seconds.

Sick leave decreased, from 9.1% to 6.7%.

Call Profile and ASA by Interval

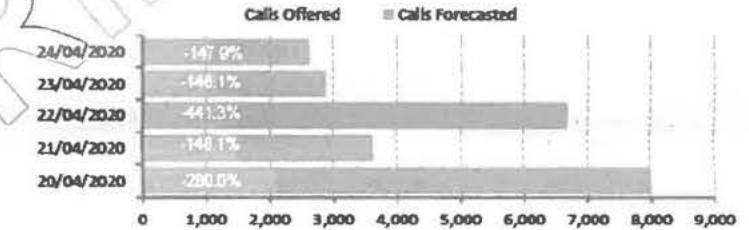


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	897	891	99.3%	0:31	85.7%	46.6%	24.3%
Allowance_Applications	619	614	99.2%	0:24	86.5%	49.2%	21.0%
Childcare	24	24	100.0%	0:08	91.7%	87.1%	41.3%
Fees_Free	214	214	100.0%	0:06	97.2%	73.5%	77.5%
Hardship	162	157	96.9%	0:58	5.2%	26.9%	11.6%
JSSH	131	131	100.0%	0:08	88.9%	54.9%	43.6%
JSSH_Applications	44	44	100.0%	0:07	86.4%	58.3%	38.1%
Loan	1489	1478	99.3%	0:29	85.5%	55.5%	24.9%
Loan_Applications	706	701	99.3%	0:28	85.9%	56.6%	22.2%
Multi	1891	1864	98.6%	0:36	79.5%	45.4%	25.3%
Multi_Applications	180	178	98.9%	0:31	77.0%	44.0%	14.0%
Online	285	282	98.9%	0:43	84.4%	59.8%	24.5%
Personal_Details	13	13	100.0%	0:48	69.2%	32.6%	19.6%
Repeat Caller	393	391	99.5%	0:36	84.4%	59.4%	18.2%
SJS	1	1	100.0%	9:46	0.0%	0.0%	7.6%
TOTAL	7,049	6,983	99.1%	0:31	83.7%	49.8%	27.1%



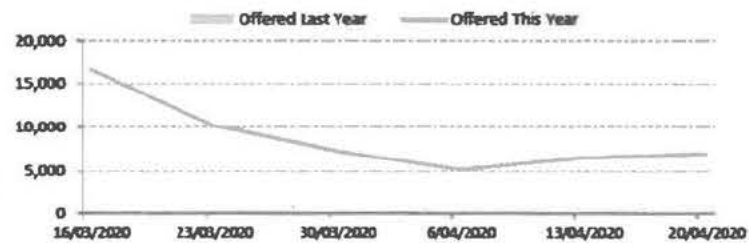
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
20/04/2020	7,996	2,104	-280.0%
21/04/2020	3,645	1,469	-148.1%
22/04/2020	6,690	1,236	-441.3%
23/04/2020	2,887	1,173	-146.1%
24/04/2020	2,645	1,067	-147.9%
TOTAL	23,863	7,049	-238.5%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
16/03/2020	16,620	11,827	71.2%	24.45	16.0%	11:05	99.1%	87.9%
23/03/2020	10,078	6,730	66.8%	31.12	10.5%	12:32	97.5%	79.4%
30/03/2020	7,287	5,457	74.9%	23.58	12.4%	11:49	98.1%	77.8%
6/04/2020	5,238	4,575	87.3%	9.07	4.4%	12:04	95.5%	79.1%
13/04/2020	6,578	5,915	89.9%	7.49	9.1%	10:40	97.1%	79.2%
20/04/2020	7,049	6,983	99.1%	0.31	6.7%	09:12	83.5%	84.0%

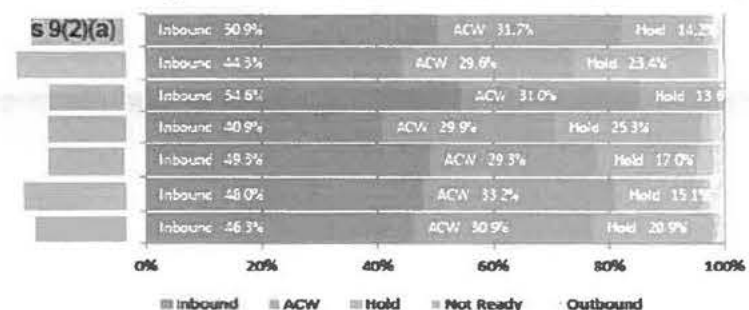
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
16/03/2020	16,620	-	-
23/03/2020	10,078	-	-
30/03/2020	7,287	-	-
6/04/2020	5,238	-	-
13/04/2020	6,578	-	-
20 Apr 2020	7,049	-	-
TOTAL	52,850	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	7:05	10.5%	89.2%	98.6%
	9:54	9.7%	82.5%	92.8%
	8:58	0.0%	86.3%	158.1%
	10:07	3.2%	82.1%	95.0%
	9:17	2.4%	74.1%	81.0%
	8:04	3.3%	87.5%	97.8%
TOTAL	09:12	6.7%	84.0%	94.8%

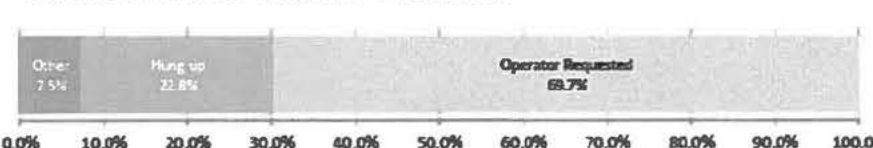
Agent States (Proportion of logged in time spent in each state)



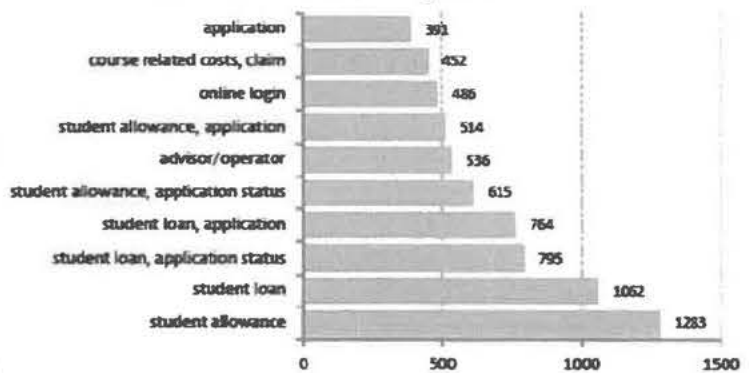
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success %
Payment Details	219	217		99.1%
Application Information	577	574		99.5%
TOTAL	796	791		99.4%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 27 April 2020

Reduced historic data available due to archiving.

Monday was the official observation of ANZAC day.

There were issues with Tserver transference on Friday so some Friday data is not available.

Currently:

Up to 16 SLOs have been absent due to the Contact Centre's COVID response over the week,

61 SLOs have been issued with laptops and are working from their homes,

Between Tuesday and Thursday StudyLink SLOs answered 2,761 WI calls, on Saturday 3 StudyLink SLOs answered 50 WI calls,

Between Tuesday and Thursday StudyLink SLOs answered 533 CSC calls, and

Additional SSC SLOs took 3,440 StudyLink calls.

12 SLOs have completed Seniors training, 8 SLOs will continue Seniors training until Friday 08/05.

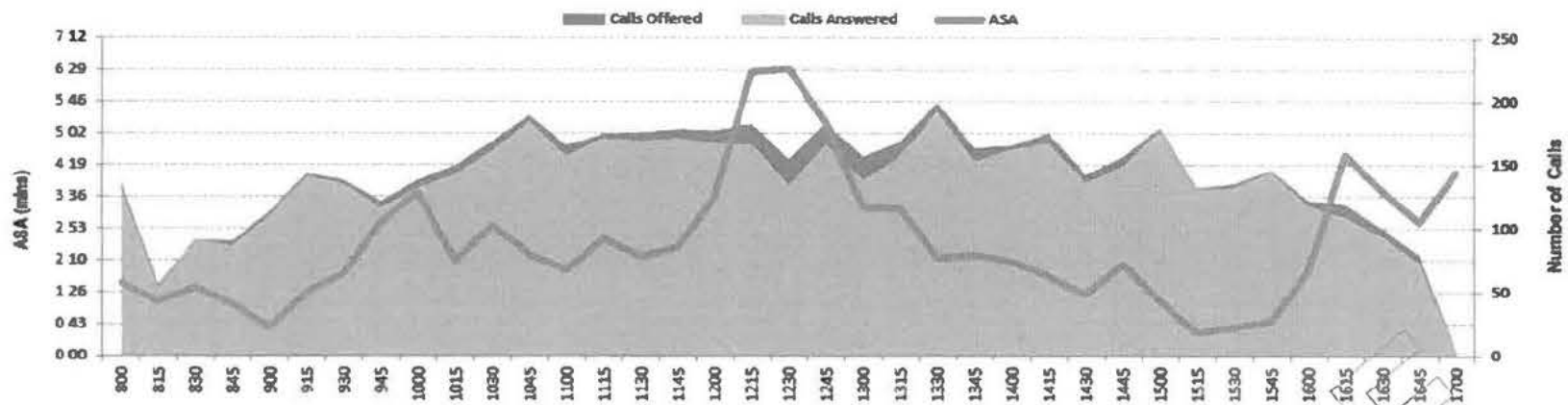
Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed.

Average Speed Answered increased this week. Mostly due to more SLOs taking more WI calls.

Average Call Handling Time decreased a further 3 seconds.

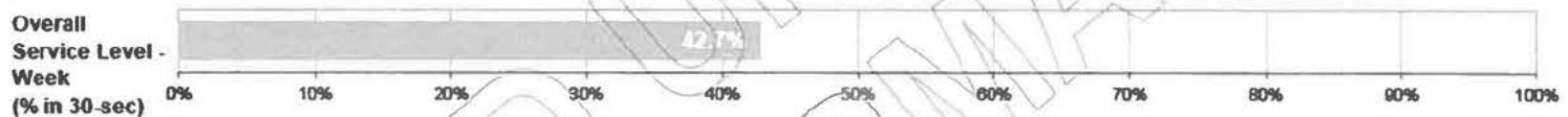
Sick leave decreased, from 5.4% to 3.7%.

Call Profile and ASA by Interval

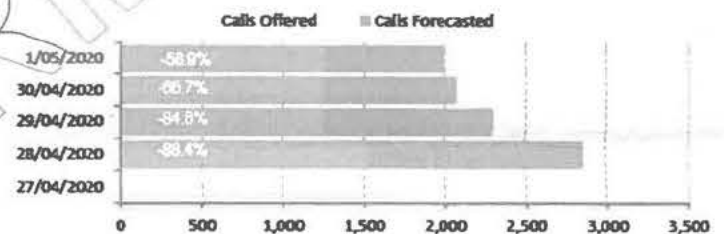


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	739	736	99.6%	0:58	58.7%	48.8%	24.9%
Allowance_Applications	439	431	98.2%	1:00	58.9%	50.9%	21.5%
Childcare	14	14	100.0%	0:28	50.0%	64.5%	41.3%
Fees_Free	170	169	99.4%	0:12	71.0%	72.9%	77.4%
Hardship	222	209	94.1%	5:31	18.7%	25.4%	11.9%
JSSH	106	105	99.1%	0:35	44.8%	53.4%	43.6%
JSSH_Applications	27	26	96.3%	0:22	53.8%	57.6%	38.1%
Loan	947	931	98.3%	1:01	56.8%	55.8%	25.5%
Loan_Applications	544	532	97.8%	0:53	56.6%	57.1%	22.8%
Multi	1,564	1,412	90.3%	4:44	21.3%	40.6%	25.2%
Multi_Applications	133	120	90.2%	6:53	10.0%	37.2%	14.0%
Online	149	144	96.6%	2:33	34.0%	54.6%	24.8%
Personal_Details	15	14	93.3%	0:07	71.4%	42.1%	20.7%
Repeat Caller	188	175	93.1%	6:06	10.3%	48.8%	18.1%
SJS	1	1	100.0%	5:36	0.0%	0.0%	7.6%
TOTAL	5,258	5,019	95.5%	2:33	42.7%	48.4%	27.3%



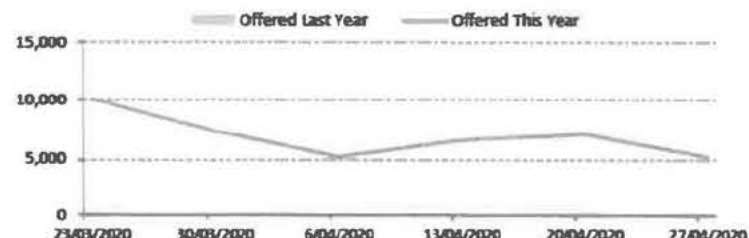
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
27/04/2020	-	-	-
28/04/2020	2,858	1,517	-88.4%
29/04/2020	2,294	1,243	-84.6%
30/04/2020	2,022	1,243	-66.7%
1/05/2020	1,994	1,255	-58.9%
TOTAL	9,218	5,258	-53.3%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
23/03/2020	10,078	6,730	66.8%	31:12	10.5%	12:32	97.5%	79.4%
30/03/2020	7,287	5,457	74.9%	23:58	12.4%	11:49	98.1%	77.8%
6/04/2020	5,238	4,575	87.3%	9:07	4.4%	12:04	95.5%	79.1%
13/04/2020	6,578	5,915	89.9%	7:49	9.1%	10:40	97.1%	79.2%
20/04/2020	7,049	6,983	99.1%	0:31	5.4%	09:11	82.3%	83.2%
27/04/2020	5,258	5,019	95.5%	2:33	3.7%	09:08	73.4%	81.7%

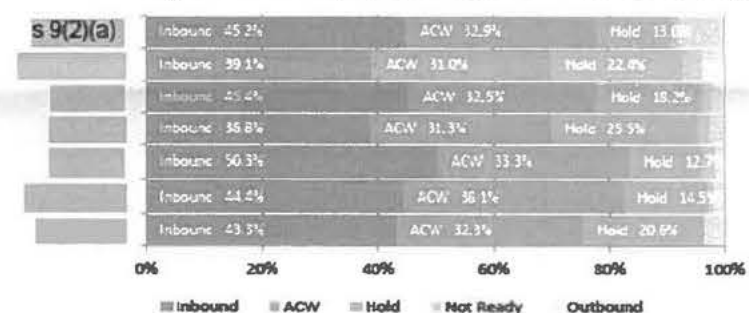
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
23/03/2020	10,078	-	-
30/03/2020	7,287	-	-
6/04/2020	5,238	-	-
13/04/2020	6,578	-	-
20/04/2020	7,049	-	-
27 Apr 2020	5,258	-	-
TOTAL	41,488	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	7:21	3.9%	80.1%	98.1%
	10:35	3.0%	80.8%	93.5%
	8:42	7.2%	87.1%	114.3%
	10:27	3.7%	83.9%	95.1%
	9:12	1.2%	79.3%	88.6%
	8:42	3.0%	76.7%	84.9%
	10:49	5.5%	92.8%	103.4%
TOTAL	09:08	3.7%	81.7%	95.4%

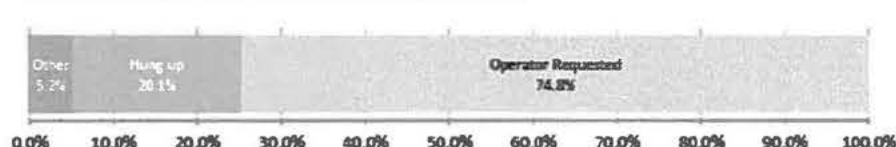
Agent States (Proportion of logged in time spent in each state)



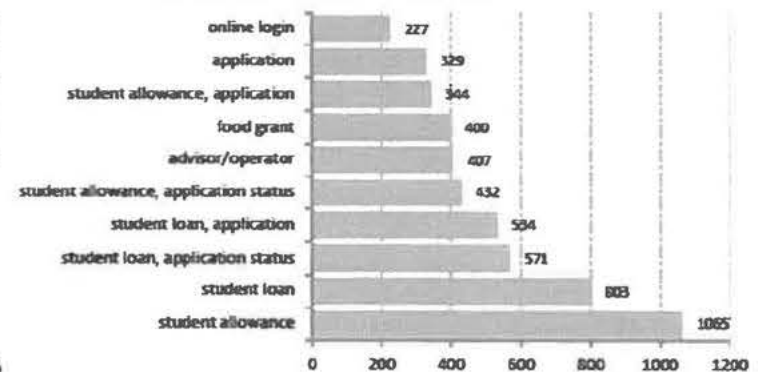
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success %
Payment Details	139	138		99.3%
Application Information	382	382		100.0%
TOTAL	521	520		99.8%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 4 May 2020

Reduced historic data available due to archiving.

Scheduled Seniors training was completed this week,

20 SSC SLOs worked the queues,

CC SLOs logged off at various times to learn "The Warehouse process"

Currently:

An average of 8.6 SLOs have been absent due to the Contact Centre's COVID response over the week,

61 SLOs have been issued with laptops and are working from their homes,

StudyLink SLOs took 2,969 WI and 1,997 Seniors calls.

Calls offered were substantially less than calls forecast, potentially due to the Education providers being closed.

Average Speed Answered decreased this week in alignment with lower calls offered

Average Call Handling Time increased to 10:15, the 6 week average being 10:31

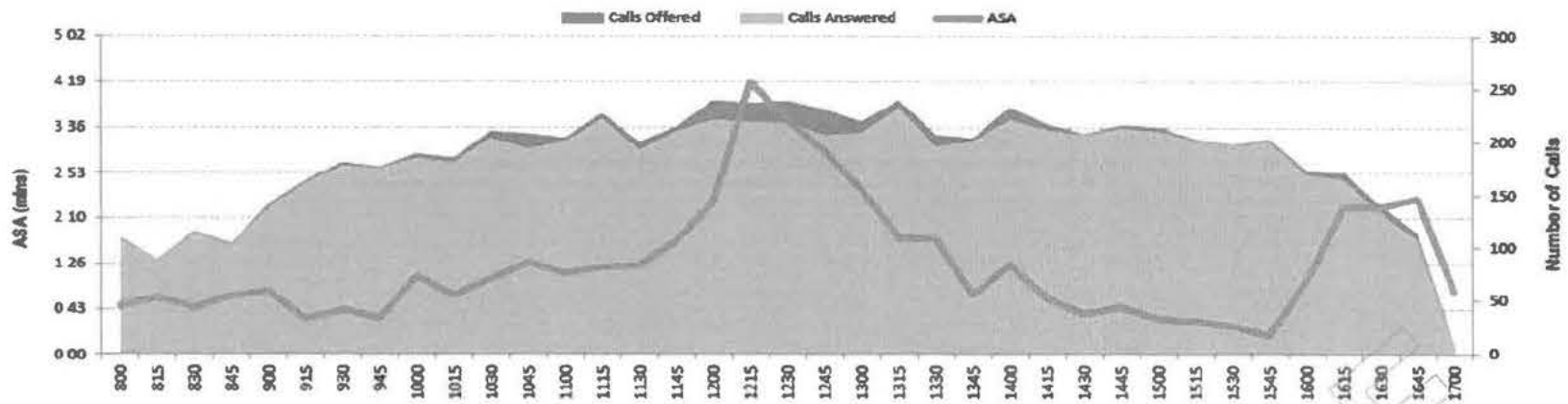
Sick leave increased, from 3.7% to 5.6%.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Studylink Weekly Performance

4/05/2020

Call Profile and ASA by Interval



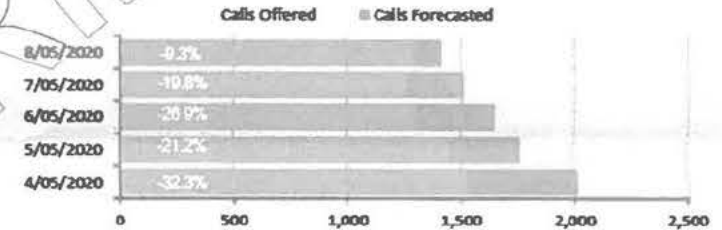
Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	861	847	98.4%	0.44	77.8%	53.9%	25.9%
Allowance_Applications	532	526	98.9%	0.45	77.9%	55.8%	22.4%
Childcare	26	26	100.0%	0.22	73.1%	66.4%	41.7%
Fees_Free	243	241	99.2%	0.11	86.7%	76.4%	77.6%
Hardship	291	271	93.1%	3.16	42.1%	28.6%	13.3%
JSSH	131	131	100.0%	0.22	72.5%	56.4%	43.8%
JSSH_Applications	43	43	100.0%	0.27	67.4%	59.6%	38.3%
Loan	1,241	1,223	98.5%	0.43	76.8%	60.1%	26.7%
Loan_Applications	727	713	98.1%	0.42	80.1%	62.9%	24.1%
Multi	1,936	1,823	94.2%	2.25	47.5%	42.0%	25.6%
Multi_Applications	170	158	92.9%	3.13	40.5%	37.9%	14.4%
Online	207	200	96.6%	1.21	60.5%	55.9%	25.8%
Personal_Details	16	16	100.0%	0.13	93.8%	53.4%	22.4%
Repeat Caller	412	387	93.9%	2.56	38.8%	45.5%	19.1%
SJS	1	1	100.0%	1.47	0.0%	0.0%	7.5%
TOTAL	6,837	6,606	96.6%	1.28	64.5%	51.8%	28.1%

Overall Service Level - Week



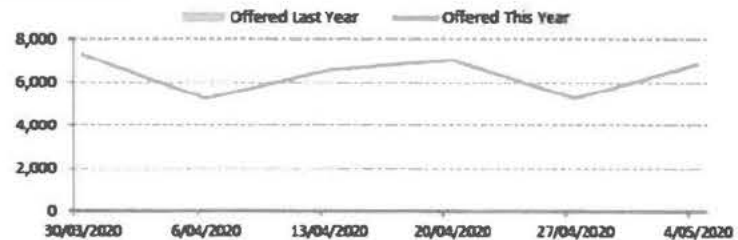
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
4/05/2020	2,017	1,525	-32.3%
5/05/2020	765	1,456	-21.2%
6/05/2020	1,648	1,299	-26.9%
7/05/2020	1,511	1,261	-19.8%
8/05/2020	1,416	1,296	-9.3%
TOTAL	8,357	6,837	-22.2%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
30/03/2020	7,287	5,457	74.9%	23.58	12.4%	11:49	98.1%	77.8%
6/04/2020	5,238	4,575	87.3%	9.07	4.4%	12:04	95.5%	79.1%
13/04/2020	6,578	5,915	89.9%	7.49	9.1%	10:40	97.1%	79.2%
20/04/2020	7,049	6,983	99.1%	0.31	5.4%	09:11	82.3%	83.2%
27/04/2020	5,258	5,019	95.5%	2.33	3.7%	09:08	73.4%	81.7%
4/05/2020	6,837	6,606	96.6%	1.28	5.6%	10:15	92.6%	76.9% #####

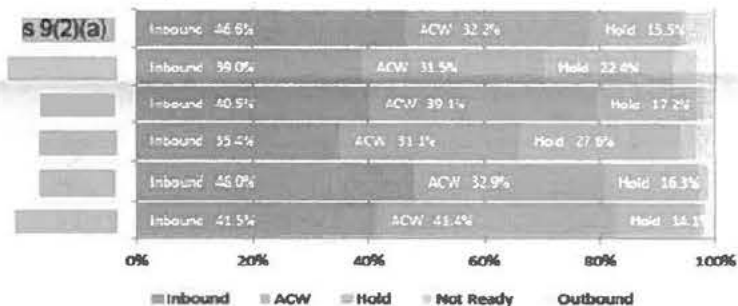
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
30/03/2020	7,287	-	-
6/04/2020	5,238	-	-
13/04/2020	6,578	-	-
20/04/2020	7,049	-	-
27/04/2020	5,258	-	-
04 May 2020	6,837	-	-
TOTAL	38,247	0	100.0%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:27	6.9%	79.1%	92.6%
	12:07	9.2%	73.3%	87.0%
	10:07	1.2%	77.1%	99.6%
	13:17	1.1%	82.1%	94.8%
	8:41	7.7%	74.2%	82.2%
	9:50	8.1%	72.9%	80.9%
Grand Total	-	-	-	-
TOTAL	10:15	5.6%	76.9%	89.7%

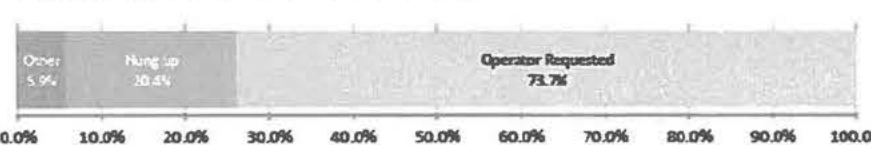
Agent States (Proportion of logged in time spent in each state)



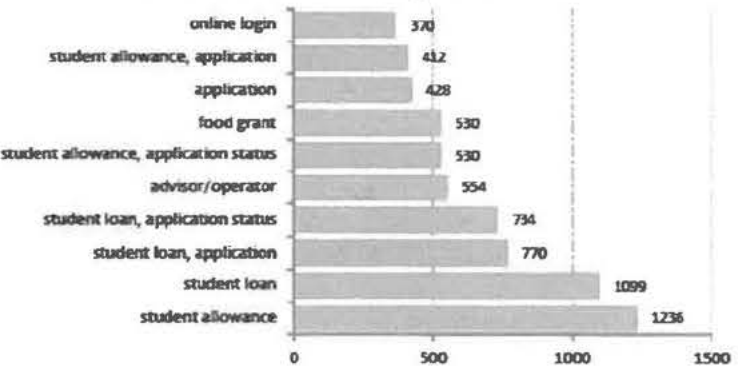
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	173	173	100.0%	
Application Information	506	505	99.8%	
TOTAL	679	678	99.9%	

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 11 May 2020

More SLOs came back to the office as discretionary leave is coming to an end
20 SSC SLOs worked the queues on Thursday only.

Currently:

An average of 8.6 SLOs have been absent due to the Contact Centre's COVID response over the week,

61 SLOs have been issued with laptops and are working from their homes,
StudyLink SLOs took 2,240 WI and 1,815 Seniors calls.

Calls offered while 8.8% down on last year, was 0.5% up on last week, showing an uncharacteristic increase on Friday, possibly due to Thursday's budget announcements.

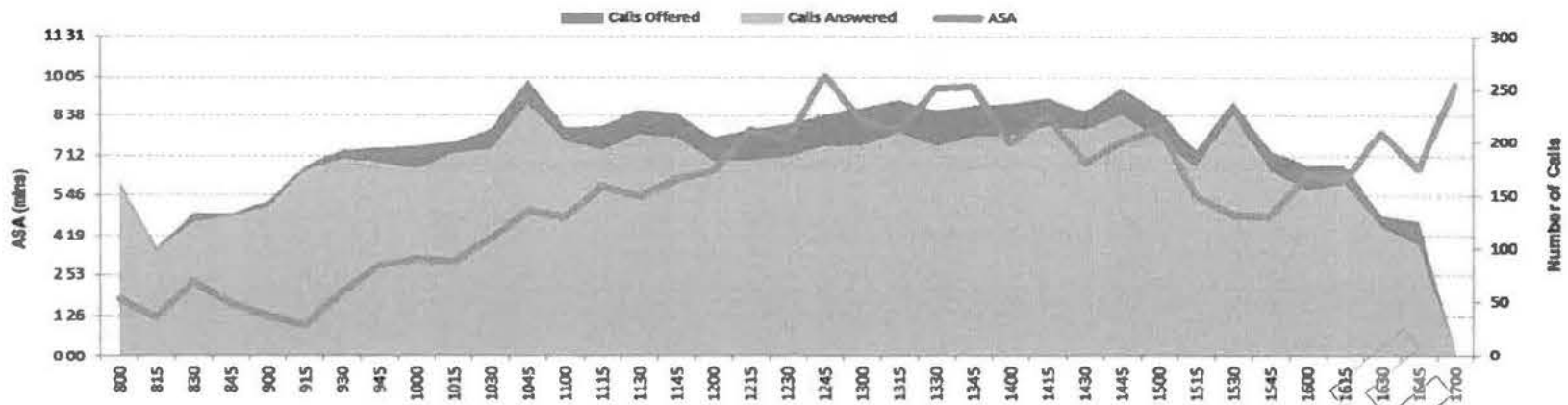
Average Speed Answered increased 4 and a half minutes this week in alignment with an increase in calls offered and a decrease in SSC StudyLink support on the queues.

Average Call Handling Time increased 2 seconds to 10:17.

Sick leave increased, from 5.6% to 5.9%, the 4th week that StudyLink has achieved the 6% target.

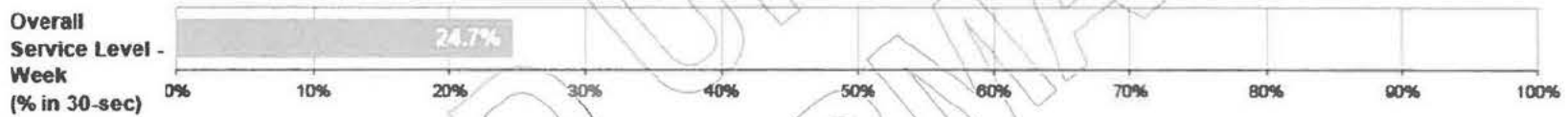
RELEASED UNDER THE ACT
OFFICIAL INFORMATION ACT

Call Profile and ASA by Interval

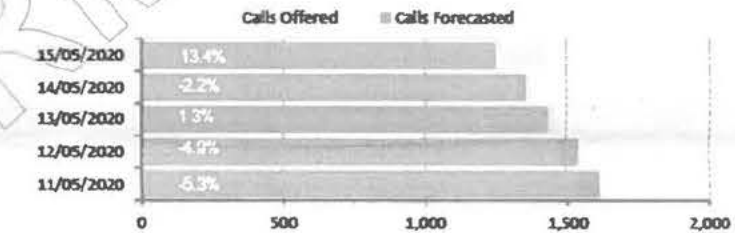


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	936	866	92.5%	6:03	23.4%	46.6%	25.8%
Allowance_Applications	563	502	89.2%	6:40	22.5%	47.4%	22.4%
Childcare	55	55	100.0%	0:47	50.9%	56.6%	41.9%
Fees_Free	262	260	99.2%	0:21	75.8%	76.6%	77.6%
Hardship	269	239	88.8%	8:17	9.6%	24.4%	13.1%
JSSH	149	148	99.3%	0:41	50.7%	56.4%	43.9%
JSSH_Applications	45	44	97.8%	0:45	50.0%	57.1%	38.3%
Loan	1,258	1,141	90.7%	5:46	25.6%	48.3%	26.7%
Loan_Applications	690	623	90.3%	6:04	21.7%	49.1%	24.1%
Multi	2,227	1,983	89.0%	6:07	22.4%	31.9%	25.7%
Multi_Applications	217	183	84.3%	8:12	6.6%	20.3%	14.3%
Online	192	161	83.9%	8:06	12.4%	36.6%	25.5%
Personal_Details	18	18	100.0%	7:49	11.1%	45.0%	22.1%
Repeat Caller	332	304	91.6%	8:30	15.5%	26.3%	18.9%
SJS	1	1	100.0%	10:23	0.0%	0.0%	7.5%
TOTAL	7,214	6,528	90.5%	5:57	24.7%	41.5%	28.1%



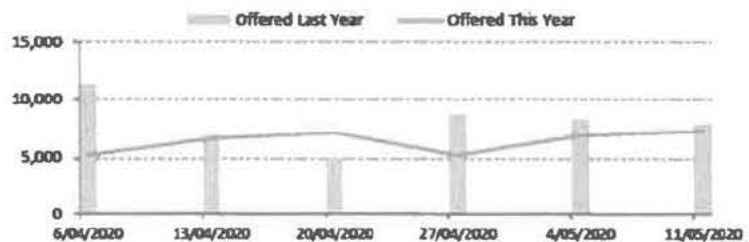
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
11/05/2020	1,615	1,534	-5.3%
12/05/2020	1,542	1,470	-4.9%
13/05/2020	1,431	1,450	1.3%
14/05/2020	1,352	1,323	-2.2%
15/05/2020	1,245	1,437	13.4%
TOTAL	7,185	7,214	0.4%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
6/04/2020	5,238	4,575	87.3%	9:07	4.4%	12:04	95.5%	79.1%
13/04/2020	6,578	5,915	89.9%	7:49	9.1%	10:40	97.1%	79.2%
20/04/2020	7,049	6,983	99.1%	0:31	5.4%	09:11	82.3%	83.2%
27/04/2020	5,258	5,019	95.5%	2:33	3.7%	09:08	73.4%	81.7%
4/05/2020	6,837	6,606	96.6%	1:28	5.6%	10:15	92.6%	76.9%
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%

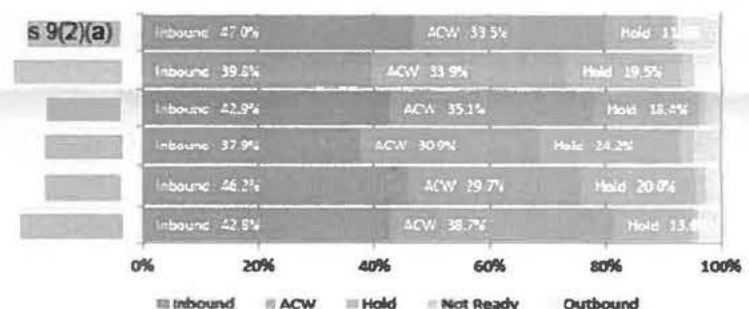
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
6/04/2020	5,238	11,355	-116.8%
13/04/2020	6,578	6,919	-5.2%
20/04/2020	7,049	5,017	28.8%
27/04/2020	5,258	8,728	-66.0%
4/05/2020	6,837	8,321	-21.7%
11 May 2020	7,214	7,847	-8.8%
TOTAL	38,174	48,187	-26.2%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:06	9.9%	81.4%	95.9%
	12:20	15.6%	80.2%	91.0%
	10:55	0.0%	82.0%	96.2%
	12:30	3.2%	81.6%	96.1%
	9:34	5.0%	84.5%	95.9%
	9:35	1.4%	83.2%	92.4%
Grand Total				
TOTAL	10:17	5.9%	82.1%	94.6%

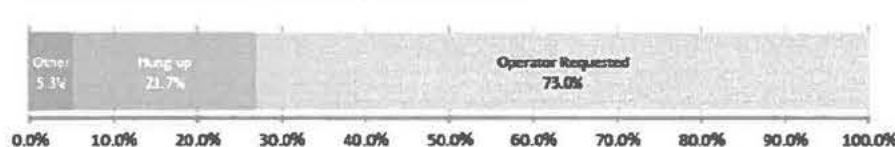
Agent States (Proportion of logged in time spent in each state)



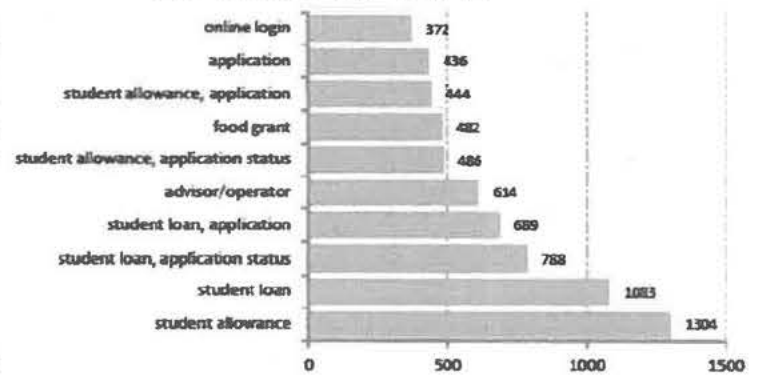
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success %
Payment Details	216	216		100.0%
Application Information	508	501		98.6%
TOTAL	724	717		99.0%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 18 May 2020

60 SLOs have been issued with laptops and are working from their homes, StudyLink SLOs took 2,561 WI and 1,686 Seniors calls.

Calls offered while 0.5% up on the same week last year, is 9.4% down over the financial year compared to last year. Additionally Calls offered is 0.9% up on last week.

Average Speed Answered increased 1:42 this week in alignment with an increase in calls offered and a decrease in SSC StudyLink support on the queues.

Average Call Handling Time increased 10:17 to 10:18.

Sick leave increased, from 5.9% to 6.5%, exceeding the 6% target.

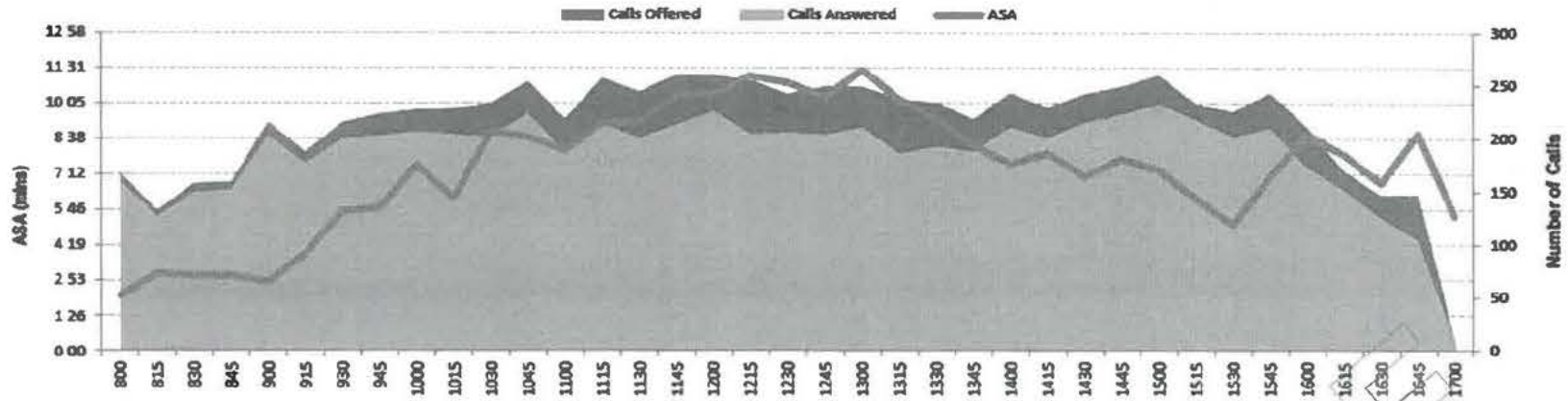
This week 20 SLOs are undergoing JSSH training.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Studylink Weekly Performance

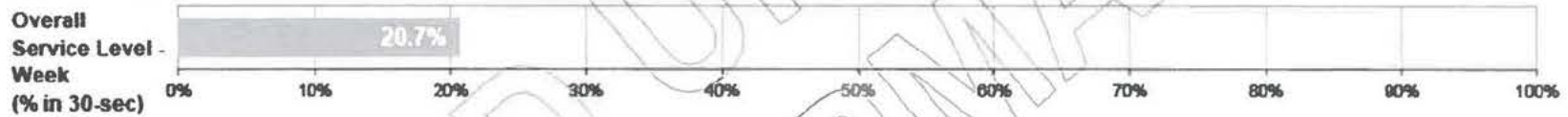
18/05/2020

Call Profile and ASA by Interval

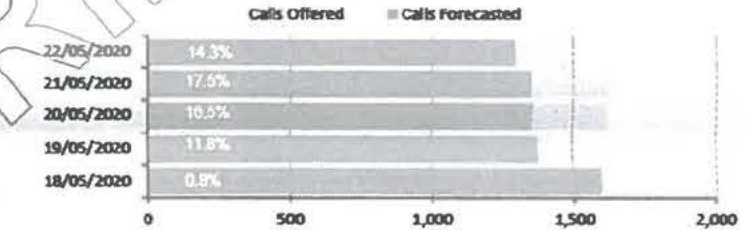


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,089	971	89.2%	8:05	18.1%	36.9%	25.7%
Allowance_Applications	646	549	85.0%	9:00	14.0%	36.5%	22.3%
Childcare	77	75	97.4%	0:42	52.0%	54.4%	42.2%
Fees_Free	318	316	99.4%	0:23	74.1%	75.8%	77.5%
Hardship	259	227	87.6%	9:57	9.3%	20.0%	13.0%
JSSH	158	158	99.4%	0:44	51.9%	54.9%	44.0%
JSSH_Applications	29	28	96.6%	0:51	42.9%	53.8%	38.4%
Loan	1,339	1,149	85.8%	8:12	17.2%	38.7%	26.5%
Loan_Applications	747	619	82.9%	8:47	15.7%	39.1%	23.9%
Multi	2,377	2,077	87.4%	7:35	20.3%	28.0%	25.5%
Multi_Applications	236	199	84.3%	9:18	8.0%	16.1%	14.2%
Online	213	178	83.6%	8:58	12.9%	29.2%	25.2%
Personal_Details	16	11	68.8%	10:37	9.1%	37.5%	21.9%
Repeat Caller	423	361	85.3%	9:35	8.9%	20.6%	18.5%
SJS	1	1	100.0%	21:22	0.0%	0.0%	7.4%
TOTAL	7,929	6,919	87.3%	7:40	20.7%	34.7%	27.9%



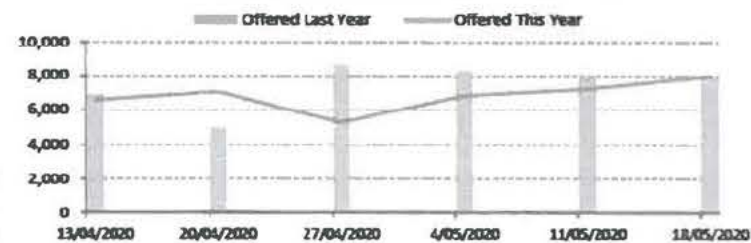
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
18/05/2020	1,598	1,611	0.8%
19/05/2020	1,373	1,557	11.8%
20/05/2020	1,354	1,622	16.5%
21/05/2020	1,346	1,631	17.5%
22/05/2020	1,293	1,508	14.3%
TOTAL	6,964	7,929	12.2%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
13/04/2020	6,578	5,915	89.9%	7:49	9.1%	10:40	97.1%	79.2%
20/04/2020	7,049	6,983	99.1%	0:31	5.4%	09:11	82.3%	83.2%
27/04/2020	5,258	5,019	95.5%	2:33	3.7%	09:08	73.4%	81.7%
4/05/2020	6,837	6,606	96.6%	1:28	5.6%	10:15	92.6%	76.9%
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%

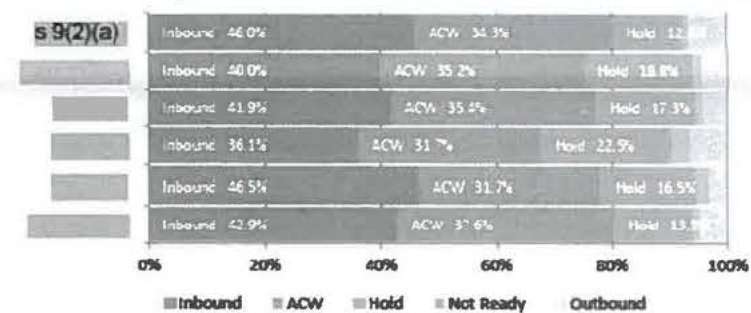
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
13/04/2020	6,578	6,919	-5.2%
20/04/2020	7,049	5,017	28.8%
27/04/2020	5,258	8,728	-66.0%
4/05/2020	6,837	8,321	-21.7%
11/05/2020	7,214	7,847	-8.8%
18 May 2020	7,929	7,889	0.5%
TOTAL	40,865	44,721	-9.4%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
S 9(2)(a)	8:10	1.2%	81.4%	89.7%
	11:53	2.8%	83.1%	91.5%
	11:06	5.0%	75.6%	86.9%
	12:41	11.6%	80.6%	91.7%
	9:51	9.1%	80.2%	91.6%
	9:55	10.0%	80.1%	89.2%
Grand Total	-	-	-	-
TOTAL	10:18	6.5%	80.3%	90.2%

Agent States (Proportion of logged in time spent in each state)



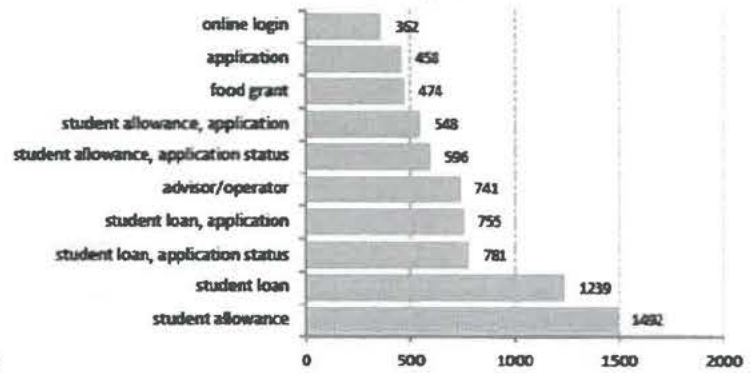
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	229	227		99.1%
Application Information	571	568		99.5%
TOTAL	800	795		99.4%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 25 May 2020

We are now in second semester peak.

StudyLink SLOs took 1,173 WI and 685 Seniors calls.

There were intermittent systems issues on Monday.

Calls offered are 9.5% up on the same week last year, The Year Total to Date is 6.5% down over the financial year compared to last year. Additionally, Calls offered is 9% up on last week. This is potentially due to a 'post' COVID lockdown catch up as Students transition from studying from home to classes.

Average Speed Answered increased to 12:50 this week in alignment with an increase in calls offered.

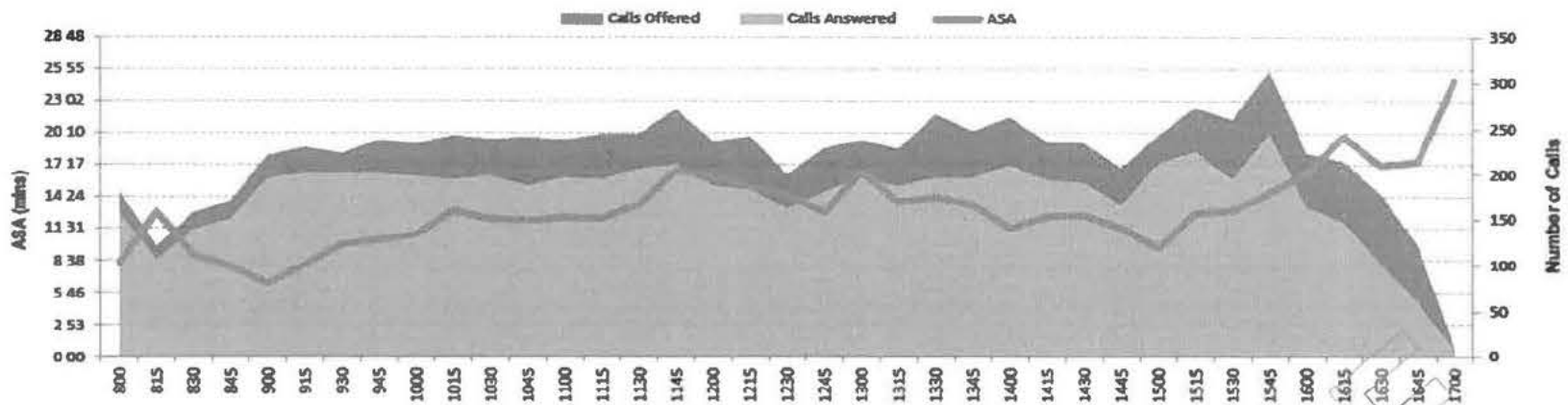
Average Call Handling Time increased from 10:18 to 10:22.

Sick leave decreased, from 6.5% to 6.1%.

The JSSH training continues for another 3 weeks.

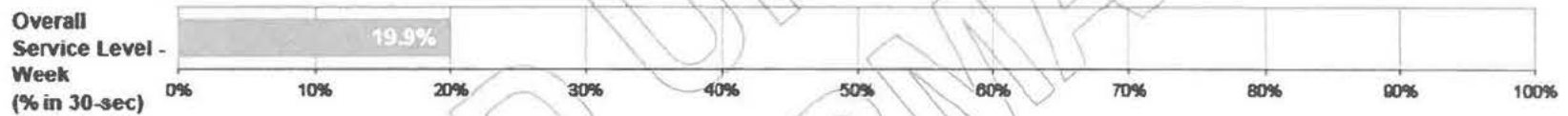
RELEASED UNDER OFFICIAL INFORMATION ACT

Call Profile and ASA by Interval

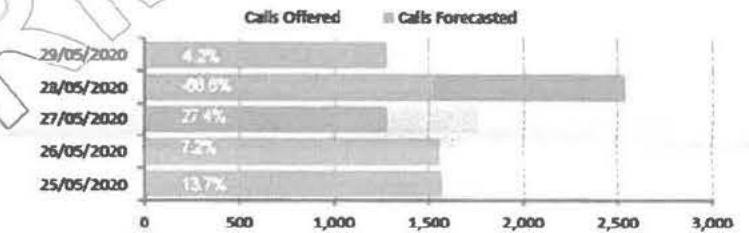


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,139	932	81.8%	13:48	17.8%	32.2%	25.5%
Allowance_Applications	662	510	77.0%	16:14	11.6%	30.7%	22.1%
Childcare	72	72	100.0%	0:54	51.4%	53.5%	42.5%
Fees_Free	363	353	97.2%	0:42	54.4%	69.5%	76.9%
Hardship	261	221	84.7%	19:32	3.6%	16.4%	12.7%
JSSH	176	176	100.0%	1:03	41.5%	51.2%	44.0%
JSSH_Applications	38	36	94.7%	1:04	33.3%	49.0%	38.3%
Loan	1,418	1,133	79.9%	13:59	17.3%	33.7%	26.3%
Loan_Applications	737	534	72.5%	15:37	13.5%	33.9%	23.7%
Multi	2,399	1,923	80.2%	2:15	21.6%	26.5%	25.4%
Multi_Applications	246	178	72.4%	15:19	9.0%	14.4%	14.1%
Online	256	179	69.9%	18:01	8.4%	24.2%	24.8%
Personal_Details	24	18	75.0%	17:22	11.1%	30.3%	21.6%
Repeat Caller	337	270	80.1%	14:06	14.1%	19.3%	18.4%
SJS	0	0	100.0%	0:00	0.0%	0.0%	0.0%
TOTAL	8,128	6,535	80.4%	12:50	19.9%	31.3%	27.7%



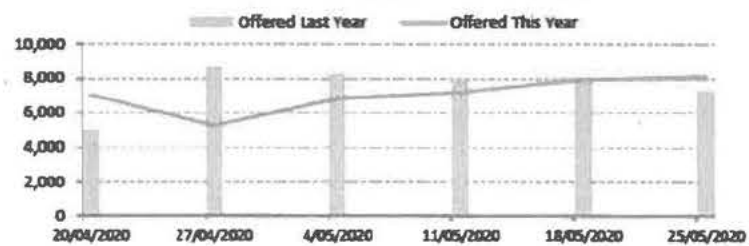
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
25/05/2020	1,571	1,821	13.7%
26/05/2020	1,563	1,685	7.2%
27/05/2020	1,280	1,764	27.4%
28/05/2020	2,536	1,522	-66.6%
29/05/2020	1,280	1,336	4.2%
TOTAL	8,230	8,128	-1.3%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
20/04/2020	7,049	6,983	99.1%	0:31	5.4%	09:11	82.3%	83.2%
27/04/2020	5,258	5,019	95.5%	2:33	3.7%	09:08	73.4%	81.7%
4/05/2020	6,837	6,606	96.6%	1:28	5.6%	10:15	92.6%	76.9%
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%
25/05/2020	8,128	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%

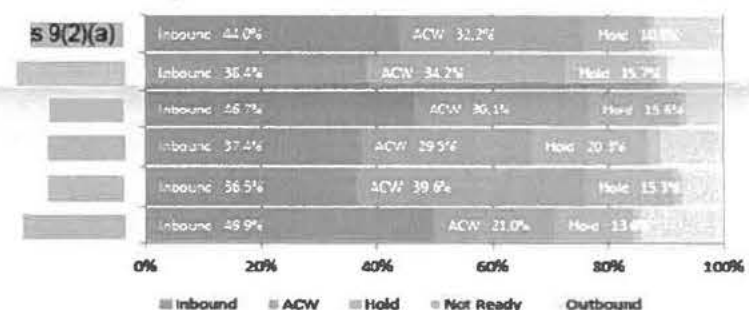
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
20/04/2020	7,049	5,017	28.8%
27/04/2020	5,258	8,728	-66.0%
4/05/2020	6,837	8,321	-21.7%
11/05/2020	7,214	7,847	-8.8%
18/05/2020	7,929	7,889	0.5%
25 May 2020	8,128	7,352	9.5%
TOTAL	42,415	45,154	-6.5%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
S 9(2)(a)	8:42	6.4%	75.2%	85.4%
	12:47	12.4%	78.3%	91.5%
	9:58	2.3%	77.6%	89.8%
	11:43	9.9%	84.2%	93.8%
	11:07	2.0%	71.7%	82.3%
	7:48	3.0%	86.3%	100.8%
Grand Total	-	-	-	-
TOTAL	10:22	6.1%	78.6%	89.8%

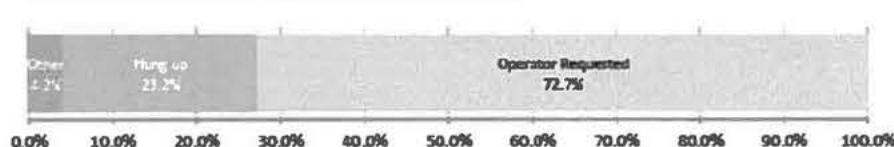
Agent States (Proportion of logged in time spent in each state)



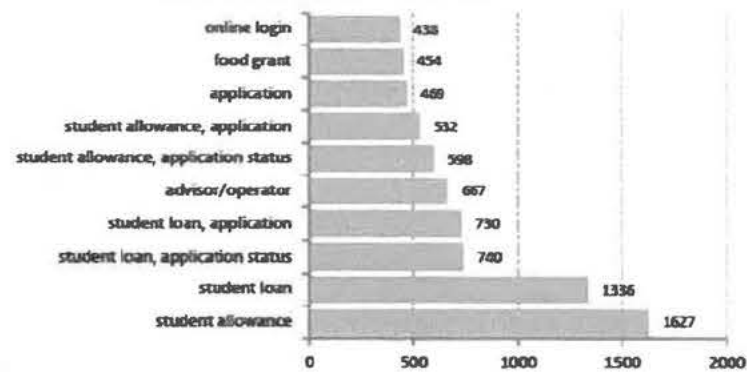
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	214	207		96.7%
Application Information	517	510		98.6%
TOTAL	731	717		98.1%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 1 June 2020

The StudyLink Contact Centre was closed for Queens Birthday on Monday.

Second semester peak is progressing, call volumes are increasing as predicted with the corresponding increase in ASA.

JSSH training continued for 20 SLOs.

There were intermittent Jabber (telephony) issues on throughout Tuesday.

Calls offered are 8.2% up on the same week last year, The Year Total to Date is 9.8% down over the financial year compared to last year. Additionally, Calls offered is 10.4% down on last week. This is due to the Queens birthday week being shorter.

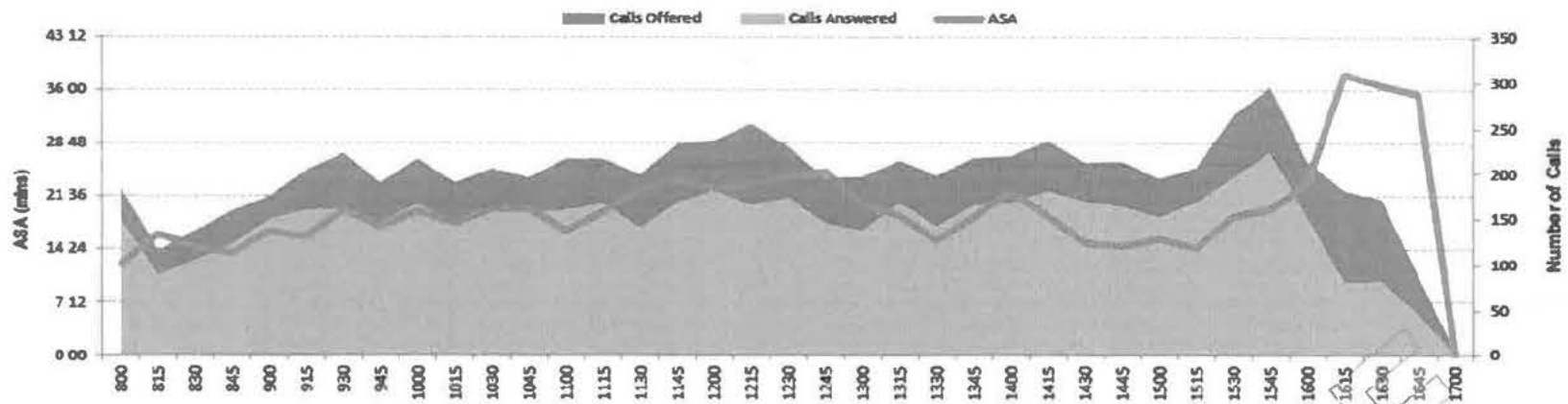
Average Speed Answered increased to 19:38 this week in alignment with an increase in calls offered over the shorter week.

Average Call Handling Time decreased from 10:22 to 10:03.

Sick leave decreased, from 6.1% to 4.4%.

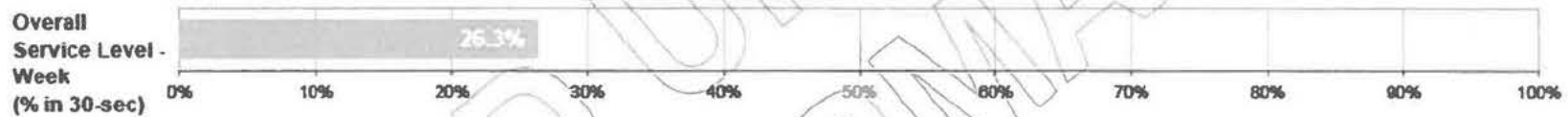
The JSSH training is on target to be completed Friday the 12th.

Call Profile and ASA by Interval

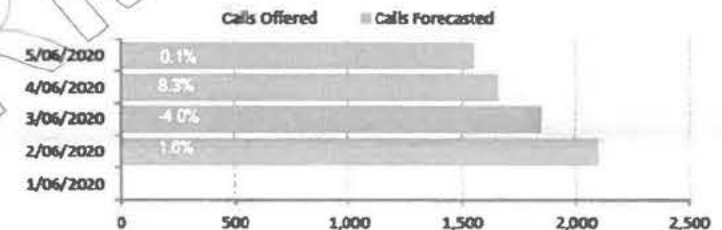


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	971	748	77.0%	21:53	23.8%	23.8%	25.5%
Allowance_Applications	574	384	66.9%	25:50	19.8%	19.8%	22.1%
Childcare	61	58	95.1%	0:57	36.2%	36.2%	42.3%
Fees_Free	349	337	96.6%	0:46	49.0%	49.0%	76.2%
Hardship	281	188	66.9%	32:44	3.2%	3.2%	12.4%
JSSH	130	123	94.6%	1:10	37.4%	37.4%	43.9%
JSSH_Applications	56	54	96.4%	0:52	40.7%	40.7%	38.4%
Loan	1,275	945	74.1%	21:24	27.6%	27.6%	26.3%
Loan_Applications	730	503	68.9%	23:13	23.7%	23.7%	23.7%
Multi	2,289	1,674	73.1%	18:32	27.5%	27.5%	25.5%
Multi_Applications	201	135	67.2%	25:36	17.8%	17.8%	14.1%
Online	194	126	64.9%	26:52	19.0%	19.0%	24.7%
Personal_Details	20	11	55.0%	38:41	0.0%	0.0%	21.3%
Repeat Caller	145	106	73.1%	25:54	16.0%	16.0%	18.4%
SJS	0	0	100.0%	0:00	0.0%	0.0%	0.0%
TOTAL	7,276	5,392	74.1%	19:38	26.3%	26.3%	27.7%



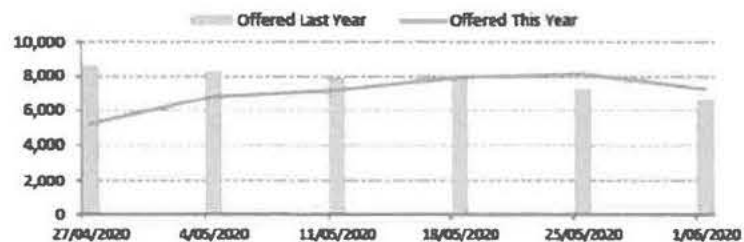
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
1/06/2020	-	-	-
2/06/2020	2,101	2,136	1.6%
3/06/2020	1,852	1,780	-4.0%
4/06/2020	1,654	1,803	8.3%
5/06/2020	1,558	1,557	0.1%
TOTAL	7,163	7,276	1.6%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
27/04/2020	5,258	5,019	95.5%	2:33	3.7%	09:08	73.4%	81.7%
4/05/2020	6,837	6,606	96.6%	1:28	5.6%	10:15	92.6%	76.9%
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%
25/05/2020	8,128	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%
1/06/2020	7,276	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%

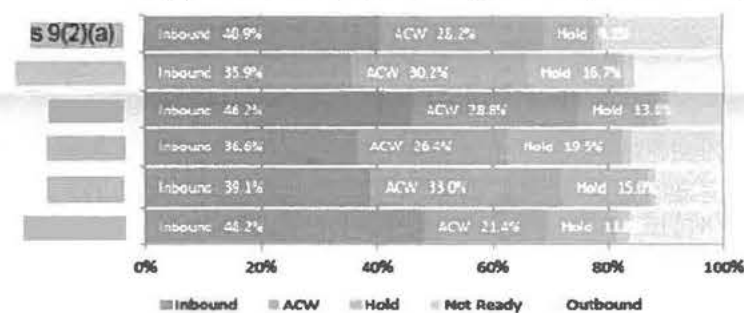
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
27/04/2020	5,258	8,728	-66.0%
4/05/2020	6,837	8,321	-21.7%
11/05/2020	7,214	7,847	-8.8%
18/05/2020	7,929	7,889	0.5%
25/05/2020	8,128	7,352	9.5%
01 Jun 2020	7,276	6,677	8.2%
TOTAL	42,642	46,814	-9.8%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:07	6.7%	82.4%	91.5%
	12:24	1.6%	85.0%	98.7%
	9:31	4.7%	89.2%	100.2%
	12:06	7.1%	84.8%	94.5%
	9:21	2.2%	80.5%	91.2%
Grand Total	7:54	3.3%	88.9%	98.0%
TOTAL	10:03	4.4%	84.7%	95.3%

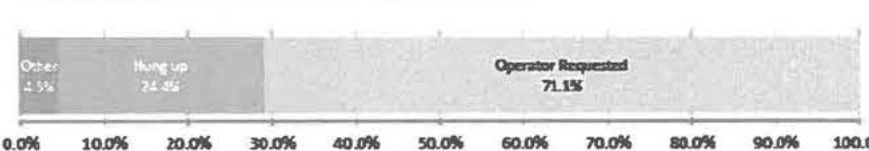
Agent States (Proportion of logged in time spent in each state)



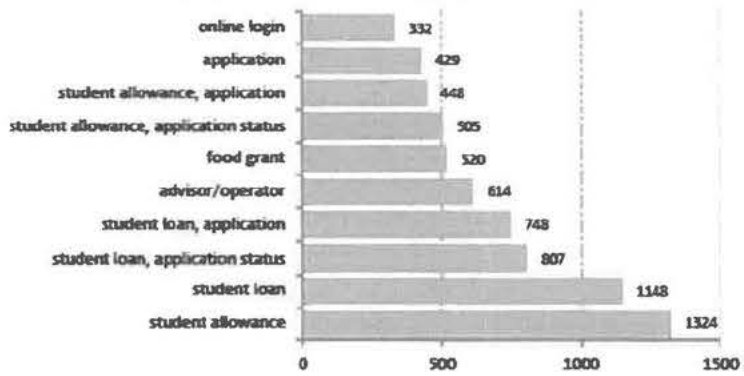
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	196	196		100.0%
Application Information	538	533		99.1%
TOTAL	734	729		99.3%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 8 June 2020

Second semester peak is progressing, call volumes continue to increase as predicted. Additionally, some education providers are returning to on campus classes, there is a wider range of Course Related Costs available and broader economic factors may have led to an increase in volumes.

Calls offered are 8.6% up on the same week last year, The Year Total to Date is 0.2% above last year's total to date. Additionally, Calls offered is 19% more than the previous week. The previous week being a short week due to Queens Birthday celebrations.

The StudyLink Contact Centre answered 14 CIRP calls. A new service offered for the first time that week.

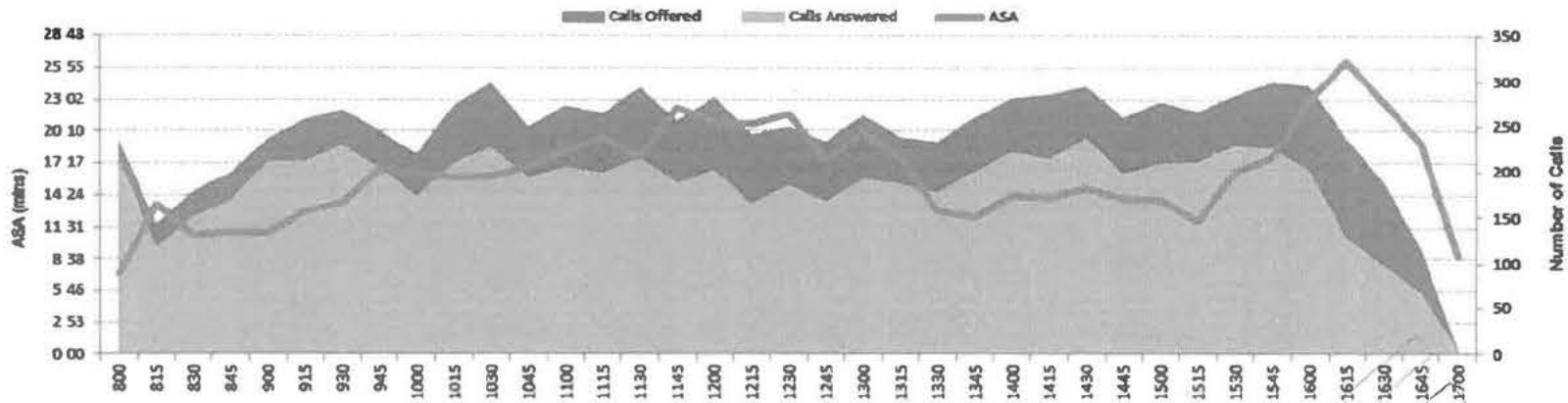
Average Speed Answered decreased to 16:14 last week despite an increase in CHT. Contributing factors include fewer SLOs taken offline for training as well as a return to removing WI queues from appropriately trained SLOs towards the end of the day.

Average Call Handling Time increased to 10:22 from 10:03. 10.22 is at the higher end of the 6-week norm.

Sick leave remained low at 4.5%. A mild start to winter and a number of SLOs working from home may be contributing to a healthier workforce.

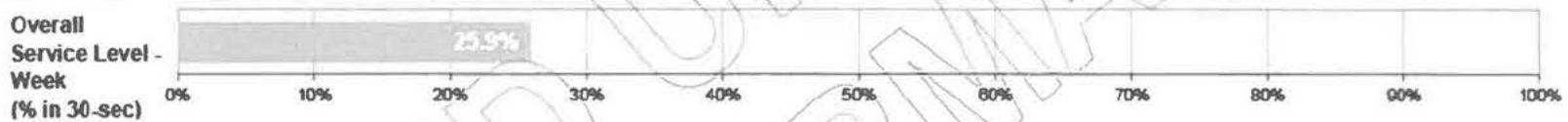
Intermittent systems issues occurred over a variety of systems on Monday

Call Profile and ASA by Interval

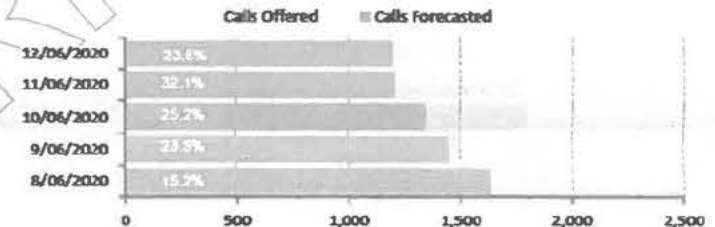


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,267	998	78.8%	18:11	23.5%	23.7%	25.4%
Allowance_Applications	712	515	72.3%	20:15	18.1%	18.8%	22.0%
Childcare	73	71	97.3%	0:44	54.9%	46.5%	42.7%
COVID Income Relief Payment	17	14	82.4%	2:02	78.6%	78.6%	78.6%
Fees_Free	424	413	97.4%	0:36	59.6%	54.8%	75.7%
Hardship	283	221	78.1%	25:24	4.1%	3.7%	12.1%
JSSH	151	148	98.0%	0:59	48.0%	43.2%	44.0%
JSSH_Applications	58	58	100.0%	1:19	34.5%	37.5%	38.3%
Loan	1,475	1,094	74.2%	17:25	25.7%	26.6%	26.3%
Loan_Applications	990	683	69.0%	19:01	22.1%	22.6%	23.7%
Multi	2,613	1,983	75.9%	15:42	26.1%	26.8%	25.5%
Multi_Applications	290	210	72.4%	20:46	16.2%	16.8%	14.2%
Online	283	186	65.7%	23:46	11.3%	14.4%	24.3%
Personal_Details	25	19	76.0%	26:13	5.3%	3.3%	20.9%
Repeat Caller	304	237	78.0%	16:52	19.8%	18.7%	18.4%
SJS	1	1	100.0%	17:57	0.0%	0.0%	7.4%
TOTAL	8,966	6,851	76.4%	16:14	25.9%	26.1%	27.7%



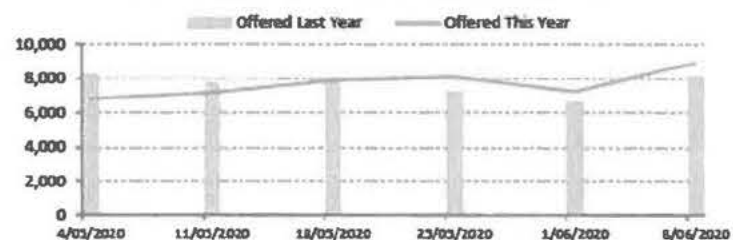
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
8/06/2020	1,632	1,925	15.2%
9/06/2020	1,452	1,898	23.5%
10/06/2020	1,347	1,801	25.2%
11/06/2020	1,206	1,776	32.1%
12/06/2020	1,197	1,566	23.6%
TOTAL	6,834	8,966	23.8%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
4/05/2020	6,837	6,606	96.6%	1:28	5.6%	10:15	92.6%	76.9%
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%
25/05/2020	8,129	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%
1/06/2020	7,277	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%
8/06/2020	8,966	6,851	76.4%	16:14	4.5%	10:22	98.9%	78.9%

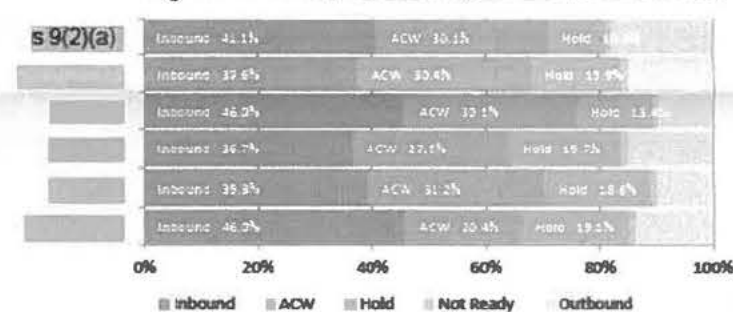
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
4/05/2020	6,837	8,321	-21.7%
11/05/2020	7,214	7,847	-8.8%
18/05/2020	7,929	7,889	0.5%
25/05/2020	8,129	7,352	9.6%
1/06/2020	7,277	6,677	8.2%
8 Jun 2020	8,966	8,194	8.6%
TOTAL	46,352	46,280	0.2%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:25	3.2%	74.5%	83.6%
	12:29	6.1%	80.0%	90.7%
	9:54	0.5%	78.9%	92.8%
	11:30	7.5%	85.6%	95.9%
	11:19	3.4%	69.4%	116.3%
	10:07	5.4%	87.8%	188.4%
Grand Total				
TOTAL	10:22	4.5%	78.9%	96.9%

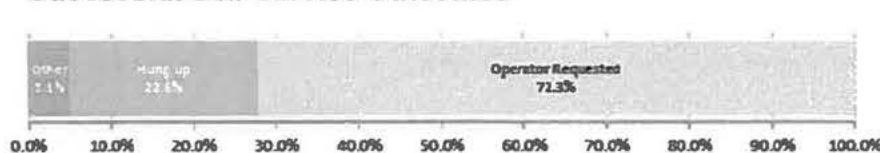
Agent States (Proportion of logged in time spent in each state)



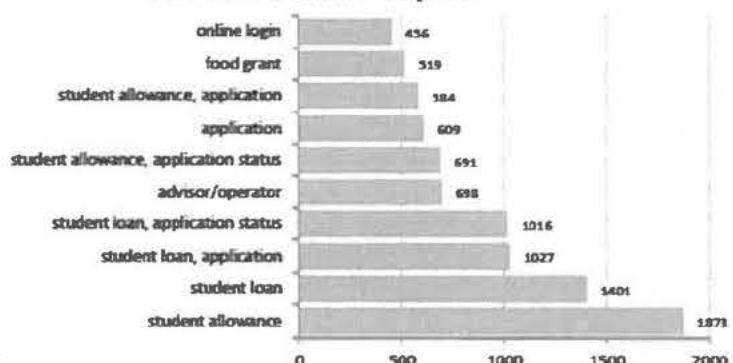
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	243	243		100.0%
Application Information	677	669		98.8%
TOTAL	920	912		99.1%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 15 June 2020

Second semester peak is well underway, call volumes continue to increase as predicted.

Calls offered are 6.8% up on the same week last year, The Year Total to Date is 4.5% above last year's total to date. Additionally Calls offered is 2.9% more than the previous week.

The StudyLink Contact Centre answered 26 CIRP calls.

Average Speed Answered decreased to 13:07 last week despite another increase in CHT. Primarily due to removing WI queues from appropriately trained SLOs as call metrics dictated.

Average Call Handling Time increased to 10:47 from 10:22. 10.47 is the highest of the 6 week range.

Sick leave nearly doubled to 8.4%.

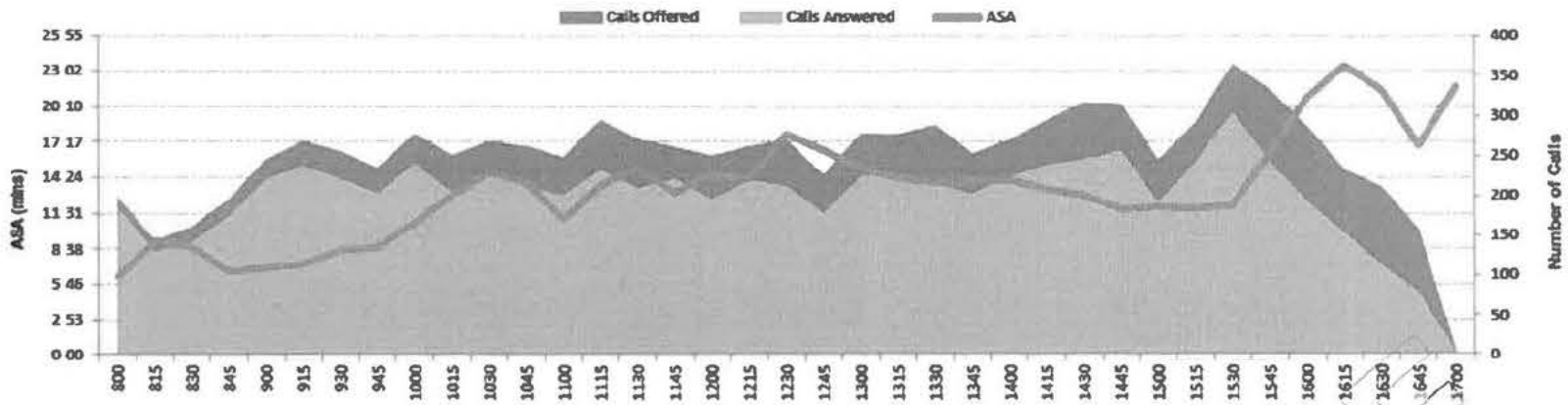
11 SLOs started JSSH training last week. This week 30 CSRs/SLOs start induction training.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Studylink Weekly Performance

15/06/2020

Call Profile and ASA by Interval

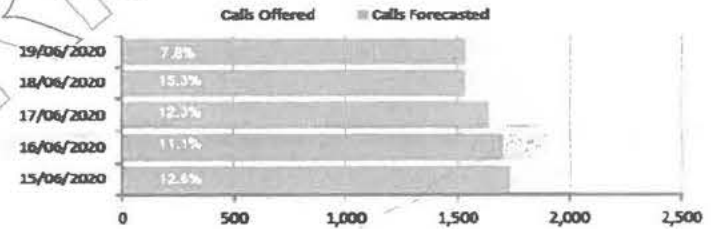


Queue Performance

Queue	Calls Offered	Answered	Answered %	ASA	Service Level		
					Week	Month	YTD
Allowance	1,438	1,162	80.8%	14:23	19.2%	21.9%	25.3%
Allowance_Applications	884	684	77.4%	16:21	14.8%	17.1%	21.9%
Childcare	75	75	100.0%	0:39	61.3%	52.0%	43.2%
COVID Income Relief Payment	26	26	100.0%	0:49	39.5%	52.5%	52.5%
Fees_Free	422	408	96.7%	0:32	61.3%	57.1%	75.3%
Hardship	303	242	79.9%	19:23	3.3%	3.5%	11.8%
JSSH	130	128	98.5%	0:34	66.4%	50.6%	44.1%
JSSH_Applications	73	72	98.6%	0:46	45.8%	40.8%	38.4%
Loan	1,530	1,216	79.5%	14:08	22.0%	24.9%	26.2%
Loan_Applications	920	675	73.4%	14:56	18.1%	21.1%	23.6%
Multi	2,510	1,998	79.6%	12:26	25.1%	26.2%	25.5%
Multi_Applications	292	231	79.1%	6:59	15.6%	16.3%	14.2%
Online	285	199	69.8%	18:33	4.5%	10.6%	23.8%
Personal_Details	23	19	82.6%	21:48	5.3%	4.1%	20.6%
Repeat Caller	321	273	85.0%	14:29	16.1%	17.5%	18.3%
SJS	3	3	100.0%	26:13	0.0%	0.0%	7.2%
TOTAL	9,235	7,411	80.2%	13:07	23.4%	25.1%	27.6%



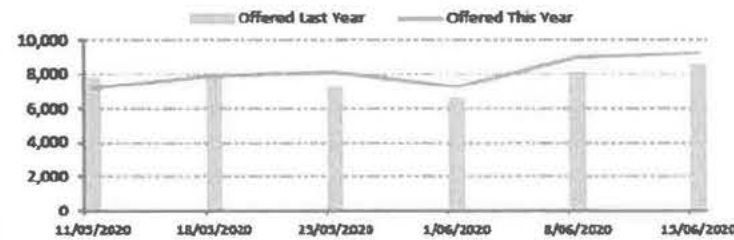
Forecast Statistics - Daily Breakdown	Calls Forecasted	Calls Offered	Variance
15/06/2020	1,735	1,984	12.6%
16/06/2020	1,698	1,911	11.1%
17/06/2020	1,640	1,869	12.3%
18/06/2020	1,532	1,809	15.3%
19/06/2020	1,532	1,662	8%
TOTAL	8,137	9,235	11.9%



Studylink Statistics by Week (last 6 weeks)

Week	Queue Statistics				Staff Statistics			
	Calls Offered	Calls Answered	Answered %	ASA	Sick Leave	CHT	Occupancy	Compliance
11/05/2020	7,214	6,528	90.5%	5:57	5.9%	10:17	97.2%	82.1%
18/05/2020	7,929	6,919	87.3%	7:40	6.5%	10:18	98.4%	80.3%
25/05/2020	8,129	6,535	80.4%	12:50	6.1%	10:22	98.7%	78.6%
1/06/2020	7,277	5,392	74.1%	19:38	4.4%	10:03	98.2%	84.7%
8/06/2020	8,966	6,851	76.4%	16:14	4.5%	10:22	98.9%	78.9%
15/06/2020	9,235	7,411	80.2%	13:07	8.4%	10:47	98.4%	83.0%

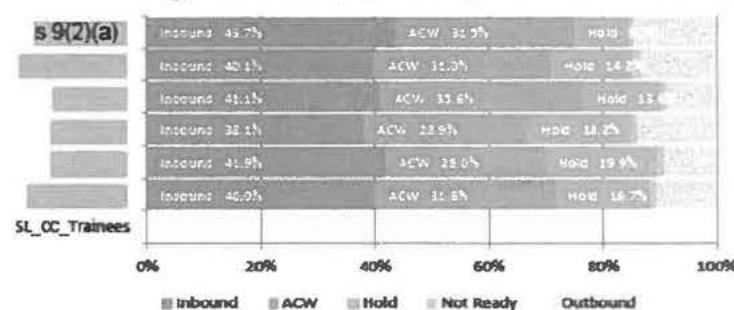
Call Volumes Compared to Last Year	Offered This Year	Offered Last Year	Variance to Last Year
11/05/2020	7,214	7,847	-8.8%
18/05/2020	7,929	7,889	0.5%
25/05/2020	8,129	7,352	9.6%
1/06/2020	7,277	6,677	8.2%
8/06/2020	8,966	8,194	8.6%
15 Jun 2020	9,235	8,606	6.8%
TOTAL	48,750	46,565	4.5%



Staff Statistics by Team

Team	CHT	Sick Leave	Compliance	Adherence
s 9(2)(a)	8:03	6.7%	78.5%	86.8%
	12:21	9.8%	83.0%	93.6%
	12:02	6.3%	79.4%	97.3%
	11:53	7.7%	84.9%	95.1%
	10:42	2.8%	82.6%	92.5%
	12:59	16.7%	89.2%	101.2%
SL_CC_Trainees	0:00	100.0%	0.0%	0.0%
TOTAL	10:47	8.4%	83.0%	93.5%

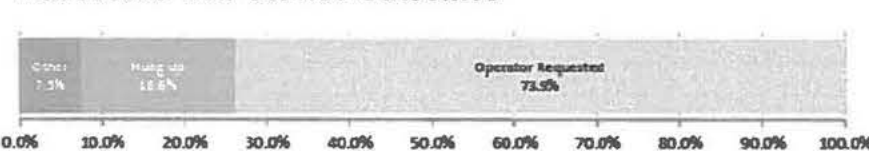
Agent States (Proportion of logged in time spent in each state)



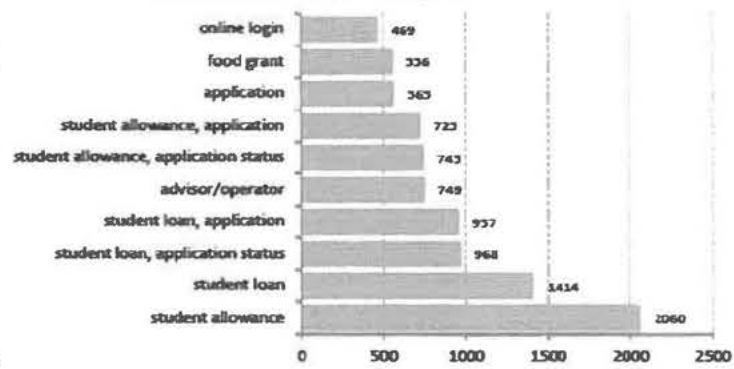
Self-Service Interactions

Service	Application Information		Payment Information	
	Entries	Success	Success	Success%
Payment Details	235	235		100.0%
Application Information	684	680		99.4%
TOTAL	919	915		99.6%

Successful Self-Service Outcomes



VET Need Data - Top 10



Notes for StudyLink Weekly Performance Report, dated 15 June 2020

Second semester peak is well underway, call volumes continue to increase as predicted.

Calls offered are 6.8% up on the same week last year, The Year Total to Date is 4.5% above last year's total to date. Additionally Calls offered is 2.9% more than the previous week.

The StudyLink Contact Centre answered 26 CIRP calls.

Average Speed Answered decreased to 13:07 last week despite another increase in CHT. Primarily due to removing WI queues from appropriately trained SLOs as call metrics dictated.

Average Call Handling Time increased to 10:47 from 10:22. 10.47 is the highest of the 6 week range.

Sick leave nearly doubled to 8.4%.

11 SLOs started JSSH training last week. This week 30 CSRs/SLOs start induction training.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT