# IMPACT ASSESSMENT AND SCORE CRITERIA

   1. **Expansion of uploadable file types and sizes**

The HESG claim site will be expanded to increase the upload size cap from 2MB per submission, to 3MB, and allow submission for PDF, PNG and BMP files - allowing 30% more submissions. The team believes this is a straightforward change.

**Cost: $250,000.00**

   2. **Direct upload from phone**

The HESG claim site will be upgraded so that photos can be uploaded directly from their phone, estimated to increase uploads by 10%. The team believes this is a straightforward change.

**Cost: $300,000.00**

   3. **OCR (optical character recognition)**

The HESG claim site will enable OCR technology, converting documents into formatted text, decreasing input time by 80% and reducing operations team involvement. The team believes this is a straightforward change.

**Cost: $600,000.00**

   4. **AI-based fraud detection**

The HESG claim site will integrate machine learning capabilities which can process data and perform fraud detection, increasing fraud detection by 30%, with 80% accuracy. The team believes an existing solution can be purchased, with a straightforward implementation.

**Cost: $600,000.00**

   5. **Virtual `chatbot` agent**

The HESG claim site will be updated with a `chatbot` agent to provide real-time, 24/7 support, estimated to decrease erroneous submissions from 12% to <5%. The team believes this will be a straightforward implementation.

**Cost: $550,000.00**

   6. **Automated real-time reimbursement tracking**

The HESG claim site will be updated to allow students to track reimbursements, queries which currently equate to 30% of emails and 40% of tickets received. The technology team believes an existing solution can be purchased, with a straightforward implementation.

**Cost: $450,000.00**

7. **Pilot scheme to offer grants to low income students**

A pilot scheme will offer lump-sum grants to low income students, rather than reimbursements for actual expenses, reducing the workload of the operations teams. The team believes this will be a straightforward change.

**Cost: $450,000.00**

8. **Allow third-party access to portal data**

The HESG claim site will allow third-party access when approved by students (e.g. accountants). The team believes this will be a difficult implementation and require significant ongoing support.

**Cost: $850,000.00**

9. **Physical points of presence at university campuses to enable quick upload/request for reimbursement**

Stations will be set up on university campuses with representatives helping students to complete their own reimbursement claims. The team believes this will be a straightforward change.

**Cost: $370,000.00**

10. **Automated analytics dashboard for performance reporting**

The HESG claim site will create an automated analytics dashboard for the back office, estimated to increase productivity by 15%. The team believes this will be a straightforward implementation.

**Cost: $650,000.00**

11. **Move reimbursement application infrastructure to cloud solution**

Student profiles will automatically be created and maintained by university enrolment records, reducing fraud and student input time. The team believes this will be a large and complex implementation, as universities may not be able to provide this information efficiently.

**Cost: $900,000.00**

12. **User profile data is created and maintained from students' university enrolment records**

Student profiles will automatically be created and maintained by university enrolment records, reducing fraud and student input time. The team believes this will be a large and complex implementation, as universities may not be able to provide this information efficiently.

**Cost: $950,000.00**

13. **Marketing campaign to spread awareness of eligibility and updated platform**

A marketing campaign will be completed running through changes in the platform, as 30% of Australians hear about Government initiatives through marketing. The team believes this is a straightforward program.

**Cost: $350,000.00**

14. **Interactive training curriculum for students**

Instructional materials be created and uploaded outlining how to use the portal, which will address 30% of emails received. The team believes this will be a straightforward change.

**Cost: $70,000.00**

15. **Enable vendors to lodge the claim for the student in real-time**

The HESG claim site will enable vendors to lodge claims for students, as 20% of reimbursements come from a single retailer. The team believes this is a complex change.

**Cost: $950,000.00**