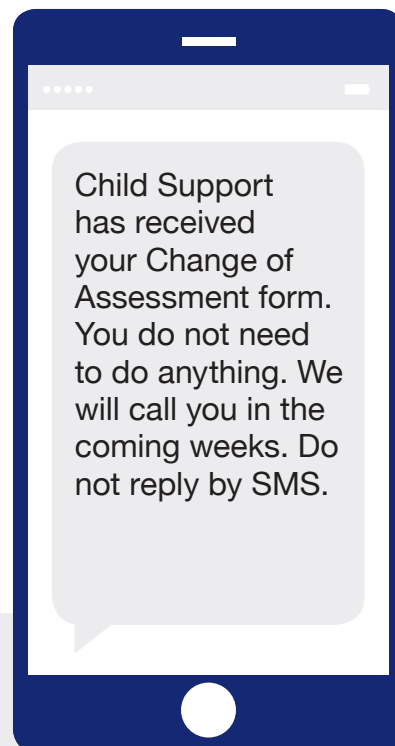




# Confirmation SMS keeps parents informed

When circumstances of a parent paying or receiving child support change, they must notify the Child Support Scheme by lodging a Change of Assessment form. Parents will often call to enquire if their form has been received.



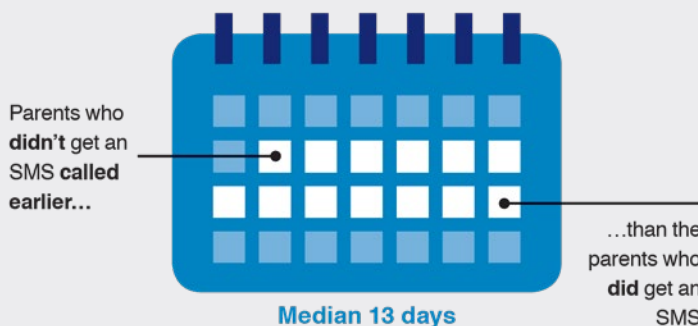
We sent a confirmation SMS to parents who submitted a Change of Assessment form.

We found that sending the message reduced the number of parents who called.

Percentage of parents who called



Based on these results, if everyone who submitted a form received a confirmation SMS, there would be about 2,100 fewer phone calls made every year.



If parents did call, they did so 13 days later.



A small change in a form submission process had a big impact. The confirmation SMS informed parents of the process and reduced the number of calls received, which could in turn reduce call waiting times for others.