



# Progress updates increase survey completion rates

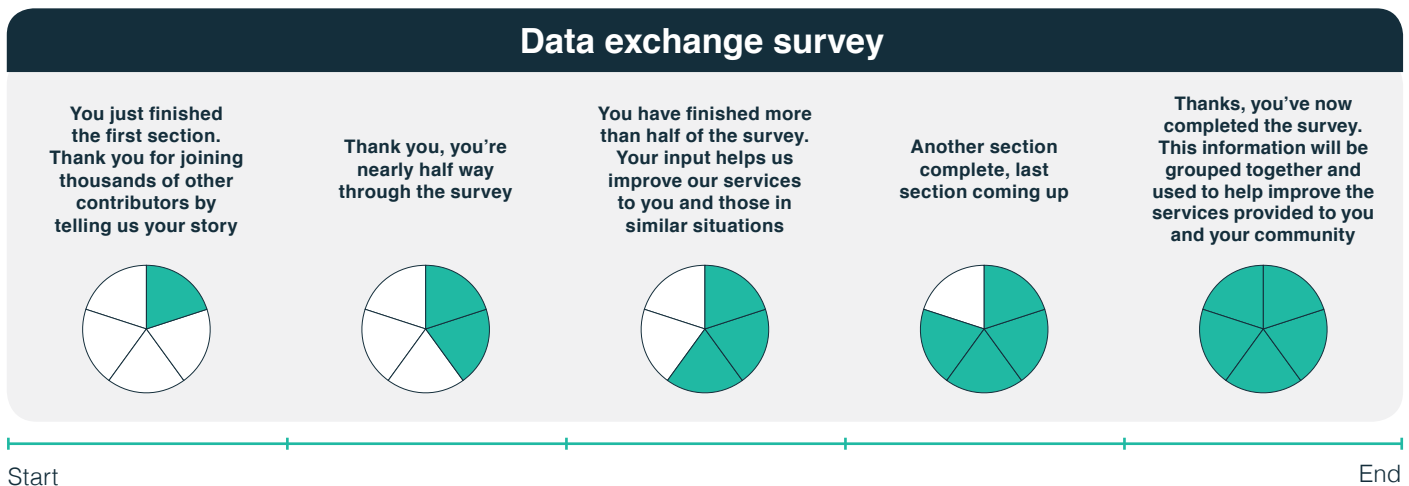
Surveys give people an opportunity to be heard and provide government with **vital information about the impact of its services.**

**Data Exchange** is a new reporting platform for capturing meaningful information about service delivery outcomes achieved by grant receiving organisations. As part of this platform, a client survey was piloted to **enable clients to self-report** on the outcomes of accessing these services.

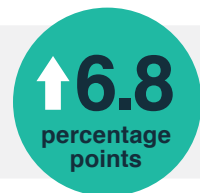
BETA partnered with the Department of Social Services to develop and test ways to encourage greater survey completion rates.



**We inserted five progress updates into the survey. These pages contained a behaviourally informed message accompanied by a graphic.**



Receiving these progress updates increased **survey completion by 6.8 percentage points**, from 84.7 per cent to 91.5 per cent.



**Including behaviourally-informed progress updates is a simple and cost effective way to increase survey completion rates.**