## Additional File 3: Flow<u>chart of follow-up process for</u> client survey participants Baseline sample Send Send Ring Send Send SMS Repeat Facebook letter to phone email x2message home Contact primary services provided at baseline (e.g. case manager) Contact friends, family or alternative services provided at baseline Request updated contact details from Centrelink, ring new phone and send letters/messages to new SMS, email and mail and repeat x2 Repeat at a Door-knock home address different time of

Lost to follow-up

1

2