

PQ 2998 (2016) Table One: The messages provided to clients and the general public, advising people of the upgrade to the client management system

Notification of go-live date: 29 February		
Date	Channel	Audience
From Tuesday 23 February until Thursday 25 March	Work and Income, MSD, StudyLink and Super Seniors website landing pages	Clients and members of the general public
From Tuesday 23 February until Thursday 25 March	MyMSD / MyAccount landing page	Clients
From Tuesday 23 February until Thursday 25 March	Digital signage at service centres	Clients
From Tuesday 23 February until Thursday 25 March	Phone messaging across all service lines	Clients
From Tuesday 23 February until Thursday 25 March	Upfront Interactive Voice Recognition messaging	Clients
On Wednesday 24 February	Email	Clients who declare wages using digital services (4,800)

Postponed implementation		
Date	Channel	Audience
From Thursday 25 February	Work and Income, MSD, StudyLink and Super Seniors website landing pages	Clients and members of the general public
From Thursday 25 February	MyMSD / MyAccount landing page	Clients
From Thursday 25 February	Digital signage at service centres	Clients
From Thursday 25 February	Phone messaging across all service lines	Clients
From Thursday 25 February	Upfront Interactive Voice Recognition messaging	Clients
25 February	Email	Clients who declare wages using digital services (4,800)