

**Mission to Europe and the United Kingdom by  
The Honourable Victor Dominello MP  
Minister for Customer Service  
16 January- 26 January 2020  
Mission Report**

**Purpose of travel**

The Minister for Customer Service completed a mission to The United Kingdom (UK), Belgium and Denmark. The purpose of the mission was to gain insight into the future of government service delivery.

Engagements were focused on opportunities to learn about the operation and delivery of government digital programs, services and systems which are regarded as global cutting edge.

Meetings held with senior government officials and industry leaders in London and Copenhagen focussed on emerging trends in government service delivery particularly in the areas of: behavioural insights, cyber security, data analytics and open data, simplification of regulation and deployment of IoT technologies.

The mission also included the international Computers, Privacy and Data Protection conference in Brussels. The focus of the conference was on data protection, privacy and artificial intelligence (AI). The Minister was invited to present at the conference and attended various seminars, talks and panel discussions.

**Benefits of travel for the State of New South Wales**

This was the first mission by the Minister for Customer Service in the newly formed ministry. The Department of Customer of Service has been tasked with making government easier through customer centric service and regulatory design.

The trip provided an invaluable opportunity to learn from leading European jurisdictions whose Governments are regarded as pioneers in various aspects of customer service design and delivery.

In addition, the mission provided an opportunity to meet with global experts on privacy, security and data protection and understand international developments in the development of frameworks to enhance the appropriate use of AI to support better decision-making. It also provided an opportunity for the Minister to promote, showcase and compare the NSW Government's digital and customer service delivery credentials.

**Key Mission Outcomes**

Insights gained from the trip will help inform the Government's approach to digital licensing, the simplification of business regulations, cyber security, adoption of AI in Government processes/decision making and the use of behavioural insights principles.

Learnings from the CPDP conference will shape the AI strategy and user guide, ensuring that we will design these around a citizen's right to privacy and how we best use privacy enhancing technologies and a strong ethics framework to enhance privacy protections.

## Official Delegation

The Hon Victor Dominello MP  
Minister for Customer Service

### *Accompanied by*

Dawn Routledge  
Executive Director  
Office of the Secretary, Department of Customer Service

Jane Standish  
Deputy Chief of Staff and Director of Policy  
Office of the Minister for Customer Service

Scheduled Meetings		
Date	Organisation	Purpose of Meeting
17/01/2020	Meeting with One London	To discuss One London's use of informatics and clinical data to drive up clinical quality of care, support professional practice and improve patient outcomes in East London.
	Meeting with Behavioural Insights Team	To learn about the latest developments in how the UK generates and applies behavioural insights to inform policy, improve public services, and deliver positive results for people and communities.
	Meeting with Digital Land Programme	To discuss how the Digital Land Policy team is making land, planning and housing data easier to find and use and to highlight the recent work of DCS, in conjunction with other Clusters on ePlanning, eConveyancing and eConstruction.
	Meeting with Centre for Data Ethics and Innovation	To discuss the ethical dimensions of AI and data-driven technology and to learn about the CDEI's extensive work on AI and policing, targeting to protect vulnerable people.
	Meeting with Chief Digital Officer for London	To learn about how London's first Chief Digital Officer is leading on London-wide digital transformation, data and smart city initiatives. In particular, to discuss how the CDO coordinates across local government to support take up of innovative, technology and data-led approaches to service delivery and public engagements.
20/01/2020	Meeting with Ministry of Justice	To discuss the Ministry of Justice's move to digital, including delivering services to a range of people from prison staff to civil servants within the department and the public.
	Meeting with High Commission of Australia, London	To discuss recent developments and experiences in the UK and NSW in the innovation and digital space, and areas of

<b>Scheduled Meetings</b>		
<b>Date</b>	<b>Organisation</b>	<b>Purpose of Meeting</b>
		potential increased cooperation between governments and agencies in both jurisdictions.
	Meeting with DIT's UK Cyber Ambassador	To learn about Dr Henry Pearson's role as UK Cyber Security Ambassador, including how he works with UK cyber businesses on major international contracts with overseas governments and central banks that are looking to bolster their cyber defences against potential cyber threats.
21/01/2020	Meeting with Danish Agency for Development and Simplification	To discuss how the agency has carried out significant work around simplifying and developing IT solutions and business processes to the Danish Tax Administration system to develop a future ready and secure digital administration.
	Meeting with Danish Design Centre	To learn about how the Danish Design Centre teaches companies how to use design to develop innovative products and services that contribute to growth and welfare.
	Meeting with Healthcare Denmark	To discuss how Healthcare Denmark is working to deliver as many services as possible through primary healthcare, health centres and less through hospitals.
	Meeting with Agency for Digitisation	To discuss the implementation of the government's digital ambitions and the use of digital welfare technology in the public sector.
	Meeting with City of Copenhagen's Centre for Digitisation and Innovation	To learn about the City of Copenhagen municipality's ambitious targets for digitization and improved efficiency. One of the tools that is being used is FrontDesk, which is similar to the self-service kiosks used by Service NSW.
	Meeting with Australian Embassy, Copenhagen	To discuss recent developments and experiences in Denmark and NSW in the innovation and digital space, and areas of potential increased cooperation between governments and agencies in both jurisdictions.
22/01/2020	Meeting with European Data Protection Supervisor	To learn about how the European Data Protection Board contributes to the consistent application of data protection rules throughout the European Union and promotes cooperation between the EU's data protection authorities.
	Meeting with Australian Embassy, Brussels	To discuss recent developments and experiences in Belgium and NSW in the innovation and digital space, and areas of

Scheduled Meetings		
Date	Organisation	Purpose of Meeting
		potential increased cooperation between governments and agencies in both jurisdictions.
	Meeting with Internet of Things Unit, European Commission	To discuss the IoT Unit's work on the policy, research, standardisation, adoption and take up of IoT and new business models stemming from the IoT, ensuring competitiveness of the European industry.
	"Responsible AI: Is There Global Convergence?" CPDP conference panel discussion-organised by BSA	The purpose of BSA's session is to discuss various approaches to AI around the world; how they relate to privacy debates; the potential consequences of divergent approaches; and whether global convergence is possible.
	Meeting with Professor Mireille Hildebrandt	To learn about Professor Hildebrandt's work on AI, including the regulation of AI, the role of AI in policy development, the implications of AI in government decision making, and AI in the consumer protection space.
23/01/2020	CPDP Conference	Attend seminars, talks and panel discussions on the topics of AI, privacy and data protection.
24/01/2020	CPDP Conference	Attend seminars, talks and panel discussions on the topics of AI, privacy and data protection.

<b>Minister</b>	Dominello
<b>Portfolio</b>	<i>Customer Service</i>
<b>Destinations(s) visited</b> a) Countries b) Cities	a) United Kingdom, Belgium and Denmark b) London, Brussels and Copenhagen
<b>Dates of travel</b> a) Departure date b) Return date	a) 16 January 2020 b) 26 January 2020
<b>Number of official travel days</b>	10
<b>Number of accompanying</b> a) Minister's staff b) Government officials	a) 1, Jane Standish, Deputy Chief of Staff and Director of Policy, Office of the Minister for Customer Service  b) 1, Dawn Routledge, Executive Director Office of the Secretary, Department of Customer Service
<b>Accompanied by spouse</b> a) in an official capacity b) in a private capacity	a) No b) No

<b>Costs</b>	
<b>Airfares</b> a) Minister and Minister's staff b) Government officials	a) \$14,036.92 b) \$7,499.06
<b>Accommodation</b> (includes any meals/incidentals charged to room) a) Minister and Minister's staff b) Government officials	a) \$6,869.01 b) \$3,503.37
<b>Official hospitality</b> a) Minister and Minister's staff b) Government officials	a) Nil b) Nil
<b>Other expenses</b>  Official gift presentation i. Minister and Minister's staff ii. Government officials  Ground Transport iii. Minister and Minister's staff iv. Government officials  Meals and Refreshments v. Minister and Minister's staff vi. Government officials  Other miscellaneous costs vii. Minister and Minister's staff viii. Government officials	i. Nil ii. Nil  iii. \$503.86 iv. \$622.96  v. \$676.96 vi. \$254.21  vii. \$1,219.15 viii. \$1,213.31
<b>TOTAL estimated travel cost</b> a) Minister and Minister's staff b) Government officials	a) \$23,305.90 b) \$13,092.91
<b>Currency conversion rate</b>	1 AUD = 0.61 EUR 1 AUD = 4.56 DKK 1 AUD = 0.51 GBP Date of conversion: 24 February 2020

This report does not include costs for data roaming, official passports, visas, vaccinations, insurance, translation or printing of business cards.