

Minister for Customer Service

For the period of 1 April 2019 to 30 June 2019

Date	Organisation/Individual ²	Purpose of Meeting
09/04/2019	Anthony Marchese	Introductory meeting
15/04/2019	Hyper Anna	To discuss data analytics/artificial intelligence initiatives
15/04/2019	Newgate Communications Pty Ltd	Introductory meeting customer service portfolio
16/04/2019	JDL Strategies	To discuss the charitable work of JDL Strategies and the Unstoppables
17/04/2019	AMP Capital	To discuss the Macquarie Ice Rink
17/04/2019	Australian Information Industry Association	Introductory meeting customer service portfolio
01/05/2019	Byron Bay Bluesfest	To discuss regulations for music festivals
01/05/2019	JWS Research Minister Harwin	Introductory meeting
09/05/2019	Domo Australia Pty Ltd	Introductory meeting customer service portfolio
13/05/2019	NSW Business Chamber	To discuss the Energy Switch initiative
13/05/2019	KB West Advisory	To discuss the status of the Its Me Digital ID project
13/05/2019	Stacks Goudkamp	To discuss CTP insurance scheme
13/05/2019	The Committee for Sydney	Introductory meeting customer service portfolio
14/05/2019	Local Government NSW	To discuss LGNSW priorities and initiatives
14/05/2019	Domo Australia Pty Ltd	To discuss customer service performance monitoring capabilities
16/05/2019	SecureBuild	To discuss home building compensation fund licensing
17/05/2019	Edwards Lifesciences	Introductory meeting customer service portfolio
20/05/2019	Portal Ideas	To discuss Spark Festival 2019
20/05/2019	AccelerateHQ	To discuss digital service delivery
20/05/2019	The Star Sydney	Introductory meeting liquor and gaming portfolio
22/05/2019	ALH Group	Introductory meeting liquor and gaming portfolio

Notes: ¹This table shows scheduled meetings (including a scheduled meeting that takes place in person, or by teleconference or telephone call) held by the Minister with external persons who seek to influence government policy or decisions. It does not include internal meetings held by Ministers with other Ministers, ministerial staff, Parliamentarians or government officials (whether from NSW, or other Australian jurisdictions, or foreign governments), or strictly personal, electorate or party political meetings. It does not include attendance at public or social functions or events. Information (such as that above) will not be disclosed about meetings where there is an overriding public interest against disclosure under the *Government Information (Public Access) Act 2009* (for example, where the information is market sensitive or commercial-in-confidence).

² This column records organisation names unless an individual attends a meeting in a personal capacity and does not represent any organisation, in which case the individual's name should be recorded. Where a third-party lobbyist is present at a scheduled meeting, this column includes the name of the third-party lobbying firm, any of their personnel present at the meeting and the name of the client on whose behalf the third-party lobbyist is lobbying.

Date	Organisation/Individual ²	Purpose of Meeting
23/05/2019	Maranguka & Just Reinvest NSW	To discuss role of Data Analytics Centre in Just Reinvest initiative
23/05/2019	Ladbrokes	To discuss online wagering regulation
23/05/2019	Domo Australia Pty Ltd	To discuss customer service performance monitoring capabilities
27/05/2019	NRMA	To discuss NRMA's priorities and initiatives
28/05/2019	McKinsey & Company	Introductory meeting customer service portfolio
04/06/2019	Qualtrics	Introductory meeting customer service portfolio
06/06/2019	Merivale Minister Ayres	Introductory meeting liquor and gaming portfolio
06/06/2019	Liverpool City Council	Introductory meeting customer service portfolio
11/06/2019	Spark Strategy	Interview on effective government reform for discussion paper
11/06/2019	ASG Group Minister Tudehope	To discuss digital and IT transformations in government and private sectors
11/06/2019	Macquarie Government	To discuss cybersecurity and policy matters
12/06/2019	Clubs NSW	To discuss clubs and gaming matters
12/06/2019	Master Builders Association, SecureBuild and Housing Industry Association	To discuss home building compensation licensing
25/06/2019	The Law Society of New South Wales	Introductory meeting with Law Society President
26/06/2019	Tabcorp Holdings Ltd	Introductory meeting liquor and gaming portfolio
26/06/2019	Giddiup - Small World Social	To discuss autonomous healthcare vehicles

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