

## Minister for Customer Service

For the period of 1 July 2019 to 30 September 2019

Date	Organisation/Individual <sup>2</sup>	Purpose of meeting
15/07/2019	ServiceNow	Introductory meeting
16/07/2019	Sympli Australia Pty Ltd	To discuss e-Conveyancing
16/07/2019	DXC Technology	Introductory meeting
16/07/2019	The Law Society of New South Wales	To discuss the digital drivers licence roll out
16/07/2019	Behavioural Insights Team David Halpern	Introductory meeting
17/07/2019	Gartner Inc.	Introductory meeting to discuss customer service portfolio
17/07/2019	University of Technology Sydney	To discuss artificial intelligence
17/07/2019	NSW Taxi Council	To discuss microeconomic reform for NSW Taxi Industry
17/07/2019	Councillor Craig Chung	To discuss the Museum of Chinese in Australia Project
18/07/2019	WithYouWithMe	Introductory meeting
19/07/2019	Diageo Australia	To discuss liquor licensing matters
19/07/2019	Taylor Street Advisory Alpha Beta	Introductory meeting
19/07/2019	Australian Information Industry Association	To discuss Customer Service portfolio priorities
22/07/2019	WithYouWithMe	To discuss cyber security initiatives
22/07/2019	The Law Society of New South Wales	To discuss Customer Service portfolio priorities
22/07/2019	Deloitte	Introductory meeting
22/07/2019	FMA Partners	To discuss procurement reform proposals
24/07/2019	Partners in Performance	Introductory meeting

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<sup>2</sup>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.

24/07/2019	Microsoft Australia	Tour of the Microsoft Technology Centre
24/07/2019	Foundation for Alcohol Research and Education	Introductory meeting
25/07/2019	Gradient Institute	Introductory meeting
25/07/2019	NEXA Group Pty Ltd	Introductory meeting
25/07/2019	University of Technology Sydney	To discuss digital service delivery
25/07/2019	Responsible Wagering Australia	To discuss implementation of National Consumer Protection Framework for online wagering
25/07/2019	The Star Entertainment Group	Tour of the Star Casino
29/07/2019	Michael McQueen	To discuss digital transformation
31/07/2019	Plaza Newsagency Leslie Williams MP	To discuss NSW Lotteries matters
1/08/2019	University of Technology Sydney The Ripper Group	To discuss artificial intelligence ethics framework
8/08/2019	Mastercard Australia Microsoft Australia Vinnies Minister Ward	To discuss initiative regarding homelessness
8/08/2019	Lady Anne Funerals Minister Hazzard	To discuss funeral industry regulation
8/08/2019	NSW Council of Social Service	To discuss the Reproductive Health Care Reform Bill 2019
12/08/2019	Portt Tide Foundation Kerry Chikarovksi, Director, Chikarovski & Associates	Introductory meeting
12/08/2019	Intermedium	To discuss NSW Government's approach to public sector digital transformation
13/08/2019	Australis Facilities Management Tony DiStefano	Introductory meeting

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13/08/2019	Public.Digital	To discuss digital transformation
14/08/2019	Stepan Kerkyasharian	To discuss community issues
15/08/2019	NSW Bar Association	To discuss personal injury insurance matters
15/08/2019	Information Integrity Solutions Pty Ltd	To discuss privacy protection
16/08/2019	Public.Digital	Digital transformation
16/08/2019	Rickard Engineering	To discuss building regulation
16/08/2019	Acuite Ltd	To discuss data and efficiencies in construction
16/08/2019	AstroLabe	e-Planning Portal
19/08/2019	Microsoft Australia Mastercard Australia KB West Advisory Minister Ward	To discuss initiative regarding homelessness
19/08/2019	Mastercard Australia	To discuss Customer Service portfolio priorities
26/08/2019	Intellify	To discuss digital transformation and customer service improvement
26/08/2019	Tourism & Transport Forum	Transport and Tourism issues
27/08/2019	Maria Sullivan	To discuss the Sudanese Australian Catholic Community
27/08/2019	Child Abuse Prevention Service Inc.	Introductory meeting
27/08/2019	Internet of Things Alliance Australia (IoTAA)	To discuss Internet of Things policy framework
27/08/2019	StrataVault	To discuss strata title and land registry policy matters
27/08/2019	AusComply	Introductory meeting
29/08/2019	Vocus Group	Introductory meeting
29/08/2019	ServiceNow	To discuss Customer Service portfolio priorities
29/08/2019	Community Data Open Gov	To discuss open data initiatives
2/09/2019	Faethm.ai	Introductory meeting

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2/09/2019	Mastercard Australia Microsoft Australia KB West Advisory	To discuss initiative regarding homelessness
3/09/2019	Australian Hotels Association NSW	President's Introductory meeting
5/09/2019	Centre for Evidence and Implementation	Introductory meeting
10/09/2019	Domo Australia Pty Ltd La Grange Communications	Interview in relation to digital leadership
10/09/2019	Community Legal Centres NSW	To discuss the Fines Amendment Bill
10/09/2019	Sympli Australia Pty Ltd Lindsay Tanner	To discuss e-Conveyancing
16/09/2019	West HQ	Introductory meeting
19/09/2019	ClubsNSW	To discuss gaming industry
25/09/2019	Owners Corporation Network of Australia Ltd	To discuss strata title and land registry policy matters
25/09/2019	Ticketek Australia	To discuss digital drivers licence rollout

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