

Minister for Customer Service

For the period of 1 October 2019 to 31 December 2019

| Date | Organisation/Individual ² | Purpose of Meeting |
|------------|--|---|
| 21/10/2019 | Live Performance Australia Australasian Performing Right Association (APRA) and Australasian Mechanical Copyright Owners Society (AMCOS) Australian Festival Association | To discuss music festivals |
| 21/10/2019 | Infor Technology One Datacom Civica | To discuss e-Planning |
| 22/10/2019 | End Street Sleeping Collaboration Minister Ward | To discuss Connections Week Initiative |
| 24/10/2019 | CyberCX | To discuss cyber security strategy |
| 28/10/2019 | Australian Hotels Association NSW ClubsNSW TabCorp | To discuss gaming policy matters |
| 29/10/2019 | Applied Business Technology | To discuss technology solutions for clubs and hotels sector |
| 29/10/2019 | Pivotal Software Australia Pty Ltd | Introductory meeting |
| 30/10/2019 | Aurecon | Introductory meeting |
| 30/10/2019 | Capgemini | To discuss e-Planning |
| 31/10/2019 | Law Council of Australia | To discuss e-Conveyancing |
| 31/10/2019 | Australian Banking Association | To discuss e-Conveyancing |

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 |
|------------|---|---|
| 04/11/2019 | Allianz Australia and New Zealand Driverless Vehicle Initiative Insurance Australia Group Insurance Council Australia QBE Insurance Group Limited Suncorp Nick Ingram Consulting | Telematics Roundtable |
| 04/11/2019 | Microsoft | Visit to the Microsoft Technology Centre |
| 05/11/2019 | Peter McCarthy Greg McCarthy | To discuss nominal insurer review development and use of technologies |
| 05/11/2019 | AssetFuture Pty Ltd | To discuss artificial intelligence |
| 08/11/2019 | Australian Institute of Conveyancers (NSW Division) Australian College of Strata Lawyers NSW Land Registry Services (LRS) Owners Corporation Network Property Owners Association of New South Wales Strata Community Australia The Law Society of New South Wales PICA Property and Financial Services | To discuss establishment of strata portal |
| 08/11/2019 | LRS | To discuss the LRS board meeting |
| 08/11/2019 | Macquarie Government Adel Alijuboury | Introductory meeting with Western Sydney University Cyber Security Scholarship winner |
| 11/11/2019 | Infor Technology One Datacom Civica | To discuss ePlanning |
| 12/11/2019 | IBM Corporation | Introductory meeting |

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 |
|------------|--|---|
| 13/11/2019 | Applied Business Technology ClubsNSW Australian Hotels Association NSW | To discuss technology solutions for clubs and hotels sector |
| 13/11/2019 | LRS | To discuss establishment of strata portal |
| 14/11/2019 | Suncorp | To discuss compulsory third party insurance |
| 18/11/2019 | VMware Inc | Introductory meeting |
| 18/11/2019 | Mastercard | To discuss the digital identity solution |
| 19/11/2019 | Unions NSW | To discuss work safety matters |
| 20/11/2019 | LRS | To discuss establishment of strata portal |
| 20/11/2019 | Sentiment Hubs Pty Ltd | Introductory meeting |
| 20/11/2019 | ClubsNSW Australian Hotels Association NSW | To discuss the Liquor Amendment (Intoxication) Bill 2019 |
| 20/11/2019 | Microsoft Premier Berejiklian | Introductory meeting |
| 21/11/2019 | SA Housing Authority Minister Ward | Adelaide Zero briefing |
| 21/11/2019 | Sporting Shooters Association of NSW | To discuss the customer service portfolio |
| 27/11/2019 | Adobe | To discuss the customer service portfolio |
| 27/11/2019 | Australian Institute of Conveyancers (NSW Division) Australian College of Strata Lawyers LRS Owners Corporation Network Property Owners Association of New South Wales Strata Community Australia The Law Society of New South Wales PICA Property and Financial Services | To discuss establishment of strata portal |
| 29/11/2019 | Alliance for Gambling Reform | Introductory meeting |
| 02/12/2019 | Lindsay Tanner | To discuss e-Conveyancing reform |
| 03/12/2019 | Accelerate HQ | Introductory meeting |

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 |
|------------|---|---|
| 03/12/2019 | Secure Parking Wilson Parking | To discuss Park'nPay |
| 04/12/2019 | Intermedium | To discuss the Government's digital projects |
| 04/12/2019 | Parking Australia | To discuss Park'nPay |
| 05/12/2019 | Australian Institute of Conveyancers (NSW Division) Australian College of Strata Lawyers LRS Owners Corporation Network Property Owners Association of New South Wales Strata Community Australia The Law Society of New South Wales PICA Property and Financial Services | To discuss establishment of strata portal |
| 05/12/2019 | Keep Sydney Open | To discuss lockout law repeal |
| 09/12/2019 | Spot Parking | Introductory meeting |
| 10/12/2019 | Australian Lawyers Alliance | To discuss the Motor Accident Injuries Act 2017 |
| 11/12/2019 | New South Wales Justice Association Incorporated | To discuss the digital driver's licence |
| 12/12/2019 | Royal Australasian College of Surgeons Police Association | To discuss lockout law repeal |
| 12/12/2019 | Amazon Web Services | Introductory meeting |
| 16/12/2019 | NSW Business Chamber | To discuss Energy Switch for Business |
| 17/12/2019 | Australian Institute of Conveyancers (NSW Division) Australian College of Strata Lawyers LRS Owners Corporation Network Property Owners Association of New South Wales Strata Community Australia The Law Society of New South Wales PICA Property and Financial Services Tenant's Union of New South Wales | To discuss establishment of strata portal |

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 |
|------------|---|---|
| | KPMG | |
| 17/12/2019 | ClubsNSW City Tattersalls Club Australian Hotels Association Merivale Laundy Hotels | To discuss liquor licensing matters |
| 17/12/2019 | UNSW Faculty of Law | To discuss AI and privacy policy matters |
| 17/12/2019 | Australia Post | To discuss the acceptance of digital driver's licence for parcel collection |
| 17/12/2019 | Secure Parking | To discuss Park'nPay |
| 17/12/2019 | Wilson Parking | To discuss Park'nPay |
| 18/12/2019 | IBM Corporation | To discuss the customer service portfolio |
| 19/12/2019 | Parking Australia | To discuss Park'nPay |

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.