

Schedule of communications	Milestone/Key changes	Customers impacted	Key messages – high level
Ongoing	NSW LRS Information Technology (IT) Updates	All NSW LRS Clients	<p>There will be rolling outages to our systems during the next financial year as we make upgrades and changes. The long timeframe is because work will be limited to weekends where possible to minimise impacts to our customers.</p> <p>No discernible changes to systems for most clients.</p> <p>Where applicable we will independently contact clients who may need to change access.</p> <p>No impacts on turnaround times for plans or dealing processes.</p>
1 June 2025	Flagging new fees from 1 July 2025	All NSW LRS Clients	Updated fees for NSW LRS products and services will commence from 1 July 2025.
1 July 2025	Fees now changed 1 July 2025	All NSW LRS Clients	Updated fees for NSW LRS products and services is now in place.
September 2025	Relaunch of NSW LRS website and Registrar General Guidelines (RGGs)	All NSW LRS Clients	Informing customers of the new website functionality and improved searchability.
October 2025	Request to complete Customer Survey	All NSW LRS Clients	Participate in NSW LRS annual customer survey
Ongoing	Operational and customer service-related initiatives	All NSW LRS Clients	Updates on any key operational and customer service-related initiatives that deliver benefits for NSW LRS customers
Ongoing	Digital Plans	All NSW LRS Clients	Digital plan project updates
Ongoing	NSW LRS Connect	All NSW LRS Clients	NSW LRS Connect releases