

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 July 2022	Fees from 1 July 2022	All NSW LRS Clients	Updated fees for NSW LRS products and services will commence from 1 July 2022.
October 2023	Customer Survey Results	All NSW LRS Clients	Overview of recent customer survey results and next steps.
Ongoing	Digital Plans	All NSW LRS Clients	Digital plan project updates
Ongoing	NSW LRS Connect	All NSW LRS Clients	NSW LRS Connect project updates