

Customer Experience Professionals

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The Customer Experience Community of Practice (CX ComPrac) brings together NSW Public Sector employees and builds customer experience capability to better serve our customers.

Joining our community

The CX ComPrac community:

- shares resources and knowledge about customer experience across agencies, with other government jurisdictions, private sector organisations and industry
- shares best-practice between agencies on successful improvements in customer experience
- builds customer experience capabilities across the sector
- shares the progress of agencies' customer experience initiatives
- facilitates a strong network of public sector customer experience practitioners
- demonstrates the relevance of customer in all activities across the sector to promote customer centricity.

Membership is open to all NSW Public Sector employees.

As a member you will have access to free events, educational materials, resources and more.

Use this form to join

[Join the CX ComPrac](#) →

Our events

The CX ComPrac holds events where guest speakers from industry and across the public sector share their experiences, learnings and results in customer experience.

Below are some of the resources shared at previous events,

Resources

[NSW Police Community Portal - Saving time for victims of crime](#)

[Online School Enrolment - Making school enrolments easier](#)

[CX Training Stocktake - A list of courses and other resources to improve cx capability](#)

[Making Business Easier - Making it easier to start and grow a small business in NSW](#)

[Opal Travel App Case Study - Customer feedback improves Opal travel app](#)

[Work Development Order Case Study - Fines relief for vulnerable people](#)

[Housing Connect Case Study - Two apps that make it easier for vulnerable customers to access social housing services](#)

[Park & Ride - Making it easier for commuters to park and ride](#)

[Measuring a Trusted Experience - Slide presentation by Service NSW for Business - 7 November 2019](#)

[Customer Journey Mapping Toolkit - Slide pack by sqr one.](#)

[NSW Design System - Slide pack by Digital.NSW - 5 September 2019](#)

[Digital Transformation: Emerging trends in CX - Slide pack by Department of Customer Service, Service NSW and NSW Police - 7 August 2019](#)

[Segmentation - Slides by The Lab Strategy and Nature - 1 November 2018](#)

[Customer Groups for Organisational Needs - Slides by Transport for NSW - 1 November 2018](#)

[Persona Creation - Slides by Service NSW - 1 November 2018](#)

Good Practice Principles and Methods - Slides by HealthShare NSW - 4 September 2018

Complaint Handling - Slides by Department of Justice - 4 July 2018

Implementing and sustaining change within customer experience - Slides by Public Service Commission and NSW Treasury

Chatbots and Artificial Intelligence - Handout by Department of Education

Citizens INSIDE Government - Slides by Office of the Customer Service Commission 16th March 2017

Conducting Customer Surveys in-house - Slides by Department of Industry 1st June 2017

Contact us

To contact us, please email cx@comprac.nsw.gov.au