

Meeting of the Minister's Independent Advisory Board

Wednesday, 18 June 2025

Members of the Independent Advisory Board (the Board) met on Wednesday, 18 June 2025 in Canberra to discuss government service priorities and to hear updates on topics brought before the Board.

Update on Agency Servicing Approaches

The Board were presented with an overview of Services Australia's (the Agency's) updated service model, which sets a target for more connected, consistent and human-centred servicing across different channels and programs. The update included detail on the Agency's plans to partner with the community sector to redesign the community engagement and servicing approach.

Members noted the importance of having different servicing approaches to ensure the needs of customers with varying preferences and circumstances are met. Members provided advice on opportunities and issues to consider when redesigning the Agency's approach to community engagement and servicing.

Updates on the Closing the Gap National Action Plan

The Agency shared the Framework for Governance of Indigenous Data, which was co-designed with the National Indigenous Coalition (NIC) and Indigenous and non-Indigenous Senior Executive from across the agency to improve accessibility, relevance, interpretability, and timeliness of government held data for Aboriginal and Torres Strait Islander peoples.

Members discussed the best practice approaches to engage with the breadth and diversity of Aboriginal and Torres Strait Islander peoples and communities. The Board reflected on how the Indigenous Data Sovereignty principles could be implemented within the bounds of legislation.

Safety by Design Review on Family and Domestic Violence

The Agency presented its Safety by Design Review on Family and Domestic Violence which was conducted in response to the broader systems abuse reform work underway across Government.

The Board considered how current service or policy settings could unintentionally create risks or harm, particularly for people experiencing family and domestic violence. Members provided suggestions on how systems could be designed to anticipate and prevent misuse.

Opportunities to Appeals – Overview of Issues and Potential Solutions

The Agency shared strategies to improve the efficiency and timeliness of formal review processes and reduce unnecessary inflow to the internal review backlog.

The Board suggested how the Agency could design, consult and test the solutions. Members emphasised the need to consider how to support vulnerable members of the community to access a formal review. Members provided advice on additional services and support that could be delivered to improve the customer experience.