



Australian Government



Services
Australia

Meeting of the Minister's Independent Advisory Board

Wednesday, 19 February 2025

Members of the enduring Independent Advisory Board (the Board) met for the inaugural meeting on Wednesday 19 February 2025 in Canberra. Members reviewed the Terms of Reference and operating model for the Board; and discussed the Minister's priorities and workplan for 2025. The Board provided advice on work underway to support legislation, policy and service alignment and Services Australia's (the Agency's) automation and artificial intelligence (AI) activities. The Board also heard and discussed updates on the Agency's verifiable credentials proofs-of-concept and the myGov app.

Minister for Government Services, Senator the Hon. Katy Gallagher, thanked Board members for their ongoing support and expressed their interest in working with the Board in 2025.

Overview of the enduring Board arrangements

Returning and new Board members familiarised themselves with their new arrangements, including roles, responsibilities, and key operational processes. Members reviewed and discussed their Terms of Reference to ensure clarity on governance structures and the new operating model.

The Board embraced the opportunity to workshop an annual workplan that embodies the key Ministerial priorities for 2025. The Board set clear milestones to ensure they aligned with strategic objectives and key deliverables for the year ahead. Emphasis was also placed on understanding their obligations, including regulatory compliance and ethical considerations, to ensure effective and responsible governance moving forward.

Legislation, Policy and Service Alignment

The Agency provided the Board with an overview of its Business Remediation Program, a centralised coordination point set up to help resolve issues needing alignment of legislation, policy and service delivery.

The Agency asked the Board for its views on any key delivery risks as priority issues are identified. Members expressed their interest in providing advice and guidance on this work program and looked forward to updates as the program matures.

Automation and Artificial Intelligence

Building on Board discussions in December 2024, the Agency briefed the Board on progress in building AI capability and encouraging innovation and service delivery excellence, while also ensuring people-centric, fair, trusted, ethical and legal outcomes. Members heard the Agency is monitoring how AI is being used around the world and shared their industry insights.

Members welcomed the Agency's engagement with industry and government experts to understand best practice approaches. The Board also encouraged the Agency to expand its engagement with other external stakeholders in 2025 to build greater capability. The Board discussed risk and assurance settings the Agency should consider when testing potential AI use cases.

Verifiable Credentials Proofs-of-Concept

The Agency showcased its findings from the Trust Exchange initiative proofs-of-concept. The Agency noted it had reported its findings, along with technical, privacy and fraud assessments, to the Department of Finance for consideration. The Department of Finance will engage an independent review panel to analyse the outcomes and will provide an independent report to the Minister for Finance for consideration in coming months.

In anticipation of the independent report, Members continued to discuss the potential of verifiable credentials and the important role of the myGov app's digital wallet in storing, showing and securely sharing information in this way.