

Meeting of the Minister's Independent Advisory Board

Wednesday, 23 July 2025

Members of the Independent Advisory Board (the Board) met on Wednesday, 23 July 2025 in Canberra to discuss opportunities to improve the delivery of government services. The Board discussed the themes below and provided advice on priorities.

Digital Services

Services Australia (the Agency) discussed work underway to use digital technologies to enhance the delivery of government services, with a focus on the use of myGov and Digital ID. Members discussed the opportunities to advance digital and technology capabilities that make it easier to deal with government and improve government operations.

Use of Technologies such as Artificial Intelligence (AI) and Automation

The Agency highlighted opportunities to modernise government service delivery using emerging technology. They discussed the strong governance frameworks in place and the commitment to engagement and transparency as these continue to develop. Members highlighted the importance of clear guardrails and noted the significant potential of automation and AI technologies to enhance service delivery and staff experience.

Joined Up Government Services

Members discussed ways to accelerate the shift to more joined up and consistent government service delivery, and the opportunities for improved customer experiences. The Board heard how the Agency is working with policy agencies to explore and drive legislative solutions. It is expected these solutions will overcome barriers that allow for better alignment across government, and improve some of the complexities in implementing change across siloed legacy systems and processes.

Service Delivery Capability and Productivity

The Agency discussed the evolution of government service delivery, including the need for continuous improvement and innovation. Members noted the importance of having a specialised and adaptive workforce to ensure increased demand for faster and more personalised services are met.

The Board highlighted the value of sustaining a capable and motivated frontline workforce and discussed some of the shifts in workforce skills and capabilities that may be required into the future.