

Meeting of the Minister's Independent Advisory Board

Wednesday, 20 August 2025

Members of the Independent Advisory Board (the Board) held a virtual meeting on Wednesday, 20 August 2025 to discuss a range of government service priorities and to hear updates on previous matters brought before the Board.

Addressing system abuse

Members were updated on Services Australia's (the Agency's) coordinated response to the Ombudsman's Weaponising Child Support report. The Board noted dedicated teams are aiming to deliver targeted operational improvements in September 2025, including enhanced staff guidance and updates to child support processes related to debt collection and income assessments.

Members also heard the Agency is working with the Department of Social Services, the Australian Taxation Office and the Office for Women to develop a Child Support Reform roadmap to guide longer-term reforms and future investment proposals.

Joined up government services

Members were provided with a progress update on the work the Agency is undertaking with policy agencies to address barriers that prevent the delivery of connected and customer-centred government services.

The Agency sought the Board's advice on the guardrails and design criteria to support connected service delivery legislative reform that will make services simpler and more seamless.

Royal Commission into Robodebt Scheme recommendations

Members received an update on the independent assurance work undertaken following the Royal Commission into the Robodebt Scheme. The Board noted the Agency is the lead Agency for 26 recommendations, including 10 that are to be implemented jointly with other departments.

Members acknowledged the Agency's commitment to embed improved processes into business-as-usual practices and the Agency's culture. The Board provided advice on considerations when communicating outcomes of the implemented recommendations.