Meeting of the Minister's Independent Advisory Board

Wednesday, 17 September 2025

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday, 17 September 2025, to discuss a range of government service priorities and to hear updates on previous matters brought before the Board.

Update on digital services proof of concepts

The Board heard from Department of Finance, the Australian Taxation Office and Services Australia (the Agency) on the progression of the digital services pilot, which focuses on the use of verifiable credentials and digital inclusion.

The Board's advice and expertise was sought on policy considerations, the user experience, and opportunities to support greater adoption of digital services.

Adoption of Artificial Intelligence

The Agency discussed its approach to exploring the adoption of artificial intelligence (AI), including the frameworks it has put in place to ensure the use of AI technologies is human-centric, safe, responsible, transparent, fair, ethical and legal.

The Board noted the controlled nature of the AI trials, and the Agency's alignment with whole-of-government frameworks including the policy for the responsible use of AI in government.

Digital services – myGov Pipeline and Reliance Framework

The Agency provided an update on the myGov Investment pipeline, discussing key initiatives focused on proactive and personalised engagement and customer experience.

The Board discussed the proposed roadmap and provided advice on the strategic risks to be considered, as well as benefits to be highlighted as part of future investment planning.

Update on agency ICT Architecture Review

The Agency provided the Board with an overview of its ICT Architecture Review.

Board members discussed the proposed roadmap and provided advice on the strategic risks to be considered and benefits to be highlighted as part of future investment planning.

Use of automated decision making in Government

The Attorney General Department provided an update on its work to develop a standard legislative framework for the use of automated decision making.