

Meeting of the Minister's Independent Advisory Board

Wednesday 15 October 2025

Members of the Independent Advisory Board (the Board) met virtually on Wednesday 15 October 2025 to discuss a range of government service priorities and to hear updates on previous matters discussed with the Board.

Delivering on the Closing the Gap National Action Plan

Members were updated on the progress of Services Australia's (the Agency's) Closing the Gap National Action Plan. The Board provided advice on aligning the action plan to Priority Reform 2 of the National Agreement (Building the community-controlled sector), including consideration of barriers and future opportunities.

The Board noted the work undertaken to date, including the co-design of key results to track progress, and current development of long-term performance measures to guide future priorities.

Remote Servicing

The Board shared observations and insights from their recent service delivery immersion visits, where they gained first-hand insights into how the Agency delivers government services in remote communities.

Community Servicing Redesign Project

The Agency provided the Board with a progress update on the Community Engagement and Servicing Redesign project. The Board noted that the project has been designed in partnership with the community sector and how it emphasises the customer and community experience.

Members provided advice on considerations when testing and scaling components of a future Community Engagement and Servicing Model.

Connected services legislation

Members shared support for legislative reforms to deliver more connected and customer-centred government services.

The Agency sought the Board's advice on customer protections, including privacy. The Board provided advice on considerations, prioritisation, and opportunities for connected service delivery legislative reform and encouraged an ambitious approach to deliver the best outcomes for customers.

Agency resourcing

The Agency provided the Board with an overview of its service delivery resourcing. The Board provided advice on opportunities and considerations to strengthen service delivery.