

## Meeting of the Minister's Independent Advisory Board

Wednesday 19 November 2025

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday 19 November 2025 to discuss a range of priorities for government services and to hear updates on previous matters brought before the Board.

### ***Board operations***

Members discussed the Board's operations for both 2025 and 2026. This included setting up a 2026 workplan and milestones to align with strategic objectives and key deliverables.

Members reaffirmed their commitment to supporting the design and delivery improvements needed to make sure government services meet the needs of all Australians.

### ***Adoption of Artificial Intelligence (AI)***

Services Australia (the Agency) discussed its ongoing commitment to improve frameworks and policies to uplift automation and AI capability and align with whole-of-government frameworks and industry best practice.

Members provided advice on the Agency's approach to developing an ethics framework for the safe and responsible use of automation and AI. They also heard about the Agency's plans to make generative AI capabilities available to staff.

### ***Addressing system abuse***

The Agency provided an update on its response to the Ombudsman's Weaponising Child Support report. The Board noted the agency's positive progress towards implementing the Ombudsman's recommendations.

Members heard about the progress on the legislative and non-legislative priority reform proposal, including the Agency's collaboration with other government agencies.

### ***Improving payment accuracy and debt management***

The Agency updated the Board on actions to improve the accuracy of customer payments. This included an overview of a service that prompts some customers to confirm or update details of their bank account balances with the Agency.

The Board provided advice on ways to improve engagement with customers in this process and discussed the potential benefits and barriers.