



Australian Government



Services
Australia

Meeting of the Minister's Independent Advisory Board

Wednesday 18 February 2026

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday, 18 February 2026 to discuss a range of government service priorities.

Adoption of artificial intelligence

Services Australia (the Agency) provided an update on the introduction of artificial intelligence (AI) tools for staff use and updated the Board on the staff consultation that is underway.

Members highlighted the importance of ensuring staff are supported with appropriate training and assistance to use AI safely and responsibly, including to ensure the use of AI incorporates First Nations perspectives.

Digital services

The Agency discussed the myGov Investment Pipeline, providing an update on key initiatives that are underway to uplift myGov and ensure it remains secure and user-friendly.

Four steps to make things right

The Agency shared the evolving work on a set of steps outlining how it should respond when things go wrong in service delivery. These steps offer guidance on the desired behaviours and actions that prioritise the customer experience, with a focus on safety, transparency and ownership.

Members noted the strong alignment of the four steps with cultural strengths-based principles, and the opportunity to intentionally embed First Nations cultural practices throughout their implementation to reinforce culturally safe and respectful outcomes.

Service delivery

The Agency provided an update on service delivery performance in Quarter 2 (2025–26).

The Agency advised members it met its timeliness target and continued to strengthen service accessibility through simplified telephony, place-in-queue options, digital support and booked appointments.