



Australian Government



Services
Australia

Meeting of the Minister's Independent Advisory Board

Wednesday 18 March 2026

Members of the Independent Advisory Board (the Board) met virtually on Wednesday 18 March 2026 to discuss a range of government service priorities.

Connected services legislation

Services Australia (the Agency) updated the Board on work underway to simplify information sharing arrangements between the Medicare, Centrelink and Child Support programs following the passage of the *Regulatory Reform Omnibus Act 2025* in November 2025.

The Board provided feedback on the Agency's proposed approach to implementing changes to help support customer outcomes and improve efficiencies.

Community Engagement and Servicing Redesign

The Agency discussed progress on its Community Servicing Model, which aims to deliver connected, place-based services to customers experiencing vulnerability, in partnership with community organisations. The Board offered its guidance on implementing a pilot in selected community locations, the development of a data tool to guide community support and resourcing and how to best evaluate the model's impact in communities.

Remote Servicing

The Agency updated the Board on the Karulbo-First Nations Co-design Program, which aims to embed cultural safety, challenge systemic bias, and equip staff to design services in genuine partnership with community.

The Agency also briefed members on the services it provides to people living in remote communities, along with strategies to attract and retain skilled staff to work and serve their community in remote locations.

The Board discussed the barriers Aboriginal and Torres Strait Islander people and those living in remote communities may face when applying for a Tax File Number. Members also explored opportunities for the Agency and the Australian Taxation Office to provide a more joined-up servicing approach to reduce the burden on customers and improve access.