



Australian Government



Services  
Australia

## Meeting of the Minister's Independent Advisory Board

Wednesday 15 April 2026

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday, 15 April 2026 to discuss a range of government service priorities.

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

Services Australia (the Agency) provided an overview of the draft Preventing Financial abuse through Child Support strategy, developed in collaboration with other government agencies. The strategy outlines how Services Australia will identify, record and respond to financial abuse through Child Support.

Members considered and discussed ongoing engagement opportunities with stakeholders and the community, including the best way to monitor progress of the reforms to address the Commonwealth Ombudsman's report on the weaponisation of Child Support.

### ***Supporting customers impacted by identity theft***

The Agency briefed the Board on its proposed new service to better support those Services Australia customers with compromised identities.

The Board considered the proposed service design, safeguards for vulnerable customers and the phased approach to commencement, and provided advice to strengthen trust, safety and transparency as the service is introduced.

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

The Agency provided an update on its proposed Getting Payments Right program, which would establish a phased, end-to-end payment assurance approach. The Agency also discussed the implementation of legislative changes to Centrelink debt waivers.

The Board noted the program would proactively engage at-risk customers and make it easier for them to receive the right payment on time. The Board also acknowledged the Agency's progress on legislative reform. Members noted these changes will improve customer outcomes and support a sustainable debt management program.

### ***Legislative compliance - supporting customers***

The Board provided advice on approaches to better support customers while the Agency remediates payments and services affected by legal compliance issues.

Members provided feedback on the Agency's current approaches and discussed the importance of transparency when communicating to those affected.