

Meeting of the Minister's Independent Advisory Board

Wednesday 17 June 2026

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday 17 June 2026 to discuss a range of government service priorities.

Customer 360 Strategy

Services Australia (the agency) updated the Board on the agency's approach to strengthen its future service delivery direction, including work to align with evolving agency and government priorities. Members applauded the work to build more connected, customer-centred services and improve coordination of service delivery across channels, and noted the agency was an exemplar in government. The Board also discussed opportunities to continue simplifying and improving services to deliver better outcomes for customers.

Supported Servicing update

The Board discussed the future Supported Services Operating Model, which aims to help customers get the right support across in-person, phone and online channels. The Board provided views on the proposed priorities, key risks, and how the agency could sequence early improvements alongside longer-term changes.

Automated decision-making legislation

The Attorney-General's automated decision-making reforms intend to provide greater transparency and awareness of when and how decisions are made by a computer. The Board provided advice on the content of the reforms, including associated risks and opportunities. The Board also provided advice on how best to improve customer understanding of how automation is used within the agency, including clearer explanations and highlighting the safeguards in place such as the right of review on decisions.

Closing the Gap National Action Plan

Members heard updates on the agency's progress in delivering the Closing the Gap National Action Plan. The Board provided advice on embedding performance measures into business processes and decision-making, and maintaining the integrity of co-design to support meaningful outcomes.