



Australian Government



Services  
Australia

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## Meeting of the Minister's Independent Advisory Board

Wednesday 20 May 2026

Members of the Independent Advisory Board (the Board) met virtually on Wednesday 20 May 2026 to discuss a range of government service priorities.

### ***Budget outcomes***

Services Australia (the Agency) updated the Board on the 2026–27 Budget outcomes which includes targeted investments in workforce, ICT and safety. Members noted their support for the Child Support Budget measures and are eager to provide their advice as these initiatives are implemented.

### ***Service delivery***

The Agency provided an update on service delivery performance in Quarter 3 (2025–26). Despite increased demand, the agency substantially achieved its timeliness target with simplified telephony, place-in-queue options, digital support and booked appointments continuing to make services more accessible for customers.

### ***Remote servicing***

The Board affirmed the importance of community-led engagement, particularly in Central Australia. Members noted the Agency's existing initiatives and discussed a range of engagement opportunities across government.

### ***Digital services***

The Agency provided the Board with an update on improvements to the Agency's digital platforms and services, including myGov account creation and recovery, and the transformation of the Child Support digital service. Members provided advice on current and future initiatives the Agency is exploring within the myGov investment pipeline.