

Meeting of the Minister's Independent Advisory Board

Wednesday 15 July 2026

Members of the Independent Advisory Board (the Board) met virtually on Wednesday 15 July 2026 to discuss a range of government service priorities.

Centrepay update

Services Australia (the Agency) updated the Board on the Centrepay reforms, including the final policy settings and progress following commencement. The update outlined the Agency's approach to strengthen customer protections and support customers and businesses through the transition. The Board noted the update and considered the agency's approach.

Medical Information Ecosystem Review

The Agency updated the Board on the Medical Information Ecosystem Review, which examines how medical information is collected, shared and used across government services. The update covered ways to reduce duplication, improve coordination and support a more connected experience for people interacting with government. The Board provided advice to help shape the next stage of the work, including how services can better meet the needs of people, staff and health professionals.

Improving payment accuracy and debt management

The Agency sought the Board's views on options to improve debt recovery outcomes, including approaches to support people to meet their debt obligations while maintaining appropriate safeguards for vulnerable customers.

The Agency also updated the Board on the maturity of the Getting Payments Right proposal. This included progress of proof of concepts that will help to identify future options to improve payment accuracy, reduce avoidable debt and support more connected customer experiences.