

Meeting of the Minister's Independent Advisory Board

Wednesday 26 August 2026

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday 26 August 2026 to discuss a range of government service priorities.

Adoption of Artificial Intelligence (AI)

Services Australia (the agency) updated the Board on its transition toward responsible enterprise-wide adoption of AI. This included the refresh of the Automation and AI Strategy and progress on the everydayAI and AI for Operational Blueprint initiatives. The Board provided advice on the strategic priorities, safeguards and organisational and workforce capabilities needed to scale automation and AI while maintaining public trust, service integrity and accountability.

Digital services update

The agency updated the Board on the draft myGov Strategy, myGov Investment Pipeline and initiatives to streamline the onboarding process for new myGov services. The Board provided feedback on myGov's strategic direction and opportunities to deliver more connected, trusted and seamless digital services across government.

Legislative compliance update

The agency provided the Board with its updated Legal Compliance and Remediation Playbook, which sets out governance arrangements to identify, escalate, remediate and close legal compliance issues. The Board discussed how the agency is embedding customer-centred remediation practices, including customer and advocate engagement, communication, transparency and support for customers experiencing vulnerability or complex circumstances. Members spoke on the opportunities to strengthen governance, assurance and feedback loops as the playbook is implemented.

Quarterly service delivery update

The agency provided an update on service delivery performance. The agency achieved its timeliness target and outlined ongoing improvements to service accessibility, including simplified telephony, place-in-queue options, digital support and booked appointments. The Board noted the seasonal pressures associated with the end of the financial year. The agency also noted additional demand pressures from potential future emergency events and support for the Australian Bureau of Statistics Census.

Child Support

The Board heard an update on the agency's approach to building and sustaining a capable Child Support workforce. Members discussed strategies to strengthen staff capability, employee experience and deliver more consistent and effective service delivery outcomes.

The Board also noted the departure of Charles McHardie, Chief Information and Digital Officer, Technology and Digital Programs, and thanked him for his contributions and wished him well in his new role as Chief Information Officer at the Reserve Bank of Australia.