Australian Government

Services Australia

Meeting of the Minister's Independent Advisory Board

Thursday 24 September 2026

Members of the Independent Advisory Board (the Board) met virtually on Thursday 24 September 2026 to discuss a range of government service priorities.

Medicare Statistics portal incident

Services Australia briefed the Board on an incident involving the public-facing Medicare Statistics portal and an OpenAI agent.

The Board acknowledged the seriousness of the incident and sought assurance that Services Australia is responding appropriately, including through the forensic investigation, cyber security uplift and the importance of mitigating risks around legacy systems. Members emphasised the importance of clear public communication, stronger safeguards for AI-related risks, and coordinated action across government to strengthen accountability, regulation and system resilience.

Using myGov to support government priorities

Services Australia (the agency) sought the Board's views on opportunities to support government priorities by reusing myGov capabilities as shared digital infrastructure. Members reinforced the Board's strong position on the role of myGov as critical digital infrastructure for government and the importance of maintaining cyber security, trust and resilience as reuse opportunities are progressed.

Members discussed how clearer policy expectations, streamlined onboarding and more proactive identification of opportunities could help deliver more connected, trusted and efficient digital services. Members also considered how reuse can reduce duplication, make better use of existing investment and support simpler customer experiences across government.

Systemic demand management

The agency updated the Board on its approach to identify and address the causes of repeat customer contacts by providing clear information and processes to help people do what they need to do the first time. The Board discussed opportunities to reduce barriers, improve joined-up services and deliver better outcomes for customers, while maintaining access to assisted support where needed.

Medicare cards

The agency updated members on the Medicare card redesign, which aims to modernise the card's appearance, reduce risks associated with ageing production technology and support more sustainable card production. The Board provided advice on opportunities to improve the customer experience, while maintaining accessible, inclusive and trusted physical and digital Medicare card options for customers and healthcare providers.

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