Australian Government

Services Australia

Meeting of the Minister's Independent Advisory Board

Wednesday 21 October 2026

Members of the Independent Advisory Board (the Board) met in Canberra on Wednesday 21 October 2026 to discuss a range of government service priorities.

Adoption of AI and Automation

Services Australia (the agency) updated the Board on the development of its Automation and AI Strategy 2027–30 and the supporting arrangements for responsible adoption. The Board discussed the opportunities and challenges of scaling automation and AI across the agency, including governance, assurance, transparency, human oversight and workforce impacts. Members provided advice to inform the Strategy's continued development and implementation.

Tell us once

The Agency updated the Board on its progress towards more 'Tell Us Once' style servicing, where customers can provide information or explain their circumstances once and receive co-ordinated support. This included progress on required legislative and regulatory reform and work to identify priority information-sharing use cases. Members provided advice on potential use cases and highlighted opportunities and considerations as the agency progresses these capabilties.

Medical Information Ecosystem Review

The Board discussed progress on the Medical Information Ecosystem Review, including opportunities to improve how medical information is collected, shared and used across government services. Members considered options to reduce administrative burden, improve information quality and reuse through enhanced digital capabilities. The Board provided advice to inform ongoing engagement with government partners on future reforms to support more connected and joined-up services.

Addressing systems abuse

The agency updated the Board on its work to strengthen protections against financial and systems abuse through Child Support. This included progress on the Commonwealth Ombudsman's recommendations, the Preventing Financial Abuse through Child Support Strategy and Action Plan, and 2026–27 Budget reforms. The Board discussed the importance of maintaining a safety-centred approach and monitoring outcomes as the reforms are implemented.

Improving payment accuracy and debt management

The Board discussed the agency's work to improve payment accuracy and reduce avoidable debt through its Getting Payments Right program of work. Members considered plans to support earlier intervention, improve payment accuracy and better align treatment options to risk levels, customer circumstances and suitable support options. The Board provided its views on opportunities to improve customer communications about Centrelink debts, the review process for non-standard debt repayment arrangements, and more tailored and customer-focused approaches.

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