



Australian Government



Services
Australia

Meeting of the Services Australia Interim Independent Advisory Board

Wednesday, 11 December 2024

Members of the Interim Independent Advisory Board (the Board) met on Wednesday, 11 December 2024. Minister for Government Services, the Hon Bill Shorten MP, thanked the Board for their ongoing advice and expertise to shape the future of government service delivery.

Options to improve customer financial capability

Services Australia briefed Board members on the key challenges faced by both customers and staff in helping people to improve their financial capability.

Services Australia supports people in need with impartial financial information, tools and services. Members provided their expert insights on understanding people's changing financial needs, how to improve staff awareness and knowledge, overcoming stigmas associated with seeking help, and measuring improvements.

Authorised representative arrangements

The Board discussed the need for developing a consistent approach across Centrelink, Medicare and Child Support for authorised representatives - where a customer nominates a person to act on their behalf. Services Australia provided an overview confirming that each program has its own processes, ICT systems, policy and dependent legislation and, as a result, people need to set up arrangements with each individual service. Members heard how Services Australia is continuing to explore options for better alignment across programs, and provided advice on priorities, best practice approach and recommendations to improve service delivery. The Board supported reform and encouraged government investment to address this systemic issue impacting more helpful and seamless services.

Improved Medicare support for children under 18

The Board heard how planned improvements to the Medicare online account will allow children aged 14 to 17 years to access their own claims history and 14-year-olds will also be able to access their personal information online.

Currently parents and legal guardians lose access to their child's Medicare information when the child turns 14. However, a child under 18 needs to use a paper form to access Medicare claims history and their personal information is only available online when they turn 15.

Preventing Gender Based Violence

Services Australia showcased its 2025 vision for supporting people experiencing vulnerable circumstances, including family and domestic violence. Co-designed with the community, the Family and Domestic Violence and Vulnerability Strategic Commitments are a significant step forward in providing comprehensive support and resources to people in need. The Board discussed the importance of the activities that will bring the commitments to life and measuring the success of these initiatives. The Board acknowledged the efforts of Services Australia in contributing to preventing Gender Based Violence through the administration of government service delivery policy.

Customer 360 Strategy and Service Model

Services Australia provided the Board with an update on the Customer 360 Strategy, with a focus on the Service Model. The Board noted Services Australia is well advanced in their thinking and provided further advice and insights to support the Agency as a connected service delivery partner.

Automation and Artificial Intelligence initiatives

The Board heard updates on Services Australia's trials of artificial intelligence, progress on strengthening automation capability and priorities for the coming year.

Digital Experience Target State

Services Australia presented members with an update on the Digital Experience Target State that sets out how it will design and deliver future digital services that meet the needs of customers and staff. This will ensure digital experiences are simple and seamless for people to access and use, while ensuring security, quality and efficiency. The Board discussed the current Secret Questions and Answers approach used and the benefits and disbenefits to cohorts including people experiencing vulnerable circumstances.

myGov enhancements

Services Australia continues to deliver improvements to myGov, with initiatives to improve security and fraud prevention for customers and deliver better messaging capability through the myGov Inbox. Members heard about improvements planned for delivery this month, including the first version of the myGov Security Dashboard and the new integrated Medicare experience for customers within the myGov mobile app.

Trust Exchange Initiative

The Board heard updates on the Trust Exchange initiative and the progress in testing the verifiable credential proofs of concept. One test includes using a verifiable credential to register as a new patient at a medical practice. More use cases are scheduled for testing this month and in January 2025. Services Australia also discussed the elements being tested, including technical feasibility, customer experience and the provider experience. The Board provided advice on potential use cases for consideration by government in 2025.

Closing the Gap

The Board heard of Services Australia's committed and actions towards, contributing to the National Agreement on Closing the Gap as the service delivery agency for Government.