



Australian Government



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## Meeting of the Minister for Government Services Independent Advisory Board

Tuesday, 18 March 2025

Members of the Independent Advisory Board (the Board) met on Tuesday, 18 March 2025 in Canberra to discuss a range of government service priorities and hear updates on previous matters. The Board was pleased to build connections with other stakeholders working towards future government service delivery improvements.

### ***Progress in implementing the Robodebt Royal Commission recommendations***

Members were given an update on Services Australia's (the Agency's) progress in implementing the government's response to the Robodebt Royal Commission. The Board noted the Agency's progress and actions taken to date, and its consultation and engagement with stakeholders. The Board noted the Agency's continued reflection on learnings and acknowledged the willingness to identify opportunities to improve.

The Agency will continue to work across government and with key stakeholders, such as peak advocacy organisations, to implement the remaining recommendations. Members were interested in future updates on the Agency's progress.

### ***Research and Design Approaches with First Nations People***

Members heard how the Agency applies human-centred design principles in its research and service design approaches with First Nations peoples. The Board noted how the Agency is using customer experience frameworks and ethical risk assessment processes to ensure that these research and design activities are valuable and achievable. The Agency noted how findings from research with First Nations peoples have shaped the design and implementation of programs, services and processes, including the delivery of bespoke service centres in remote communities.

The Agency is committed to the transformation journey required under the National Agreement on Closing the Gap. This includes the development of four strengths-based cultural principles for engaging with First Nations peoples: Listen, Share, Value and Learn.

### ***Opportunities for Legislative Reform to support more connected, customer-centred and efficient service delivery***

The Board welcomed the Department of Social Services and discussed opportunities for legislative reform to support more connected, citizen-centred and efficient service delivery. Members discussed the various reform drivers, legislative issues and potential benefits, and highlighted key barriers and considerations.

***Use of automated decision-making by government.***

The Attorney-General's Department provided members with an overview of their work to progress a legislative framework for automated decision making. Members provided their advice and considerations around how a legislative framework for automated decision making could improve government service outcomes.