



Australian Government



Services
Australia

Meeting of the Interim Services Australia Independent Advisory Board

Monday 17 and Tuesday 18 June 2024

Members of the Interim Independent Advisory Board were pleased to make connections with other stakeholders influencing the government service delivery trajectory.

Joint meeting with the Digital ID Expert Panel

On 17 June, the Board held a second joint meeting with the Digital ID Expert Panel, who provide advice to the Minister for Finance, Women and the Public Service.

Members noted there were insightful discussions at the joint meeting, including updates on Digital ID proof of concepts and progress since the Federal Budget. Members of both fora were particularly interested to hear about the work underway to help make Digital ID as inclusive as possible.

Bringing the outside in

Members also joined with Services Australia CEO, David Hazlehurst, community advocates, advisory groups, academics and policy officials on 18 June. They heard from the Minister for Government Services and the CEO on the priority work of Services Australia and how the organisation is collaborating with stakeholders in making service delivery better.

Also at the 18 June forum, members had the opportunity to workshop the initiatives Services Australia is taking forward in response to the Robodebt Royal Commission—focussing on the themes of service delivery, vulnerability, and debt policy.

Following the workshop with a broad range of expert stakeholders, the Board had a dedicated feedback session with the agency on the recommendations and responses. Members highlighted many of the initiatives move the dial on service delivery challenges where the Board have already provided early advice, including on vulnerability, trustworthiness, data sharing and customer experience.

Legislate myGov, Recommendation 3 myGov User Audit

The Board engaged on the progress of exploring legislative pathways focusing on impediments for achieving the ambition both of the myGov User Audit and broader government service delivery – making government service connected and easier for people. Emerging from the recommendations of the myGov User Audit, this work recognises people have growing expectations for the capability, speed, and quality of service delivery. To achieve this, there is a need to consider the existing legislative environment and ways to enable safe and appropriate data sharing.

In support of the findings of the discovery phase by Services Australia, the Board noted:

- The current consent model for data use by government services creates a poor user experience.
- There are essential efficiency gains for government in reforming data sharing.

myGov and digital services

Members deepened their understanding of the myGov improvements being progressed by the agency to lift the security posture of the digital channel. The Board reiterated their advice this effort remains critical in the current threat environment to protect all parties and maintain trust in the platform.

Building on the foundation of trust, the Board also heard how the agency is creating demand for the myGov app by designing innovative service offerings and working with partner agencies and jurisdictions.

The Board were energised to hear:

- Passkeys will be deployed into the myGov platform shortly to assist users protect their accounts.
- myGov is working to introduce more government issued credentials into the myGov wallet.

Completion of tenure

Finally, members reflected briefly on their contribution during the interim Board tenure and passed on their thanks to the Minister for Government Services, his advisers, and the agency for the opportunity to serve in this capacity.

Board members recommended the four-year Independent Advisory Board continue to take forward an active advisory role across all government service delivery challenges, with a particular citizen experience lens to inclusivity, connectedness, transparency, trustworthiness and safety.