



2024-25 Budget

This information is accurate as of 14 May 2024.

Services Australia – additional resources

The Government is investing \$2.8 billion into Services Australia from 2023–24 to 2027–28 to:

- increase service delivery capability
- improve safety for staff and customers
- operate and enhance myGov.

Increasing service delivery capability

Services Australia will get \$1.8 billion over 3 financial years to 2025–26 to:

- maintain a customer service workforce to deliver timely services and payments to Australians experiencing vulnerability in the midst of a cost of living crisis
- sustain emergency response capability
- support other aspects of the agency's operations.

This will improve claim processing times, which will help decrease call wait times for customers.

There will be an additional 4,030 staff in 2024–25 and 3,530 staff in 2025–26. The additional staff will better position the agency to meet government and community expectations of service delivery performance.

The additional staffing includes continuing current emergency response capability of 850 staff. This will help the agency deliver up to 1.1 million staff-assisted customer interactions for natural disasters each financial year.

Improving safety for staff and customers

The Government will invest \$314.1 million in 2024–25 and 2025–26 in improving safety for our staff and customers.

Services Australia service centres are central to delivering essential government services. Australians experiencing vulnerability are most likely to access services in person.

Services Australia has 6,207 staff working across 318 service centres. These staff rightly expect to be safe at work as they go about providing critical services to the Australian community. The right to a safe workplace also extends to co-located staff from 13 other organisations.

This measure will assist Services Australia to manage risks to the health and safety of staff and customers visiting service centres.

Services Australia will significantly improve security, as well as safety systems and practices. This will include:

- increased use of security guards
- upgraded and enhanced security features in all service centres
- enhanced service centre design

- improved technical data and capability.

Through this measure, the agency will continue to implement recommendations of the Security Risk Management Review led by Mr Graham Ashton AM APM. The review aims to curb the unacceptable incidents of violence occurring at Service Australia sites.

The government is also legislating additional penalties for addressing acts of aggression or violence towards frontline Commonwealth employees and a Commonwealth Workplace Protection Order Scheme.

Operate and enhance myGov

myGov is critical national infrastructure and is Australia's primary front door for individuals to access government services online.

Services Australia:

- delivers the myGov platform on behalf of the Australian Government
- provides services on behalf of agencies whose services are available on myGov.

This includes maintaining the platform and providing customer support.

This measure provides Services Australia with ongoing resourcing to operate and maintain myGov. Over the next 4 years, the agency will get \$140.3 million in 2024–25 and \$440 million from 2025–26 to 2027–28.

This will:

- fund the ongoing operation and maintenance of myGov to keep it available, secure and safe
- give people confidence myGov remains stable and contemporary in line with community expectations.

This includes funding for the continuation of the Independent Advisory Board through to June 2028. The board provides expert advice to the Minister for Government Services and Services Australia on people-centred government services, including improvements to myGov.

It also includes funding for a whole-of-government approach to designing and prioritising initiatives with partner agencies which extend or enhance the myGov platform through to June 2028.

In addition, Services Australia will get \$29.8 million in 2024–25 and a further \$19.4 million from 2025–26 to 2027–28 to deliver and then maintain targeted improvements to myGov.

This funding will:

- support people to better secure their myGov accounts
- strengthen myGov fraud prevention
- improve digital communications through myGov
- through enhanced staff tools, support Services Australia staff to deliver critical assistance to customers when they contact myGov.

myGov users won't need to do anything. This measure will continue to keep people safe and secure while using myGov and improve their experience in line with community expectations.

This funding is part of the government's response to the myGov User Audit.

The improving safety for staff and customers component of this measure is subject to legislation passing.

Who does this measure affect?

This measure affects all Services Australia customers, staff and myGov users.

When will this start and finish?

This measure starts on 14 May 2024 and is ongoing.