



Australian Government



Services  
Australia

# Vulnerability Strategic Commitment

February 2026



## Acknowledgement of Country and Traditional Owners

Services Australia recognises Aboriginal and Torres Strait Islander people as the first peoples of this land and their ongoing connection to the lands, seas and waterways. We pay respect to all Elders, past and present, of all Aboriginal and Torres Strait Islander Nations.

We recognise the enduring strength and resilience of the world's oldest continuous living cultures and value the rich diversity Aboriginal and Torres Strait Islander cultural heritages contribute.

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# A message from the Chief Executive Officer



At Services Australia, we touch the lives of almost every Australian. For many, our payments, services, and referrals are a lifeline when they need it most.

Our agency plays a key role in supporting people, families, and communities. We recognise the barriers customers may experience when trying to access our services and that some people will need extra support based on their unique circumstances.

Our Vulnerability Strategic Commitment affirms our resolve to remove barriers and deliver services built on openness, collaboration and integrity. We'll achieve this by listening deeply and equipping our staff with the right tools, enabling us to quickly connect customers to the payments, services and support they need.

At Services Australia, we're committed to ensuring people feel supported, safe and empowered when they interact with us. We'll also continue to equip our staff with the skills, knowledge and resources to help customers experiencing challenging and complex circumstances.

We are genuinely listening to and learning from our customers, staff, peak bodies and the community to ensure we deliver on our commitment. And we'll continue to build confidence in our stewardship of government services through our actions, as we strive every day to make a meaningful difference in the lives of our customers.

A handwritten signature in black ink, which appears to read "David Hazlehurst". The signature is written in a cursive style with a prominent initial "D" and a long horizontal stroke at the end.

**David Hazlehurst**  
Chief Executive Officer  
Services Australia

# Our role

Services Australia (the agency) touches the lives of almost every person in Australia. For many, our payments, services, and referrals are a lifeline when they need it most.

We play a key role in supporting people, families, and communities and recognise some people will need extra support based on their complex and unique circumstances.

Guided by our agency's principles, we provide services that are:

These principles continue to guide us to deliver services grounded in openness, collaboration, and integrity.



**Simple**

We help people access payments and services aligned with their needs.



**Helpful**

We identify complex and unique circumstances and efficiently connect people with the right services and support.



**Respectful**

We engage with people respectfully, acknowledging diverse lived experiences.



**Transparent**

We are open about how we provide support, ensuring people understand their options and responsibilities.

# Our commitment

Our Vulnerability Strategic Commitment (our commitment) is enduring and sets out how we'll continue supporting people experiencing complex circumstances.

We recognise the diverse needs within our community and that people from marginalised groups may face increased barriers to accessing our services.

We will operationalise our commitment through tangible, measurable actions subject to regular review.

We remain committed to delivering accessible support, when and how people need it.

We will support the community by:



Listening to people to understand their circumstances, so we can tailor our approach and connect them to the right payments, services and support.



Strengthening our child-safe standards and practices.



Ensuring our decision-making is fair and transparent.



Designing inclusive, accessible systems and processes that empower people to confidently engage with the agency.



Establishing genuine partnerships with Aboriginal and Torres Strait Islander people, peak bodies, advocates, and the broader community.



Collaborating with customers, the community and across government to co-design products and initiatives.



Safeguarding customer privacy, and that of their representatives, by providing trusted, safe, and secure services.



Being open about our data collection and use, handling data responsibly to drive continuous improvement and sharing insights with the community.



Continually investing in our workforce to build staff capability to recognise and respond to customers, with a strengths-based approach that embeds fairness and compassion.

# Our future

Our **2030 Vision** focuses on improving experiences for customers, staff, and stakeholders. We are building a coordinated, consistent approach to support, especially for people with complex circumstances.

Collaboration is key to delivering a safe, seamless, and integrated customer experience. We will transform our services to be unified and customer centred, offering tailored support across Medicare, Centrelink, Child Support, and other government services.

Our commitment is shaped by genuinely listening and learning. Its objectives are to:

- Promote a strengths-based, empowering approach that recognises the unique circumstances and strengths of customers and to actively work to address barriers to accessing support.
- Ensure people are supported, safe and empowered in their interactions with our services.
- Equip staff to identify peoples' individual circumstances and connect them with appropriate services and support.

As we monitor progress, we will incorporate feedback and insights from customers, staff, peak bodies and the community to ensure we deliver on our commitment and build confidence in our stewardship of critical government services.

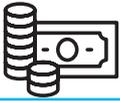
**We will review and formally report internally on our commitment on an annual basis to ensure it remains relevant to the customers and communities we serve.**

These reports will track progress and incorporate internal business area and stakeholder feedback.

# Our actions

We're taking these actions to implement our commitment and provide better support for people when they need it.

By the end of 2026, we will:



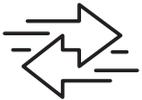
reduce the need for customers to attend a service centre each time they're eligible for immediate payments, and improve access to financial support when customers need it most.



design our products and services to meet the needs of people experiencing challenging and complex circumstances. We will do this by applying design standards focused on the customer experience.



strengthen our Child Safe policy and practices to ensure our interactions with children are safe. We will respond appropriately to child safety concerns to reduce the risk of harm to children interacting with our agency.



make it easier for customers to transfer between payments and concession cards, and reduce the number of times customers have to provide the same information when accessing our Medicare, Centrelink and Child Support services.



tailor our services to meet the needs and issues experienced by local communities, and work directly with customers in community locations to connect them quickly to agency support.



work with government and community partners to pilot the Refugee Student Settlement Pathway, allowing refugee students to migrate to Australia to take up tertiary education opportunities.



continue to improve our staff training, focusing on skills development to recognise and respond to customers experiencing challenging and complex circumstances.



actively bring outside voices into the agency via the Lived Experience Reference Group to affect meaningful change for customers across our payments and services.



trial first contact resolution processes to solve more customer issues right there and then during the first phone call, or visit.



equip our staff with resources and tools to quickly identify and prioritise customers who need our help the most. We will do this by removing barriers to accessing payments, support and services.

# Our progress

We've already completed the following changes so people have access to better support.

Improvements we've implemented so far include:



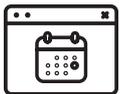
uplifted our staff vulnerability training program to strengthen their capability in servicing customers experiencing complex circumstances



expanded our Legal Advocates Channel to provide direct and timely support for vulnerable or at-risk customers



expanded the availability of video chat so that customers have better access to services regardless of their circumstances or location



uplifted the online appointment booking system so that customers can tell us ahead of time if they're bringing a support person



introduced pass keys as a sign in option for myGov, helping people keep their personal information secure



introduced Auslan On-Demand so customers who are deaf or hard of hearing have access to timely and equitable support



published Service Delivery quarterly operational performance data



launched the 'Changes at Services Australia' news subscription service, to inform external stakeholders about how our improvements and innovations are making government services simple.



