



# Budget 2026-27

This information is accurate as of 12 May 2026.

## Services Australia – additional resourcing

CATEGORY: Services Australia

### Maintaining service delivery

Services Australia will get \$1.7 billion over 2 financial years, with \$892 million in 2026-27 and \$854.4 million in 2027-28 to:

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

This measure will see the continuation of about 3,000 additional staff to maintain levels of claims processing. Retaining these staff will better position the agency to fulfil government and community expectations of service delivery performance.

The measure also continues current emergency response capability of 850 staff, which helps the agency to deliver up to 1.1 million staff-assisted customer interactions for natural disasters each financial year. This measure will also relieve financial pressures relating to operational costs.

### Effectiveness of Services Australia's service centres

The Australian Government has invested \$287 million since the 2025-26 Budget to extend and sustain safety and security measures for Services Australia staff and customers.

Services Australia service centres are central to delivering essential government services for customers who are experiencing vulnerability and need support. It's critical for the agency to sustain its uplifted security capability to manage the risk environment in service centres.

The agency has made significant improvements to the safety and security of its service centres by:

- implementing recommendations from the Security Risk Management Review led by Graham Ashton AM APM
- supplementing the agency's service centre transformation program.

Through this measure, the agency will continue to implement and sustain the review's recommendations, which aim to curb unacceptable aggression occurring at Services Australia sites.

This measure will strengthen the integrated physical, technological and operational safety and security features in service centres. It will extend property upgrades to more service centres creating safer environments for staff, and an improved experience for customers, particularly those who require additional support.

Services Australia has about 6,200 staff working across 318 service centres, with more than 10 million customer visits to these centres each year. It's a key government priority that agency staff and customers feel safe and are protected from aggression, violence and abuse.

This measure will assist Services Australia to prevent risks to the health and safety of staff and customers visiting service centres and will include:

- enhanced service centre design
- increased security guard utilisation
- improved security capability
- technology enhancements
- uplifted staff capability
- legal measures.

## Making more services available in myGov for Australians

Services Australia will get \$24.8 million through to 2026-27, as published in the 2025-26 Portfolio Additional Estimates Statements (PAES), to:

- develop the capability for whole-of-government myGov notifications that enable partner agencies to send push notifications directly to users
- streamline myGov onboarding to make it easier for government agencies to add services to myGov
- enhance the myGov account creation and recovery process.

Investment in myGov delivers on the government's commitment to modernise service delivery for Australians. The expansion of myGov notifications will provide customers with a safe and trusted alternative to get important and proactive messages from government agencies they interact with.

A streamlined myGov onboarding platform will allow more government agencies to add services to myGov, giving Australians access to a broader range of government services all in the one place.

Improving the myGov account creation and recovery process will strengthen account security and enable users to regain access to their accounts more quickly and securely.

## Other components

This measure also delivers on the:

- *Services Australia Cyber Security Uplift* program
- *Services Australia long-term ICT Architecture Strategy*, published in the 2025-26 PAES.

This measure includes adjustments to the Services Australia budget. This relates to savings from re-prioritisation of funding from the 2023-24 MYEFO measure *Income Management and Enhanced Income Management – transition arrangements*.

This measure builds on the 2024-25 Budget measure *Services Australia – additional resources*.

This measure is led by Services Australia.

This measure isn't subject to legislation passing.

## Who this measure affects

This affects all Services Australia customers and staff.

## When this starts and finishes

This measure started on 5 February 2026 and ends on 30 June 2028.