

KANTAR PUBLIC

Customer Satisfaction Survey 2022

Research Report

Independent Parliamentary Expenses Authority
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1 Context



Contextual influences

There were four contextual influences which significantly impacted the survey results this year.

Change of Government

The change of Government following the 2022 election occurred in the months leading up to this survey. This was the first change of Government since IPEA commenced operations and began conducting annual satisfaction surveys.

The change of Government led to a significant turnover in IPEA's client base and therefore a much larger variation in knowledge of IPEA functions and services than would have been the case in previous survey periods.

Less experienced respondents

A high proportion of respondents were in their first two years of employment, with many having been in their current role for less than three months due to the change of Government.

This proportion was significantly higher in 2022 compared to the previous year. These respondents had less experience with IPEA's services and functions.

Launch of PEMS* by the Department of Finance

PEMS was released by the Department of Finance on 1 July 2022, resulting in significant changes to the way respondents lodged claims.

This was the first-time that parliamentarians and their staff used an online system for claiming and reviewing travel.

The launch of PEMS has changed IPEA's operational environment and has had a significant impact on respondents' experiences, as evidenced in feedback throughout this report.

IPEA reporting ceased, functionality delayed

From 1 July 2022 all monthly and quarterly expenditure reporting by IPEA ceased with the release of PEMS by the Department of Finance.

The functionality required for IPEA to produce expenditure reports was delayed and not released when the system launched. Expenditure reporting is expected for release in the second half of 2023 at the earliest.

This places limitations on comparing 'satisfaction with reports' with previous years' results.

A tall, modern tower with a rectangular cross-section is illuminated from within, casting a warm glow. It features a series of vertical slats on its upper section. In the foreground, a bridge with a series of lights along its edge is visible. In the background, a dark hill is topped with a small, brightly lit structure. The sky is dark with some clouds.

2

Background and Methodology

Photo by [Daniel Morton](#) on [Unsplash](#)

Background and Objectives

Following the Prime Minister's announcement of changes to Parliamentarians' work expenses on 13 January 2017, the Independent Parliamentary Expenses Authority (IPEA) was established as an independent statutory authority. As outlined in its first Corporate Plan, IPEA's core objective is to advise, audit and report on parliamentarians' work expenses in a professional and independent manner, providing clear advice to parliamentarians and their staff, and providing clear oversight of expenses and allowances provided through auditing and reporting functions. Ultimately, the role of IPEA is to enable parliamentarians and their staff to undertake their work effectively, whilst ensuring tax-payer money is spent efficiently, effectively and ethically.

The 2022-2023 Portfolio Budget Statements outline clear performance criteria for IPEA. In order to ensure that these targets are met, and that parliamentarians and their staff's expectations and needs are being met, IPEA has conducted an annual survey since 2018 to evaluate satisfaction with the services they are providing, how they are being received, and what, if any, areas of service provision should be a focus for improvement.

IPEA re-commissioned Kantar Public to conduct the 2022 client satisfaction survey to provide a robust measure of overall satisfaction with the information and services provided by IPEA to parliamentarians and their staff, and to track progress against previous years' results.

More specifically the objectives of the 2022 survey were to:

- Understand the ease of accessing IPEA and identify the level of satisfaction with advice received.
- Establish how effective IPEA is perceived to be in administering and processing travel expenses, allowances and related expenses.
- Determine the effectiveness of communication and information channels used.
- Evaluate the level of satisfaction with IPEA processes, reports and administrative services.
- Seek opinions on service delivery, performance, customer service and relationship management.
- Identify and prioritise service improvement opportunities.
- Highlight potential service issues to develop and implement appropriate response actions.
- Compare levels of satisfaction year on year and evaluate if satisfaction concerns identified in previous years have been addressed.

This research also included a series of qualitative interviews with Parliamentarians and staff to further explore experiences and perceptions of IPEA. The following report outlines the findings from this research in response to the above objectives.

Quantitative methodology and notes for interpretation



Quantitative methodology

- A 10 minute online survey was sent via email to all Parliamentarians and Parliamentary staff. The survey was mobile friendly to facilitate response rate.
- The 2022 questionnaire replicated the 2021, 2020, 2019 and 2018 questionnaires to allow comparability year on year.
- The number of completed surveys and fieldwork dates were as follows:

	2022	2021	2020	2019	2018
Total	132	98	97	115	269
– Senator	4	2	4	3	6
– Member of HR	1	4	6	2	14
– Personal Staff	43	21	26	37	79
– Electorate Staff	84	71	61	73	170
Fieldwork dates	8 Nov – 12 Dec	30 Aug – 6 Oct	4 Aug – 28 Aug	21 Oct– 6 Nov	13 Jun – 6 Jul



Notes for interpretation

- The sample for each question shown in the base description at the bottom of the page represents the number of respondents who answered that specific question. To ensure the maximum sample for each question, respondents did not have to fully complete the survey for their response to be included. Due to attrition through the survey, the base size is lower for questions that were asked at the end of the survey than those at the beginning.
- Base sizes may also change based on whether or not they are filtered to ask only specific respondents who gave certain responses to previous questions.
- Verbatim, included in italics throughout this report, show the exact language used by respondents to survey questions. Hard brackets [] denote where adjustments have been added to verbatim for grammatical continuity and context.
- Verbatim should be interpreted as perceptions only, and may not accurately describe service divisions and responsibilities attributable to IPEA. Verbatim may illustrate some confusion regarding the correct agency responsible for various service aspects: these should be interpreted as opportunities for IPEA to focus further education and awareness-building efforts. Footnotes are included on pages where these instances occur.
- **Please note that individual % scores may not add to 100% due to rounding.**

Qualitative methodology and notes for interpretation



Qualitative methodology

- To supplement the online survey findings a series of 20 qualitative interviews were conducted. Participants were sourced through the online survey.
- Interviews were approximately 30 minutes and provided the opportunity to explore in greater detail participants experiences, expectations and perceptions of IPEA.
- The number of completed interviews and fieldwork dates were as follows:

	2022	2021	2020
Total	20	20	20
– Electorate staff	9	9	2
– Personal staff	9	6	14
– Senators	1	2	0
– Advisors	1	3	4
Fieldwork dates	30 Jan 2023 - 20 Feb 2023	20 Oct – 5 Nov	31 Aug – 18 Sept



Notes for interpretation

- This report includes summary findings across the qualitative stage of the research:
 - Qualitative research is conducted for depth rather than breadth and, as such, should be considered thematically and cannot be considered to be representative of all views of the target audience.
 - For qualitative research, we include verbatim quotes to reflect findings where relevant. Verbatim from qualitative interviews, included throughout this report in italics, show the exact language used by respondents to survey questions. Hard brackets [] denote where adjustments have been added to verbatim for grammatical continuity and context.
 - Qualitative verbatim is subject to the same disclaimer described for quantitative verbatim (see previous page): verbatim reflect perceptions held, and may not accurately describe services and responsibilities attributable to IPEA.
- Where qualitative insights are included, the icon below has been included in the top right of the slide to identify this:



3

Overall Satisfaction

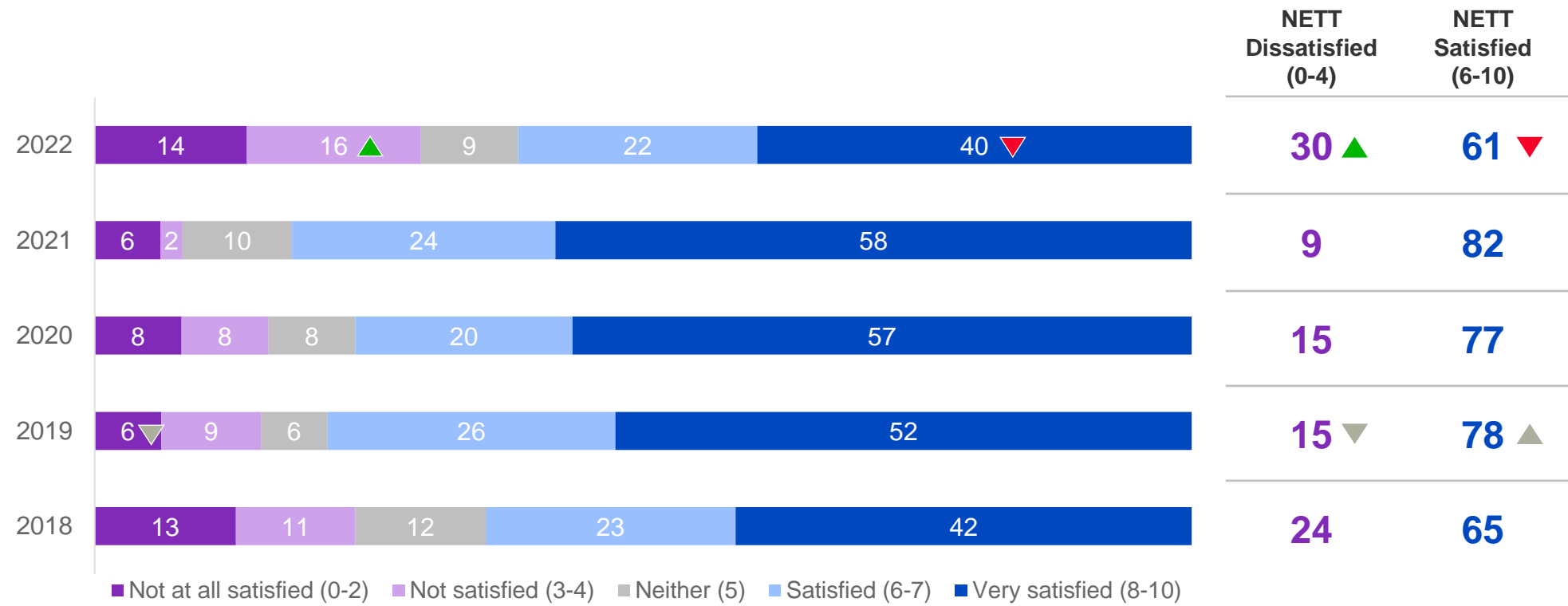


Photo by [Michael](#) on [Unsplash](#)

Overall satisfaction with IPEA

In 2022, just under two in three respondents (61%) were satisfied with IPEA. When compared to 2021, overall satisfaction with IPEA has significantly decreased (61% compared with 82%) and dissatisfaction has significantly increased (30% from 9% in 2021).

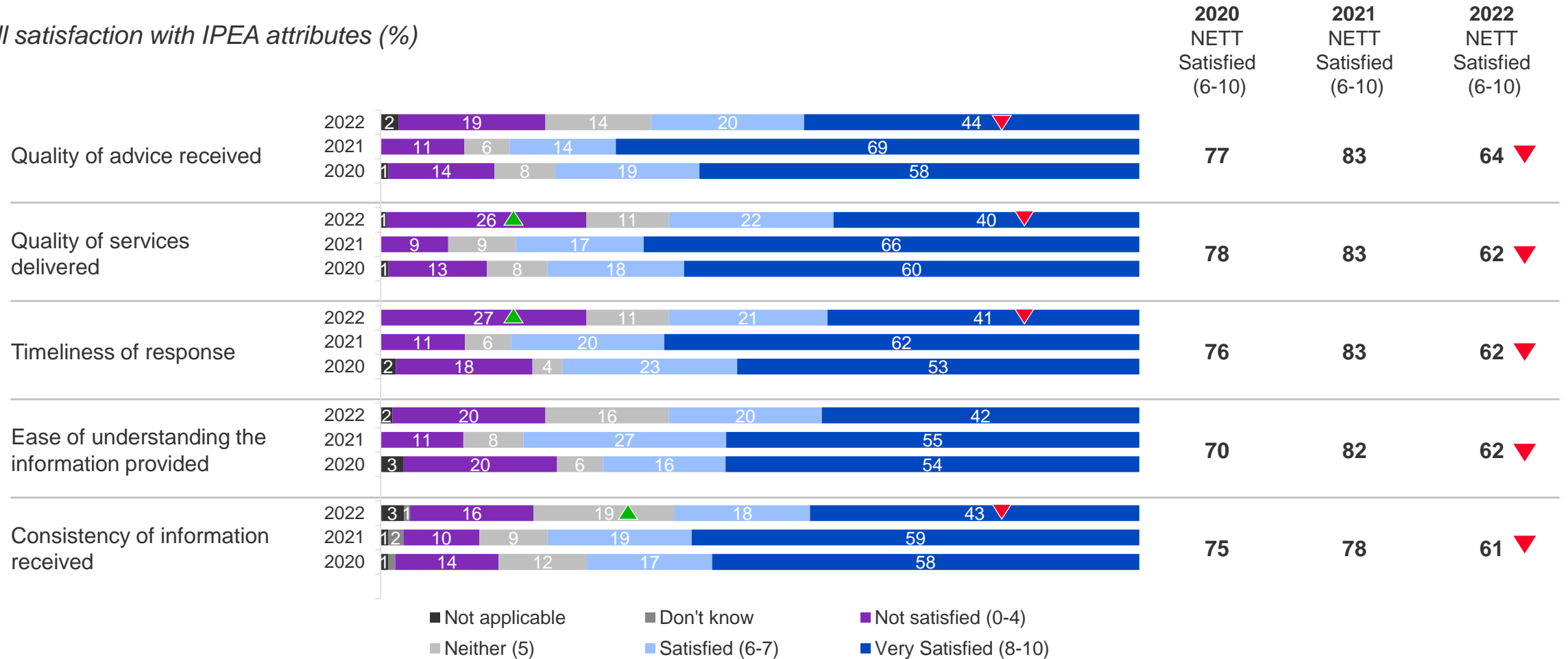
Overall satisfaction with IPEA (%)



Satisfaction with specific aspects of the IPEA experience

While two in three respondents were satisfied with specific aspects of IPEA's service, performance across each of these aspects all declined significantly this year. There were significant increases in those who were dissatisfied with around one in four respondents significantly dissatisfied with the quality of services delivered (26%) and timeliness of responses (27%).

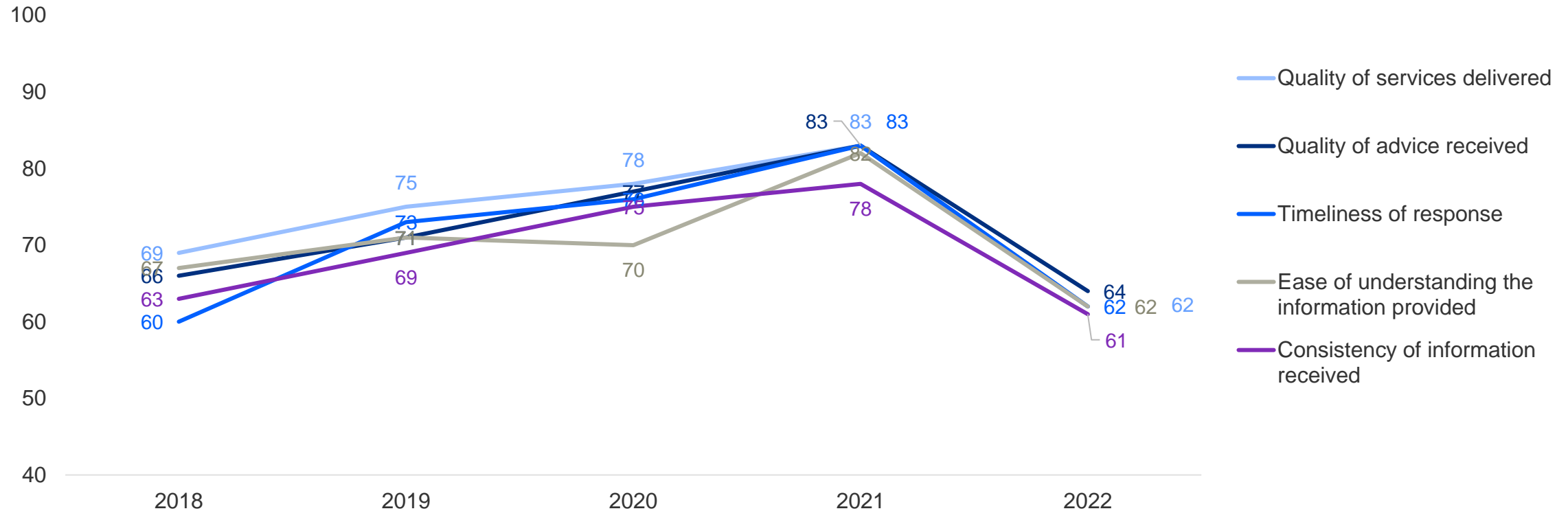
Overall satisfaction with IPEA attributes (%)



Satisfaction with specific aspects of the IPEA experience

In previous years, satisfaction with these experience attributes has generally seen positive gradual growth year on year, however, in 2022 there was a significant decline across all experience attributes with the levels of satisfaction recorded this year similar to 2018.

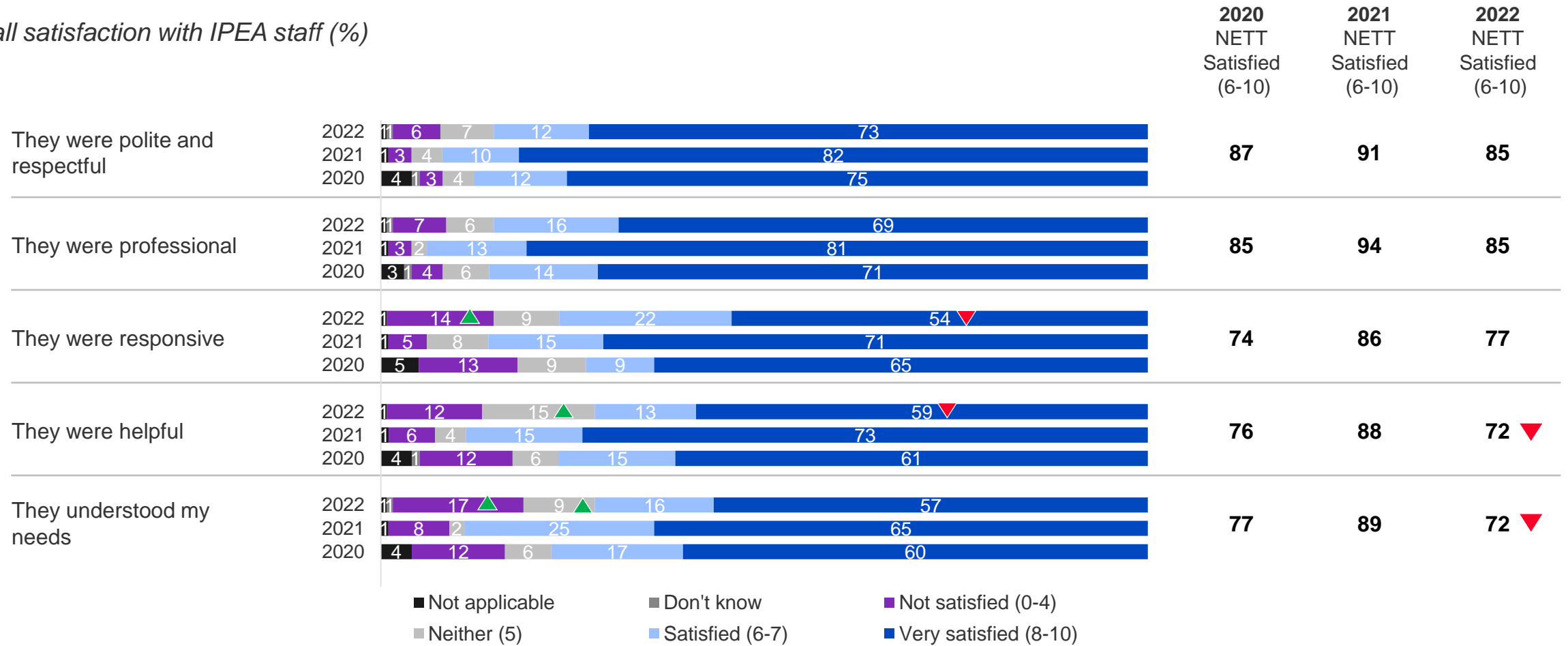
Satisfaction with specific aspects of experience – trended



Satisfaction with experience of IPEA staff

IPEA staff were once again perceived to be polite, respectful and professional by over four in five respondents, however these positive perceptions have slightly declined since 2021. There was also a directional decline in respondents who felt staff were responsive (77%), and significant declines in the proportion who felt staff were helpful (72%) and understood their needs (72%).

Overall satisfaction with IPEA staff (%)



Reasons for satisfaction with IPEA (verbatim)

Those satisfied with IPEA expressed appreciation for IPEA staff who were thought to be helpful and provide good advice. However satisfied customers also raised pain-points to do with timeliness of responses and claims processing, as well as problems with PEMS.

61%

are satisfied with
IPEA in 2022

Reasons for satisfaction with IPEA

*"All travel related queries and claims have been **processed or addressed very timely** - but the current travel allowance is no longer enough to survive a week in Canberra."*

*"**Reliable quality information and advice** - the only frustration is that the helpline isn't open until COB AWST."*

*"**Helpful staff**, always available to assist with my travel claims issues that are normally PEMS related. **Good follow ups to emails** and meetings provided where needed for clarification."*

*"IPEA always provide a **comprehensive answer** to any questions I have emailed about, whether...claims can be made for travel etc. However, the **turn around time can sometimes be a little frustrating**..."*

*"Staff are **knowledgeable and helpful**. They are always able to answer questions and I am always able to **trust the information** provided. (My only concern is the new PEMS reporting which I think is outside IPEA staff control)."*

*"The **staff are very helpful**, [I] had just got used to PEMS and it got switched over to big PEMS. I preferred the old reporting system - to be honest it was how I consistently tracked expenses and now I am running behind without my MMRs to consult even with submitting claims."*

*"On the whole, **dealing with IPEA is very good**, but the PEMS system is a huge problem. It is too difficult to use, and there is always a problem with the travel claim unless it is very basic. As it is so **time consuming**, it is easier to go back to using paper forms. I would like to use PEMS but my time is valuable, and I am **tired of wasting it on PEMS**."*

*"**Good to have advice**; however phone call wait time can be [an] extended wait. **Long delays** with staff receiving travel reimbursement."*

*"IPEA is generally very **helpful** via help desk or website, however **time frames in responding/payments have been longer** than usual in recent months."*

*"Email queries could be answered quicker, or at least come back to us and advise matter is complicated and they are working on it, staff are quite **good to speak with on the phone**."*

Reasons for dissatisfaction with IPEA (verbatim)

Reasons for dissatisfaction with IPEA included references to PEMS not being user friendly, the time taken to process claims, confusing processes, and contradictory advice. Respondents also articulated negative implications on their ability to function effectively in their professional roles.

Reasons for dissatisfaction with IPEA

30%

are dissatisfied
with IPEA in
2022

"I find [PEMS] to be **clunky and inefficient**. It is also a **terrible way to manage budgets effectively**. We are continually having to contact IPEA because things have been incorrectly put against our Office budget or Electorate Support Budget. **An online system should make life easier not more onerous**"

"Because I flew one day before my start day at the direction of my Minister and it **took two months to get reimbursed** for my flights and my TA still hasn't been paid in full 3 months later. They just keep saying their systems* can't do it yet, I'm pretty sure they're now **in breach of the Fair Work Act and the EA** at this point."

"Website* is **complicated and impractical**; the approval process means I have to pay large sums upfront and wait for **long periods of time** to be remunerated. **This is stressful and impacts my quality of life and mental health**. It is also **time consuming and takes away from my ability to [complete] the key components of my job.**"

"**Timeliness** of the process. Systems* where **claims take months to resolve**; online system's **overly complex** and IT issues. Also inability to claim whilst mid-travel when on long term assignment. Travel Allowance **not at all reasonable nor relevant** to the locations that staff are forced to stay. **Regional staff also experience discrimination** regarding the use of hire cars as limited regular passenger transport services are available and [it is] unreasonable to take personal vehicles for extended periods."

"The travel claims process is **clunky and slow**. **Claims aren't processed quickly enough** and in some circumstances I have been **charged multiple times incorrectly**. Having to engage IPEA as regularly as my staff have to [and] follow up on claims and incorrect travel charges **takes away from our daily office business**. It's just not helpful."

"Clunky and unaccountable bureaucracy with **zero interest in customer service or making the lives of staff and members easier.**"

"The [PEMS] forms to fill in for travel expense [are] **counter intuitive and painful**. **Not sure it could be made any more complicated if someone actually tried to.**"

4

Service Area Satisfaction

4.1

Service Area: Satisfaction with advice about travel

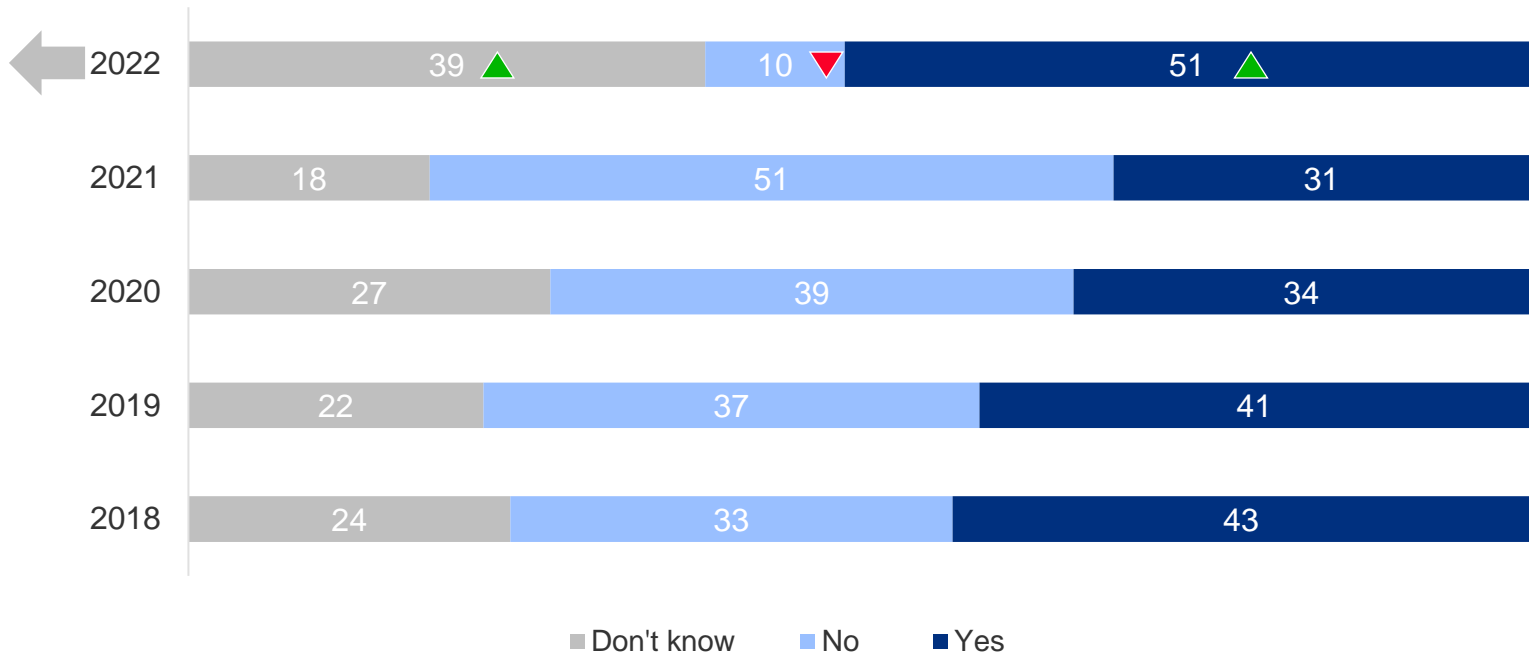
Contact in relation to Parliamentary Business Resources Framework

Around one in two respondents (51%) contacted IPEA in relation to the Parliamentary Business Resources (PBR) framework in 2022, a significant increase on the proportion who did this in 2021 (31%). There was also a significant increase in the proportion who were unsure if they had contacted IPEA about the PBR framework, with this increase primarily driven by respondents who had interacted with IPEA for less than 12 months.

Contacted IPEA in relation to Parliamentary Business Resources framework (%)

39% 'don't know' (2022) by extent of interactions with IPEA:

<12 months	44%
>12 months	33%

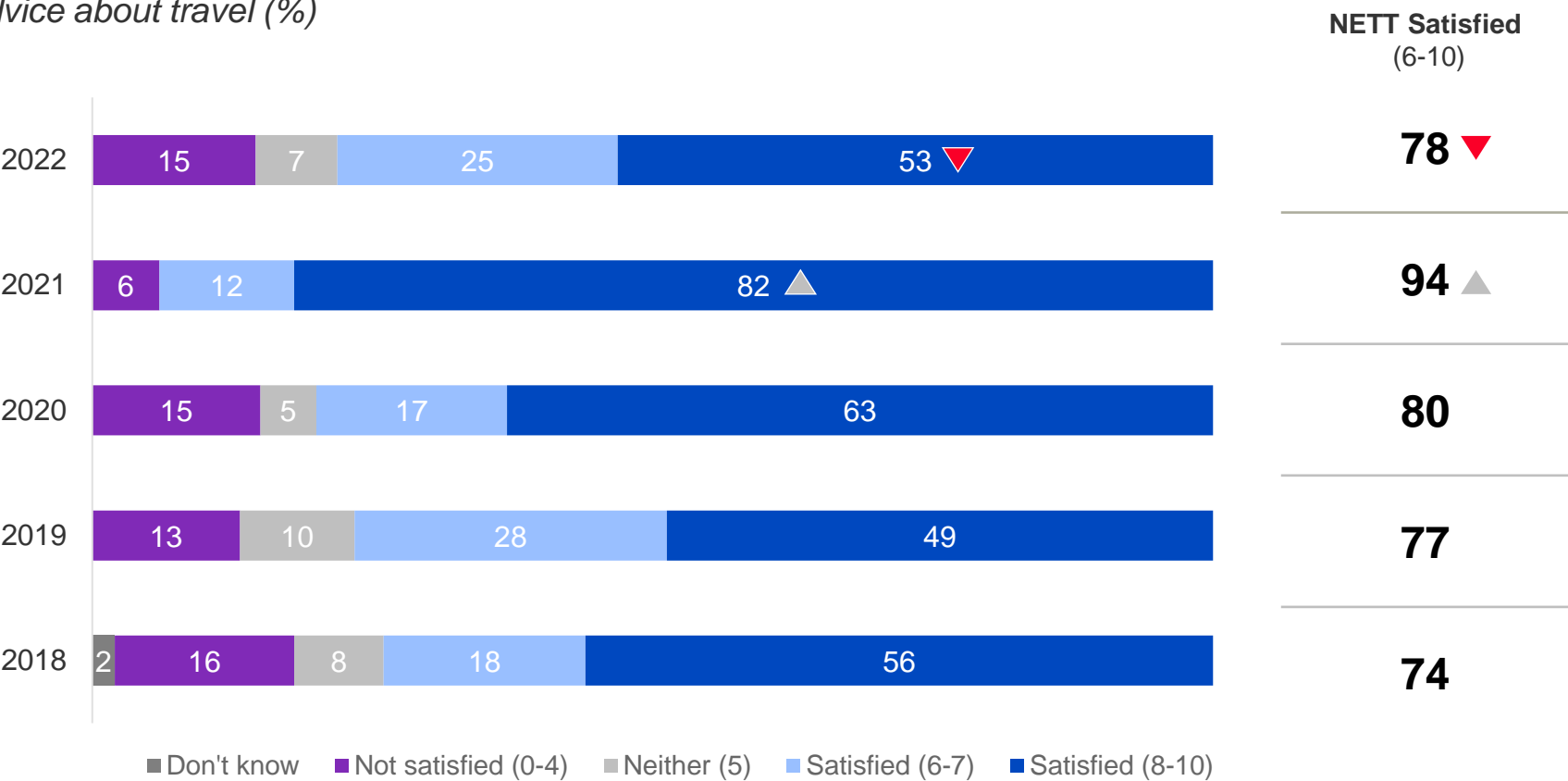


Source: D1. You mentioned you have contacted IPEA in relation to Advice about travel expenses. Was this advice in relation to the Parliamentary Business Resources framework? | Previously C1 in 2018; B5. How long have you currently been interacting or otherwise involved with IPEA for? Base: Respondents who have dealt with advice about travel expenses 2018 n=153; 2019 n=68; 2020 n=59; 2021 n=65, 2022 n=96, 2022 (<12 months interaction with IPEA n=48; >12 months interaction with IPEA n=48).

Satisfaction with advice about travel

Over three in four respondents (78%) were satisfied with advice about travel in 2022. When compared to 2021, satisfaction with advice about travel has significantly declined (78% compared with 94%), driven by a significant decrease in highly satisfied customers (53% compared with 82%).

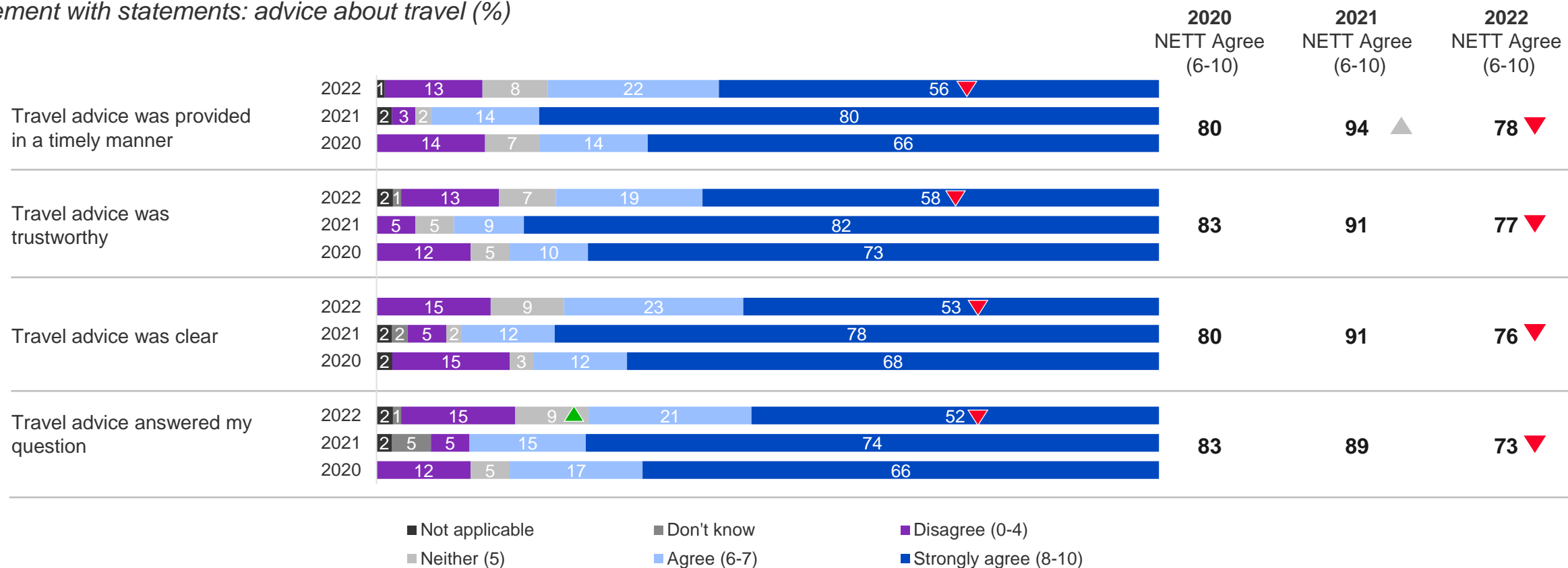
Satisfaction with advice about travel (%)



Satisfaction with specific aspects of travel advice

While approximately three in four respondents had positive perceptions of each of the specific aspects of travel advice, positive perceptions across each of these aspects have declined significantly in 2022. This was primarily driven by significant decreases in the proportion of respondents who held strong levels of agreement (i.e. provided a score of 8-10 out of 10).

Agreement with statements: advice about travel (%)



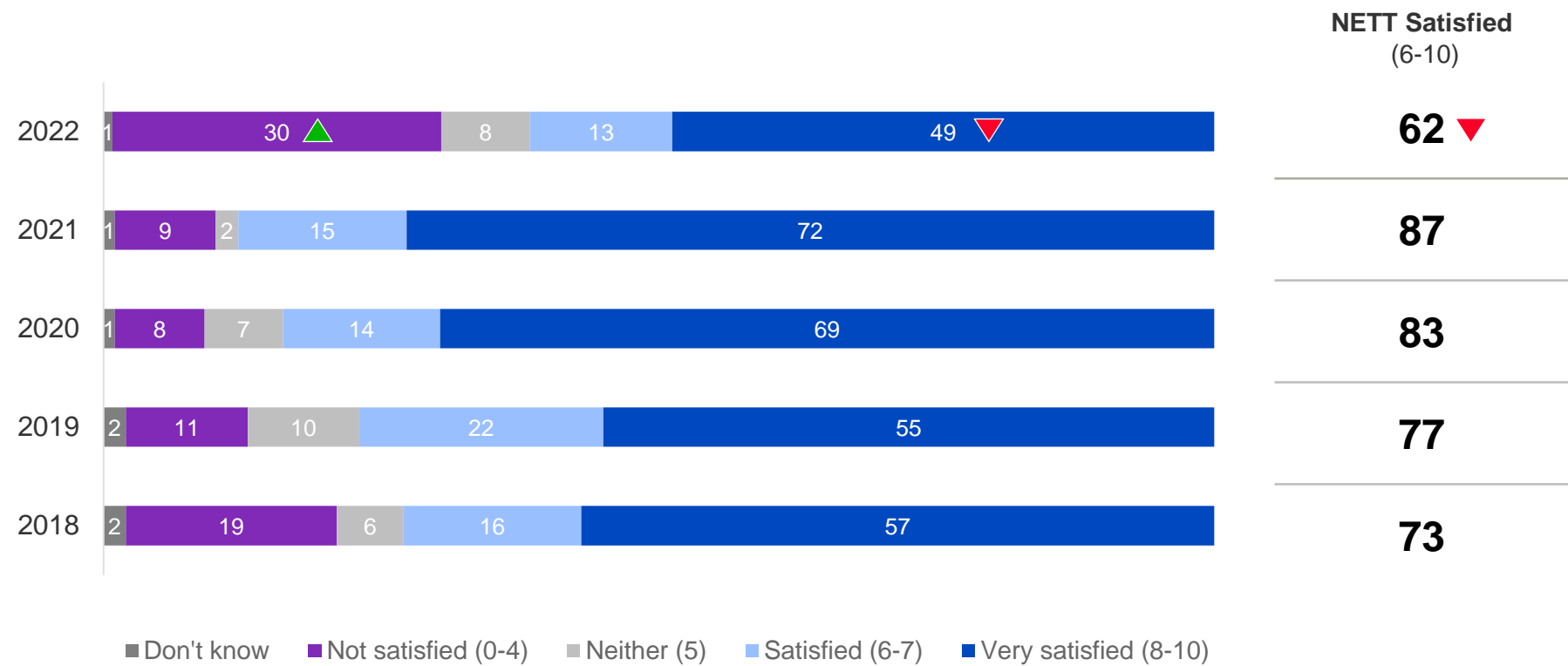
4.2

Service Area: Satisfaction with travel claims

Satisfaction with travel claims

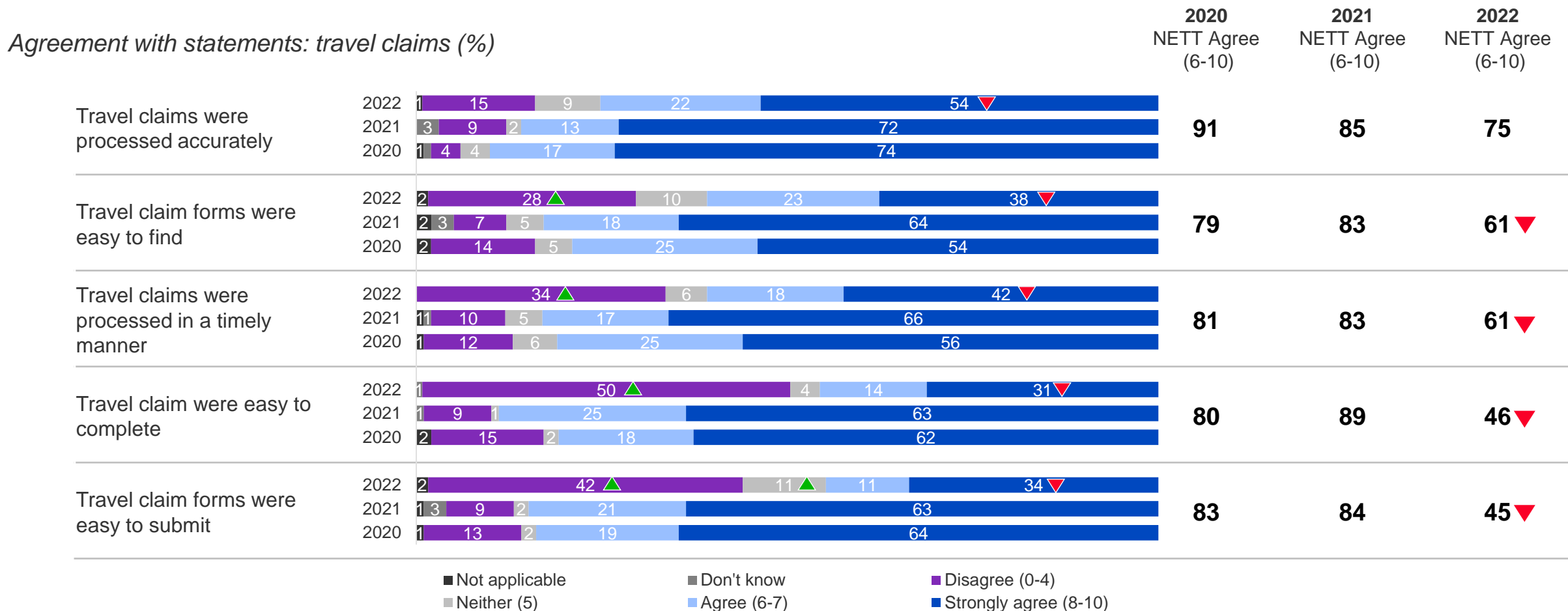
Around two in three respondents (62%) were satisfied with travel claims this year. Satisfaction with travel claims declined significantly this year (62% from 87% in 2021). This was driven by a significant decrease in the proportion of highly satisfied respondents (49%) and a significant increase in the proportion of dissatisfied respondents (30%).

Satisfaction with travel claims (%)



Satisfaction with specific aspects of travel claims

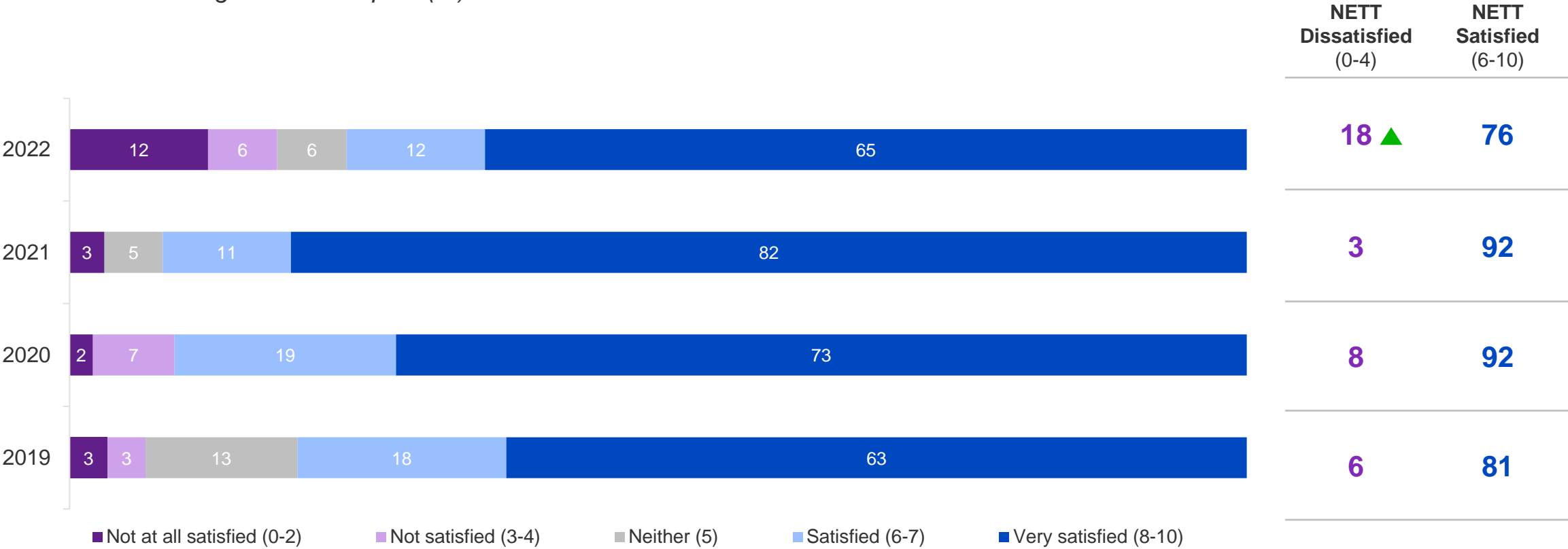
While there was a directional decline in travel claims being processed accurately, there were significant decreases in performance related to the ease of finding forms, ease of completion, ease of submission and timely processing. The greatest declines in performance were related to ease of completion and ease of submission where less than one in two respondents provided a positive score. For the first time both aspects have a significantly higher proportion of respondents with negative views – suggesting this needs to be a focus for improvement.



Satisfaction with submitting travel claims – Email or post

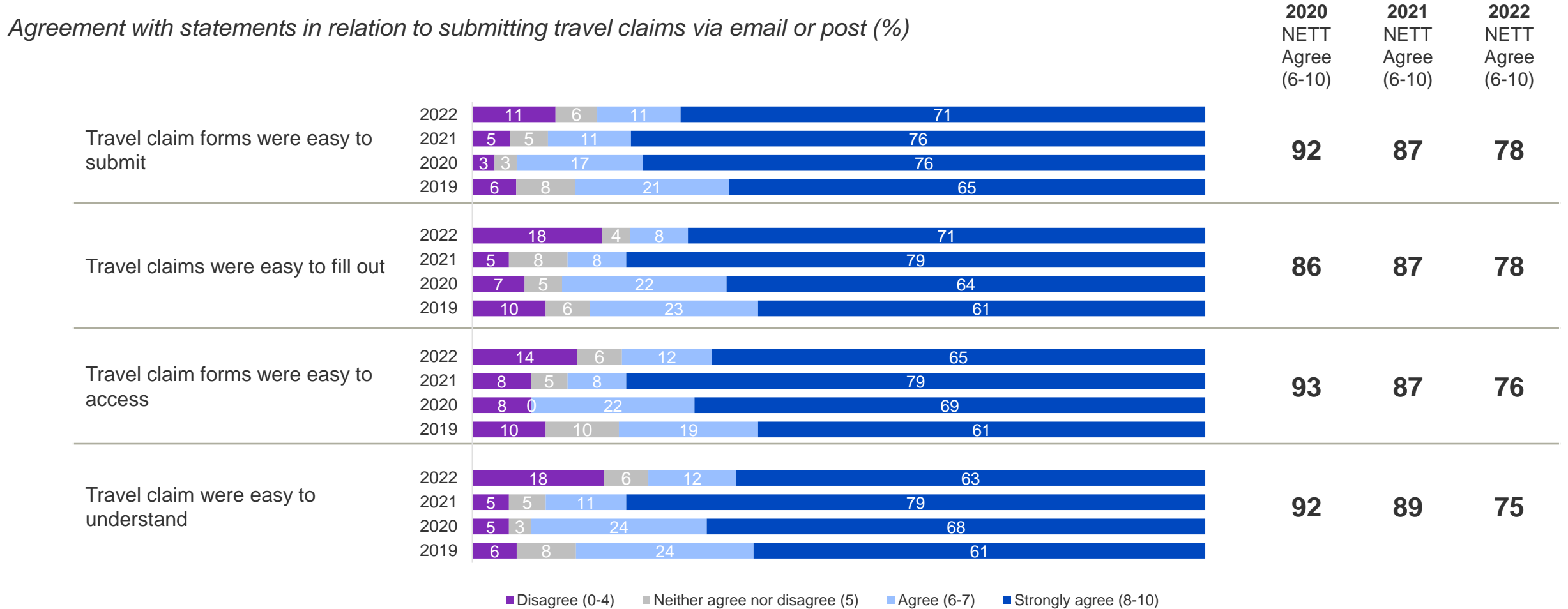
Over three in four respondents (76%) were satisfied with submitting claims via email or post. Satisfaction has however directionally declined since 2021 (76% compared with 92%), largely driven by a significant increase in dissatisfaction (18% compared with 3% in 2021).

Satisfaction submitting via email or post (%)



Methods of submitting travel claims – Email or post

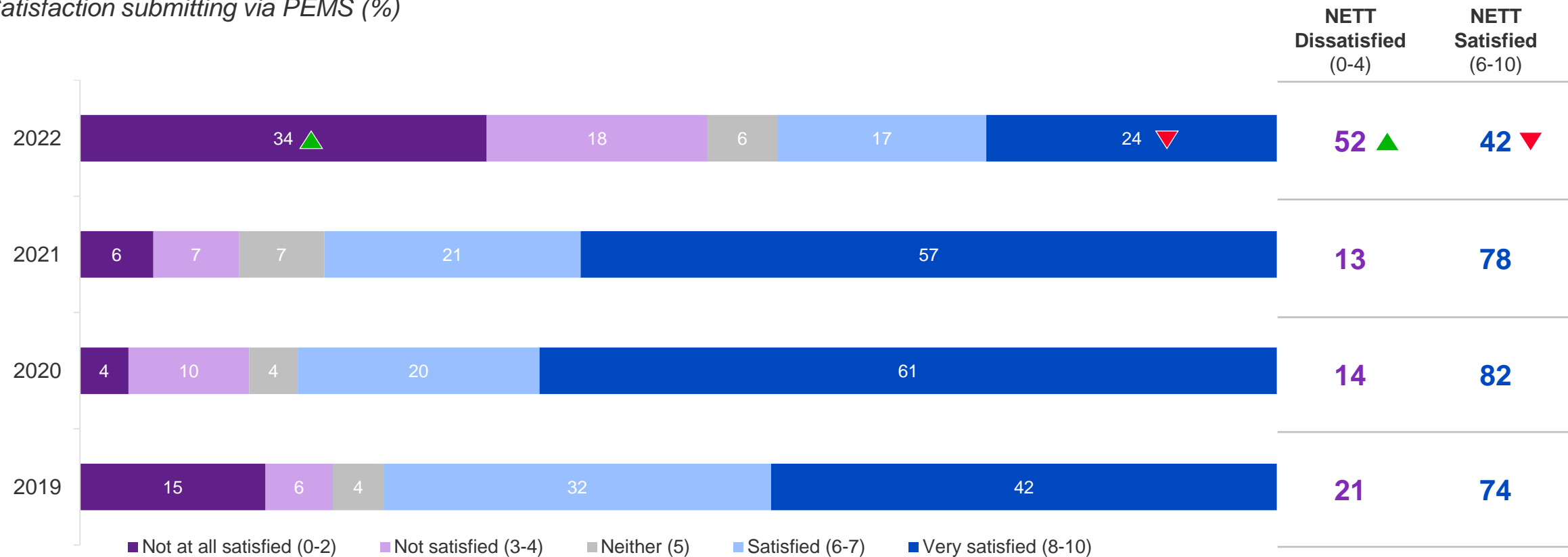
Over three in four respondents were also satisfied with the specific aspects of submitting claims via email or post. Consistent with overall satisfaction for this submission method, there has also been directional declines in satisfaction with each service aspect since 2022.



Satisfaction with submitting travel claims – PEMS

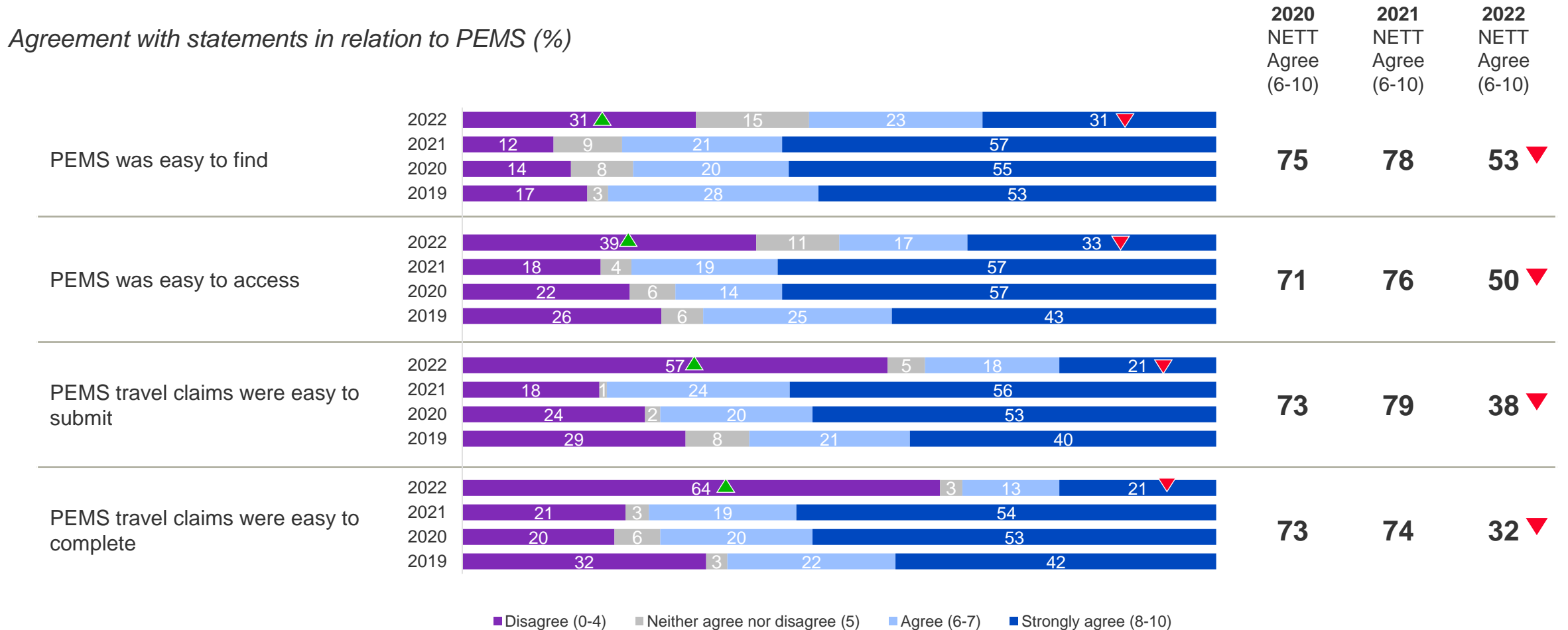
In 2022, around two in four respondents (42%) were satisfied with submitting travel claims via PEMS, and just over half were dissatisfied (52%). These are both significant differences when compared to the 2021 results, where around three in four respondents (78%) were satisfied and only 15% were dissatisfied – suggesting this needs to be a focus for improvement moving forward.

Satisfaction submitting via PEMS (%)



Methods of submitting travel claims – PEMS

In line with the overall satisfaction score for submitting travel claims via PEMS, satisfaction across all aspects of the PEMS experience also declined significantly in 2022. The largest significant declines were related to the ease of completion and ease of submission, with more than half of all respondents dissatisfied with these aspects (64% and 57% respectively) in 2022.



4.3

Service Area: Satisfaction with reports

Note to reader:

From 1 July 2022 all monthly and quarterly expenditure reporting by IPEA ceased with the release of PEMS by the Department of Finance.

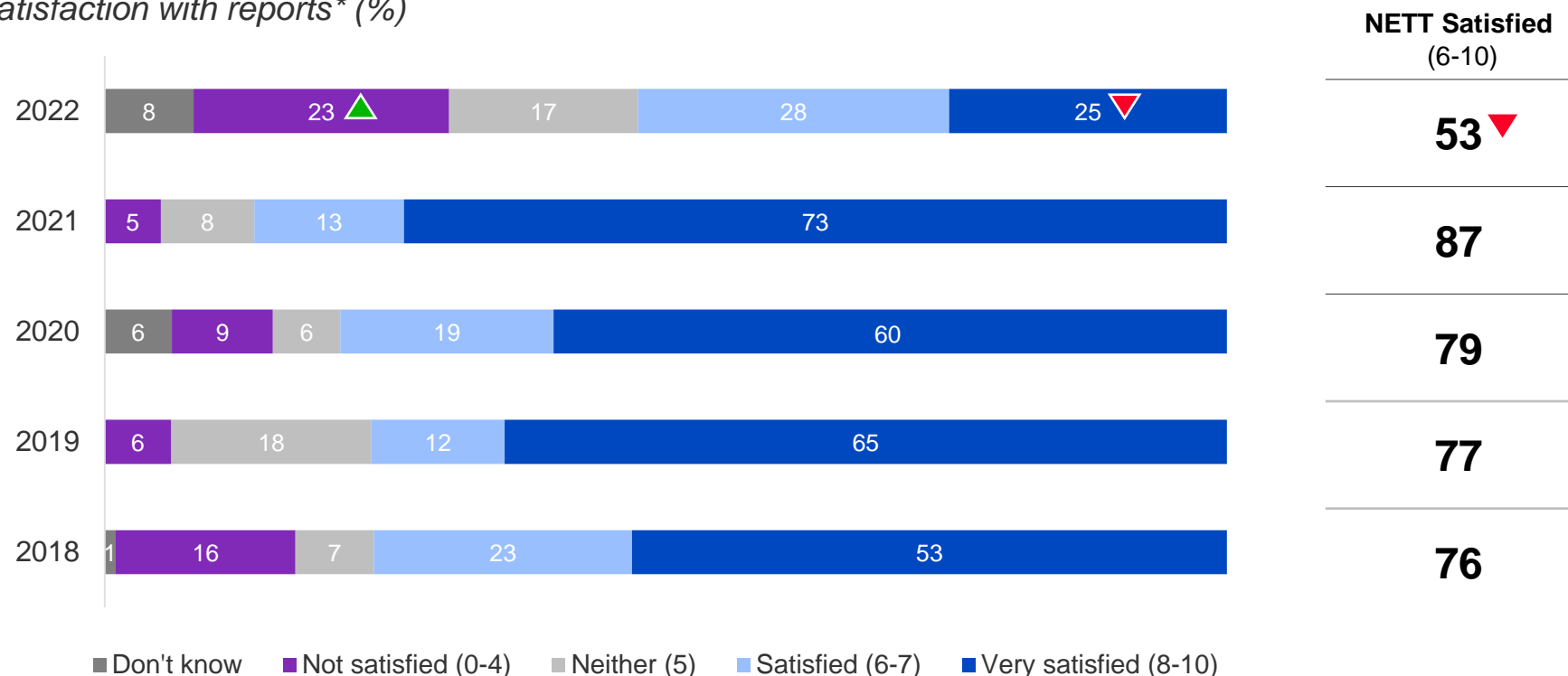
The functionality required for IPEA to produce expenditure reports was delayed and not released when the system launched. Expenditure reporting is expected for release in the second half of 2023 at the earliest.

This places limitations on comparing 'satisfaction with reports' with previous years' results.

Satisfaction with reports

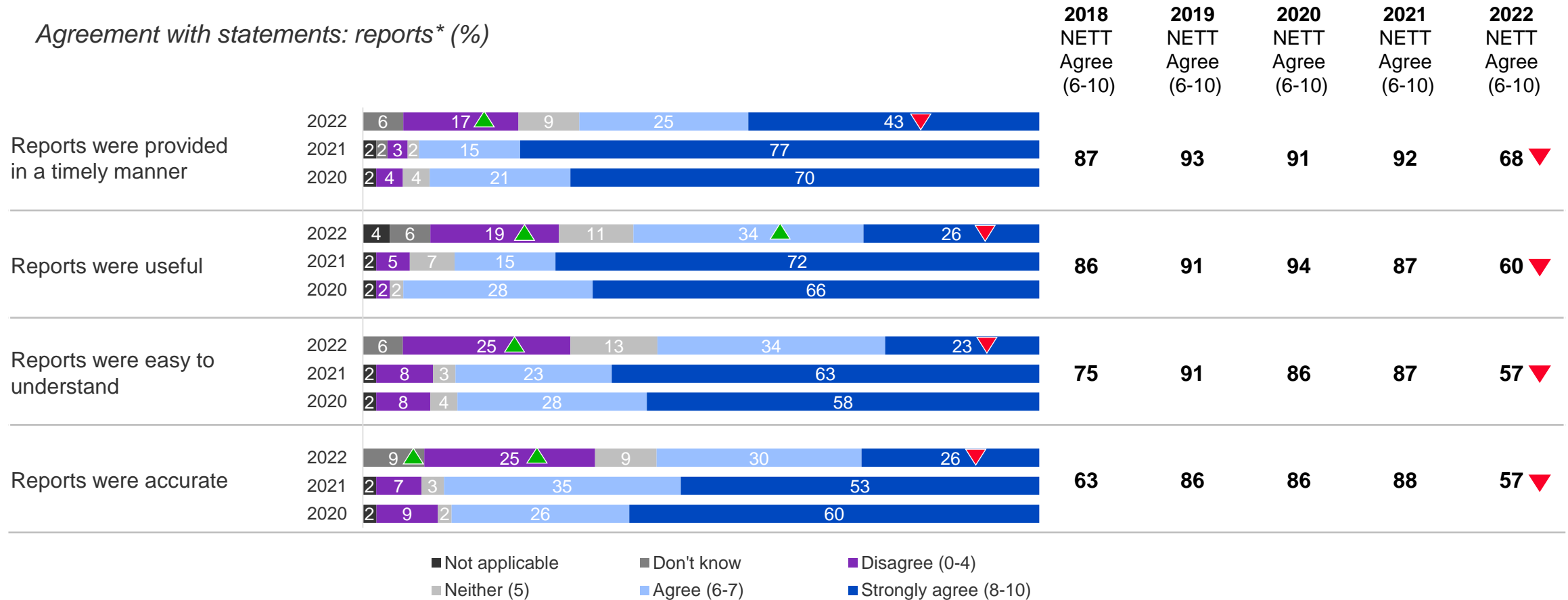
Just over half of all respondents (53%) were satisfied with the reports provided by IPEA in 2022. However, satisfaction has significantly declined when compared to 2021 (87%). This has been primarily driven by a significant decrease in the proportion who were very satisfied (25% compared with 73% in 2021) and a significant increase in the proportion who were dissatisfied (23% compared with 5% in 2021).

Satisfaction with reports* (%)



Satisfaction with specific aspects of reports

Around three in five respondents were satisfied with each of the specific aspects of reporting. However, when compared to previous years there were significant declines in performance and the lowest levels of satisfaction recorded. This was largely driven by significant decreases in the proportion of respondents who had high satisfaction (i.e. a score of 8, 9 or 10 out of 10) and significant increases in the proportion who were dissatisfied.



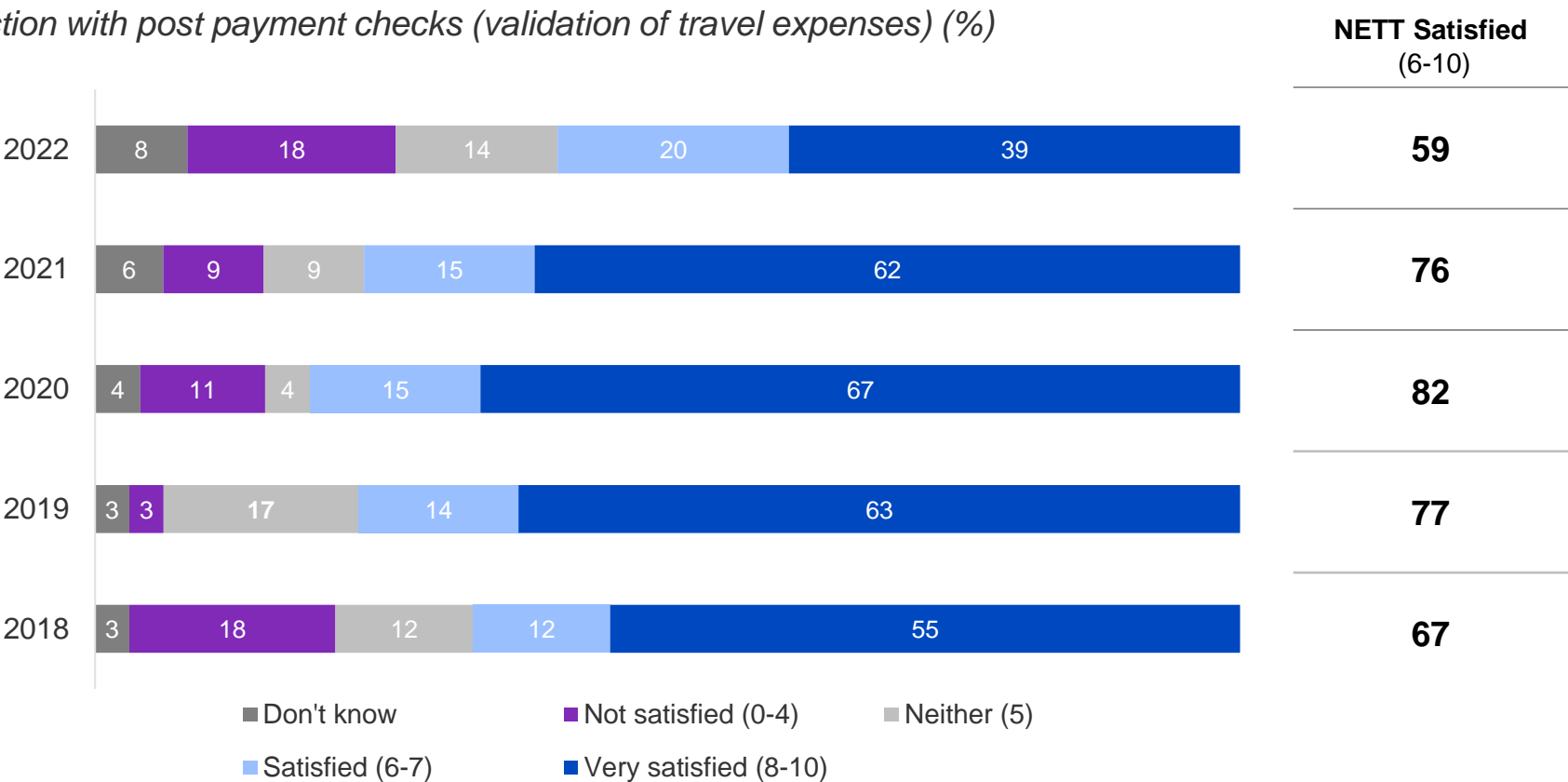
4.4

Service Area: Post payment checks

Satisfaction with post payment checks (validation of travel expenses)

Satisfaction with post payment checks continued to directionally decline in 2022, with over one in two respondents (59%) satisfied. This was largely driven by a directional decrease in the proportion of respondents who were very satisfied (i.e. gave a score of 8, 9 or 10 out of 10) and a directional increase in the proportion who were dissatisfied.

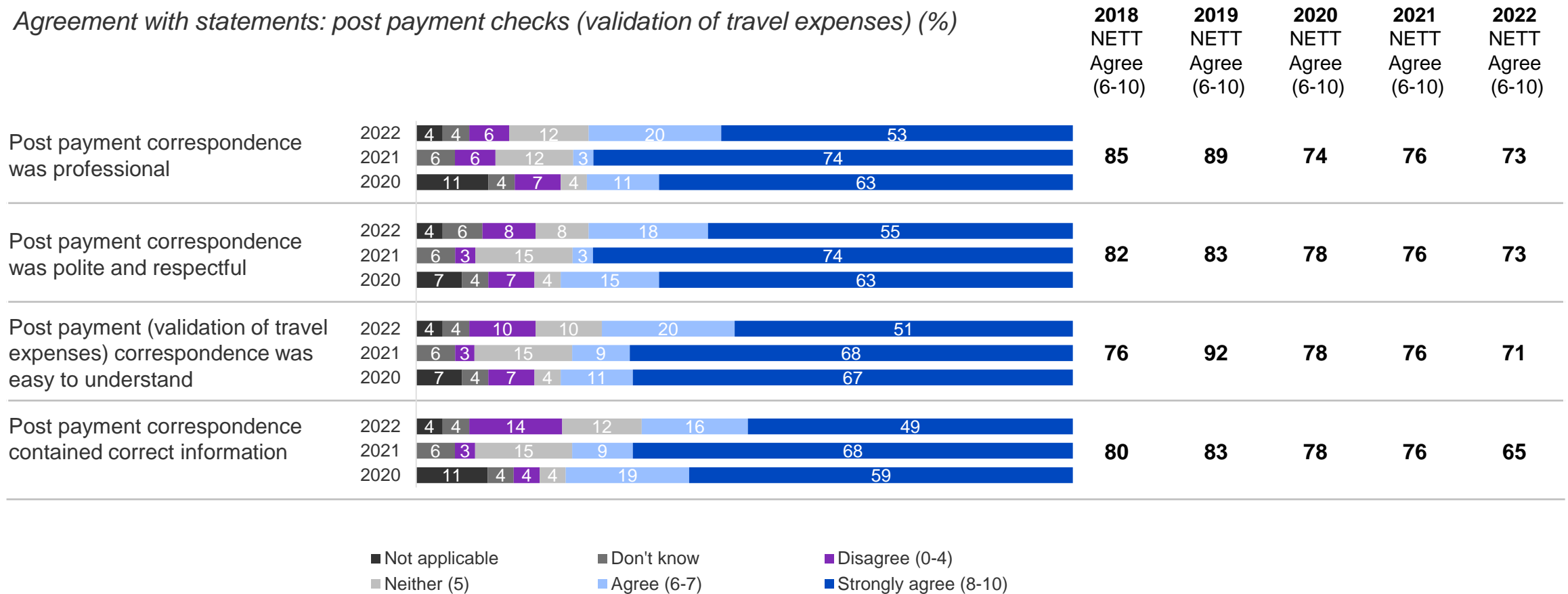
Satisfaction with post payment checks (validation of travel expenses) (%)



Satisfaction with specific aspects of post payment checks

Satisfaction was also relatively stable across each of the aspects of experience with post payment checks. The exception to this was satisfaction with post payment correspondence containing the correct information which has directionally declined in 2022.

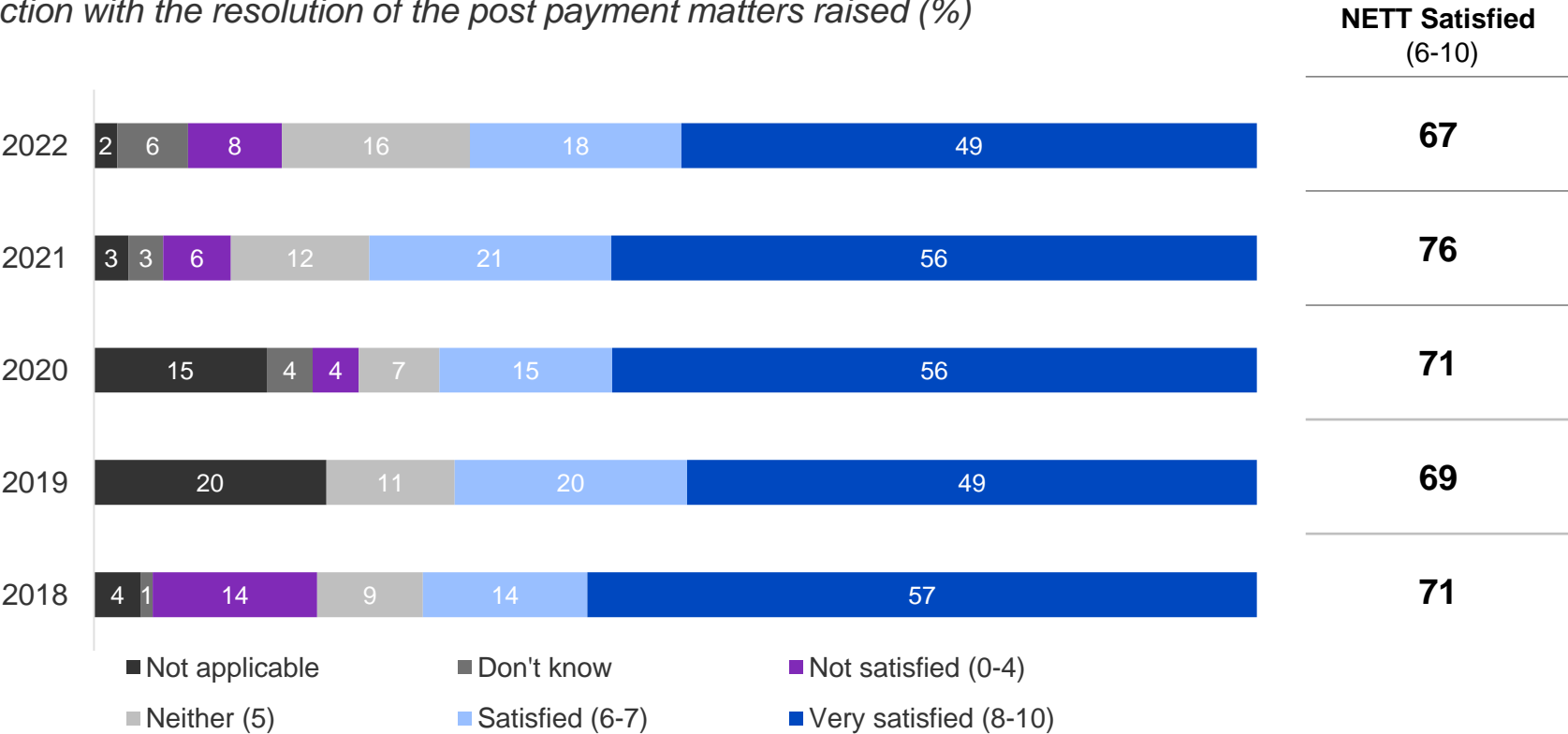
Agreement with statements: post payment checks (validation of travel expenses) (%)



Satisfaction with specific aspects of post payment matters

Just over two in three respondents (67%) were satisfied with the resolution of post payment matters in 2022. This was however a slight directional decline in performance when compared to 2021.

Satisfaction with the resolution of the post payment matters raised (%)



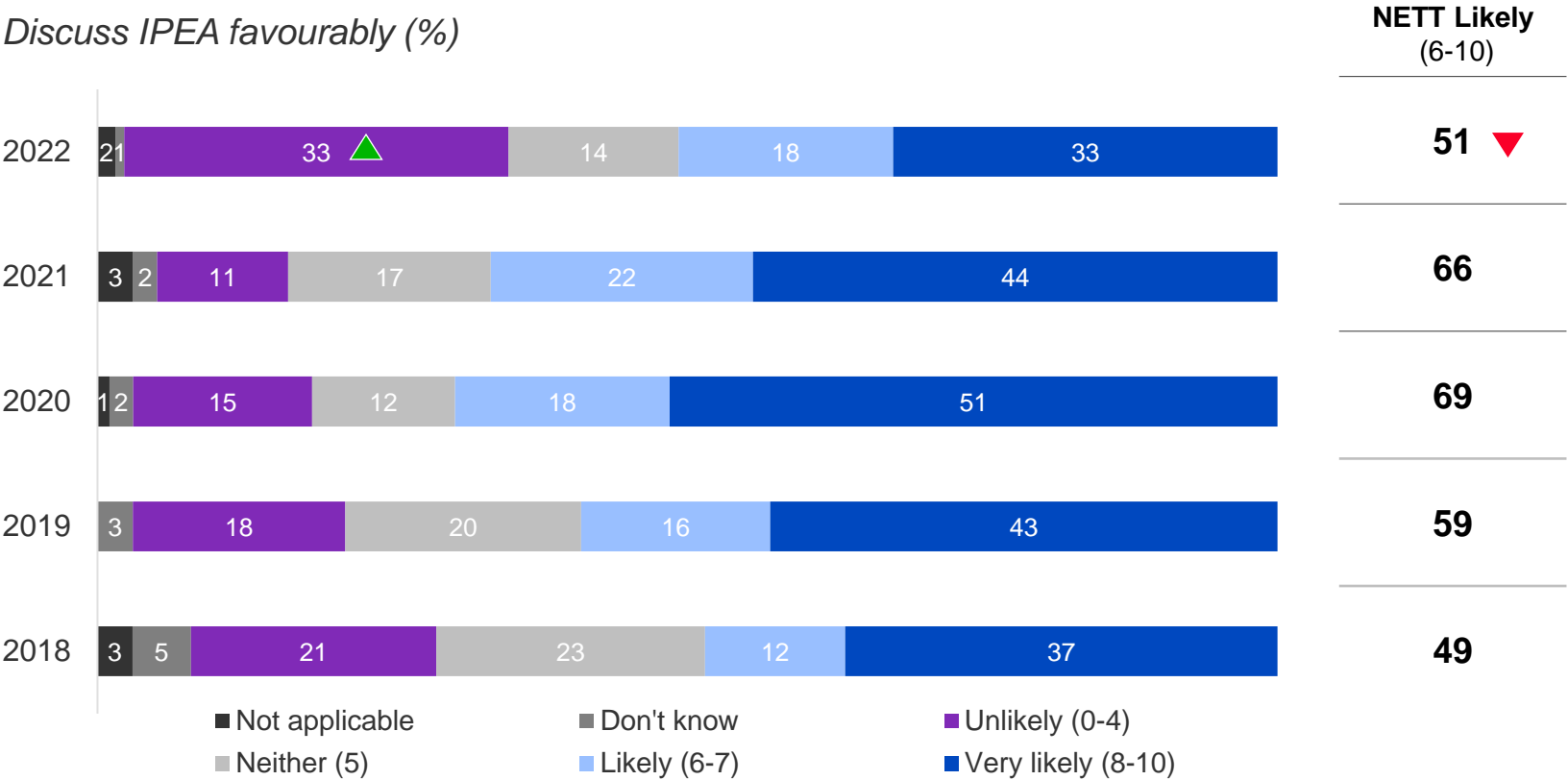


5

Client Centricity

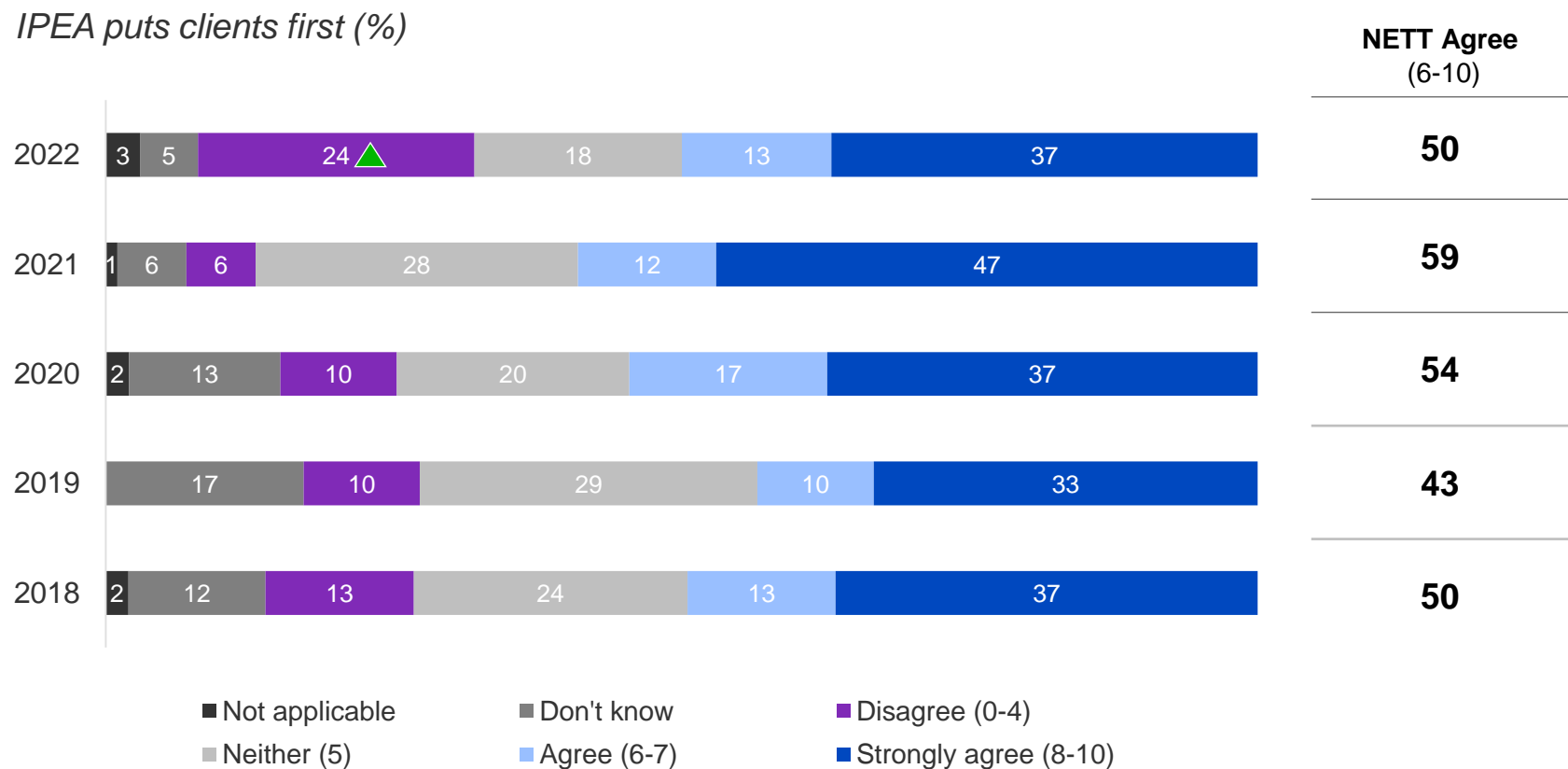
Advocacy

One in two respondents (51%) were likely to speak favourably about IPEA in 2022. This was a significant decline when compared to 2021 and was largely driven by a significant increase in the proportion of respondents who were very unlikely to speak favourably (33% compared with 11% in 2021).



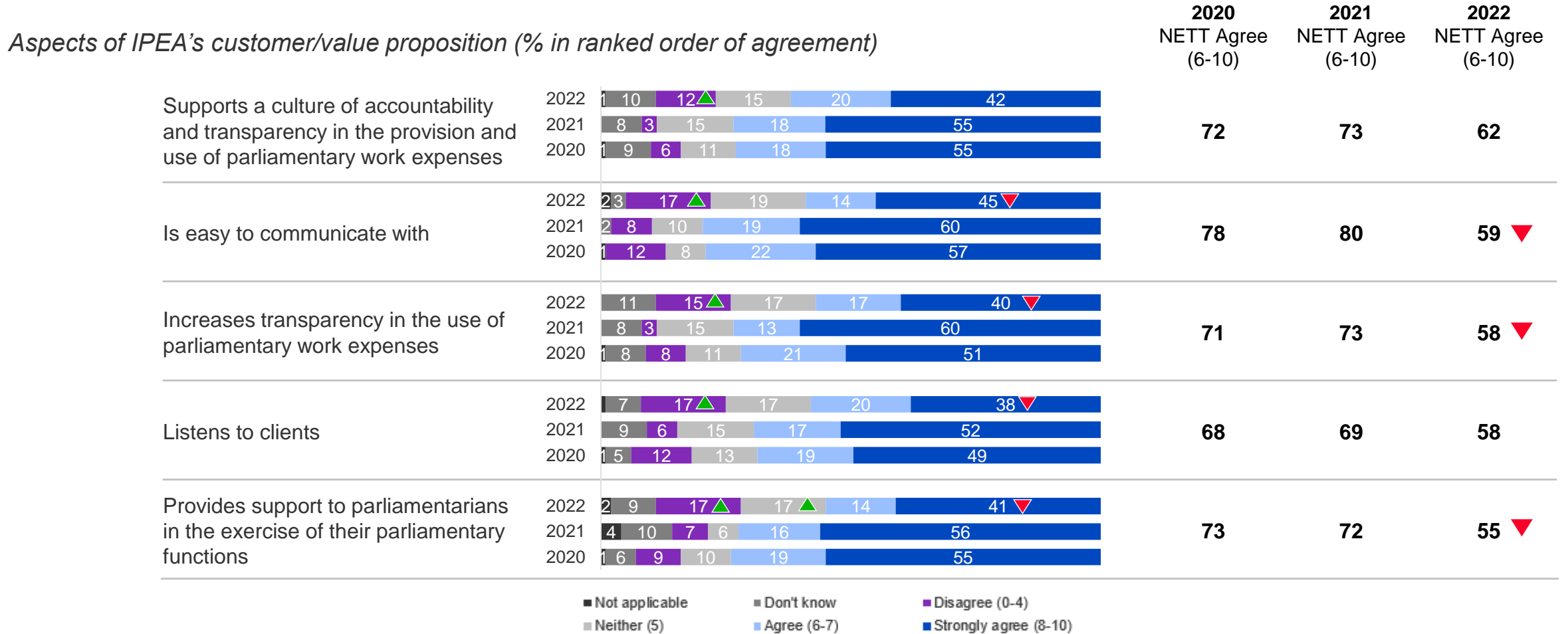
Agreement that IPEA puts clients first

While one in two respondents (50%) agreed that IPEA puts its clients first, there were around one in four (24%) who disagreed that IPEA does this – and this was a significant increase when compared to the proportion who felt this way in 2021 (6%). Similar to previous years there was still a high degree of neutrality/uncertainty about this statement with just under one in five (18%) selecting ‘neither’ and a further 5% who selected ‘don’t know’.



Agreement with statements about IPEA's customer/value proposition (Top 5)

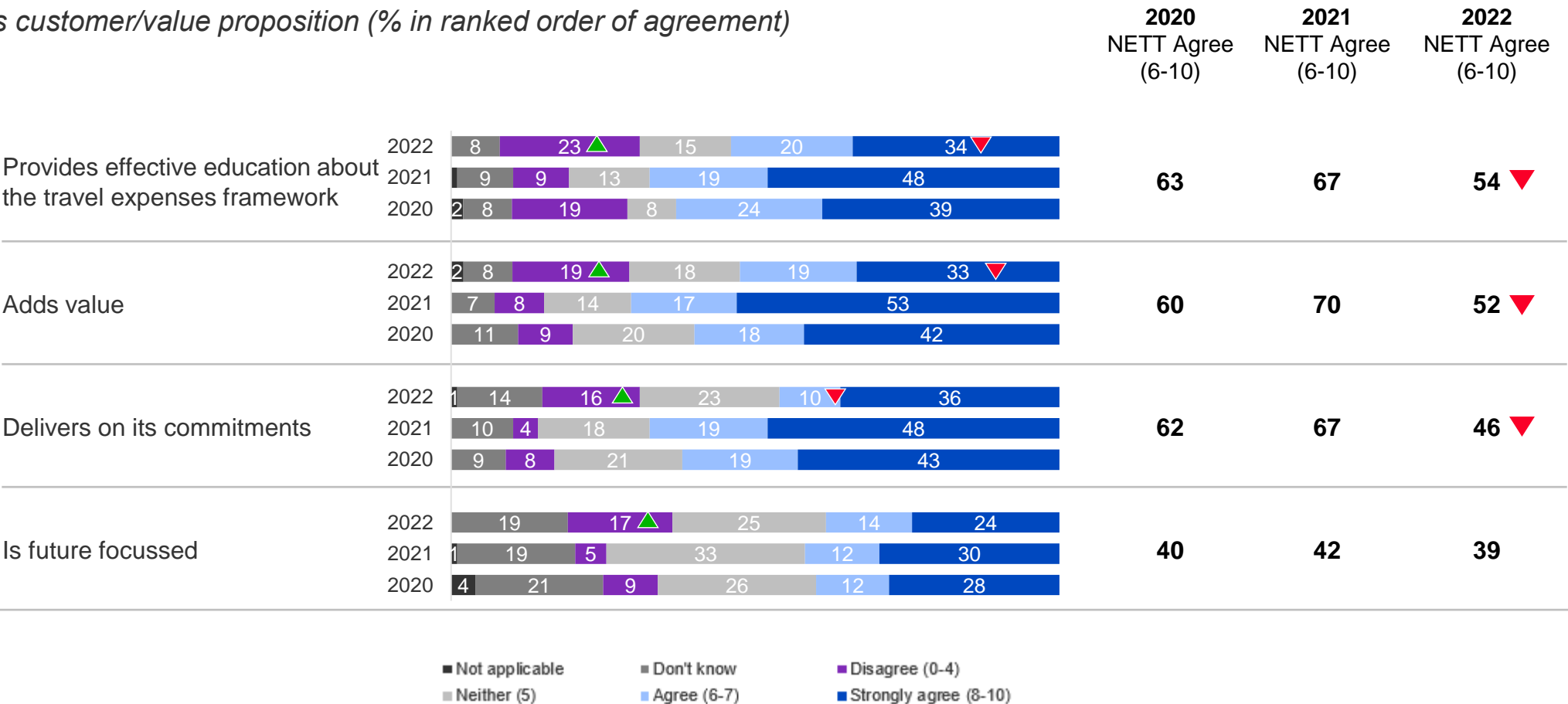
In 2022, IPEA was primarily perceived to be an agency that supports a culture of transparency and accountability in the provision and use of parliamentary work expenses, is easy to communicate with and increases transparency in the use of parliamentary work expenses. There was however directional declines in perceptions across three of the statements, and significant declines in perceptions across the remaining five statements.



Agreement with statements about IPEA’s customer/value proposition (continued)

Consistent with previous years, it is interesting to note that there are still a number of respondents reporting ‘neither’ or ‘don’t know’ for seven of the eight statements (ranging from 22% to 44%). This suggests some respondents are perhaps still unclear as to the purpose and mission of IPEA and further communication about this may be effective in addressing this moving forward.

Aspects of IPEA’s customer/value proposition (% in ranked order of agreement)



6

Information Needs

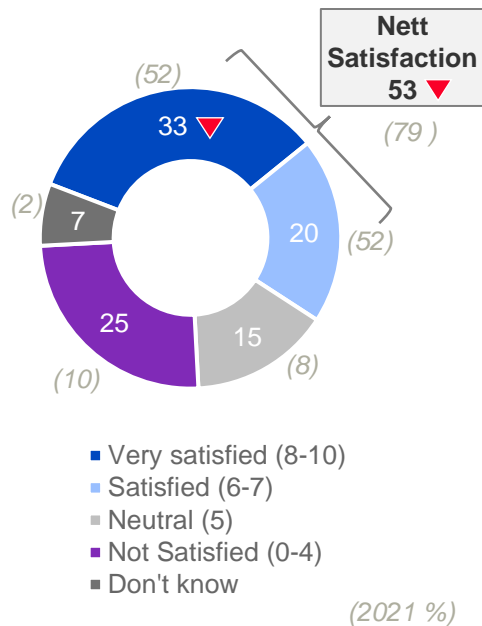
Photo by [Hugo Kneebone](#) on [Unsplash](#)

Website visitation and ratings

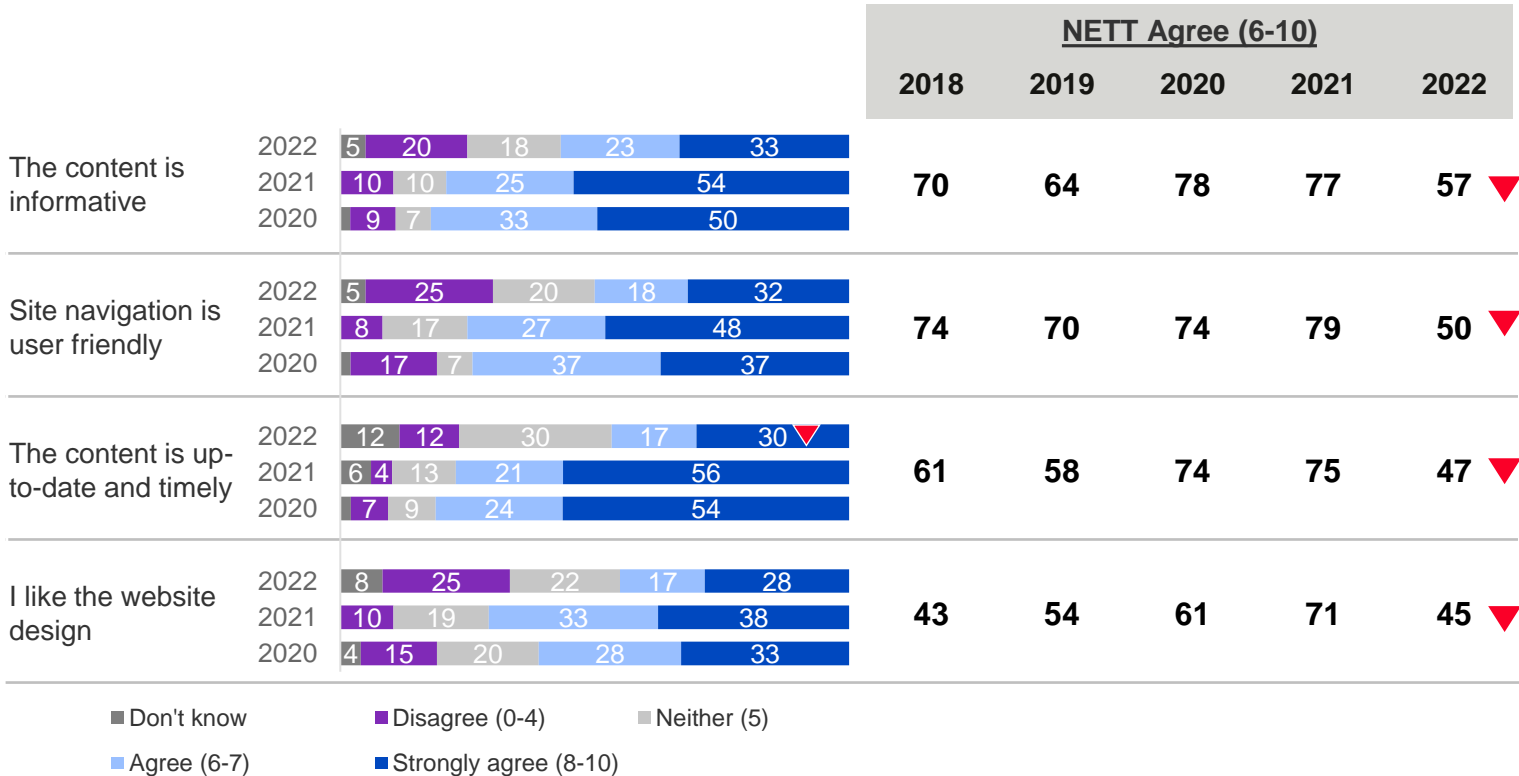
Less than half (45%) had visited IPEA’s website in 2022, consistent with 2021 levels. Of those who did, just over one in two (53%) were satisfied with their experience (53%) which was significantly lower when compared to satisfaction in 2021 (79%). There have also been significant declines in perceptions across each of the website attributes with around one in two respondents satisfied with each of these attributes (ranging from 45% to 57%).

45%
Visited
IPEA’s
website in
2022
(49% in 2021)

Satisfaction with IPEA website – 2022 (%)



IPEA Website attributes (%)

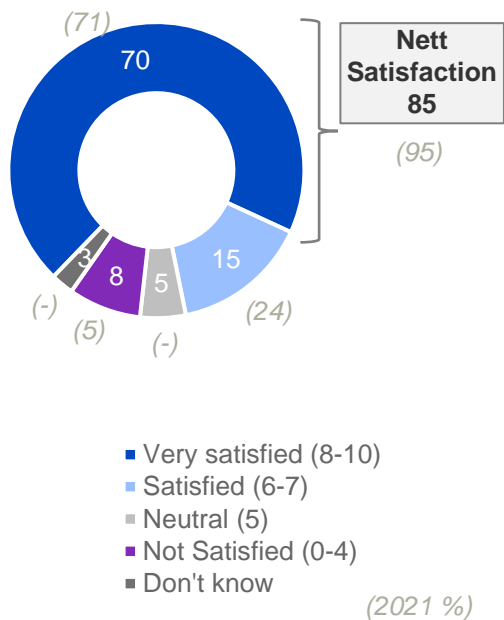


Education/Information sessions attendance and ratings

Although the proportion of customers attending education/information sessions is moderate (30%), those who do attend still rate the experience very highly (85% satisfaction compared with 95% in 2021). The specific aspects of the information sessions also rate very highly with customers, and consistent with previous years. IPEA should strongly consider strategies to increase attendance of these sessions.

30%
Accessed
education/
information
sessions in
2022
(21% in 2021)

Satisfaction with info session –
2022* (%)



CAUTION LOW BASE SIZE

IPEA information session attributes (%)

		NETT Agree (6-10)				
		2018	2019	2020	2021	2022
It was well presented	2022	10 3 18 70				
	2021	5 24 71				
	2020	8 23 69				
The supporting material was useful	2022	3 5 18 70				
	2021	10 19 71				
	2020	8 23 69				
It was useful	2022	8 5 20 68				
	2021	10 5 19 67				
	2020	8 31 62				
The scheduling was convenient	2022	5 5 5 23 63				
	2021	5 19 76				
	2020	38 62				

■ Don't know

■ Agree (6-7)

■ Disagree (0-4)

■ Strongly agree (8-10)

■ Neither (5)

CAUTION LOW BASE SIZE

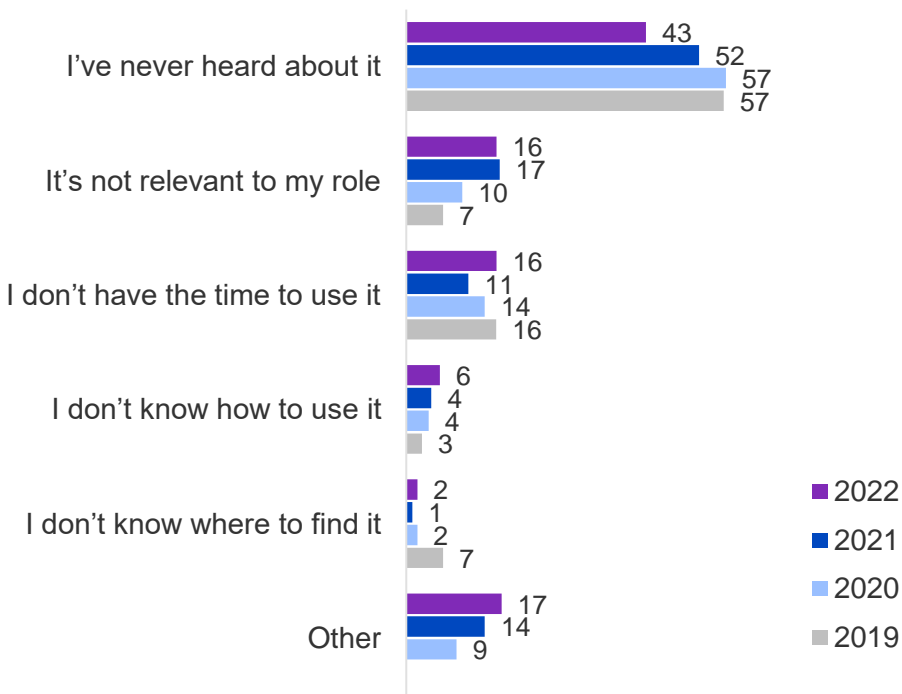
Engagement with IPEA-ed

Customer engagement with IPEA-ed remained low in 2022 (6%) and comparable to 2021 (8%). The primary reasons for not using IPEA-ed were also consistent with previous years: low awareness (43%), followed by a lack of relevance to their role (16%), and being time-poor (16%).

6%
Accessed
IPEA-ed in 2022

vs. 8% in 2021
vs. 4% in 2020

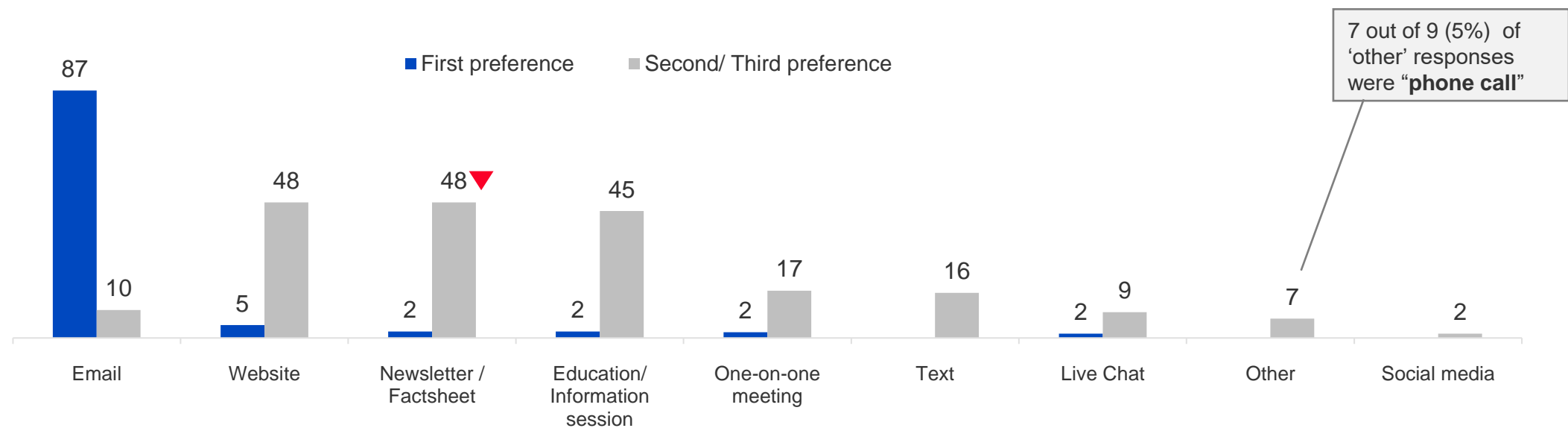
Reasons for not using IPEA-ed (%)




Information sharing preferences

Email continued to be overwhelmingly the most popular channel for sharing information about IPEA (87% first preference). In terms of second and third most preferable channels, the IPEA website and newsletters/factsheets were equally preferable in 2022 (48%, both). Compared to 2021, newsletters were significantly less preferable (48% compared with 63% in 2021).

Future information sharing method preference, 2022 (%)



2021								
1 st preference	92	2	1	-	2	2	1	-
2 nd /3 rd preference	7	47	63	41	11	11	13	3

A long-exposure photograph of a bridge over water at dusk. The bridge's concrete structure and pillars are reflected in the calm water. In the background, the Lincoln Memorial is visible on the left, and a flagpole stands in the distance. The sky is a mix of blue and orange from the setting sun.

7 Sample profile and knowledge of IPEA

Sample profile

The 2022 sample profile regarding employment role was comparable to previous years with the majority of respondents being electorate staff, followed by personal staff. There was also a comparable spread of responses across location.

Employment role (%)	2022	2021	2020	2019	2018	Base location (%)	2022	2021	2020	2019
Senator	3	2	4	3	2	ACT	14	14	12	17
Member of HR	1	4	6	2	5	NSW	20	29	31	22
Personal staff	33	21	27	32	29	WA	12	10	10	9
Electorate staff	64	71	63	63	63	SA	8	9	8	8
						QLD	15	12	15	12
						VIC	20	15	18	16
						NT	4	2	1	3
						TAS	7	8	4	15

Sample profile

The 2022 sample profile differed in terms of length of employment of respondents: possibly linked to the Federal election and change of Government that occurred during 2022. As a result there were significantly more respondents who had spent less than 2 years in their current role/employment at the time of surveying (61% compared with 34% in 2021). Despite this, roughly half the 2022 sample had up to 12 months experience interacting with IPEA (48%), and the remaining half (52%) had over 12 months of interactions.

Length of employment (%)	2022	2021	2020	2019	Length of involvement with IPEA (%)*	2022	
0-2 years	61▲	34	36	43	Less than 3 months	11	48% <12 months interactions with IPEA
3-4 years	12	17	26	24	3-6 months	27	
5-6 years	8	15	11	12	7-12 months	11	
7+ years	19▼	32	27	20	1-2 years	16	52% <12 months interactions with IPEA
					3-4 years	20	
					5 or more years	16	

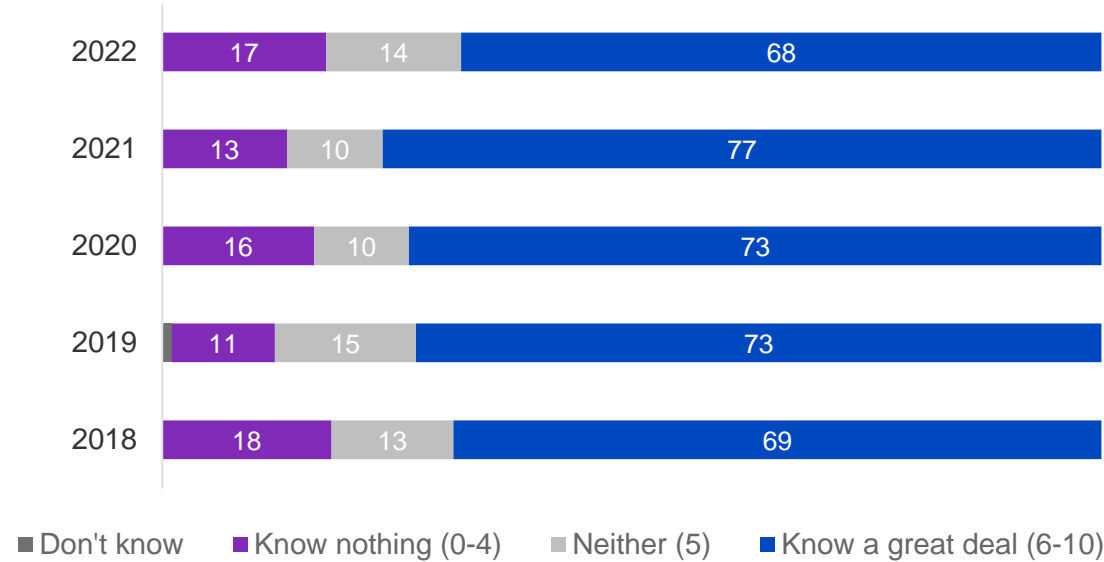
Awareness and knowledge of IPEA

For the first time in 2022, the main source of awareness of IPEA was from colleagues, with almost half (47%) first hearing about IPEA this way. The second most common awareness source was then Ministerial and Parliamentary Services, with around one in three (36%) hearing about IPEA in this way and a significant decline when compared to the proportion in 2021. Knowledge of IPEA slightly declined in 2022 – which suggests there is an opportunity to improve knowledge of IPEA and its functions, with 17% reporting they know nothing and a further 14% unsure.

First heard about IPEA from...

	2021	2022
Colleague (a fellow Parliamentarian or staff member)	38%	47%
Ministerial & Parliamentary Services	49%	36%▼
Information session	9%	9%
Other	3%	5%
Website	1%	2%

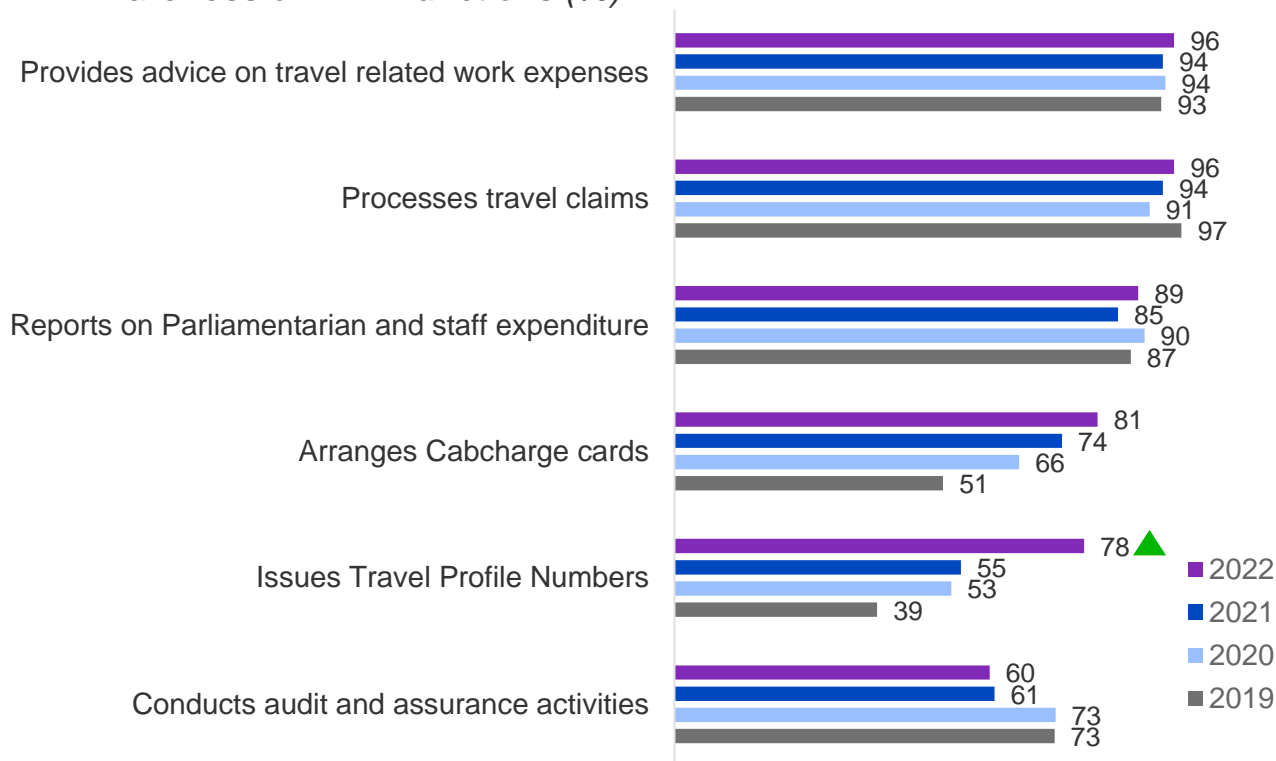
Knowledge of IPEA (%)



Awareness and knowledge of IPEA

The vast majority of respondents (96%) viewed IPEA's main functions as providing advice on travel related work expenses and processing travel claims. Awareness that IPEA issues TPNs grew significantly to 78% in 2022 (from 55% in 2021), perhaps linked to the considerable proportion of respondents (61%) who started in roles which require interactions with IPEA related to travel in the last two years. Travel claims (95%) and advice about travel (73%) remain the top customer service touchpoints as they reach the greatest proportion of customers. Accessing reports declined significantly since 2021 (40% compared with 61% in 2021).

Awareness of IPEA functions (%)



IPEA services accessed (%)

