



Client Satisfaction Survey 2025

Research Report

Prepared for the Independent Parliamentary Expenses
Authority

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verian 

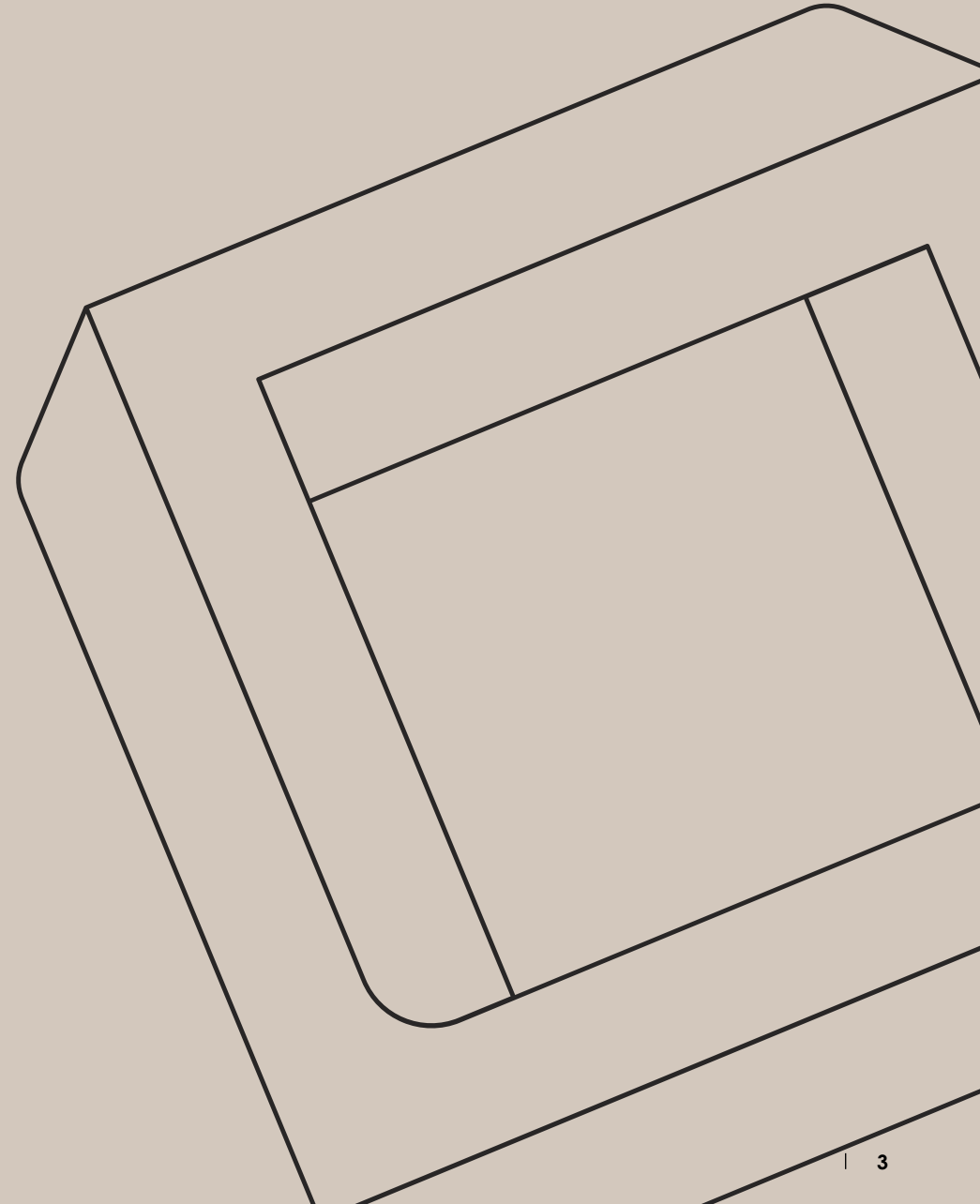


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Background, context and methodology



Background

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 foster trust in the use of public resources through independent advice and administration, and transparency through assurance and reporting of work expenses for parliamentarians and their staff.

The 2024-2025 Portfolio Budget Statements outline clear performance criteria for IPEA. 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 it is providing, how they are being received, and what, if any, areas of service provision should be a focus for improvement.

IPEA re-commissioned Verian (formerly Kantar Public) to conduct the 2025 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.



Context and research objectives in 2025

INTERPRETING AND COMPARING RESULTS IN CONTEXT OF EXTERNAL INFLUENCES

As the 2025 survey was conducted at the end of a parliamentary term (data collection was conducted from the 27th of March to the 11th of April, during the caretaker period), respondents were not necessarily new to the parliamentary environment or to IPEA's services. This may reflect some of the results, such as the sample profile where there were increases in employment tenure and to the longer periods of involvement with IPEA.

The results described in this report should be interpreted with this contextual influence in mind, particularly where results are compared to previous years results or are shown charted over time.

THE RESEARCH OBJECTIVES OF THE 2025 SURVEY WERE TO:

- Assess client's satisfaction against targets set out in the Portfolio Budget Statement.
- Seek opinion on service delivery, performance, customer service and relationship management.
- 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 channels.
- Evaluate the level of satisfaction with IPEA processes, reports and administrative services.
- Identify and prioritise service improvement opportunities.
- Highlight potential 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.

The following report outlines the findings from this research in response to the above objectives. All research was conducted in accordance with ISO20252 standards.

Quantitative methodology and notes for interpretation

Quantitative methodology				Notes for interpretation			
<ul style="list-style-type: none">7 minute online survey sent via email to all parliamentarians and parliamentary staff. The survey was mobile friendly to facilitate response rate.In 2025 the questionnaire was revised to be a shorter, sharper survey. Using the 2023 survey as the basis for comparability, numerous questions were removed. Other adjustments were made to some code labels and routing. Open-ended questions were added in place of attribute rating questions for travel advice and travel claims. Refer to the appendix for details of these changes.In 2025 the total sample of n=178 has a 7.09% margin of error at 95% confidence level.The number of completed surveys and fieldwork dates were as follows:				<ul style="list-style-type: none">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.Base sizes may also change due to the survey routing which controls which questions respondents will be asked, depending on their responses at previous questions.Verbatim, included in quotation marks 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.Chart data labels for series <3% are not shown for ease of legibility.Please note that individual % scores may not add to 100% due to rounding.All significance testing has been done at 95% confidence interval using Q market research software. All subgroups below a sample size of n=30 have been excluded from significance testing.			
	2025	2023	2022	2021	2020	2019	2018
Total	178	84*	132	98	97	115	269
- Senator	3	0	4	2	4	3	6
- Member of HR	10	2	1	4	6	2	14
- Personal Staff	38	22	43	21	26	37	79
- Electorate Staff	127	60	84	71	61	73	170
Fieldwork dates	27 Mar – 11 April	21 Sept – 20 Oct	8 Nov – 12 Dec	30 Aug – 6 Oct	4 Aug – 28 Aug	21 Oct– 6 Nov	13 Jun – 6 Jul

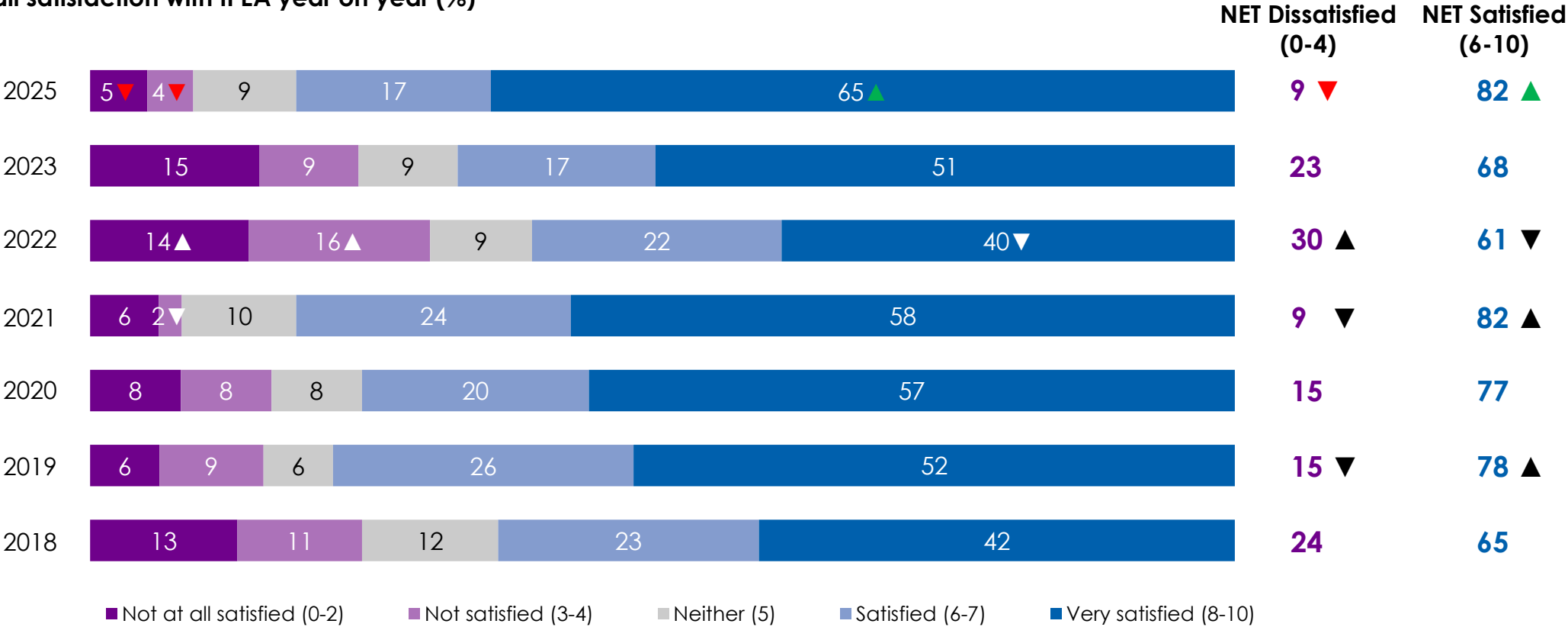
2

Overall satisfaction

Overall satisfaction with IPEA

In 2025 overall satisfaction with IPEA improved significantly (82% compared to 68% in 2023) and dissatisfaction levels decreased significantly (9% compared to 23% in 2023). Importantly, IPEA's improved satisfaction is largely due to a significant increase in the proportion of respondents who were very satisfied (65% compared to 51% in 2023).

Overall satisfaction with IPEA year on year (%)



Source: C1. Overall, how satisfied have you been with your interaction(s) with IPEA?
Base: 2018 n=225; 2019 n=110; 2020 n=93; 2021 n=93; 2022 n=129; 2023 n=81; 2025 n=151
Question wording adjusted in 2023. See appendix for details. | Previously B1 in 2018.
Verian | NET scores shown may not total the sum of satisfied/ dissatisfied scores due to rounding.

▲ ▼ Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

Reasons for satisfaction with IPEA (verbatim)

In 2025, those satisfied with IPEA expressed appreciation for IPEA staff who they described as helpful, friendly, responsive, considerate, supportive, professional and polite. Some satisfied respondents also raised aspects that could still be improved, mainly in terms of shortening the time it takes to receive information from IPEA and that the claims process could be more intuitive to use.

82%
are satisfied
with IPEA in
2025

(65% are very
satisfied)

“The customer service provided is of a **consistently high standard**. The staff answering the phone are always **polite, kind** and **considerate**. If they don't know the answer or need to double-check facts with a colleague, they will tell you up front so as **not to waste your time**. They will then **follow up** with a call or email.”

“Advice from IPEA has been **easy to access** and **understand**. IPEA staff on the helpline have always been **very helpful**.”

“From the moment I started, the staff at IPEA have been so **very patient** and **supportive** and **professional**. They always try to assist; always **reply in a timely manner** and no question is regarded as being silly or unnecessary.”

“**Timely** and **helpful responses** and able to speak with staff over the phone and most times immediately.”

“They are **very helpful** and **always friendly** no matter how many times I contact them.”

“Usually all good, although the **online claims processes are not exactly intuitive**.”

“**Information/advice has been good**. At times **slow or takes a long time** to get the information.”

“The staff are always **very friendly** and **obliging**, provide information requested **promptly** and **do their very best** to resolve any issues.”

“They have been **good to deal with** when making bookings for travel. There is always **room for improvement**.”

“IPEA has been **responsive** and **comprehensive** in providing advice on travel. The reason I have not given 10/10 is because IPEA can sometimes take quite awhile to process travel claims for reimbursement.”

Source: C1. Overall, how satisfied have you been with your interaction(s) with IPEA? C1a. Why do you say that?

Base: 2025 C1 NET satisfied (6-10) n=124

Note: Verbatim responses are the exact language used by the participant in response to the question asked. Hard brackets denote where verbatim is adjusted for grammatical continuity and context.

Reasons for dissatisfaction with IPEA (verbatim)

In 2025, reasons mentioned for dissatisfaction were varied and included criticism about PEMS being unintuitive to use, questions of sustainability and affordability of approved transport options, that communications can be one-sided, and that IPEA’s processes create delays and are too focused on compliance. Also mentioned was a sense that IPEA treats them as though they are guilty of some wrongdoing.

9%
are
dissatisfied
with IPEA in
2025

“Travel claim forms are **poorly structured** and **unintuitive**, increasing the **admin time** spent on them by staff - for instance, having to submit a return trip as two legs.”

“The **sustainability of travel options is not considered at all** - often the **affordability** is not either. For instance, I previously travelled between Canberra and Sydney on the bus but now fly due to IPEAs rules. The Murrays bus offers a 1/2 price second seat for people needing to use a laptop, etc. This option (two seats on the Murrays bus) is far, far cheaper and more environmentally friendly than flying, but is not covered by IPEA.”

“Their priority is **one way communication**, from their end, in relation to travel.”

“**Processes that create delay** in actioning, length of **time to process claims**; **lack of information** about debts...”

“IPEA has zero commitment to genuine customer satisfaction. It is **focused on compliance**, rather than the fact that it actually delivers staff entitlements. Travel allowances, hotel bookings, processing of claims are all entitlements for staff - the delays focused on compliance create a **'bureaucratic chill'** which demotivate staff to actually claim what they are entitled to.”

“[Because I am] **treated like [I am] guilty** until proven otherwise.”

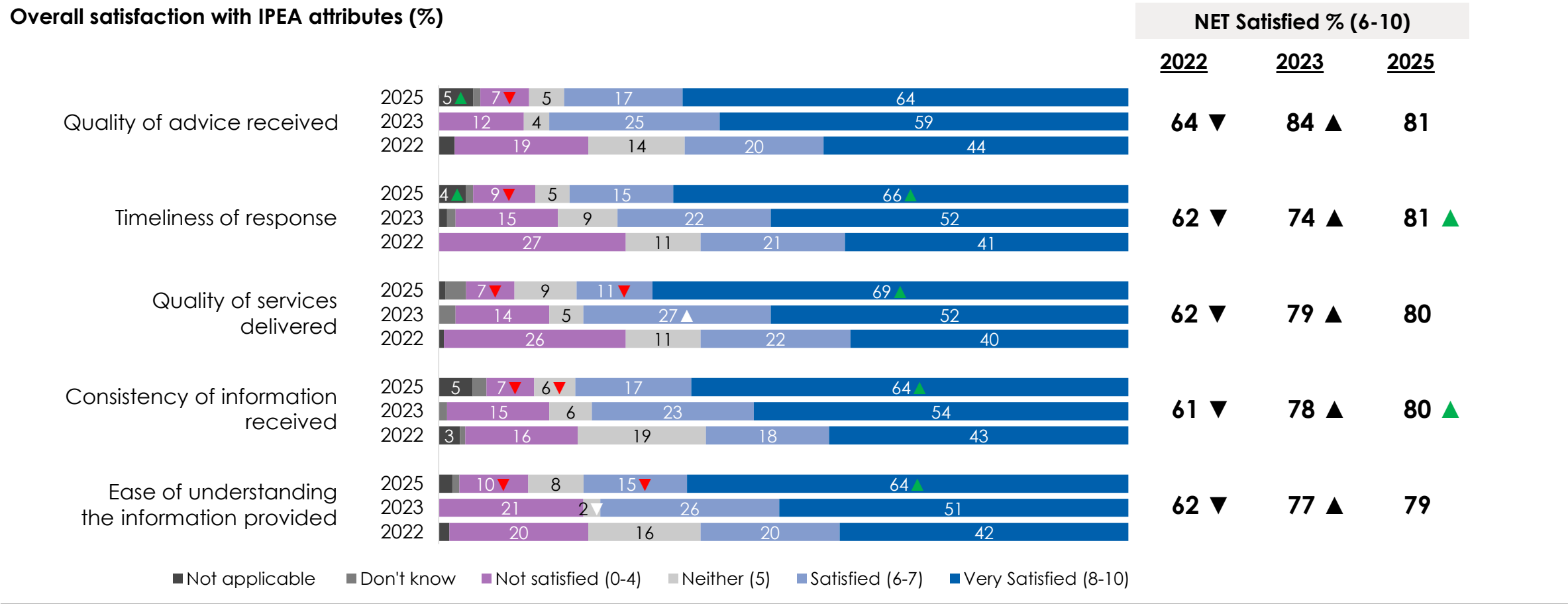
“Recently IPEA has taken a **highly combative** approach to queries about travel claims - rather than using common sense and approaching queries by identifying a concern and raising questions, the tactic is to send a highly litigious email that makes the claimant **feel like they have committed a crime**. When simple explanations have been provided, IPEA has backed down. IPEA seems more interested in **putting up barriers rather than offering customer service**.”

“PEMS* is still as clunky and difficult to use as when I started, and that's where most of my interaction with IPEA comes from.”

“The system** is clunky and not easy to use. It could be simpler.”

Satisfaction with specific aspects of the IPEA experience over time

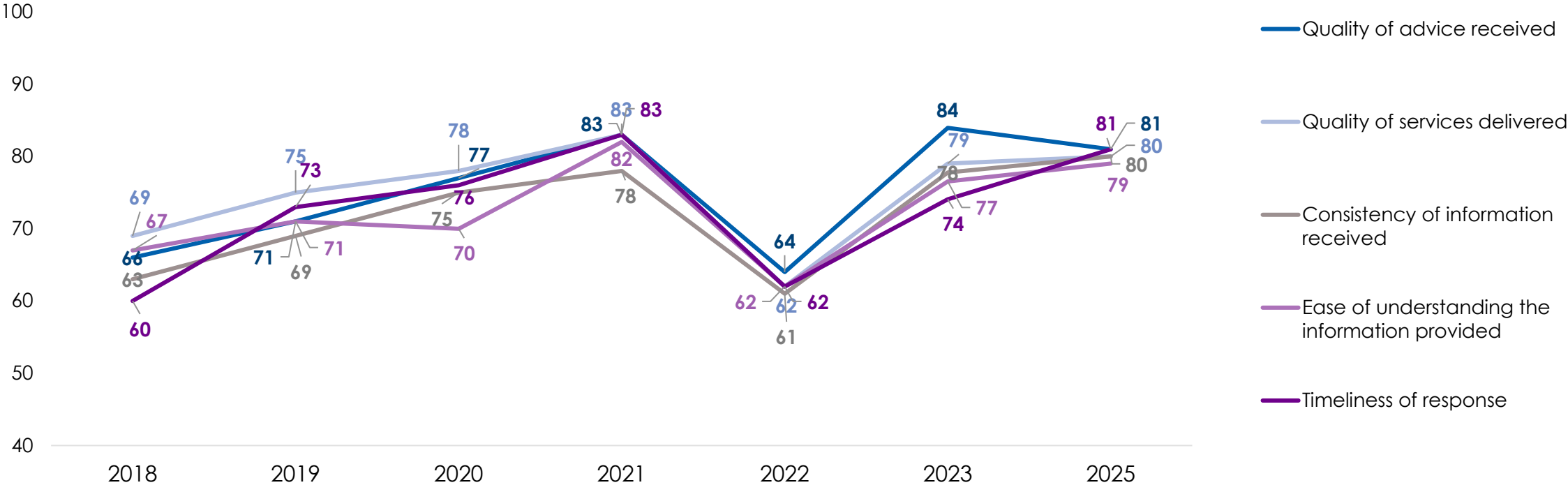
In 2025, satisfaction continued to improve for four of the five specific aspects of IPEA's service, with significant improvements in satisfaction seen with timeliness of response (81% compared to 74% in 2023) and the consistency of information received (80% compared to 78% in 2023). There was a slight decline in satisfaction with the quality of response received (81% compared to 84% in 2023).



Satisfaction with specific aspects of the IPEA experience (cont'd)

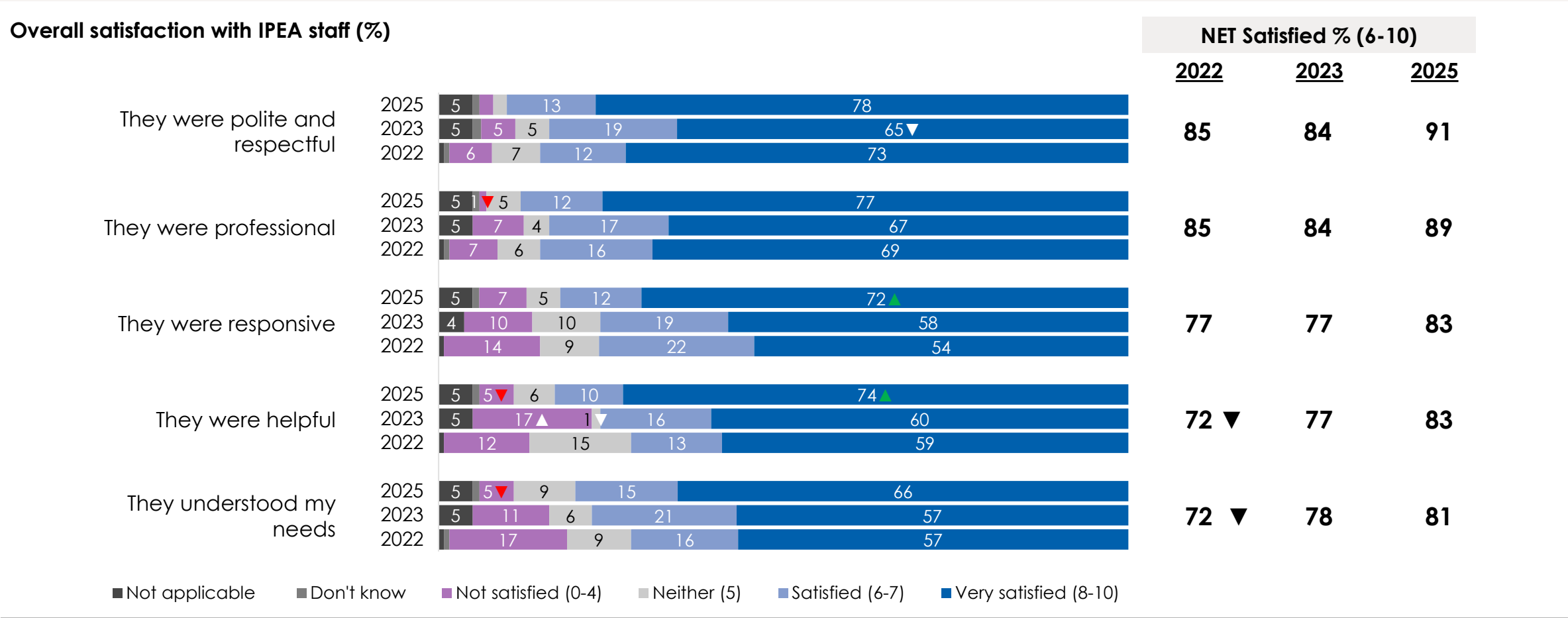
Satisfaction with almost all aspects of the IPEA experience have recovered since decreasing in 2022. The quality of advice is the only aspect measured that has decreased slightly compared to 2023 levels (81% in 2025 compared to 84% in 2023). The level of satisfaction with the consistency of information received in 2025 (80%) was the highest since performance tracking commenced in 2018.

Satisfaction with specific aspects of experience – trended



Satisfaction with experience of IPEA staff

In 2025, satisfaction with IPEA staff continued to improve across all experience aspects measured. There were significant improvements in the proportion of respondents who were very satisfied in terms of IPEA staff being responsive (72% compared to 58% in 2023) and being helpful (74% compared to 60% in 2023).

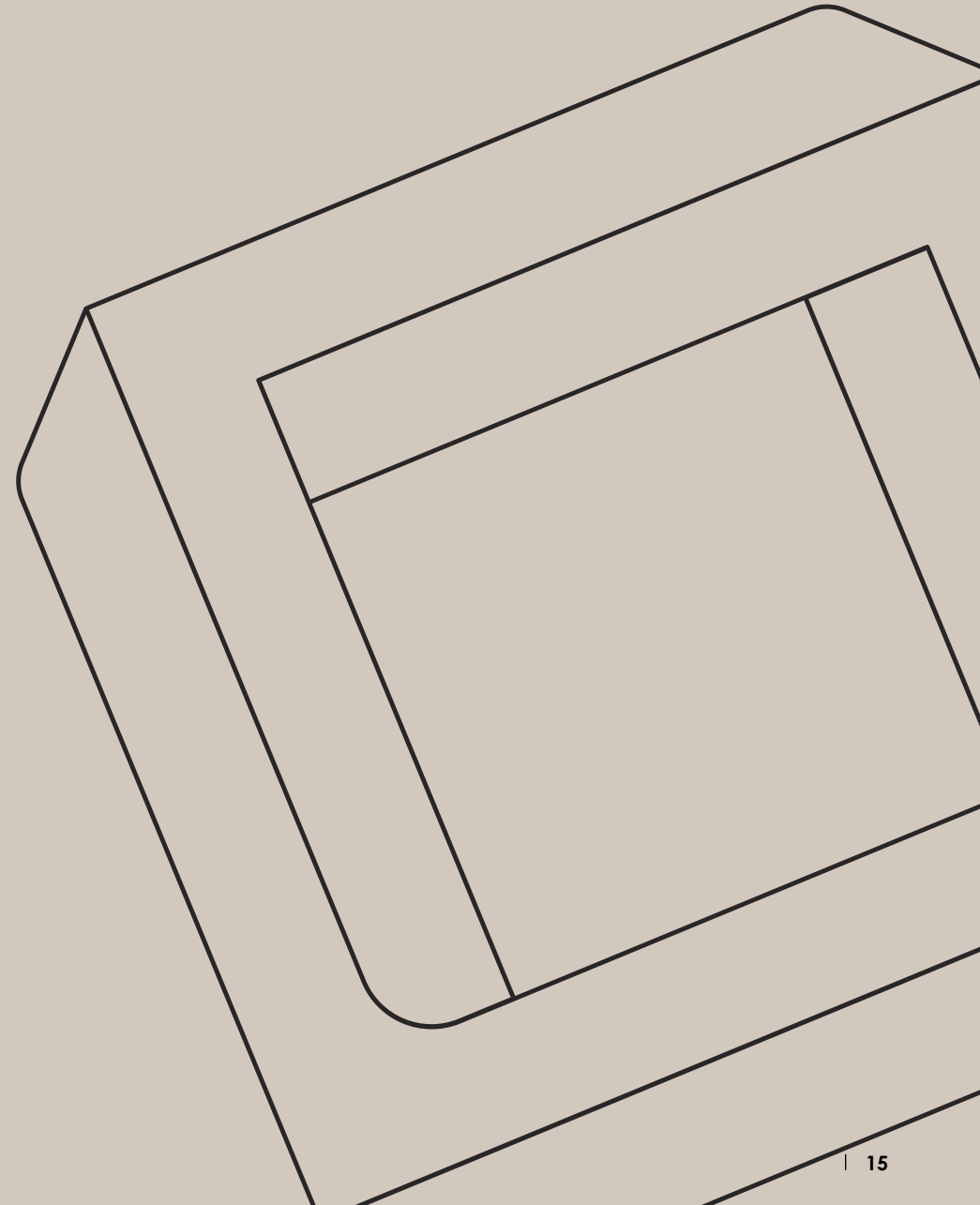


3

Service area satisfaction

3.1

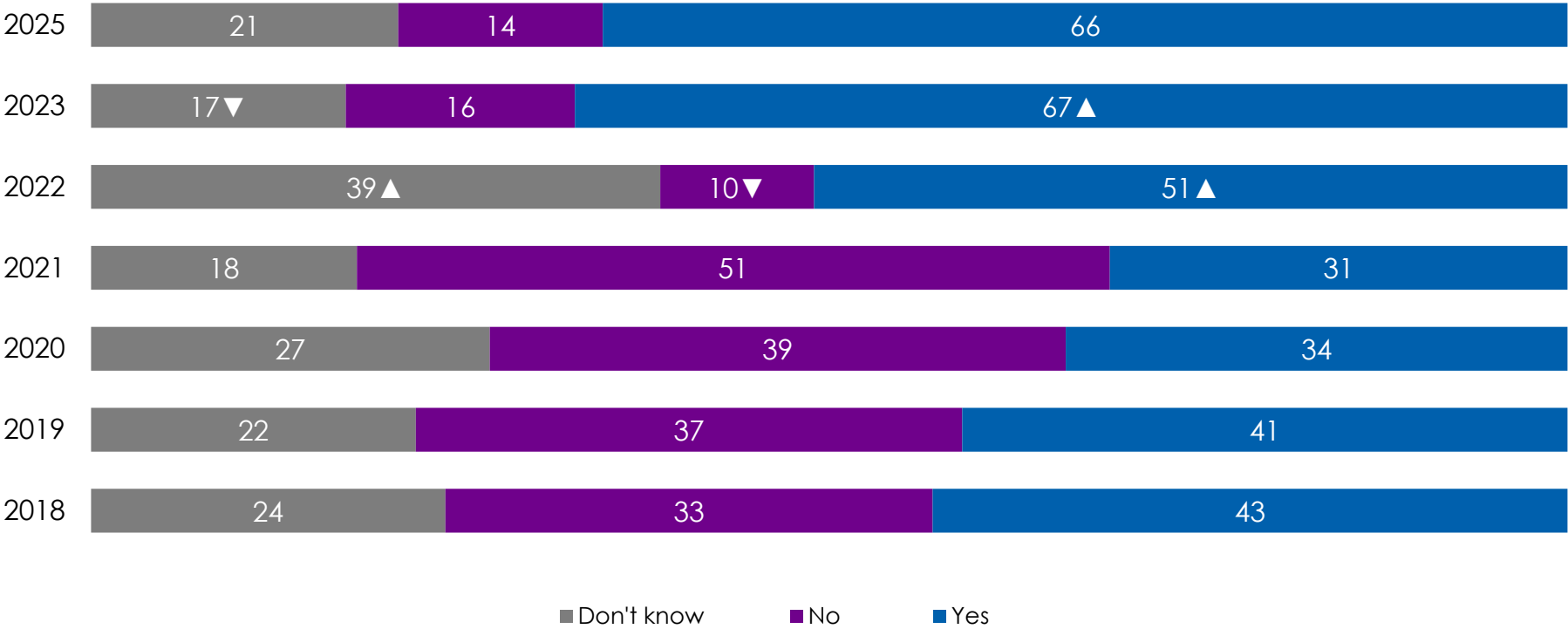
Satisfaction with advice about travel



Contact in relation to Parliamentary Business Resources Framework

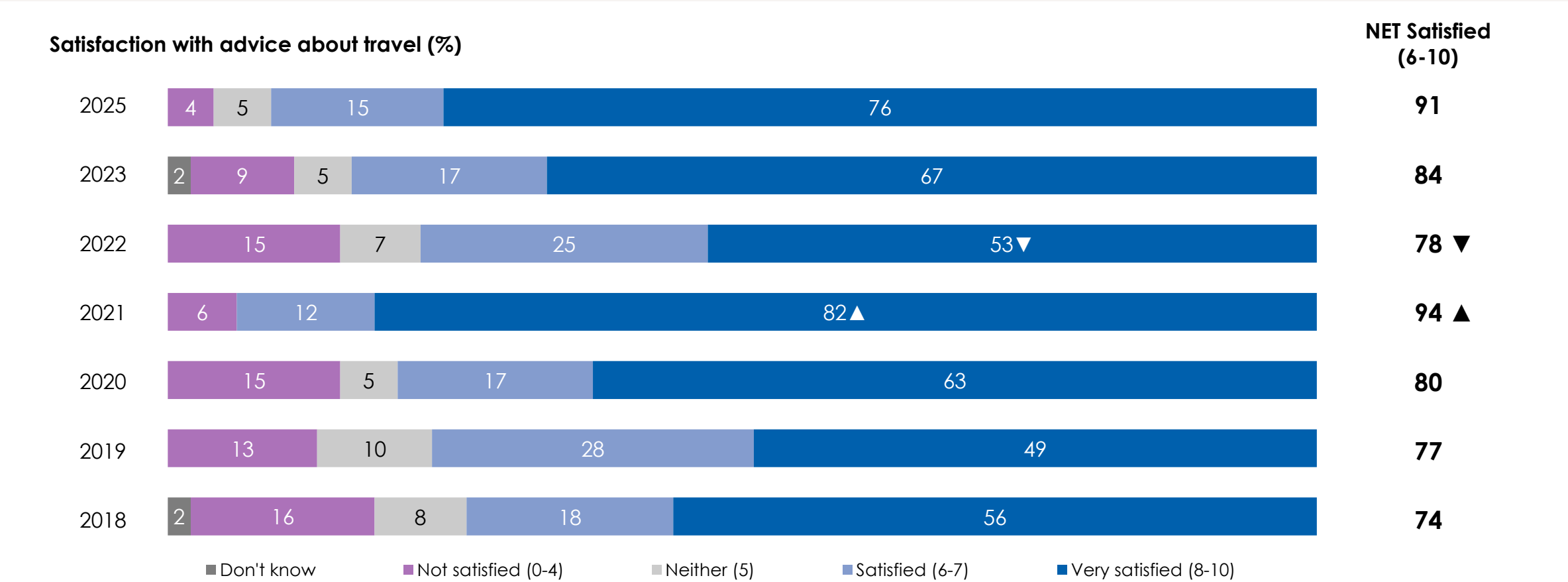
In 2025 the proportion of respondents who contacted IPEA in relation to the Parliamentary Business Resources (PBR) framework remained consistent with 2023 (66% in 2025 and 67% in 2023).

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



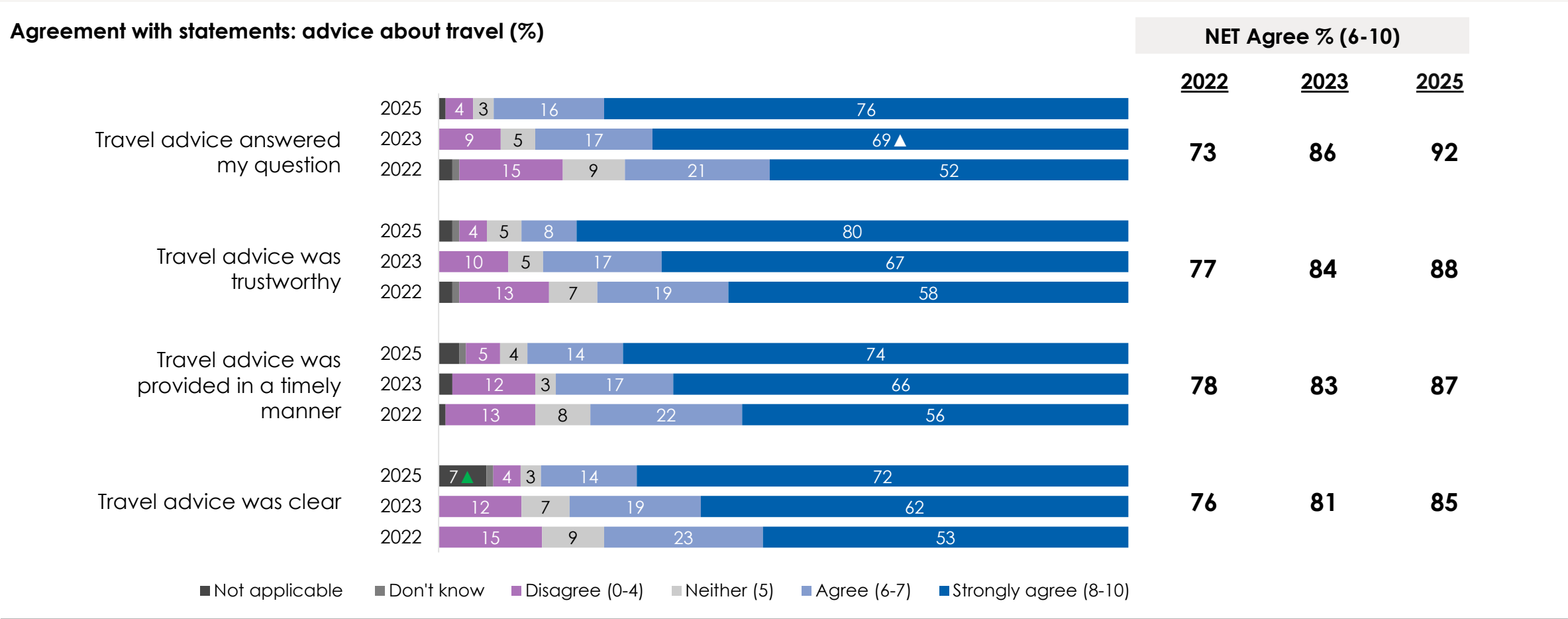
Satisfaction with advice about travel

In 2025 satisfaction with IPEA's advice about travel continued to improve, with more than 9 in 10 respondents satisfied (91% compared to 84% in 2023). This was driven by an increase in highly satisfied respondents (76% compared to 67% in 2023), with performance almost at the highest levels experienced in 2021.



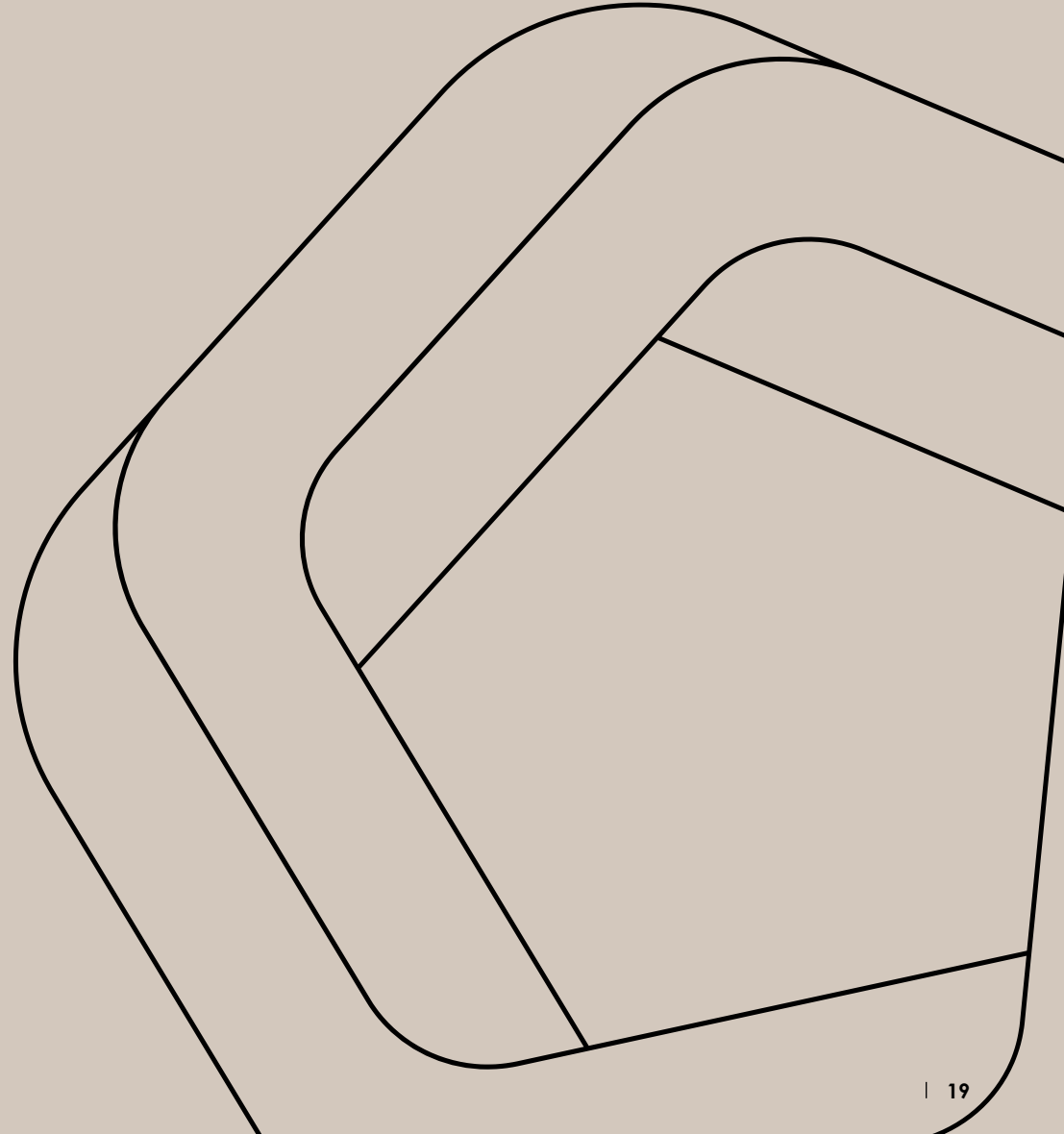
Agreement with specific aspects of travel advice

In 2025 perceptions of IPEA’s advice about travel improved across all aspects. The aspect with the highest level of agreement was in terms of IPEA’s travel advice answering respondents’ questions (92% compared to 86% in 2023).



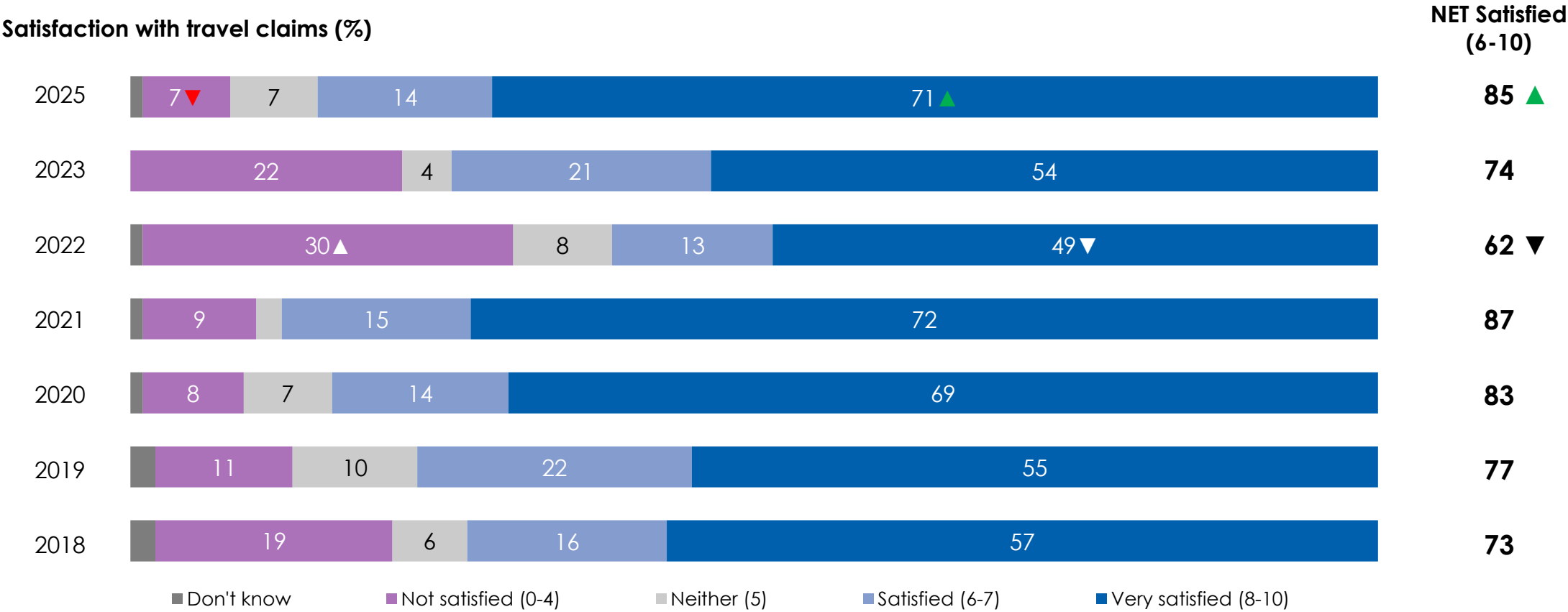
3.2

Satisfaction with travel claims



Satisfaction with travel claims

In 2025 satisfaction with travel claims improved significantly (85% compared to 74% in 2023). This improvement was driven by a significant increase in the proportion of respondents who were very satisfied in relation to travel claims (71% compared to 54% in 2023) and a decrease in the proportion who were dissatisfied with IPEA in relation to travel claims (7% compared to 22%).

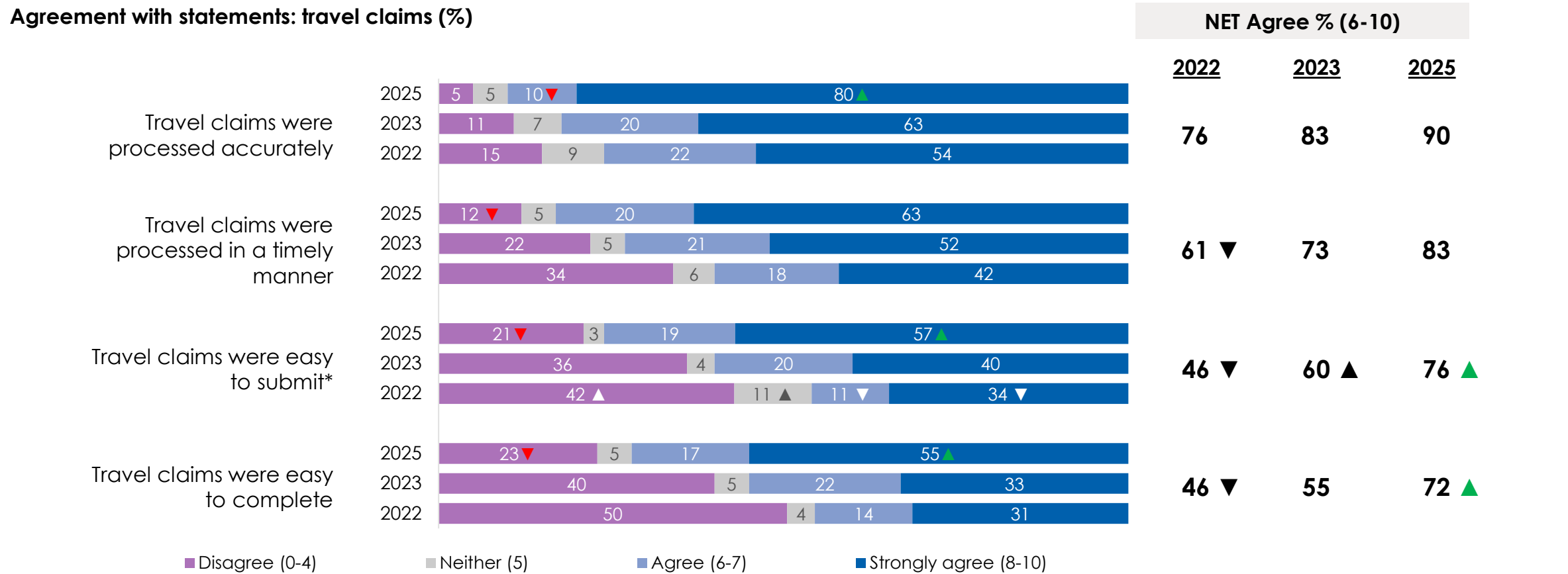


Source: D4. You mentioned you have dealt with IPEA in relation to travel claims. How satisfied have you been with the service provided by IPEA in relation to travel claims?
Base: Respondents who have dealt with advice about travel claims 2018 n=185; 2019 n=103; 2020 n=84 ; 2021 n=87; 2022 n=125; 2023 n=78; 2025 n=136 | Data labels <3% not shown on chart for ease of legibility. | NET scores shown may not total the sum of satisfied scores due to rounding.

▲ ▼ Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

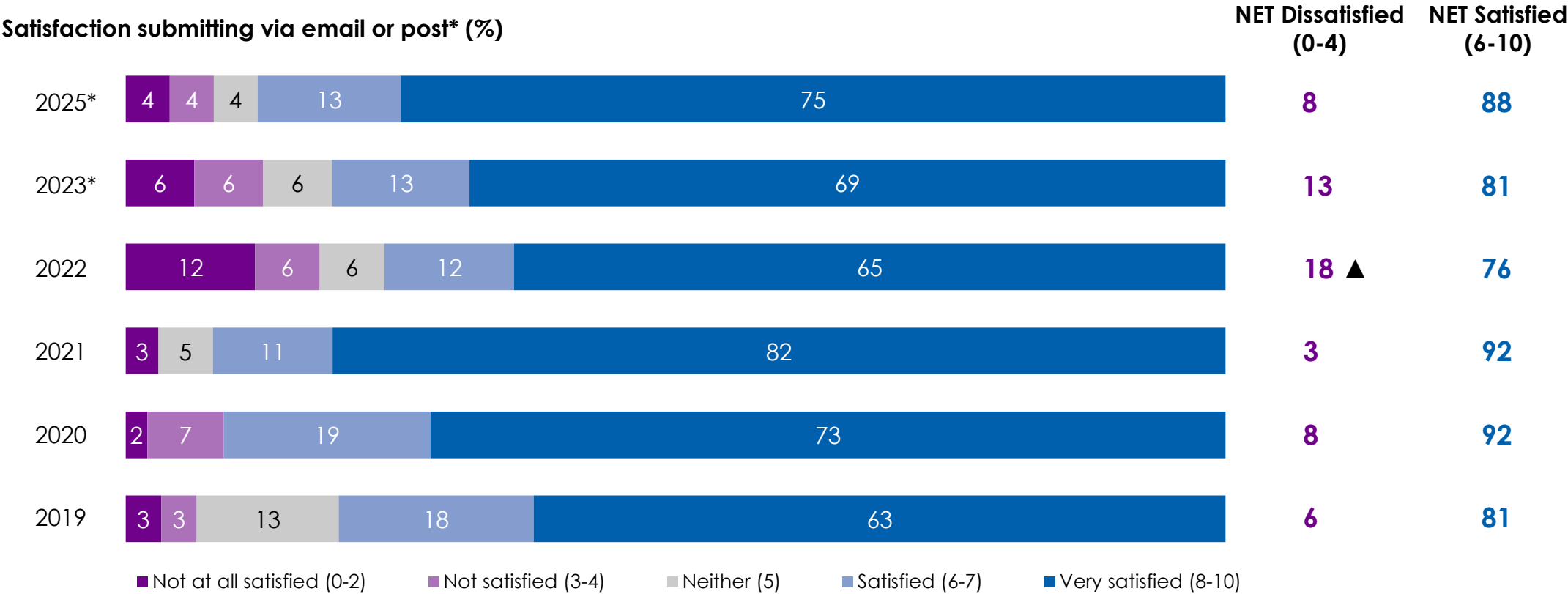
Agreement with specific aspects of travel claims

In 2025, agreement with all aspects of travel claims improved, and significantly so in terms of travel claims being easy to submit (76% compared to 60% in 2023), and travel claims being easy to complete (72% compared to 55% in 2023). In 2025, a significantly larger proportion of respondents strongly agree that travel claims were processed accurately (80% compared to 63% in 2023).



Satisfaction with submitting travel claims – Email or post

In 2025 satisfaction with submitting claims via email improved (88% compared to 81% in 2023) with just under nine in ten respondents satisfied with this method, although caution should be applied as the 2023 base size is low (n=26 in 2025 and n=16 in 2023).



Source: D7a. How satisfied were you with submitting your travel claim by email or post?
Base: Respondents who have used email/post 2019 n=62; 2020 n=59; 2021 n=38; 2022 n=51; 2023 n=16; 2025 n=26
*CAUTION LOW BASE. Results are not significant on account of reduced base size.

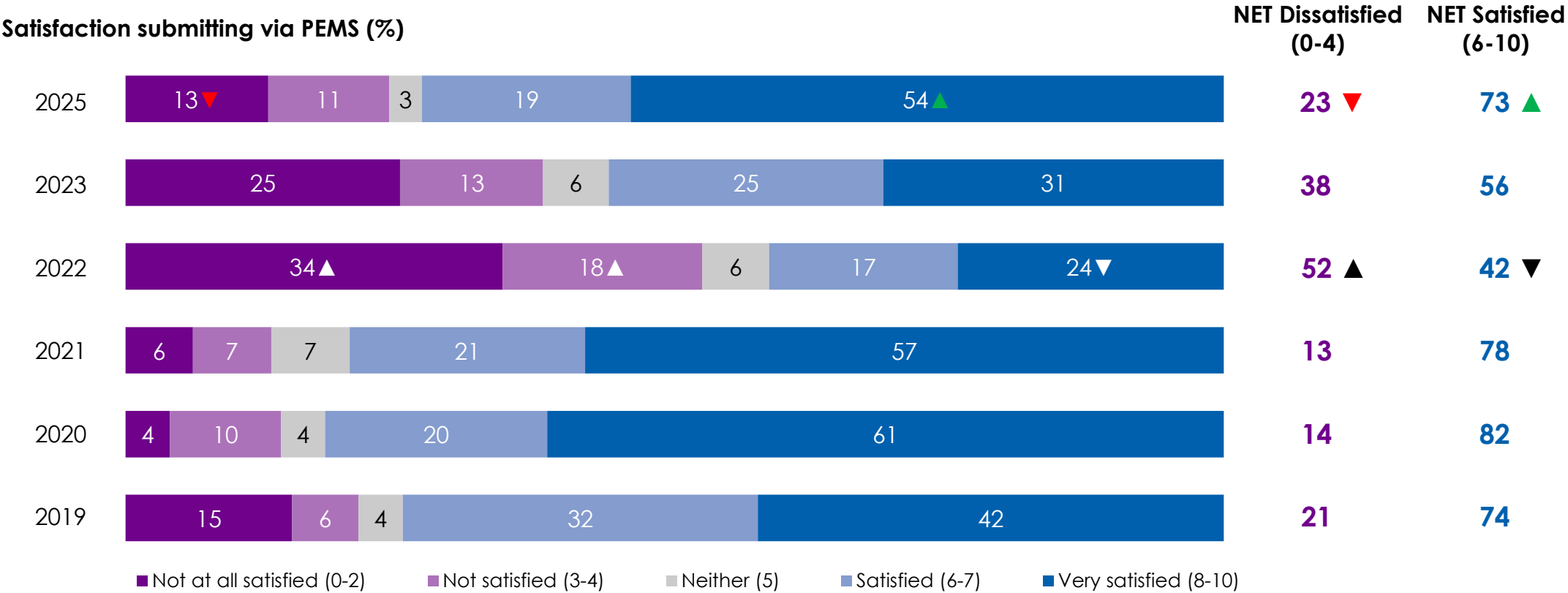
Verian | NET scores shown may not total the sum of satisfied/ dissatisfied scores due to rounding.

▲ ▼ Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

| 22

Satisfaction with submitting travel claims - PEMS

In 2025, satisfaction submitting travel claims via PEMS improved significantly (73% compared to 56% in 2023), with just under three in four respondents satisfied with this method. This improvement was driven by a significant increase in the proportion of respondents who were very satisfied submitting via PEMS (54% compared to 31% in 2023). There was also a significant decrease in dissatisfaction submitting travel claims via PEMS (23% compared to 38% in 2023).



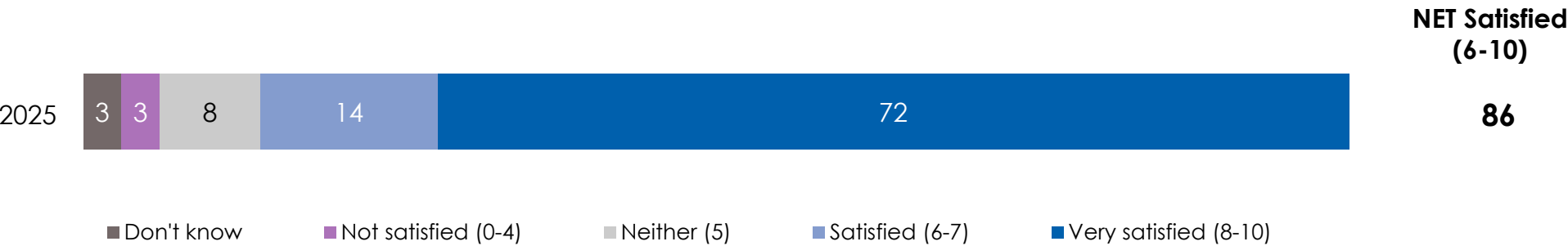
3.3

Satisfaction with expenditure reports

Satisfaction with help resolving expenditure report queries and reasons for dissatisfaction

More than four in five respondents are satisfied with the help received from IPEA in relation to queries about expenditure reports (86%). Only 3% said they were dissatisfied with this aspect and cited reasons that included lengthy delays in the process especially when advice needed to be referred to other departments, and that communication from IPEA about changes to reporting is sometimes lacking.

Satisfaction with the help received in resolving expenditure report queries (%)



3%

dissatisfied with help resolving expenditure report queries

Reasons for dissatisfaction (verbatim):

“... It is suggested that queries about report transactions are sent to IPEA. Sometimes these IPEA queries are then forwarded to another department who specialise in that area, to respond back to me...There can be a time delay between [when] IPEA accesses the email and [when they] decide to send it to another section for the answer. Communication, generally, can also be lacking from IPEA about changes to reporting”

Agreement with specific aspects of reports and suggestions to make reports more useful

Three in four respondents agreed the expenditure module in PEMS was easy to use (77%). When asked about suggested improvements to reports, respondents mention PEMS being confusing and not user-friendly.

Agreement that the expenditure module in PEMS was easy to use (%)

NET Satisfied
(6-10)



Suggestions for reports to be more useful (verbatim):

“The **language in PEMS expenditure module is not user friendly** unless you have an accountancy/ software background... Functions [are] **not easy to navigate**. Annoying that you have to export reports or dig deeper to find out more information about an expense. Filter function is not user friendly. I find the whole software **frustrating**.”

“The layout is not user friendly its too **confusing** and **too many layers to click through**.”

“Make [them] **user-friendly**.”

“**Nothing in PEMS is easy** to use.”

“Complete overhaul of PEMS in it's entirety.”

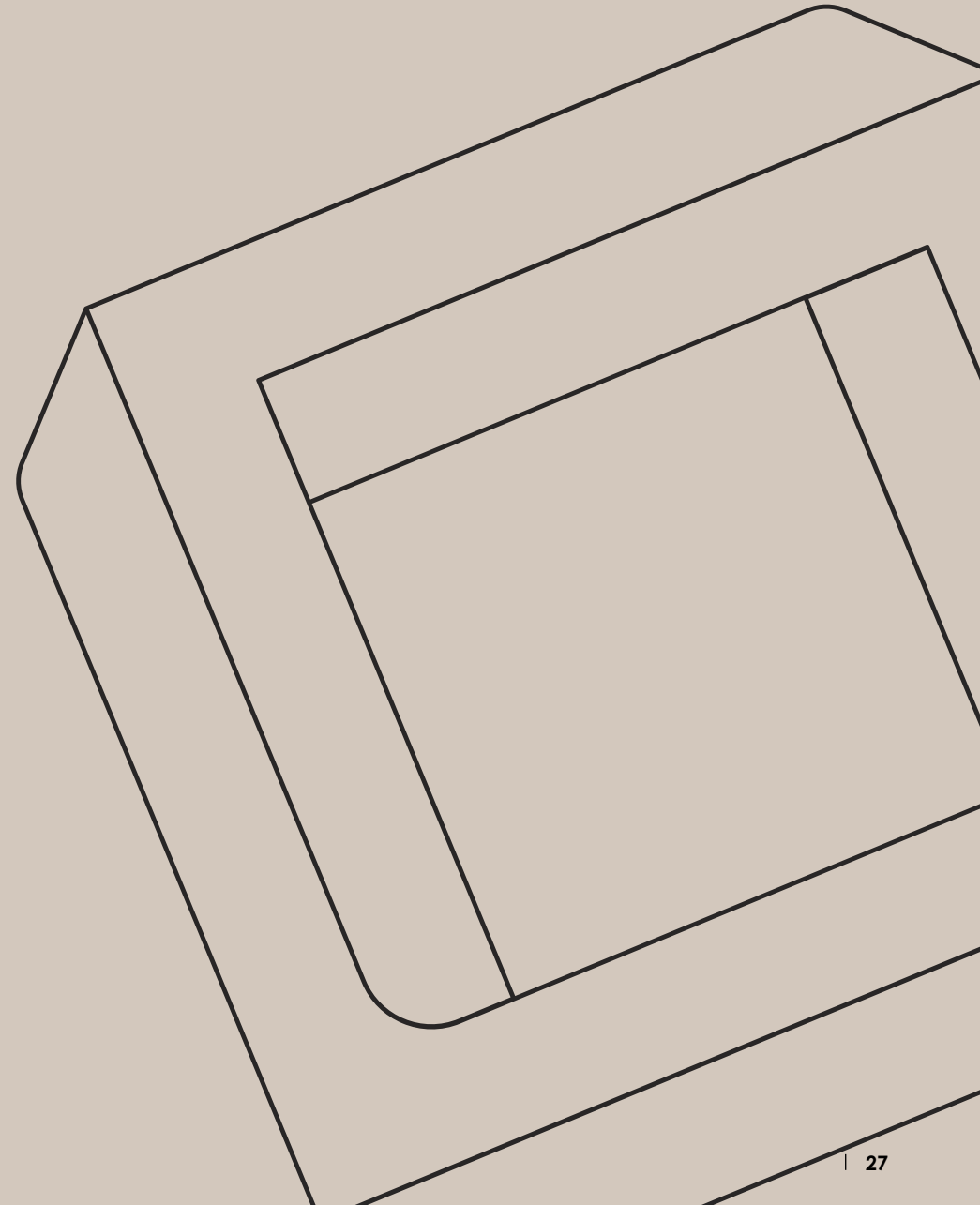
“Delete and start again. So **clanky** and **hard to find information and print reports**. Again, flawed in design and extremely clanky to use.”

Source: D10. And how much do you agree or disagree that...Expenditure module in PEMS was easy to use
Base: Respondents who have received help resolving expenditure report queries in 2025 n=64
NET scores shown may not total the sum of agreement scores due to rounding.

Note: Verbatim responses are the exact language used by the participant in response to the question asked. Hard brackets denote where verbatim is adjusted for grammatical continuity.

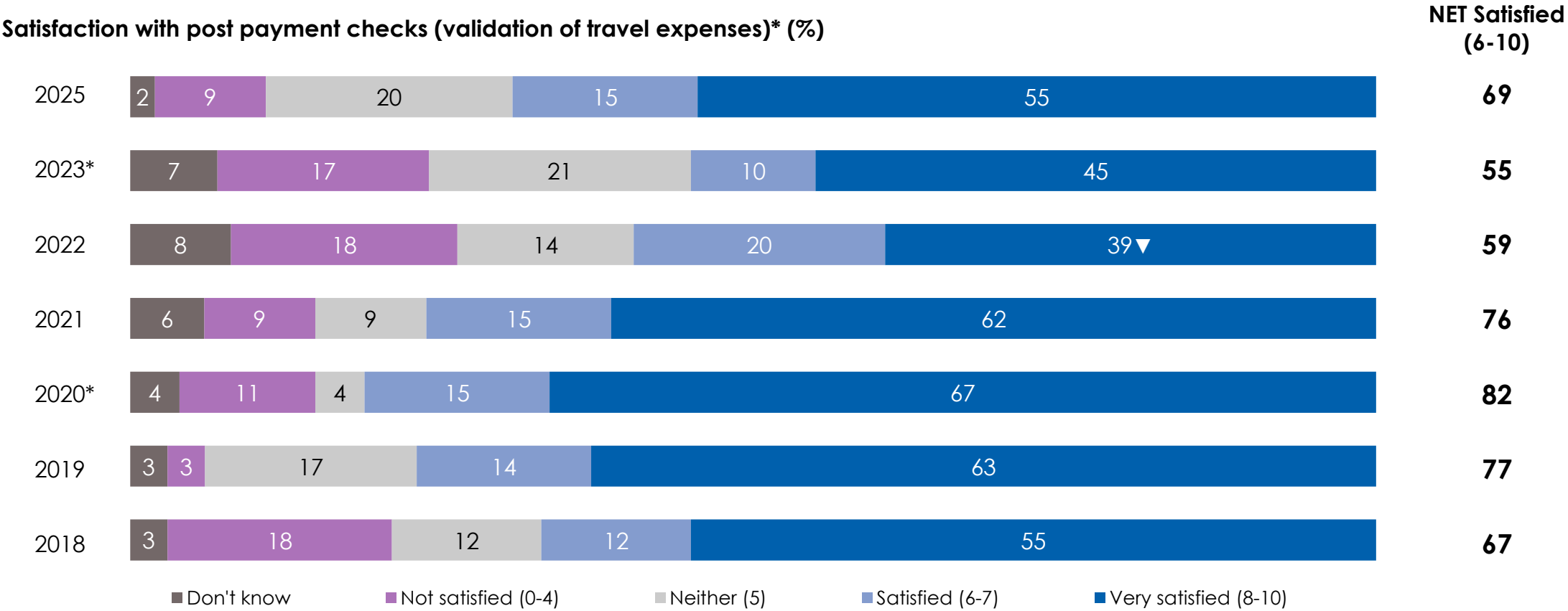
3.4

Satisfaction with post payment checks



Satisfaction with post payment checks (validation of travel expenses)

In 2025, satisfaction with post payment checks improved, with more than two in three respondents satisfied (69% compared to 55% in 2023, note this is not significant due to the lower base in 2023). The proportion of respondents dissatisfied with post payment checks decreased by almost half in 2025 (9% compared to 17%).

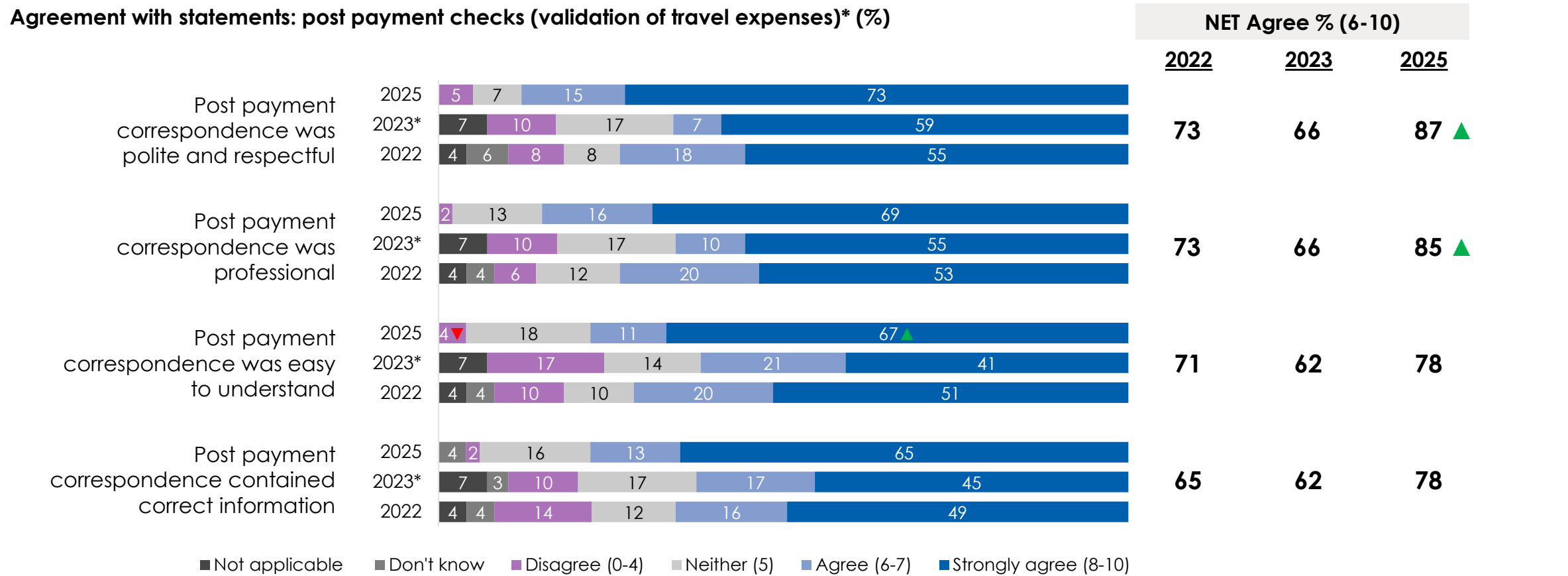


Source: D11...How satisfied have you been with IPEA's post payment checking procedure?
Base: Respondents who have dealt with advice about post payment checks 2018 n=76; 2019 n=35; 2020 n=27; 2021 n=34; 2022 n=49; 2023 n=29; 2025 n=55
* CAUTION LOW BASE. Results are not significant on account of reduced base size. | NET scores shown may not total the sum of satisfied scores due to rounding.

▲ ▼ Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

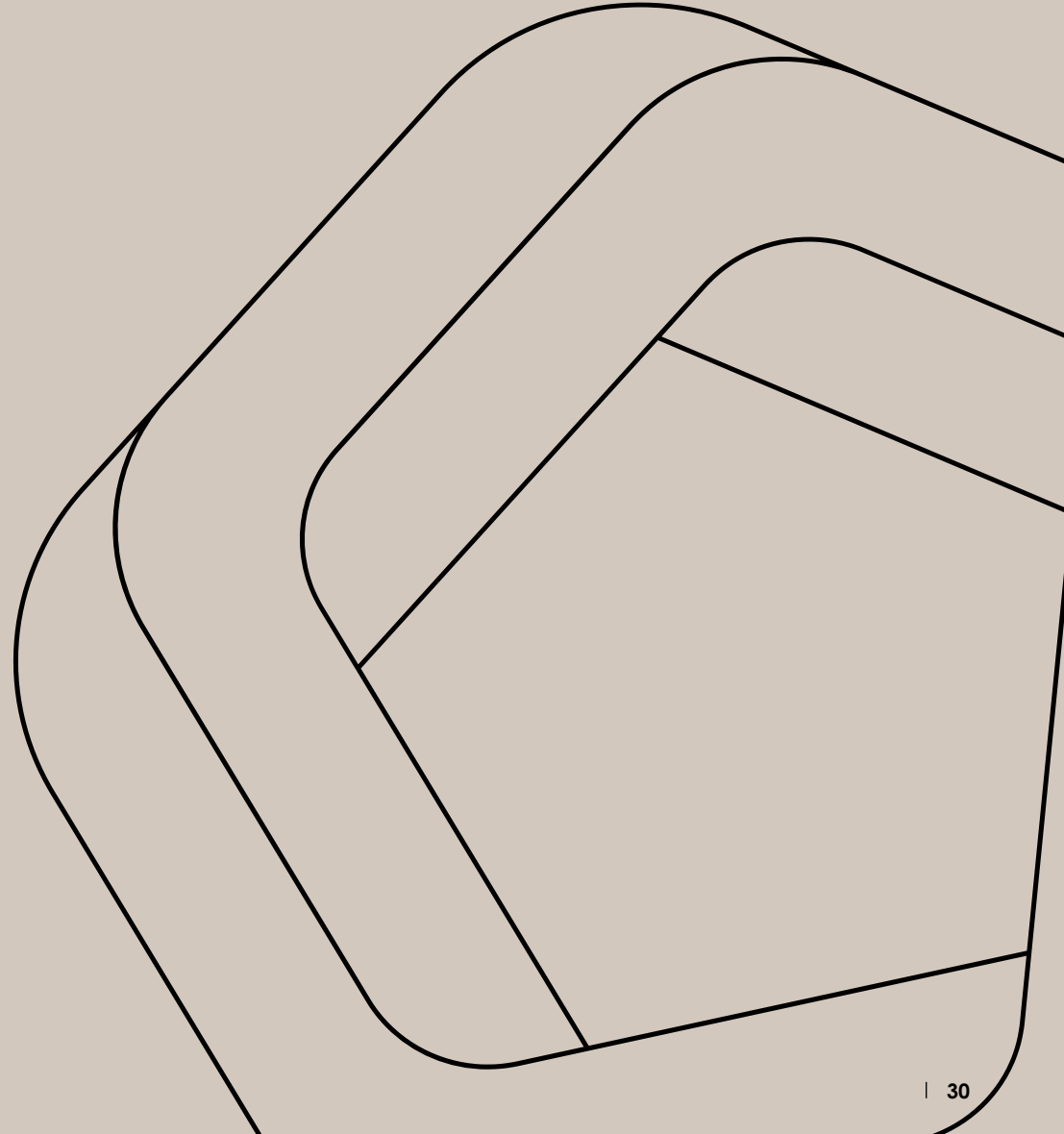
Agreement with specific aspects of post payment checks

Agreement across all aspects of post payment checks improved in 2025, significantly so in terms of post payment correspondence being polite and respectful (87% compared to 66% in 2023) and post payment correspondence being professional (85% compared to 66% in 2023).



4

Information needs



Website visitation and ratings

In 2025, just under two in five respondents (38%) had visited the IPEA website. Among those who did, satisfaction with the IPEA website improved (73% compared to 65% in 2023). Agreement levels with aspects of the website remain comparable to 2023 results, with the strongest level of agreement achieved in terms of content being informative (85% in 2025 and 2023).

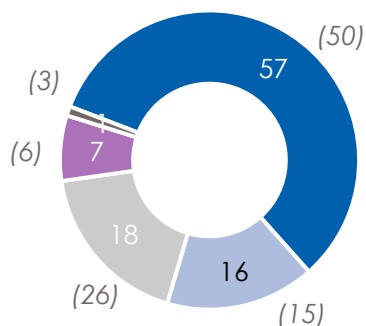
38%

**Visited the
IPEA
website in
the past 12
months in
2025**

(49% in 2023)

Satisfaction with IPEA website – 2025 (%)

NET Satisfaction 73%
(65% in 2023)



- Very satisfied (8-10)
- Satisfied (6-7)
- Neutral (5)
- Not Satisfied (0-4)
- Don't know

(% results from 2023 are shown in grey brackets)

IPEA website attributes (%)

EA website attributes (%)				NET Agree % (6-10)		
				2022	2023	2025
The content is informative	2025	<div> <div>4</div> <div>9</div> <div>25</div> <div>60</div> </div>		57	85 ▲	85
	2023	<div> <div>3</div> <div>3</div> <div>9</div> <div>29</div> <div>56</div> </div>				
	2022	<div> <div>5</div> <div>20</div> <div>18</div> <div>23</div> <div>33</div> </div>				
The content is up-to-date and timely	2025	<div> <div>4</div> <div>7</div> <div>12</div> <div>16</div> <div>60</div> </div>		47	76 ▲	76
	2023	<div> <div>3</div> <div>3</div> <div>18</div> <div>24</div> <div>53</div> </div>				
	2022	<div> <div>12</div> <div>12</div> <div>30</div> <div>17</div> <div>30</div> </div>				
Site navigation is user friendly	2025	<div> <div>3</div> <div>9</div> <div>16</div> <div>21</div> <div>51</div> </div>		50 ▼	71	72
	2023	<div> <div>6</div> <div>9</div> <div>15</div> <div>21</div> <div>50</div> </div>				
	2022	<div> <div>5</div> <div>25</div> <div>20</div> <div>18</div> <div>32</div> </div>				
I like the website design	2025	<div> <div>12</div> <div>19</div> <div>19</div> <div>48</div> </div>		45	62	67
	2023	<div> <div>6</div> <div>3</div> <div>29</div> <div>21</div> <div>41</div> </div>				
	2022	<div> <div>8</div> <div>25</div> <div>22</div> <div>17</div> <div>28</div> </div>				

Don't know

Disagree (0-4)



Neither (5)

Agree (6-7)

Strongly agree (8-10)

Source. B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months?
F1. How satisfied are you with the IPEA website (www.ipea.gov.au)? F2. How strongly do you agree or disagree with the following statements about the new IPEA website?

NET scores shown may not total the sum of agreement scores due to rounding.


 Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

Education/ information sessions attendance and ratings

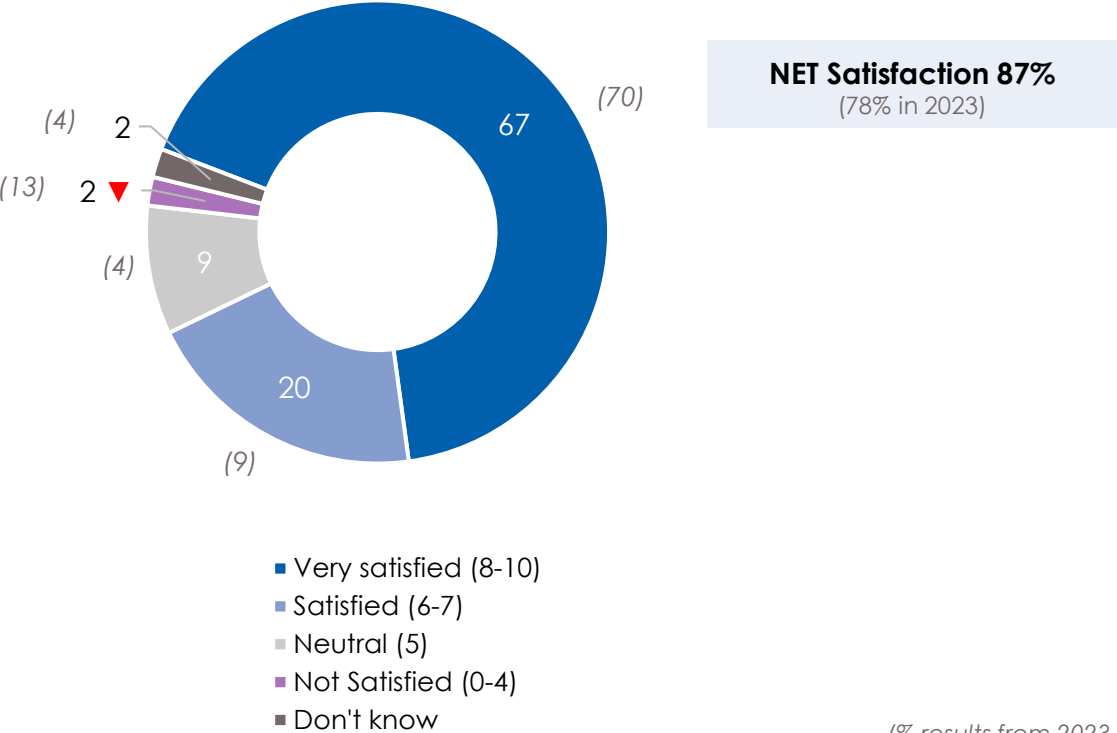
In 2025 the proportion of respondents who accessed an education or information session remained consistent with recent years (30% in 2025, 27% in 2023 and 30% in 2022). Satisfaction with information sessions has improved since 2023 (87% compared to 78% in 2023), and the proportion of dissatisfied respondents decreased significantly in 2025 (2% compared to 13% in 2023).

30%

Accessed education/ information sessions in the past 12 months in 2025

(27% in 2023)

Satisfaction with information session – 2025 (%)

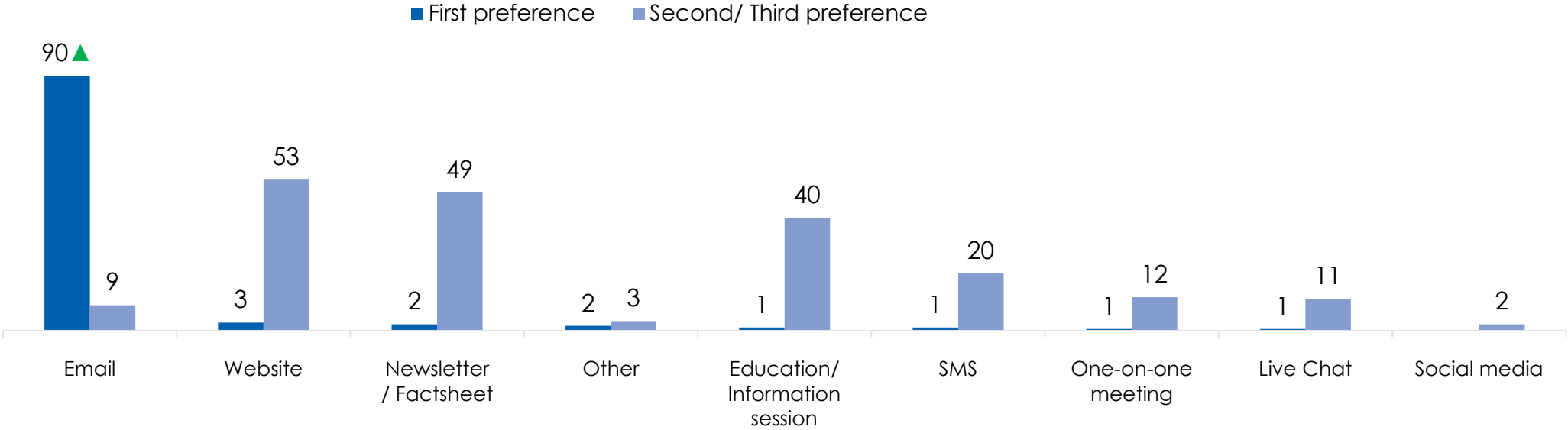


(% results from 2023 are shown in grey brackets)

Information sharing preferences

In 2025 email remained the most preferred mode for sharing information with the proportion of first preference increasing significantly compared to 2023 (90% in 2025 compared to 80% in 2023). In terms of second and third most preferable channels, the website (53%), newsletter or fact sheet (49%) and education or information sessions (40%) were frequently mentioned.

Future information sharing preferences – 2025 (%)

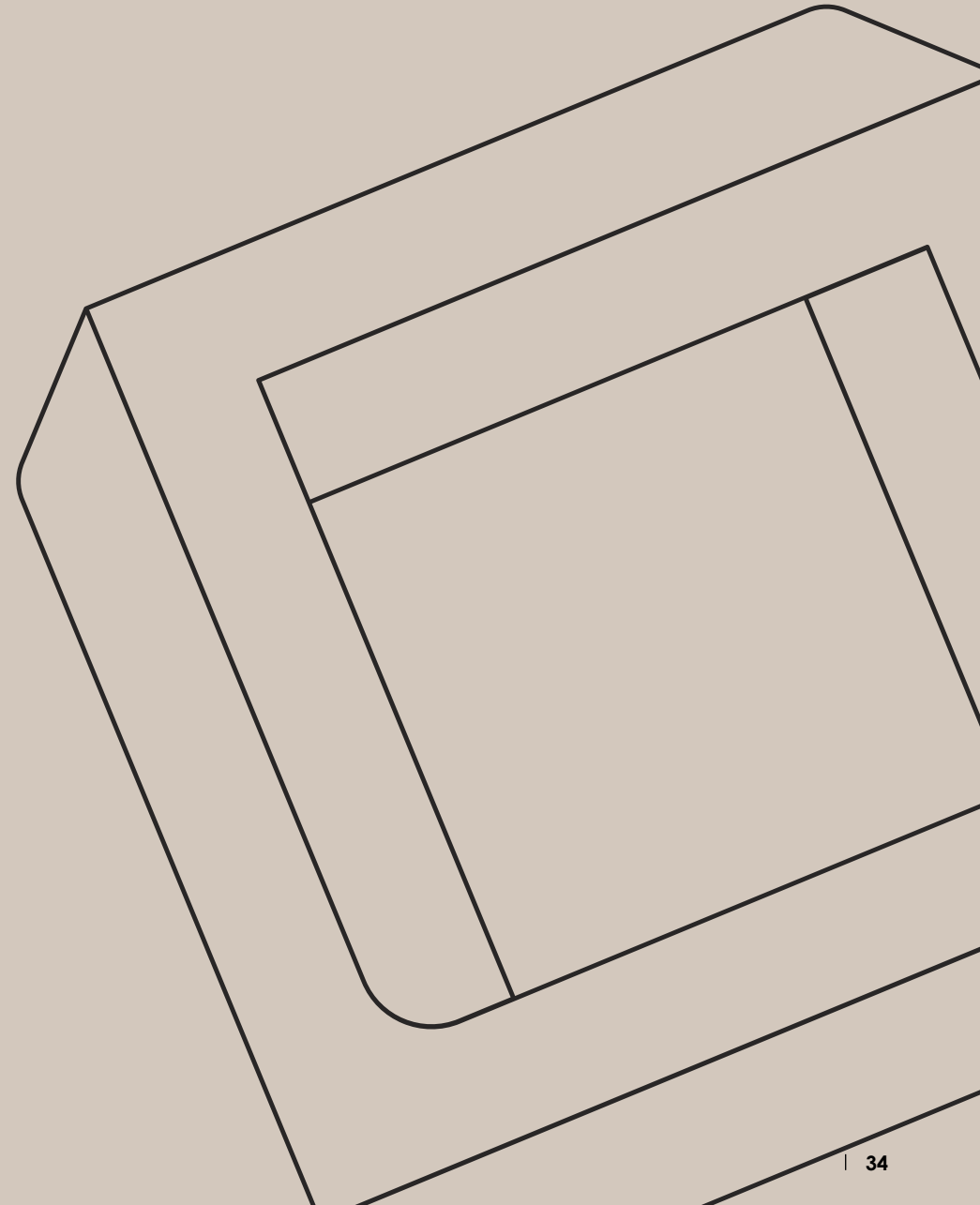


2023 (%)

1 st preference	80	6	4	1	4	4	2	2	-
2 nd /3 rd preference	15	50	43	5	44	11	12	19	1

5

Sample profile and knowledge of IPEA



Sample profile

In 2025 the sample profile by employment role remained consistent with previous years. There were significantly fewer respondents in 2025 who were based in Victoria (13% compared to 25% in 2023).

Employment role (%)	2025	2023	2022	2021	2020	2019	2018
Senator	2	0	3	2	4	3	2
Member of HR	6	2	1	4	6	2	5
Personal staff	21	26	33	21	27	32	29
Electorate staff	71	71	64	71	63	63	63

Base location (%)	2025	2023	2022	2021	2020	2019	2018
ACT	16	14	14	14	12	17	-
NSW	26	24	20	29	31	22	-
WA	6	6	12	10	10	9	-
SA	9	10	8	9	8	8	-
QLD	19	11	15	12	15	12	-
VIC	13 ▼	25	20	15	18	16	-
NT	3	1	4	2	1	3	-
TAS	7	10	7	8	4	15	-

Sample profile (cont'd)

In 2025 there were significantly fewer respondents with less than two years experience in their employment role (48% compared to 62% in 2023) and the proportion who have 3-4 years employment experience in their role almost doubled (26% compared to 14% in 2023). These lengthier employment tenures and periods of involvement with IPEA is reflective of data collection for 2025 coinciding with the end of parliamentary term.

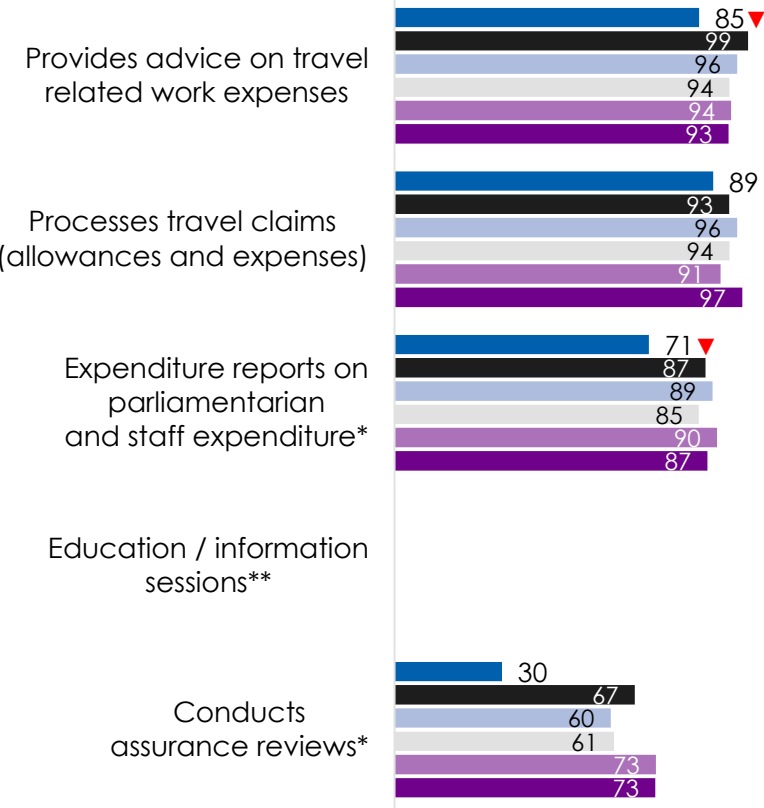
Employment of tenure (%)	2025	2023	2022	2021	2020	2019
0-2 years	48 ▼	62	61 ▲	34	36	43
3-4 years	26 ▲	14	12	17	26	24
5-6 years	8	4	8	15	11	12
7+ years	19	20	19 ▼	32	27	20

Length of involvement with IPEA (%)	2025	2023	2022	2021	2020	2019
Less than 3 months	17	12	11	-	-	-
3-6 months	9 ▼	12 ▼	27	-	-	-
7-12 months	10	14	11	-	-	-
1-2 years	25	31 ▲	16	-	-	-
3-4 years	17	13	20	-	-	-
5 or more years	21	18	16	-	-	-

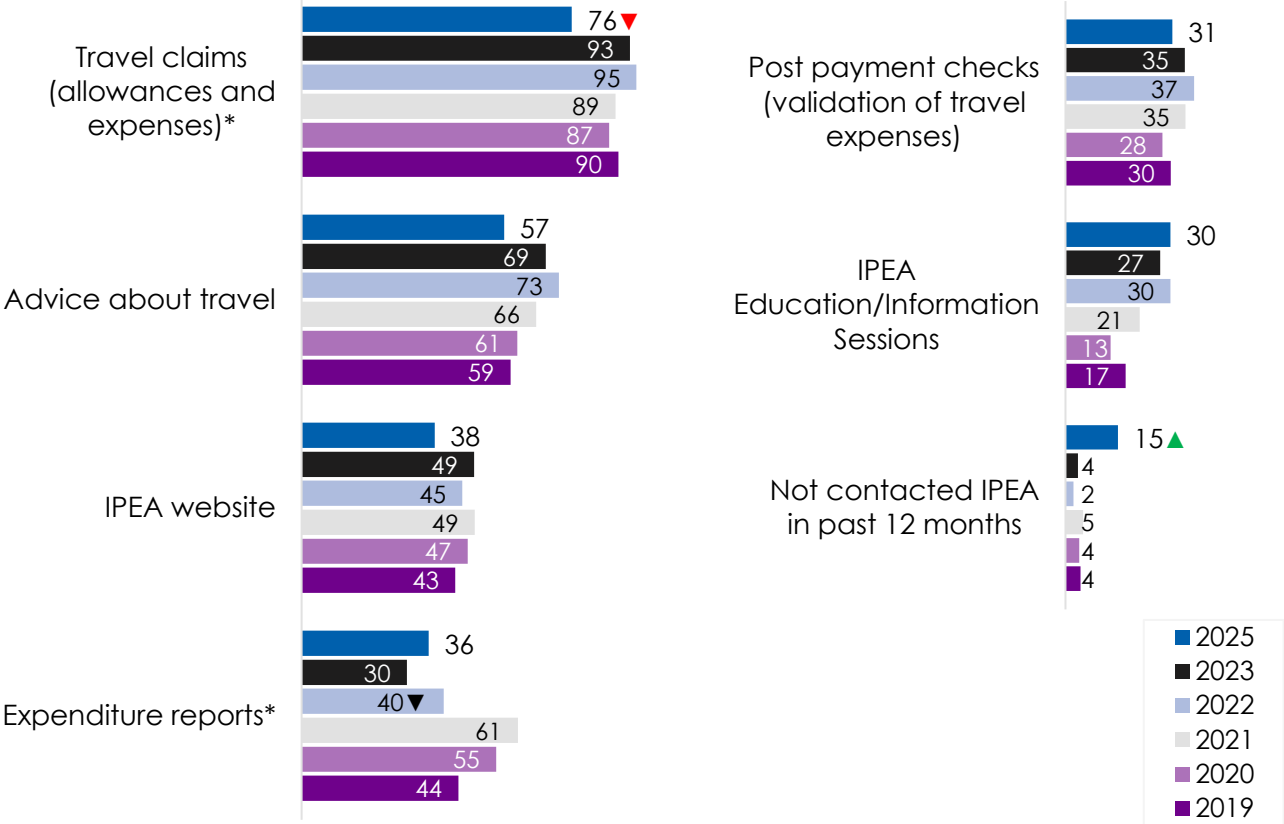
Awareness and knowledge of IPEA (cont'd)

In 2025, results for awareness of IPEA's functions and services accessed should be interpreted in context of the significant increase in the proportion of respondents in the sample who had not contacted IPEA in the past 12 months (15% compared to 4% in 2023).

Awareness of IPEA functions (%)



IPEA services accessed (%)



Source: B3. Which of the following IPEA functions and services are you aware of? B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months?

*Questionnaire wording changed in 2025 **New code added in 2025

Base: All respondents 2019 n=115; 2020 n=97; 2021 n=98; 2022 n=132; 2023 n=84; 2025 n=178

▲ ▼ Statistically significantly different to 2023 at 95% confidence (previous waves significant differences are shown in monochrome)

Appendix:

Glossary of terms

Glossary of terms

Acronym/ Term	Full title
ACT	Australian Capital Territory
CTM	Corporate Travel Management
EO staff	Electoral Office staff
ESB	Electoral Support Budget
Finance	Department of Finance
GST	Goods and Services Tax
IPEA	Independent Parliamentary Expenses Authority
IT	Information Technology
MaPS	Ministerial and Parliamentary Services
Member of HR	Member of the House of Representatives
MOP(S)	Members of Parliament Staff
MVA	Motor Vehicle Allowance
NSW	New South Wales
NT	Northern Territory
PBR framework	Parliamentary Business Resources framework
PEMS	Parliamentary Expenses Management System
QLD	Queensland
SA	South Australia
TA	Travel Allowance
TAS	Tasmania
VIC	Victoria
WA	Western Australia