



**Australian Government**

**Independent Parliamentary  
Expenses Authority**

**2025–26**

# Corporate Plan

Independent Parliamentary  
Expenses Authority

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The Independent Parliamentary Expenses Authority acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to Land, Waters and Community.

We pay our respects to the people, the cultures and the Elders past, present and emerging.



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# CEO Introduction



The Independent Parliamentary Expenses Authority (IPEA) delivers supporting services to parliamentarians and their staff and assurance to the Australian public on parliamentarians' expenditure.

We do this by:

- providing tailored advice and education
- administering travel
- contracting travel service providers
- reporting on the expenses and allowances accessed and
- conducting risk-based assurance and audit activities.

Our focus is on being a leader in the delivery of trusted, high-quality services to our clients while also increasing transparency through public reporting. We aim to increase public trust in the use of expenses through our targeted assurance and auditing activities.

Our priorities in 2025–26 include:

- building client and stakeholder trust and confidence in IPEA's functions and service offering
- reviewing and maturing agency governance so it remains contemporary and fit for purpose
- ensuring business processes and advice capabilities are ready to support planned Machinery of Government changes and legislative amendments and
- identifying options to increase the frequency of expenditure reporting to strengthen transparency.

We are working internally to improve our data governance by implementing the actions in our 2025–27 Data Strategy. This will improve our data stewardship, enhance analytical capability and support the delivery of our functions.

Our success is enabled by the expertise and professionalism of our staff and the priority we place in working together to provide excellent service.

I am pleased to present the 2025–26 Corporate Plan, which covers the period 2025–26 to 2028–29.

## Statement of preparation

As the accountable authority of the Independent Parliamentary Expenses Authority, I present the 2025–26 Corporate Plan, which covers the period of 2025–26 to 2028–29, as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

This plan has been prepared in accordance with section 16E of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule).

**Christina Grant**  
Chief Executive Officer

# About IPEA

The Independent Parliamentary Expenses Authority (IPEA) is an independent statutory authority in the Finance portfolio, established on 1 July 2017 under the *Independent Parliamentary Expenses Authority Act 2017* (IPEA Act). IPEA provides support for current and former parliamentarians and others as required by the Australian Government through the delivery of independent oversight and advice on work resources and travel resources.

IPEA is a non-corporate Commonwealth entity performing its functions under various legislative instruments including:

- [\*Independent Parliamentary Expenses Authority Act 2017 \(IPEA Act\)\*](#)
- [\*Parliamentary Business Resources Act 2017 \(PBR Act\)\*](#)
- [\*Parliamentary Business Resources Regulations 2017\*](#)
- [\*Remuneration Tribunal \(Members of Parliament\) Determination 2024\*](#)
- [\*Members of Parliament \(Staff\) Act 1984 \(MoPS Act\)\*](#)
- [\*Commonwealth Members of Parliament Staff Enterprise Agreement 2024-27\*](#)
- [\*Staff travel and relief staff arrangements determination 2023/10\*](#)

# Purpose and function



# Key activities



Deliver services relating to the administration of travel resources. This includes providing advice and claims processing for travel expenses and allowances.

## Advice & education

IPEA advises and educates parliamentarians and their staff on accessing travel resources in accordance with legislative requirements. By listening to parliamentarians and their staff, IPEA seeks to understand their varied travel requirements and provide tailored advice. IPEA offers education sessions around the country in Commonwealth Parliamentary Offices and electorate offices. These sessions focus on building trust and explain our services while building knowledge of the legislated requirements for staff and parliamentary travel.

## Claims administration

Administering the travel claims of current and former parliamentarians and their staff is one of IPEA's core functions. IPEA forges strong relationships with travel providers and other Australian Government departments to support effective and efficient administration of parliamentary and staff travel.



Provide independent reporting and assurance in respect of parliamentarians' work resources and the travel resources of their staff.

## Reporting, assurance & audit

IPEA's reporting and assurance functions seek to promote an environment of accountability and transparency in parliamentarians use of public resources and help to discourage their misuse. IPEA delivers transparency through regular quarterly reporting of work expenses for parliamentarians and former parliamentarians and the travel expenses of MoP(S) Act staff. Our assurance functions deliver a regular rolling program of post payment checking and targeted assurance reviews. During the 2025–26 financial year, in consultation with the Members of the Authority, we will undertake audits where appropriate on the use of resources by parliamentarians and their staff.

# Operating context

IPEA's role focuses on helping clients to access parliamentary business resources appropriately and foster trust in their use. To achieve this, IPEA will plan for and respond to its operating environment, support its people, develop its capabilities, manage risks and continue to build relationships by cultivating cooperation and shared understanding.

## Environment

2025–26 is our eighth year of operation. Our operating environment will be characterised by:

- increased levels of engagement and education of new parliamentarians and staff to support their onboarding and appropriate use of parliamentary business resources
- ongoing preparation for planned machinery of government (MoG) changes.

### New parliamentarians

The post-election period is a busy time for IPEA. Over the past 8 years, IPEA has led with early and regular engagement, education and advice to new parliamentarians and their staff. We have focused on helping our clients to understand and appropriately use their travel and business resources. IPEA is continuing to enhance its education first approach to better support new parliamentarians and their staff.

### Machinery of Government (MoG)

On 1 July 2026, IPEA expects to receive from the Department of Finance (Finance) the following office expense functions:

- giving advice to parliamentarians about office expenses
- providing pre-claim assessments on communication and print materials
- administering claims for office expenses
- administering Canberra based self-drive vehicles.

In the lead up to the MoG change, IPEA will work with Finance to prepare for the transfer of functions and to integrate them into IPEA's operations.

# People and capability

IPEA's Chief Executive Officer (CEO), Christina Grant, was appointed by the Special Minister of State in February 2025 for a 5-year term. The CEO is IPEA's accountable authority under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and is responsible for IPEA's performance and compliance with regulatory requirements.

IPEA's motivated, highly capable and service-oriented people are essential to its ability to deliver successfully its key activities and purpose. IPEA consistently receives positive feedback from clients that IPEA's staff are highly capable and customer focused. IPEA will strive to challenge, engage and reward its staff for their continued dedication to achieving IPEA's purpose.

In April 2025, IPEA updated its operational structure to help position it to meet its current and future functions and operations, creating a new 4 branch structure – each supporting one of IPEA's key activity areas.

## Members of the Authority

The IPEA Act gives to the authority (that is, the body of members) governance responsibility for the performance of the functions vested in the authority by Part 2 of the IPEA Act. The authority (constituted by the members) is not subject to any limitation in the performance and exercise of the functions and powers vested in it by ss 12 and 13 of the IPEA Act.

IPEA's members are appointed by the Governor-General. Under the IPEA Act, the authority consists of a Chair, the President of the Remuneration Tribunal and at least 2, but not more than 3 other members.

IPEA's current members are:

- Member, Dr Annabelle Bennett AC SC
- Member, the Hon Gary Gray AO
- Member, Dr Julianne Jaques KC
- President of the Remuneration Tribunal, Ms Holly Kramer (ex-officio).

At the time of publication, the Chair of the Authority's position was vacant.

The collective expertise of the members ensures that high standards of governance are maintained when performing our functions. Their biographies are available in the [About us/Leadership](#) section of IPEA's web site.

## IPEA culture statement

In May 2025, IPEA introduced its culture statement to reinforce IPEA's values and service approach. The new statement articulates our goal to be a leader in the delivery of trusted, high-quality services, and our aim to create a work environment where collaboration, accountability and continuous improvement thrive.

Our culture is founded upon a shared commitment to IPEA's purpose and functions, which is to deliver advice, administration, reporting and auditing for the work expenses of parliamentarians, and the travel expenses of the staff they employ.

Our goal is for IPEA to be a leader in the delivery of trusted, high-quality services externally for parliamentarians and their staff, and internally to our own agency. We give clear, accurate and useful advice that empowers appropriate decisions. Our success is enabled by the expertise, passion and purpose of our staff and the priority we place in working together to provide excellent service – we deliver more together.

We aim to create an environment where collaboration, accountability and continuous improvement thrive. In doing so, we acknowledge that exceptional team delivery relies upon the efforts of each and every staff member. Treating each other with respect and 'showing up' for our colleagues during peak work periods is essential to our success.

We prioritise capability, professional development and the well-being of our people to ensure we are resilient and ready to deliver. We strive to foster a safe and respectful working environment that is both positive and productive and where individual efforts are valued. By fostering respect and trust, we strengthen our culture and capitalise upon our diversity.

We engage with our clients, within the agency and across the APS with purpose, integrity and respect. We value key partnerships knowing they are essential to our success. When issues do arise, we take responsibility and resolve them early. Our consistent demonstration of these qualities underpins our reputation as a trusted agency.

Every IPEA staff member has a role to play in supporting our culture. IPEA leadership is committed to fostering the qualities and attributes outlined in this culture statement.

## IPEA's leadership

### Ms Jaan-Clare Witcombe – Chief of Client Services

Ms Witcombe is responsible for IPEA's personal advice and education functions, and the administration and payment of parliamentarians' and their staff travel allowance claims for domestic travel.

### Mr Michael Frost – Chief of Travel Expenses and Contracts

Mr Frost is responsible for the administration of parliamentarians' and their staff domestic and international travel expenses, including airfares, car transport, charter transport, international travel costs and travel expense budgets.

Mr Frost is also responsible for the management of IPEA's travel services provider contract.

### Ms Nicole Pearson – Chief of Transparency, Integrity and Legal

Ms Pearson is responsible for delivering IPEA's risk-based audit and assurance function, IPEA's reporting and transparency function as well as providing legal services across IPEA generally.

### Mr Marco Spaccavento – Chief Operating Officer

Mr Spaccavento is responsible for IPEA's corporate functions including finance, risk, human resources, ICT, communications, governance, and the secretariat.

### IPEA organisational chart (as at July 2025)



## IPEA's branches

### Client Services Branch

- Developing and implementing education programs and products.
- Advising and supporting parliamentarians and MoP(S) Act staff on travel related matters.
- Processing parliamentarians' and MoP(S) Act staff travel allowance claims.

### Travel Expenses and Contracts Branch

- Administering parliamentarians' and their MoP(S) Act staff domestic and international travel expenses and reimbursements.
- Managing the travel service provider contract, currently Corporate Travel Management (CTM) to meet parliamentarians' and MoP(S) Act staff official travel needs.
- Managing third party arrangements for transport providers and working with other Australian Government agencies to identify opportunities to achieve outcomes.
- Administering parliamentarians' yearly (financial year) travel expenses budgets.

### Transparency, Integrity and Legal Branch

- Conducting audits and assurance activities relating to travel and work resources claimed by parliamentarians and travel resources claimed by MoP(S) Act staff, and publishing these audits and assurance reports.
- Preparing reports on travel and work resources claimed by parliamentarians and the travel resources claimed by MoP(S) Act staff.
- Supporting parliamentarians and MoP(S) Act staff through provision of custom reports.
- Providing legal advice to IPEA.
- Responding to freedom of information requests and privacy matters.

### Corporate Branch

- Providing communication and media services including the IPEA website, intranet and media engagement.
- Delivering financial management services and managing procurement policy and providing procurement advice.
- Providing human resource and workforce planning services.
- Providing ICT support including ICT security, project management and coordination.
- Supporting the Members of the Authority and IPEA's Audit and Risk Committee through the Secretariat function.
- Coordinating parliamentary responses and requirements.
- Advising on IPEA's risk management and supporting governance arrangements.

To achieve IPEA's performance targets and purpose, the 4 branches work together to deliver IPEA's key activities and to provide connected high-quality client services.

## Capability

IPEA builds its organisational capability across 3 broad areas: people, processes and resources – with integrity at the core of everything we do.

### People capability

IPEA prioritises capability, professional development, and the well-being of our people to ensure we are resilient and ready to deliver.

IPEA will progress its successful approach to developing staff capability and further strengthen the abilities of its leaders in 2025–26. Specifically, IPEA's tailored leadership development program will focus on enhancing skills to develop high performing teams, implement successful change management and create a psychologically safe environment.

IPEA will continue to encourage a diverse and inclusive environment, where all employees are valued, respected and safe. IPEA's Diversity and Inclusion Strategy 2024–2027 provides the framework to continue to build IPEA's culture and diversity and inclusion practices. This strategy is supported by IPEA's Culturally and Linguistically Diverse Employee Action Plan and Gender Equality Plan.

As a small organisation, IPEA's staff can diversify their skills through IPEA's cross skilling work opportunities. Short-term work opportunities expose staff to different aspects of IPEA's operations, offering them internal mobility, greater skillset diversification, further relationship development and additional prospects to contribute to decision-making.

As an Australian Public Service employer, IPEA promotes APS behaviours and values: impartial, committed to service, accountable, respectful, ethical and stewardship.

### APS Strategic Commissioning Framework

In 2025–26, IPEA will continue to minimise outsourcing of core work in line with the APS Strategic Commissioning Framework. IPEA will focus on reducing outsourcing of information and knowledge management, with an expected expenditure reduction of \$50,000 in outsourcing.

### Resources

IPEA receives departmental and administered funding through the Budget process. Departmental funding supports IPEA's internal operations, while administered funding supports the travel expenses of parliamentarians and their staff. Further information regarding IPEA's budget estimates (departmental and administered) and Average Staffing Level (ASL) is set out in Finance's Portfolio Budget Statements, available on Finance's website.

### Process

IPEA has well established and effective processes used to implement its core activities in pursuit of its performance targets and purpose. IPEA's processes are developed by its functional and knowledge experts, who are also engaged in training and their continual improvement.

IPEA reviews regularly its processes to make sure they are contemporary, fit for purpose and deliver IPEA's services efficiently and effectively, and in line with government requirements and clients' expectations. While this approach has produced excellent results, IPEA is realistic about and responsive to new process opportunities created by environmental and operational challenges.

## Integrity

Working with integrity is an important driver to build and maintain public trust and confidence. IPEA operates within an integrity framework designed to foster trust in the use of parliamentary work resources through independent advice, education, administration, reporting, assurance and audit.

IPEA's positive integrity culture is vital to prevent and detect misconduct, fraud and corruption. It also fosters psychological safety, improves staff wellbeing and engagement, and enhances workforce productivity and performance.

To support a high-integrity culture, IPEA has developed an agency level integrity framework and action plan, bringing together key policies and procedures, as well as learning and development opportunities. The framework sets out IPEA's key elements and expectations relating to integrity and associated behaviours. The action plan focusses on key improvement areas with actions and controls to promote integrity and help prevent misconduct and corruption.

In 2025–26, IPEA will continue to invest in its staff, systems, policies and procedures to further improve the maturity and effectiveness of its integrity framework. IPEA will also build on its integrity training to reinforce the importance of professionalism, ethical leadership and behaviours.

# Risk

IPEA's risk management framework aligns with the requirements of the Commonwealth Risk Management Policy and provides staff with a systematic approach to engage with risk and opportunities in line with IPEA's risk appetite and tolerance levels.

IPEA's approach to risk and its communication help staff to understand how to identify and effectively manage risks. IPEA's leadership team and the Members determine IPEA's risk appetite and tolerance to provide guidance to staff on the level of acceptable risk for the nature of our business. IPEA encourages staff to appropriately balance positive risk engagement, which promotes innovation and efficiency, with risk control and mitigation to maintain public trust and confidence.

The table outlines IPEA's strategies to manage the major risks IPEA faces.

Major strategic risks	Source	Mitigating strategies
IPEA fails to meet its service level standards and does not meet the expectations of stakeholders.	<ul style="list-style-type: none"> <li>IPEA does not have the resources, skills or systems to meet expected standards.</li> <li>Service level standards are not communicated clearly to clients.</li> <li>Service level standards are difficult to measure or cannot be measured due to systems limitations.</li> <li>Errors in the advice, administration, reporting or auditing of expenses or allowances.</li> <li>Failure of systems (PEMS).</li> <li>A failure of shared risks being managed effectively.</li> <li>Insufficient people capability and capacity to meet stakeholder expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Robust governance framework overseeing the risk context and to detect, prevent and respond to risk.</li> <li>Regular education sessions to parliamentarians and staff on travel and related expenses.</li> <li>Regular review of policies and procedures for staff to provide accurate and timely advice on travel and related expenses.</li> <li>IPEA's people and learning and development strategies are designed to ensure the authority can attract, develop and retain a talented, agile and professional workforce.</li> <li>Publishing information on IPEA website regarding audit, assurance and reporting functions.</li> <li>Governance arrangements for managing shared risks and systems improvements.</li> <li>Robust multi-stage review of data prior to publishing.</li> </ul>
IPEA's independent assurance and reporting functions are not trusted by stakeholders.	<ul style="list-style-type: none"> <li>A breakdown in trust of IPEA's impartiality, neutrality, transparency and management of data integrity.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain operational integrity by explaining IPEA's processes, implementing them consistently and communicating regularly to clients.</li> </ul>

IPEA has several enterprise risks, summarised below. These enterprise risks have targeted mitigation strategies in place managed by IPEA's senior leadership.

**Resource management**

Failure to use and manage resources in line with IPEA priorities, consistent with the Commonwealth Resource Management Framework.

**Regulation/legal compliance**

Failure to comply with or enforce legislative and regulatory requirements.

**People**

Insufficient people capability and capacity to meet stakeholder expectations.

**Privacy and information management**

Governance and management of information fails to provide protection of personal information or ongoing availability of data.

**Fraud and corruption**

Misuse or theft of commonwealth resources, release of sensitive information or tampering with records for a benefit.

**Security**

Failure to detect and prevent cyber and physical security threats

**Workplace health and safety**

An avoidable or notifiable incident occurs in the workplace that threatens the health, safety or wellbeing of our staff or visitors

# Cooperation

As Finance portfolio agencies, IPEA and Finance continue to have a close and productive working relationship.

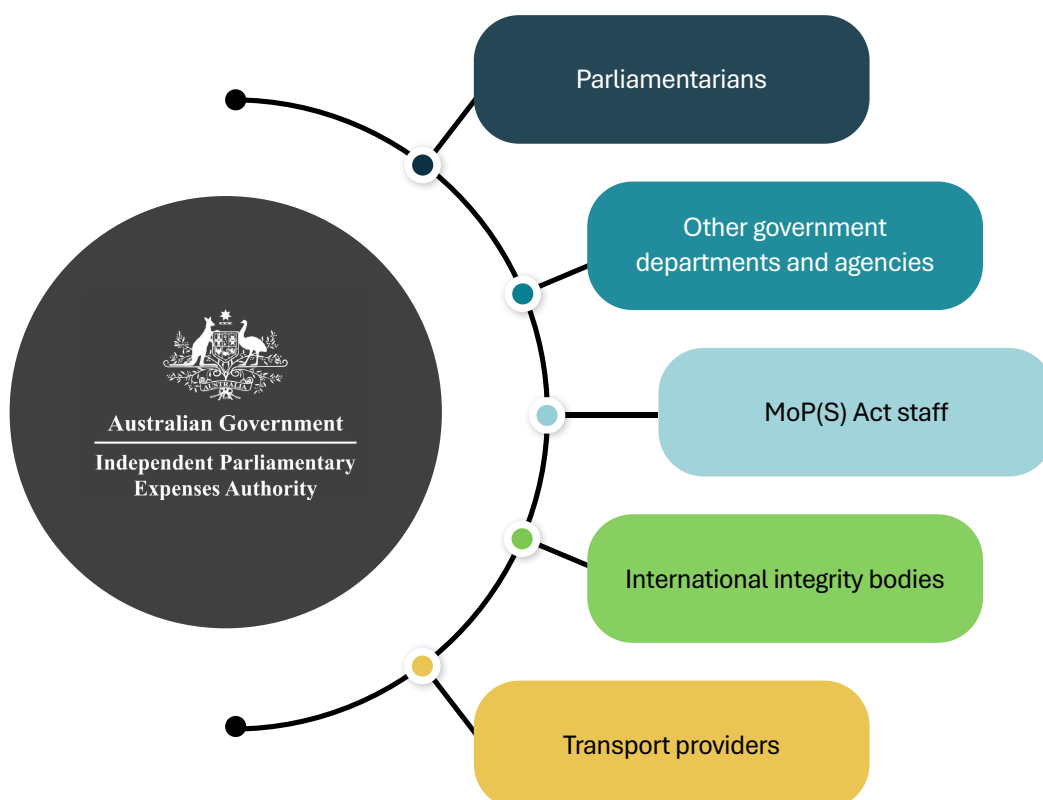
IPEA has a Memorandum of Understanding (MOU) with Finance for the provision of IPEA's work resources including its facilities and services, payroll, ICT resourcing and security. The MOU reflects IPEA's requirements, enabling it to deliver its legislated mandate and to achieve its purpose. As a protocol, IPEA reviews regularly with Finance the MOU to confirm it meets IPEA's needs and legislated requirements.

IPEA relies on PEMS (provided by Finance) to deliver its claims administration, reporting and assurance responsibilities.

IPEA operates in an environment with many interdependencies and collaborates closely with major stakeholders including the Parliamentary Workplace Support Service, Department of Parliamentary Services and the Department of Defence as part of the delivery of its activities.

IPEA relies on its strong and productive relationships with the Special Minister of State, parliamentarians and their staff, other government entities, integrity bodies and private transport providers to meet clients' needs and achieve its purpose.

In 2025–26, IPEA will further nurture its relationships and seek to build new ones to support its clients and stakeholders, and to continue shaping its role as a provider of services for parliamentarians and their staff.



# Performance

IPEA's performance measures set out the targets it will use to gauge its performance and operational outcomes. The measures are a critical mechanism for IPEA to display its operational integrity, promote transparency and demonstrate its effectiveness.

The performance measures and results are reported annually in IPEA's annual reports and Portfolio Budget Statements (PBS). The annual reports and PBS provide accountability to the Australian Government and public that IPEA, in its operation, is using resources efficiently and effectively to meet its obligations, performance measures and planned performance results.

IPEA updated its planned performance results to better reflect the current operating environment and expects to make further updates to the measures in the future. In addition, IPEA intends to trial new measures of efficiency and effectiveness internally in 2025–26, with a view to incorporating them into planned performance results once established.

Consistent with IPEA's Portfolio Budget Statements 2025–26, IPEA's planned performance results over the next 4 years are set out in the tables in this performance section.

Overarching measure						
Provision and delivery of independent advice, administration, reporting on, and assurance of, work resources for parliamentarians and travel resources of their staff.						
Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Performance measures achieved.	80%	80%	80%	80%	IPEA's systems and survey data	Sum of the number of measures that achieved their planned performance results divided by IPEA's total number of planned performance measures.

**Key activity 1 – Deliver services relating to the administration of travel resources.**  
**This includes providing advice and claims processing in respect of travel expenses and allowances.**

Measure 1.1 – Travel advice						
Provide accurate and timely advice to parliamentarians and their staff on travel resources.						
Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Clients satisfied with IPEA's advice function.	80%	80%	80%	80%	IPEA client satisfaction data	Use results from IPEA's client satisfaction measurement activities.
Advice provided is accurate and of a high quality.	90%	90%	90%	90%	ASM <sup>1</sup>	Sample of ASM tickets reviewed in line with standard operating procedure.
Service level standards for the provision of travel advice are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA's service level standards	As below.
Service level standards						
All calls are acknowledged, with 90% of calls acknowledged within 1 day. <sup>2</sup>					Touchpoint <sup>3</sup>	Calls to and from IPEA Enquiries (02) 6215 3000 as captured in Touchpoint.
All requests for advice are resolved, with 90% of requests for advice resolved within 2 days. <sup>2,4</sup>					ASM	Sample of ASM tickets reviewed.

1 ASM is IPEA's call management and tracking system.

2 During hours: 9am to 5pm—Monday-Friday AEST/ADST (except for public holidays).

3 Touchpoint is IPEA's call management software.

4 Except where IPEA is waiting on essential information from others, for example waiting for information from parliamentarians, their staff, travel providers or government stakeholders.

## Measure 1.2 – Travel education

### Educate parliamentarians and their staff on travel resources.

Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Clients satisfied with the education session they attended.	80%	80%	80%	80%	Post-education session surveys IPEA client satisfaction data	Calculate the average of post-education survey scores and other IPEA client satisfaction data.
Service level standards for the provision of education are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA’s service level standards	As below.
Service level standards						
90% of education session requests are responded to <sup>5</sup> within 7 working days of receipt of requests.					Outlook, Education sessions data, and ASM	Tally of the number of days between receipt of request and IPEA’s response.
Education sessions offered in person in all capital cities <sup>6,7</sup> and virtually twice each calendar year.						Review education session locations and count the number of times offered in all capital cities and virtually within the period.
100% of new parliamentarians are offered an introductory session within 2 months of declaration of poll. <sup>8</sup>						Tally of the number of new parliamentarians offered an introductory session within the period divided by number of new parliamentarians, converted to a percentage.

5 Responses to clients may include email or phone call, but do not include auto response.

6 Dependent on room availability.

7 Participants may be offered a virtual session where registration numbers for a capital city are low.

8 Except where IPEA is waiting on essential contact information for new parliamentarians.

### Measure 1.3 – Travel claims

#### Administer accurately and in a timely manner the processing of parliamentarians and their staff claims for travel resources.

Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Clients are satisfied with IPEA's travel claim processing.	80%	80%	80%	80%	IPEA client satisfaction data	Use results from IPEA's client satisfaction measurement activities.
Travel claims are processed accurately.	90%	90%	90%	90%	PEMS	Assessment of random sample of claims.
Service level standards for the administration of claims are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA's service level standards	As below.
Service level standards						
Travel claims are assessed weekly to verify 80% have been processed within an average of 7 working days <sup>10</sup> for travel allowance and reimbursements and within the contract obligations (or agreed arrangements) with providers.					PEMS <sup>9</sup>	Average claims processing time indicated in PEMS.
Requests for additional travel claim information (e.g. where the claim is incomplete) are sent within an average of 4 working days of receiving the initial claim. <sup>11</sup>					ASM and PEMS	Tally the number of days between when the claim was received and when IPEA contacted the client.
90% of Electorate Support Budgets (ESB) are disseminated by the third week of June. New parliamentarians commencing after 1 July receive their budget/s within one week of official commencement.					ASM	Count of Electorate Support Budgets disseminated within the period divided by total Electorate Support Budgets required, converted to a percentage.  Tally of new parliamentarians who received their ESB within the period divided by total number of new parliamentarians, converted to a percentage.

<sup>9</sup> PEMS is the Parliamentary Expenses Management System and used to submit claims to IPEA.

<sup>10</sup> Incorrect/incomplete claims are not included.

<sup>11</sup> Except where IPEA is waiting on essential information from others, for example waiting for information from parliamentarians, their staff, travel providers or government stakeholders.

**Key activity 2 – Provide independent reporting and assurance in respect of parliamentarians’ work resources and the travel resources of their staff.**

**Measure 2.1 – Reporting**

**Increase transparency through the compilation of reports on parliamentarians work and travel resources and the travel resources of their staff.**

Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Expenditure reports provided to parliamentarians and published in accordance with the expenditure reports schedule. <sup>12, 13</sup>	95%	95%	95%	95%	PEMS	Tally of reports provided to parliamentarians within period divided by total reports required.
Clients are satisfied with IPEA’s expenditure reporting.	80%	80%	80%	80%	IPEA client satisfaction data	Use results from IPEA’s client satisfaction measurement activities.
Service level standards for reporting are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA’s service level standards	
Service level standards						
90% of ad hoc reports provided within 10 working days, or another timeframe as agreed. <sup>12, 14</sup>					ASM	Tally of reports provided within the 10-day timeframe divided by the total number of reports provided.

12 Dependent on ICT and data availability.

13 IPEA website and [data.gov.au](https://data.gov.au) website are available.

14 Does not include time waiting for 3rd party data.

## Measure 2.2 - Assurance & audit

### Conduct assurance activities on parliamentarians work resources and the travel resources of their staff.

Planned performance results	2025–26	2026–27	2027–28	2028–29	Source	Methodology
Clients are satisfied with IPEA's post-payment checks. <sup>15</sup>	70%	70%	70%	70%	IPEA client satisfaction data	Use results from IPEA's client satisfaction measurement activities.
All parliamentarians' offices are the subject of at least one assurance activity <sup>16</sup> in the reporting period.	100%	100%	100%	100%	IPEA data	Records of all assurance activities undertaken over the 12-month period.
Number of assurance reviews undertaken in the reporting period.	10	10	10	10	IPEA data	Tally of assurance reviews undertaken over the 12-month period.
Service level standards for assurance and audit are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA's service level standards	

#### Service level standards

100% of work expense irregularities or anomalies are subject to further assurance activity.	PEMS data IPEA data	Records of all assurance activities undertaken over the 12-month period.
In 100% of cases where IPEA identifies the possible misuse of parliamentary work resources, it acts in accordance with its Statutory Audit Function.	PEMS data Statutory audit function	Records of all assurance activities undertaken over the 12-month period.
In 100% of cases where assurance activities have established misuse of expenses, recovery action is pursued.	PEMS data IPEA data SAP <sup>17</sup> Debtors list and recovery processes	Compare established misuse activity with recovery action activities.

15 Post-payment check – please see IPEA's Statutory Audit Function fact sheet available on IPEA's website [ipea.gov.au](http://ipea.gov.au)

16 Assurance activity – please see IPEA's Statutory Audit Function fact sheet available on IPEA's website [ipea.gov.au](http://ipea.gov.au)

17 SAP is IPEA's accounting management system.



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