



Australian Government

Independent Parliamentary
Expenses Authority

Client Satisfaction Survey 2025-26 Summary Research Report

Prepared for the Independent Parliamentary Expenses Authority

March 2026

Contents

1	Executive summary	3
2	Background and methodology	5
3	Interpretation of results	8
4	Awareness and engagement with IPEA's services	12
5	Performance measure outcomes	17
6	Overall satisfaction	35
7	Information needs	41
8	Areas of success and suggestions for improvement	46
9	Respondent profile	51

A large, faint, light blue outline of a lightbulb with rays emanating from the top, serving as a background graphic for the title.

Executive summary

Executive summary: Key insights



Since 2018, IPEA has conducted an **annual survey to evaluate client satisfaction with the services it provides**. ORIMA Research was commissioned to conduct the 2025-26 survey in late 2025.

The primary objective of the research was to measure client awareness of, and **overall satisfaction with, the range of services offered by IPEA**, and to track IPEA's performance against a range of 2025-26 Corporate Plan targets.

Survey results were highly positive overall, with many areas of success and few areas for improvement identified.

Overall satisfaction



Respondents' **satisfaction with their interactions with IPEA continued to improve** from a solid base this wave (89%, up from 77%). This result contributes to the positive overall trend for this metric seen since 2022, indicating that improvements continue to be made to the IPEA service offering.

When asked about a range of **overall aspects** and several related to **IPEA staff**, responses were consistently positive and also demonstrated continued improvements over time.

- Overall, 82%-87% indicated that they were satisfied with the quality of services and advice, timeliness, consistency and ease of understanding of IPEA's services; and
- 87%-92% indicated that they were satisfied with staff professionalism, politeness/respect, communication, skills and knowledge, helpfulness, their understanding of client needs and responsiveness.

Performance measure outcomes



Positively, 4 out of 5 performance measures (PM) in the survey exceeded the targets set in IPEA's Corporate Plan. These related to travel advice, education and claims (PM 1.1, 1.2 and 1.3), and post-payment checks (PM 2.2). PM 2.1 fell short by just one percentage point, with 79% indicating satisfaction with IPEA's expenditure reports.

Information needs



Satisfaction with the **IPEA website** was high (82%) and had improved substantially since the previous wave (66%). Uplifts were also recorded in relation to the site content being informative and up-to-date, and user-friendly. Compared to previous survey waves, a greater proportion of respondents indicated that they were open to receiving information via the website or via education sessions, despite email still being the most preferred channel.

The slide features a white background with a large, faint, light blue graphic of concentric arcs in the upper left. A solid dark blue vertical bar is on the right side, containing white and light blue curved stripes. Two horizontal dark blue lines are positioned above and below the main title.

Background and methodology

Background

The Independent Parliamentary Expenses Authority (IPEA) is an independent statutory authority responsible for **advisory, reporting, and auditing services relating to current and former parliamentarians'** work resources and staff travel expenses.

Following the 2025 federal election, IPEA has ensured its services and processes are effective in supporting new parliamentarians and their staff. In alignment with this, the 2025-26 Portfolio Budget Statement and Corporate Plan outlines clear performance measure targets for IPEA, including several that are measured via IPEA's annual client satisfaction survey.

Since 2018, IPEA has conducted an **annual survey to evaluate client satisfaction with the services it provides**. ORIMA Research was commissioned to conduct the 2025-26 client satisfaction survey in late 2025. This report contains the results from the current (2025-26) survey, as well as results from past surveys for comparison where possible.

Research objectives



The primary objective of the research was to measure **awareness of, and overall satisfaction with, the range of services offered by IPEA** to parliamentarians and their staff.

And, more specifically, to also:



Assess **client satisfaction against IPEA's performance measure targets** (as per the 2025-26 Corporate Plan)



Understand the **extent to which IPEA's services are meeting client needs**, and identify **improvement opportunities**



Track **client satisfaction with IPEA over time**

Survey development and data collection

The research comprised a **survey amongst all current Australian federal parliamentarians and their staff** (henceforth referred to as ‘clients’). The survey was programmed and hosted by ORIMA Research. Data was collected from 27 November – 11 December) via a self-completion online survey. The average survey completion time was **8 minutes**.

The 2025-26 survey **questionnaire** was based on that of previous waves of the survey; however, many questions were revised to optimise both the respondent experience and quality of data collected (including ensuring its alignment with current Corporate Plan performance measures). A good level of comparability with previous survey waves was maintained for most key satisfaction measures (and other measures where possible). Details of notable changes are included throughout this report.

The survey was an attempted **census*** of all clients; n=2,545 individuals were invited to participate via an email from IPEA.#

Response rates

A response rate management strategy was implemented involving two reminder emails during the fieldwork period to those who had not yet submitted the survey.

Responses were included in this report if they proceeded past the screening questions (past q4), even if not ‘submitted’ to maximise the data available for analysis. The final response rate was 10%.

Year	Fieldwork dates	Target population (n)^	Achieved sample (n surveys started)	Response rate (%)^
2025-26	<i>27 November – 11 December</i>	2,545	266	10%
2025	<i>27 March – 11 April</i>	2,691	178	7%
2023	<i>21 September – 20 October</i>	2,388	84	4%
2022	<i>8 November – 12 December</i>	2,080	132	6%
2021	<i>30 August – 6 October</i>	n/a	98	n/a
2020	<i>4 – 28 August</i>	n/a	97	n/a
2019	<i>21 October – 6 November</i>	n/a	115	n/a
2018	<i>13 June – 6 July</i>	2,046	269	13%

*All potential survey respondents were invited to participate in the survey. This differs from a sample survey approach, where only some of the potential respondents are invited (e.g. a random sample).

This number excludes individuals whose email bounced or who were on leave for the duration of the survey period.

^ Target population not available for the 2019 to 2021 survey waves - marked as not available (n/a) in the above table. Response rate percentage therefore also cannot be calculated.

The slide features a white background with decorative elements. At the top, there are three concentric, light blue circular arcs. Below these, a horizontal dark blue line spans the width of the text area. The text "Interpretation of results" is centered in a bold, dark blue font. Below the text, another horizontal dark blue line spans the width of the text area. On the right side of the slide, there is a vertical blue bar with a gradient from light blue at the top to dark blue at the bottom, overlaid with white and light blue curved stripes. At the bottom right corner, the number "8" is displayed in a small, dark blue font.

Interpretation of results

Please note the following when interpreting results in this report:

Comparisons to previous waves



This report contains comparisons between the current survey wave (2025-26), and the results from previous waves where possible to highlight trends over time. For many questions, only the previous 4 years (2022 survey wave onwards) have been included. Where relevant and of interest, results from 2018 onwards have been included.



Throughout this report, arrows presented above or next to a value indicates that it is higher or lower than the previous survey wave value, by at least +/- 10 percentage points (pp).

However, caution should be taken when interpreting time-series comparisons in this report, as:

- This is **not a longitudinal study**. The cohort participating in the 2025-26 survey are not the same group of individuals that participated in previous waves.
- **Several changes were made to the survey structure and content for the current wave**, in conjunction with a transition of survey supplier. This included updates to survey questions, response scales and options; reducing the accuracy of cross-year comparability. Throughout this report, notable changes have been explained at the bottom of the page to aid the reader.
 - Most notably, the longer form response scales that were included in previous surveys (ranging from 11-13 scale points) were condensed to a shorter 5- or 6-point scale this wave, to further improve data quality and respondent experience.
 - To maximise comparability of the new shorter scale with the previous long scale, scale points have been grouped differently than in past reports for all historical data. Most notably, all 'NET' positive results from previous waves have been grouped in this report as a sum of scale points 7-10. This differs to how these results were grouped previously, using scale points 6-10. As a result, **percentage results throughout this report may differ somewhat from those in previously published reports, simply due to how the scale points have now been grouped.**



For example, the 2025 NET overall satisfaction with IPEA was reported as 82% in the [2025 report](#) (a sum of scale points 6-10), while the same result is reported as 77% in the current report (a sum of scale points 7-10). Scale point 6 in this instance received a result of 5% - the difference between these two figures. In the current report, point 6 is instead grouped with scale points 4 and 5, representing a 'neither satisfied nor dissatisfied' response.

Interpretation of results (cont. 1)

Please note the following when interpreting results in this report:

Presentation of results



Percentages presented in this report for **closed-ended questions** (rating style) are based on the total number of valid responses made to the question being reported on. Throughout the survey, respondents were only shown questions that were deemed applicable to them (based on responses to earlier questions). Furthermore, respondents could choose not to provide a response for the majority of questions. As such, base sizes and results throughout this report reflect the responses of those who answered each question and for whom each question was applicable.

Percentage results throughout this report **may not add up to 100% due to rounding**. An example of this is that the NET satisfaction result may appear to differ from the sum of the % 'satisfied' + % 'very satisfied' in a chart. This is because individual percentage results are rounded, while the NET is calculated as a sum of these response options *before* rounding.

- e.g., the % 'satisfied' may appear as 49% and 'very satisfied' as 31% in a chart (rounded up from 48.5% and 30.7% respectively). However, the NET agreement is 79% because the sum of the un-rounded figures is 79.2%.

Respondents were also asked to provide **open-ended feedback** throughout the survey to expand on or explain the reasoning behind their closed-ended responses. Throughout this report, the most common themes have been identified and a selection of quotes from the open-ended responses has been presented to exemplify each key theme. Square brackets [] denote adjustments to open-ended responses, only for the purpose of grammatical corrections or context.

Throughout this report, an asterisk (*) denotes where the base size is $n < 30$, to advise caution when interpreting results due to **low sample size**. Numeric labels for categories that are less than 4% of the total proportion have also been removed from charts for ease of reading.



Differences by demographic cohorts (role or tenure) have been highlighted for 2025-26 where the results differ by +/- 10pp. Small numbers of Senators ($n=7$) and Members of the House of Representatives ($n=18$) participated; therefore, these cohorts have been excluded from any analysis by role.

Interpretation of results (cont. 2)

Please note the following when interpreting results in this report:

Representativeness of sample



This report contains results from n=266 IPEA clients who participated in the 2025-26 survey and is therefore **not necessarily reflective of the whole population**. However, the responding sample is broadly representative of the actual population in terms of role (see Section 9: Respondent profile), though electorate staff are slightly overrepresented, and personal staff are slightly underrepresented.

Contextual factors



Numerous new parliamentarians were sworn in after the May 2025 federal election, therefore feedback provided by the responding sample is likely a reflection of **initial interactions with IPEA rather than sustained engagement** over the last 12 months. This may impact some responses, including familiarity with IPEA and its services.

Handling of 'don't know' / 'prefer not to say' / 'not applicable' responses



For some questions, where appropriate, respondents were provided with the option of providing a 'don't know', 'prefer not to say' and/or 'not applicable' response. To maximise comparability against previous years and where it aids in interpretation of respondent sentiment, these responses have been included in the calculations for this report.

Statistical precision



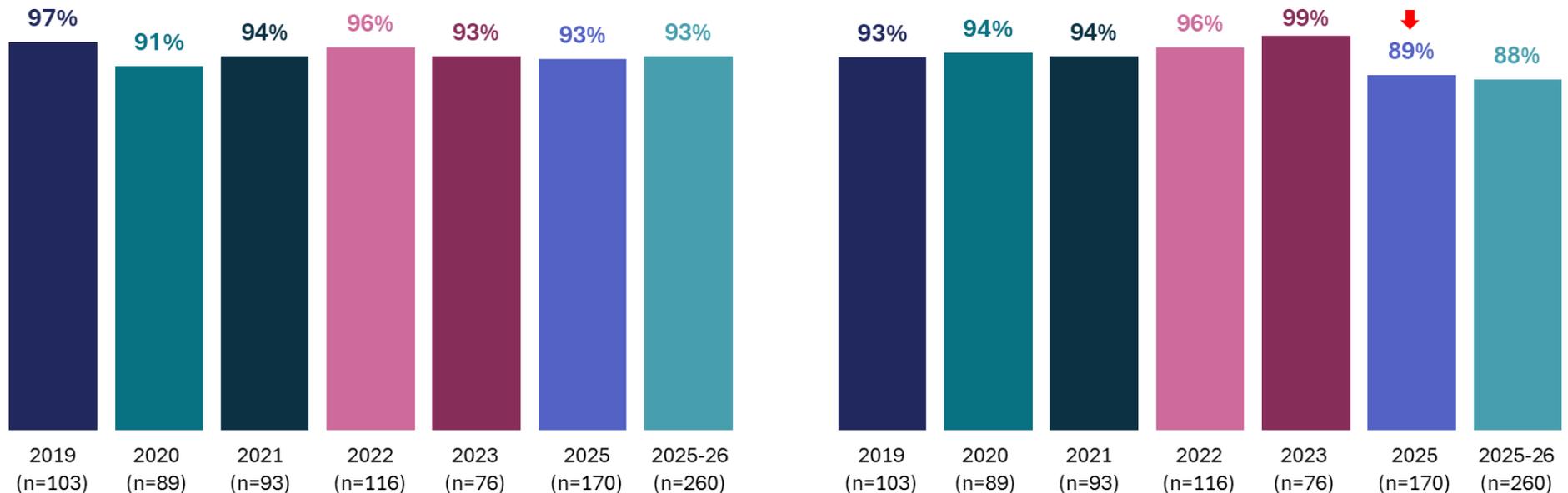
As this survey was a census, the results are not subject to sampling error. They are, however, subject to non-sampling measurement error. Unlike sampling error, non-sampling error is generally not mathematically measurable. The main non-sampling error risk with this survey is the potential for non-response bias to affect results. Non-response bias arises if the people who respond to the survey differ systematically to nonrespondents in terms of characteristics relevant to the survey.

A series of light blue, semi-transparent arrows pointing in various directions (up, down, left, right, and diagonally) are scattered across the white background of the slide.

Awareness of, and engagement with, IPEA's services

Awareness of IPEA's functions

Out of respondents who were aware of IPEA in 2025-26, the majority indicated awareness of IPEA's core functions of processing of travel claims and provision of advice on travel-related work expenses. This is largely consistent with the 2025 survey wave[^], and waves prior.



Processing of travel claims



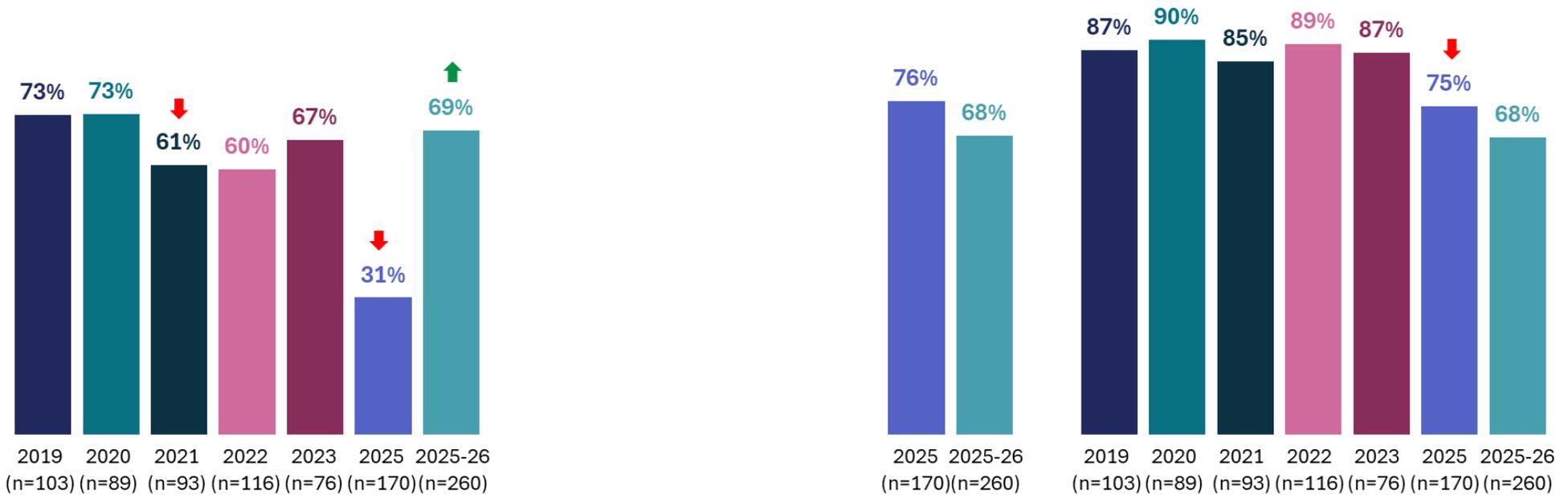
Provision of advice on travel-related work expenses

q3mr. Which of the following IPEA functions and services are you aware of? (Multiple responses accepted) Note: Respondents were also able to nominate an 'other' function or service; however, very few respondents selected this option in any year (1%-4%).

Base: All respondents (excludes non-responses and respondents who were unaware of IPEA before this survey, base sizes shown above). ^ Results for 2025 may differ from those in the previous wave's report as in 2025, respondents who indicated they were unaware or not familiar with IPEA were included in the base (n=178), whereas they have been excluded from the above calculations.

Awareness of IPEA's functions (cont.)

Respondents were somewhat less aware that IPEA conducts post-payment checks and education / information sessions and produces expenditure reports (68-69%). Positively, awareness of IPEA's post-payment checking function *increased substantially* in 2025-26 (back to previous 2023 levels), whilst awareness of expenditure reports and education / information sessions declined.



Conduct of post-payment checks



Conduct of education / information sessions*



Production of expenditure reports on parliamentarian and staff expenditure

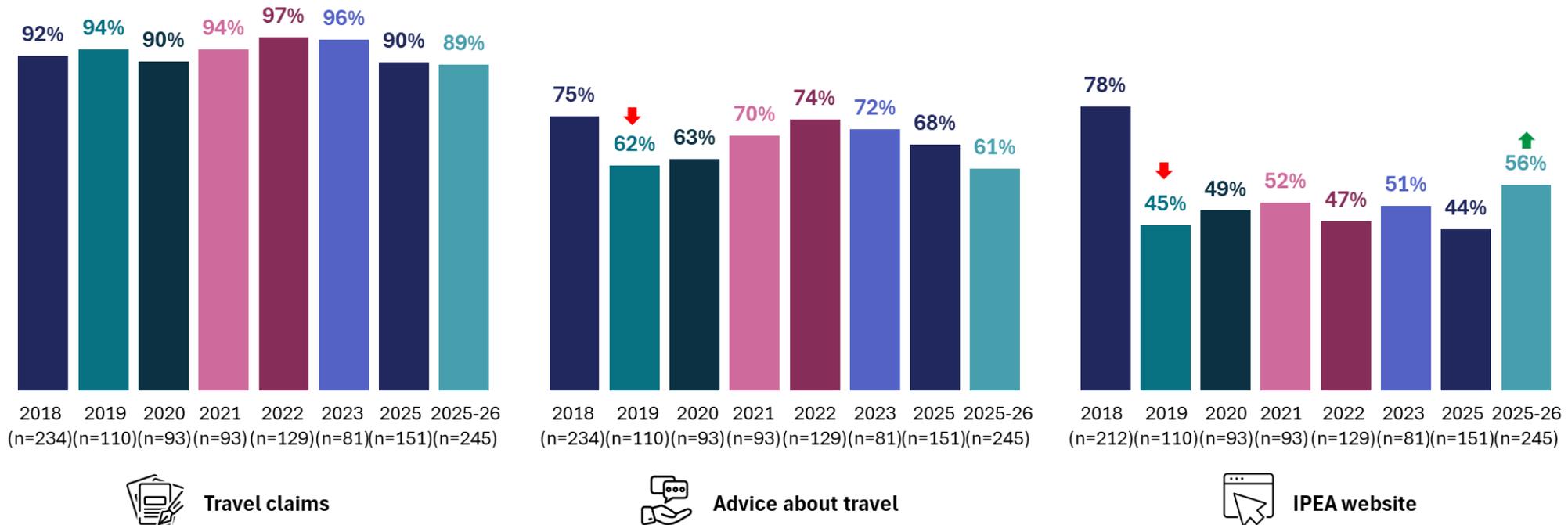


Personal staff (80%, n=49) were *more likely* than electorate staff (65%, n=185) to be aware of post-payment checks.

*Prior to 2025, respondents were not asked about their awareness of IPEA education / information sessions.
 q3mr. Which of the following IPEA functions and services are you aware of? (Multiple responses accepted) Prior to the current survey wave, 'Conduct of post-payment checks' was worded as: 'Conducts assurance reviews'. Note: Respondents were also able to nominate an 'other' function or service; however, very few respondents selected this option in any year (1-4%).
 Base: All respondents (excludes non-responses and respondents who were unaware of IPEA before this survey, base sizes shown above). Results for 2025 may differ from those in the previous wave's report as in 2025, respondents who indicated they were unaware or not familiar with IPEA were included in the base (n=178), whereas they have been excluded from the above calculations.

Engagement with IPEA's services

Consistent with previous waves, respondents who had engaged with IPEA in the last 12 months[^] were most likely to have contacted IPEA or accessed services in relation to travel claims, followed by travel advice (though engagement with travel advice has continued a downward trend). Results also indicated an increased usage of the IPEA website since the 2025 survey wave.



Personal staff (71%, n=49) were *more likely* than electorate staff (55% n=172) to have contacted IPEA for travel advice.

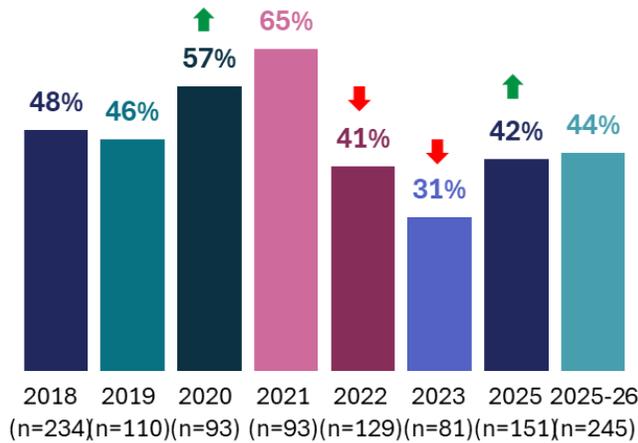
q4mr. Which of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? (Multiple responses accepted) In 2018, 'Have you visited the IPEA website in the past 12 months?' was asked as a separate question. Note: In 2025-26, respondents were also able to nominate an 'other' function or service; however, very few respondents selected this option (1%).

Base: Respondents who were aware of IPEA (excludes non-responses and respondents who had not accessed IPEA services or contacted IPEA in the past 12 months, base sizes shown above).

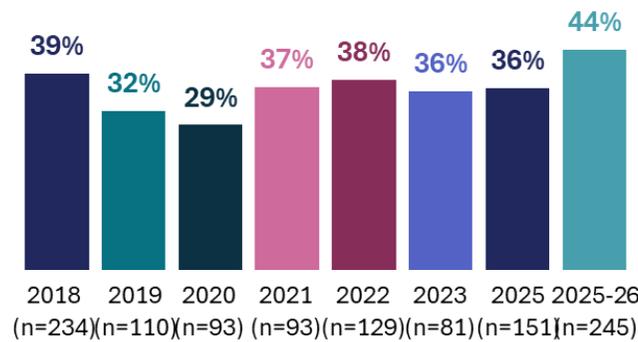
[^] Results prior to 2025-26 may differ from those presented in previous reports as in previous survey waves, respondents who indicated they had not engaged with IPEA in the last 12 months were included in the base, whereas they have been excluded from the above calculations.

Engagement with IPEA's services (cont.)

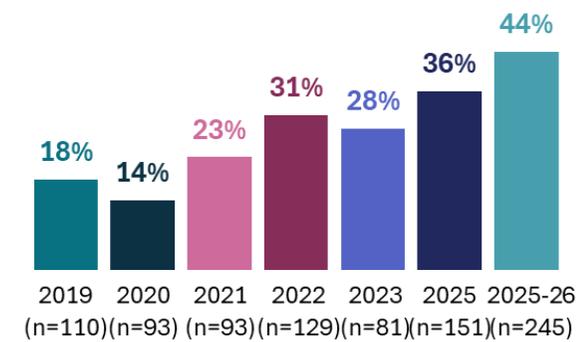
Again, largely consistent with previous waves, fewer than half of respondents had accessed or contacted IPEA in relation to post-payment checks and expenditure reports. The same proportion had accessed or contacted IPEA in relation to its IPEA education / information sessions, continuing the slight upwards trend for this service.



Post-payment checks



Expenditure reports



IPEA education / information sessions*



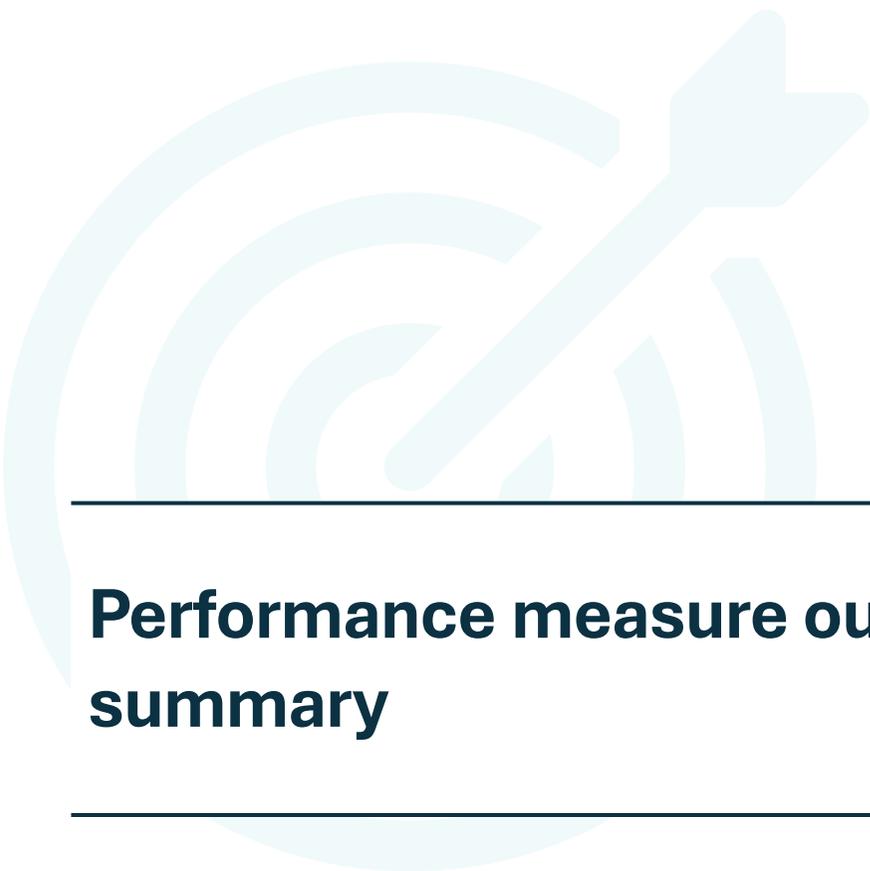
Electorate staff (50%, n=172) were *more likely* than personal staff (27% n=49) to have engaged with IPEA education / information sessions.

*In 2018, respondents were not asked about their engagement with IPEA education / information sessions.

q4mr. Which of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? (Multiple responses accepted) Note: In 2025-26, respondents were also able to nominate an 'other' function or service; however, very few respondents selected this option (1%).

Base: Respondents who were aware of IPEA (excludes non-responses and respondents who had not accessed IPEA services or contacted IPEA in the past 12 months, base sizes shown above).

Results prior to 2025-26 may differ from those presented in previous reports as in previous survey waves, respondents who indicated they had not engaged with IPEA in the last 12 months were included in the base, whereas they have been excluded from the above calculations.

A large, light blue, semi-transparent target icon with an arrow hitting the bullseye, positioned in the upper left background of the slide.

Performance measure outcomes – summary

Performance measure outcomes - summary

The table below outlines the Performance Measure results for the 2025-26 Client Satisfaction Survey. Positively, four out of the five performance measures exceeded the Corporate Plan targets.

	Performance Measure	Question	Target	Result*	
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	1.1. Travel Advice - Provide accurate and timely advice to parliamentarians and their staff on travel resources.	q6. Overall, how satisfied have you been with the travel advice provided by IPEA?	80%	93%	
	1.2. Travel Education - Educate parliamentarians and their staff on travel resources.	q23. Overall, how satisfied were you with IPEA's education/information session(s)?	80%	91%	
	1.3. Travel Claims - Administer accurately and in a timely manner the processing of parliamentarians' and their staff's claims for travel resources.	q9. Overall, how satisfied have you been with the service provided by IPEA in relation to travel claims?	80%	81%	
Key Activity 2: Provide independent reporting and assurance in respect of parliamentarians' work resources and the travel resources of their staff	2.1. Reporting - Increase transparency through the compilation of reports on parliamentarians' work and travel resources and the travel resources of their staff.	q13. Overall, how satisfied have you been with IPEA's expenditure reports?	80%	79%	
	2.2. Assurance and Audit - Conduct assurance activities on parliamentarians' work resources and the travel resources of their staff.	q16. Overall, how satisfied have you been with IPEA's post payment checking?	70%	88%	

Base: Respondents who had accessed, attended (for education sessions) or contacted IPEA in relation to the respective service in the past 12 months (q6 (n=148); q23 (n=96); q9 (n=212); q13 (n=101); q16 (104)). See detailed slides for full results. * The results displayed above are from the 2025-26 Client Satisfaction Survey. The final performance measure results will be calculated by IPEA, incorporating data retrieved from other data sources.

A large, light blue, semi-transparent target icon with an arrow in the center, positioned in the top left corner of the slide.

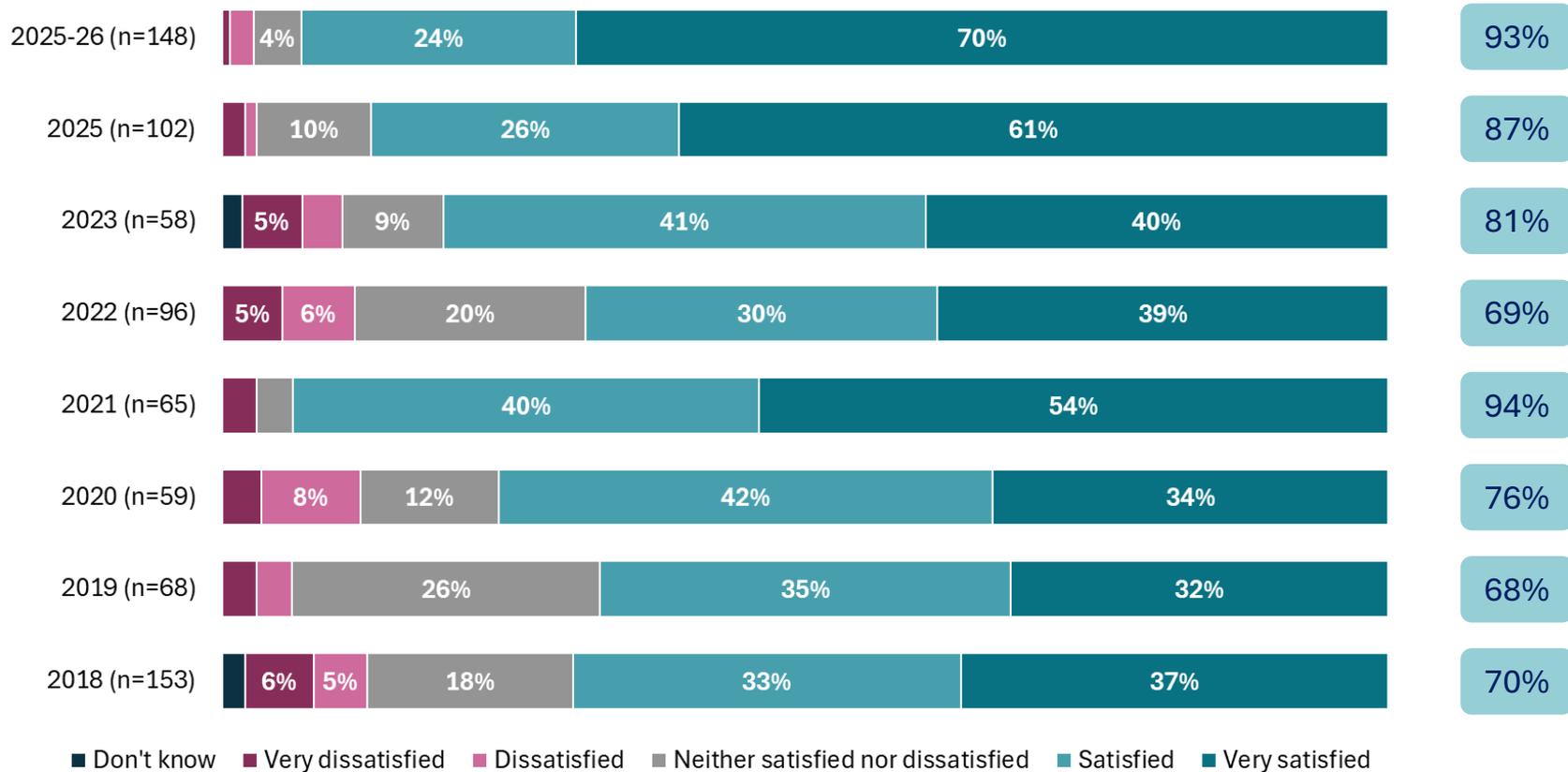
Performance measure outcomes – detailed results



Satisfaction with travel advice (PM 1.1)

The majority of respondents were satisfied with travel advice provided by IPEA in 2025-26 (93%), continuing the upwards trend observed since 2022. Notably, the proportion of respondents who indicated they were *very satisfied* with travel advice has almost doubled from 2022, to 2025-26 (39% to 70%).

NET Satisfied + Very satisfied



■ Don't know ■ Very dissatisfied ■ Dissatisfied ■ Neither satisfied nor dissatisfied ■ Satisfied ■ Very satisfied

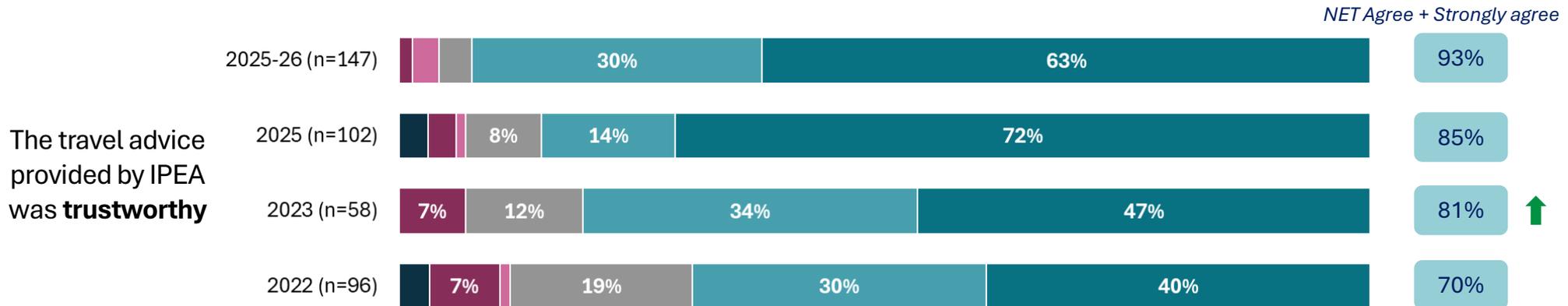
q6. Overall, how satisfied have you been with the travel advice provided by IPEA?

Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel advice in the past 12 months (excludes non-responses, base sizes shown above).

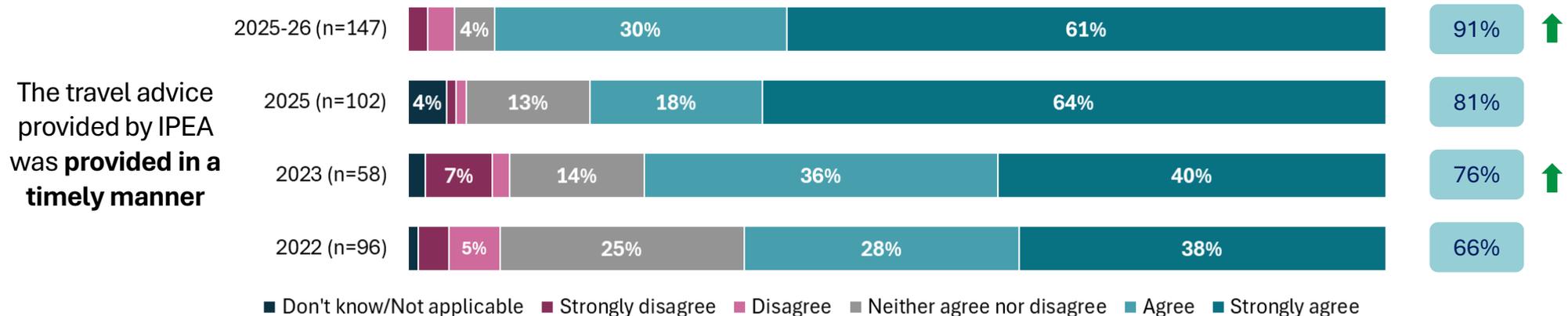
Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to a 6pt scale. NET result in 2025-26 for this and subsequent questions includes scale points 4-5, previous waves includes scale points 7-10.

Trustworthiness and timeliness of travel advice

Positively, more than nine-in-ten respondents agreed that the travel advice provided by IPEA was trustworthy and provided in a timely manner (91%-93%). Agreement with these aspects related to travel advice demonstrated a strong upwards trend since 2022.



Electorate staff (95%, n=93) were *more likely* to find travel advice trustworthy compared to personal staff (83%, n=35).

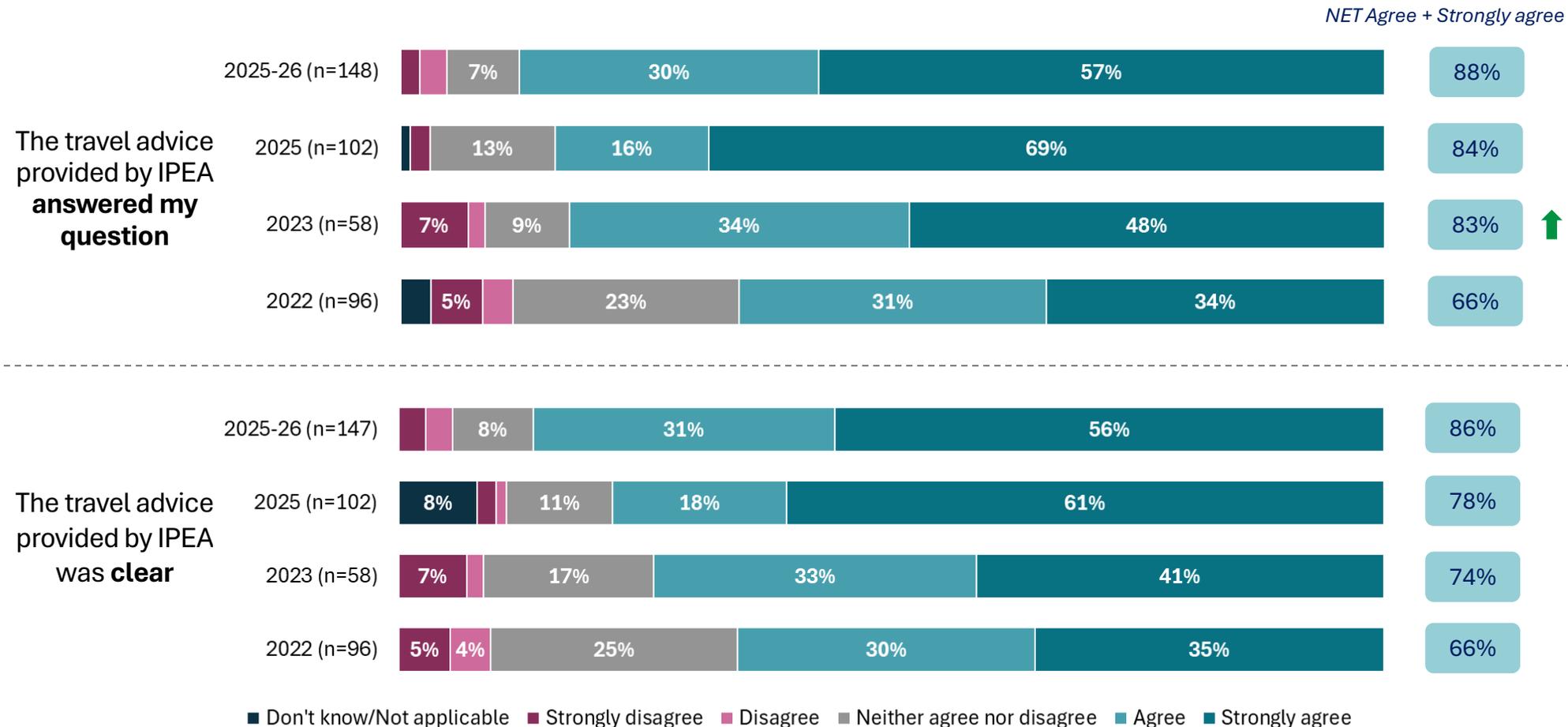


q5d. The travel advice provided by IPEA was trustworthy / q5b. The travel advice provided by IPEA was provided in a timely manner. Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel advice in the past 12 months (excludes non-responses, base sizes shown above).

Responses from survey waves prior to 2025-26 were condensed from an 13pt scale to the above 6pt scale.

Clarity of travel advice

Most respondents also agreed that IPEA’s travel advice answered their question and advice provided was clear (86-88%). There was a slight upwards trend for these metrics over time (% NET), albeit a reduction in the proportion who *strongly agreed*.



q5c. The travel advice provided by IPEA answered my question / q5a. The travel advice provided by IPEA was clear. Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel advice in the past 12 months (excludes non-responses, base sizes shown above).

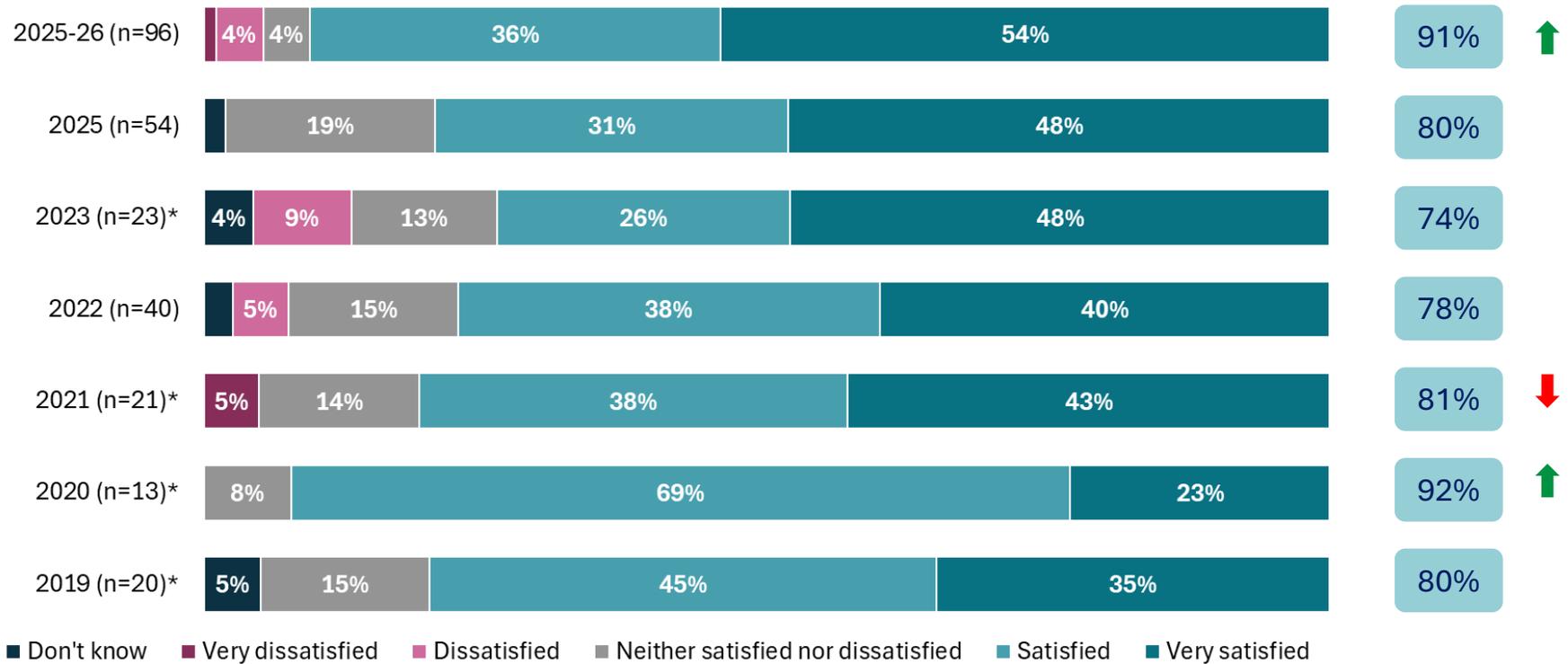
Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.



Satisfaction with education/information sessions (PM 1.2)

Of those who had attended IPEA’s education/information sessions in the past 12 months, the majority were satisfied with the session they attended (91%). This represents an improvement from the previous survey wave, with fewer neutral responses and slightly more who were *very satisfied*.

NET Satisfied + Very satisfied



q23. Overall, how satisfied were you with IPEA’s education / information session(s)?

Base: Respondents who had attended an IPEA education/information session in the past 12 months (excludes non-responses, base sizes shown above).

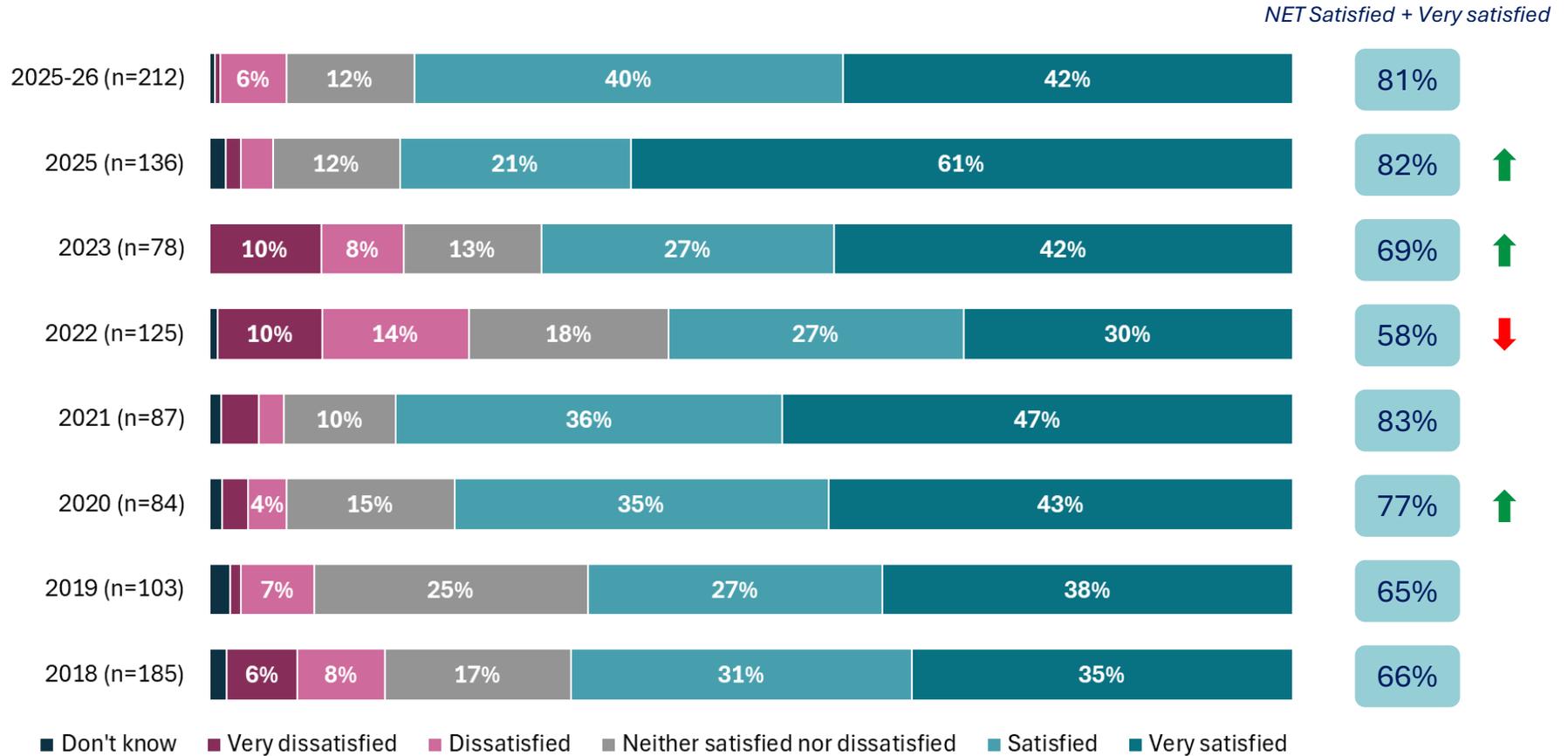
*Caution should be taken when interpreting results due to low sample sizes.

Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale.



Satisfaction with travel claims (PM 1.3)

Consistent with the previous survey wave, around four-in-five respondents were satisfied with the service provided by IPEA in relation to travel claims (81%), however, fewer respondents were *very satisfied*.



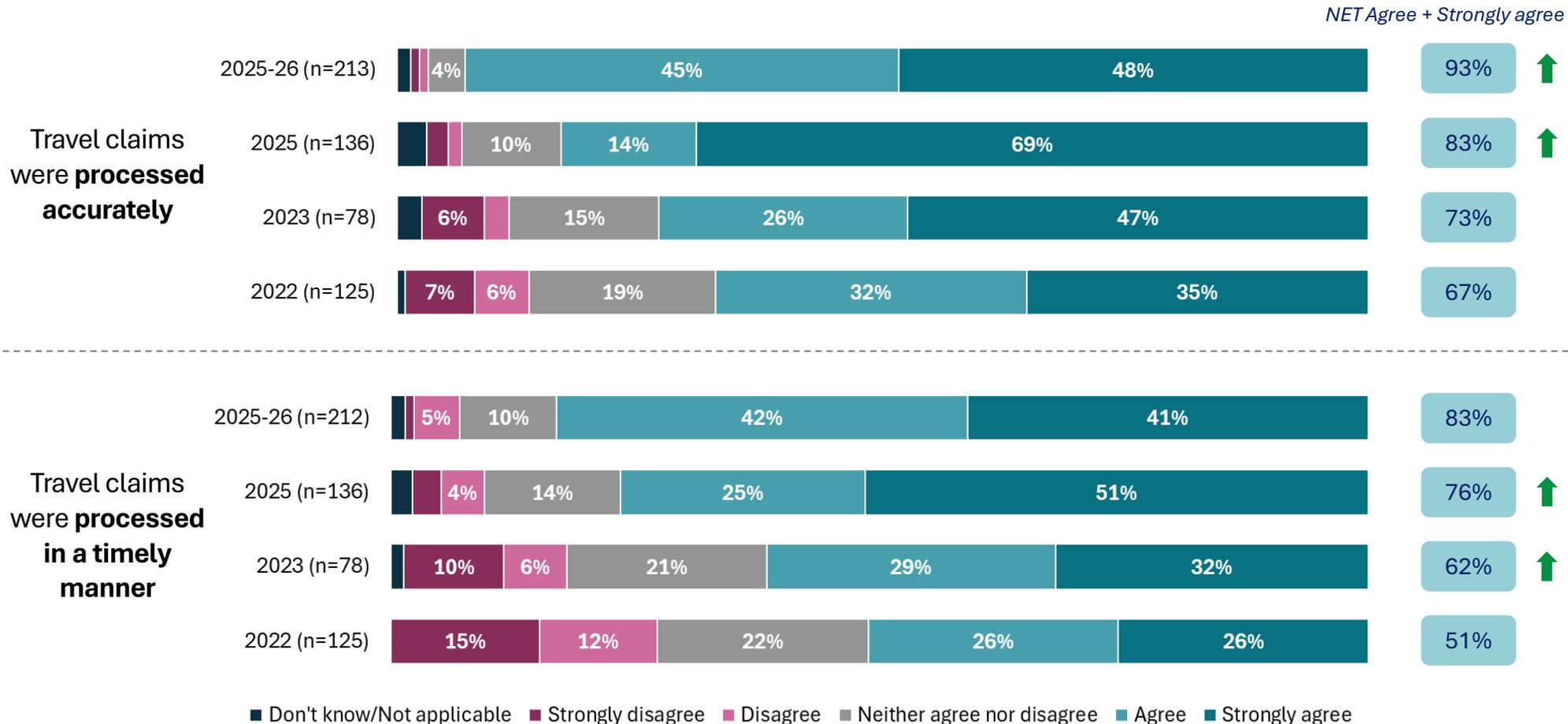
Electorate staff (84% n=143) were generally *more satisfied* with IPEA's travel claim service than personal staff (70%, n=46).

q9. Overall, how satisfied have you been with the service provided by IPEA in relation to travel claims? Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel claims in the past 12 months (excludes non-responses, base sizes shown above).

Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale.

Accuracy and timeliness of travel claim processing

The majority of respondents felt that their travel claims were processed accurately (93%) and in a timely manner (83%). Positively, these results reflect the highest level of agreement with these statements since 2022, however respondents were less likely to *strongly agree* than in the previous wave.



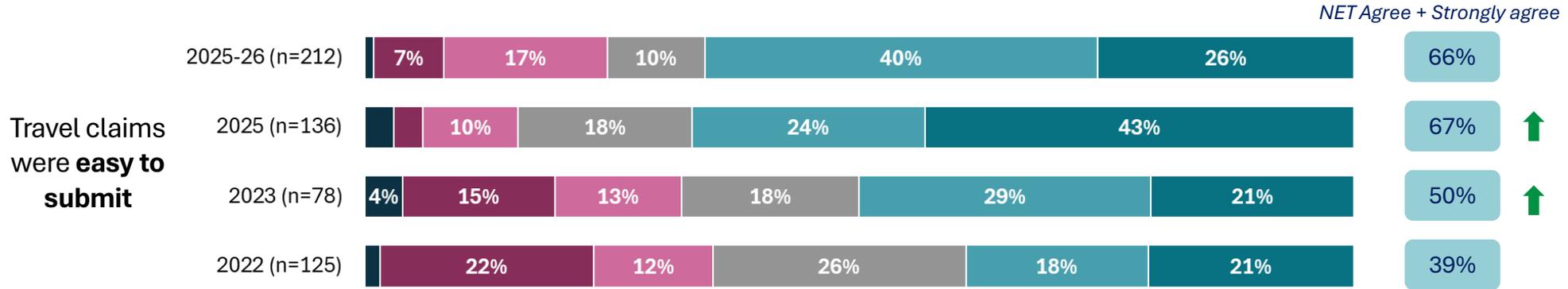
q8d. Travel claims were processed accurately / q8b. Travel claims were processed in a timely manner.

Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel claims in the past 12 months (excludes non-responses, base sizes shown above).

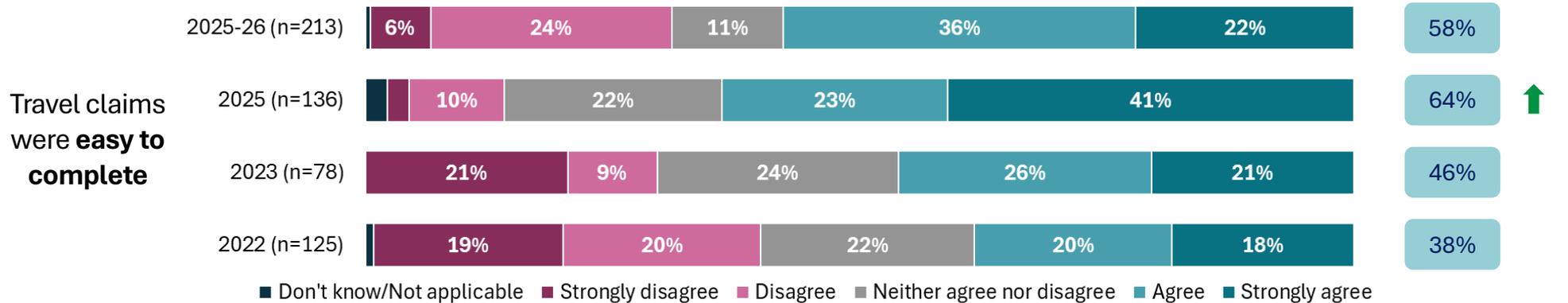
Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Ease of completion and submission of travel claims

Comparatively, fewer respondents felt that travel claims were easy to submit and complete (58-66%).



Electorate staff (68%, n=143) were *more likely* to find travel claims easy to submit compared to personal staff (57%, n=46)



q8a. Travel claims were easy to submit / q8c. Travel claims were easy to complete. Base: All respondents who indicated they had accessed or contacted IPEA in relation to travel claims in the past 12 months (excludes non-responses, base sizes shown above). Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Improvements to travel claims

Although this was a small group*, of those who were dissatisfied with travel claims, many provided feedback related to the **Parliamentary Expenses Management System (PEMS)**.

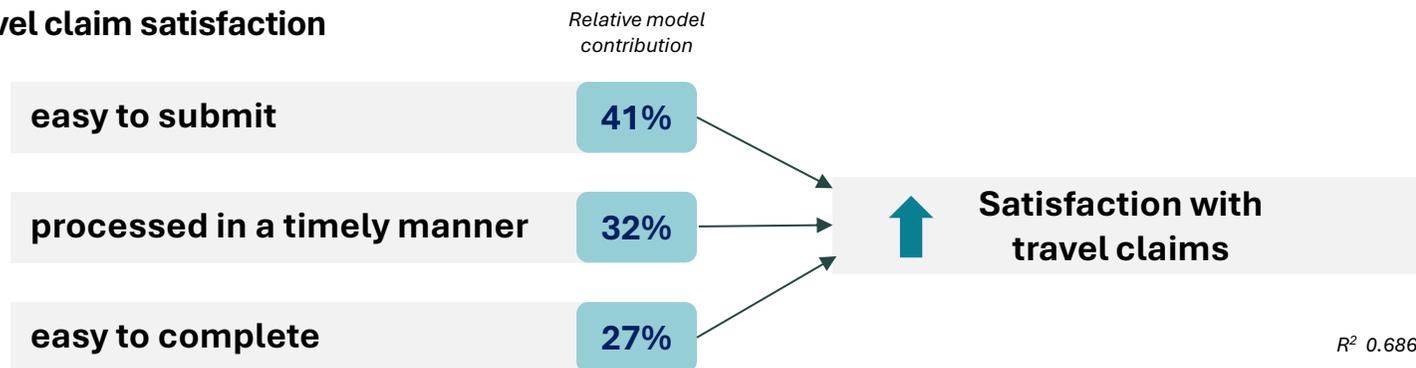


When asked to elaborate on their dissatisfaction rating in relation to travel claims, many of these respondents' comments indicated that they found PEMS to be problematic:

“outdated, clunky and the whole process add[s] an unnecessary administrative burden on staff”; “not intuitive, complicated to enter, and takes more time than it should.”; and “slow, overly complex and often difficult to get to work when submitting multiple leg trips”.

However, regression analysis revealed that the most influential drivers of overall satisfaction with travel claims were not only related to PEMS / ease of submission. Although being **easy to submit** and **easy to complete** were key drivers, claims being **processed in a timely manner** was also found to be an important driver.

Key drivers of travel claim satisfaction



Third-party travel services

Respondents who had accessed or contacted IPEA in relation to travel advice or claims in the last 12 months were also invited to provide open-ended feedback on the travel services offered by third-parties.



A number of respondents provided feedback relating to **Corporate Travel Management (CTM)**. Many reflected on **positive experiences**, describing CTM as responsive, efficient, and helpful:

“I really find CTM so good to deal with. They are always very helpful and timely with their processing of requests.”

“CTM have been really great and responsive even when having to change flights at last minute.”

“CTM are most helpful, professional and support easy travel.”

However, there were some **areas for improvement**, mostly regarding their website and communication:

“The CTM website doesn't allow amendments to bookings meaning I have to phone them. Ability to amend flights online would save lots of time.”

“It would be very helpful if emails about travel arrangements sent by CTM contained key itinerary details (as a minimum, the itinerary start and end dates, perhaps destination). That would make them easier to identify.”



Other respondents provided feedback related to available **rideshare options**, specifically on the use of taxis, Cabcharge, and reconciliation of taxi or Uber claims. Some respondents suggested Uber for Business as a potential solution for issues they faced.

“Cabcharge is increasingly not available in [taxis] in Canberra and Perth - this is very challenging then requiring staff travelling to pay up front for expensive taxi [fares].”

“IPEA should look at enabling staff to setup business accounts in Uber and other regulated rideshare applications. This would effectively operate the same as a Cabcharge and would avoid staff needing to claim reimbursement when using regulated rideshare.”

“Uber for Business is urgently required to ensure staff safety, equity, and efficient use of public funds... Taxis often overcharge passengers, take longer or indirect routes, and sometimes engage in intimidating behaviour... The administrative burden is also significant. Staff spend excessive time processing Uber reimbursements because current systems are manual and outdated. This is avoidable.”

Satisfaction with expenditure reports (PM 2.1)

Over three-quarters of respondents were satisfied with expenditure reports overall in 2025-26 (79%), though a greater proportion indicated that they were *satisfied* rather than *very satisfied*, suggesting there may be an opportunity for further improvement. Respondents also rated various aspects of the reports positively (see the following slides).

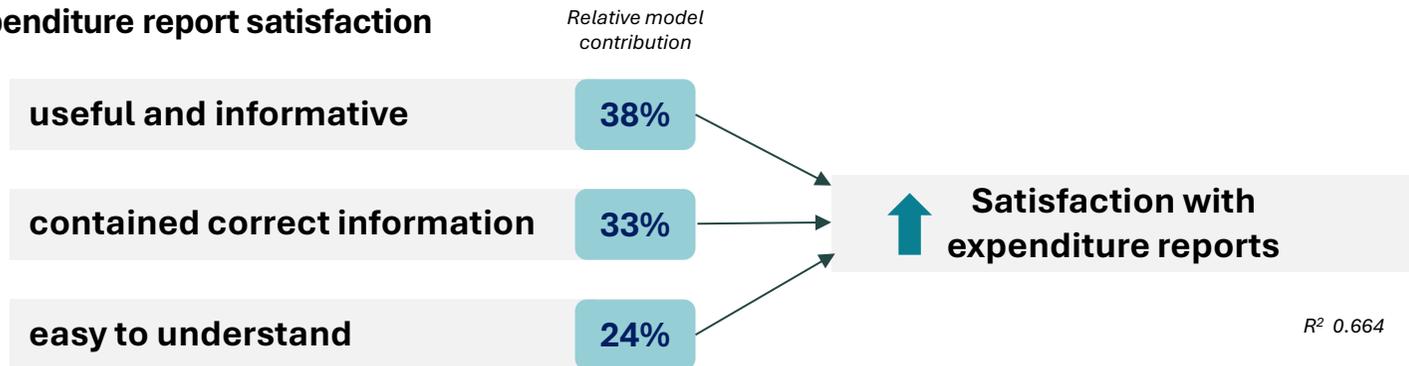
Overall satisfaction with IPEA's expenditure reports...

NET Satisfied + Very satisfied



With a view to further improving this metric over time (to meet / exceed the 80% PM target), regression analysis was undertaken to determine what was most important in influencing the level of satisfaction with expenditure reports. The results suggest that the most influential driver of satisfaction were the reports being useful and informative.

Key drivers of expenditure report satisfaction



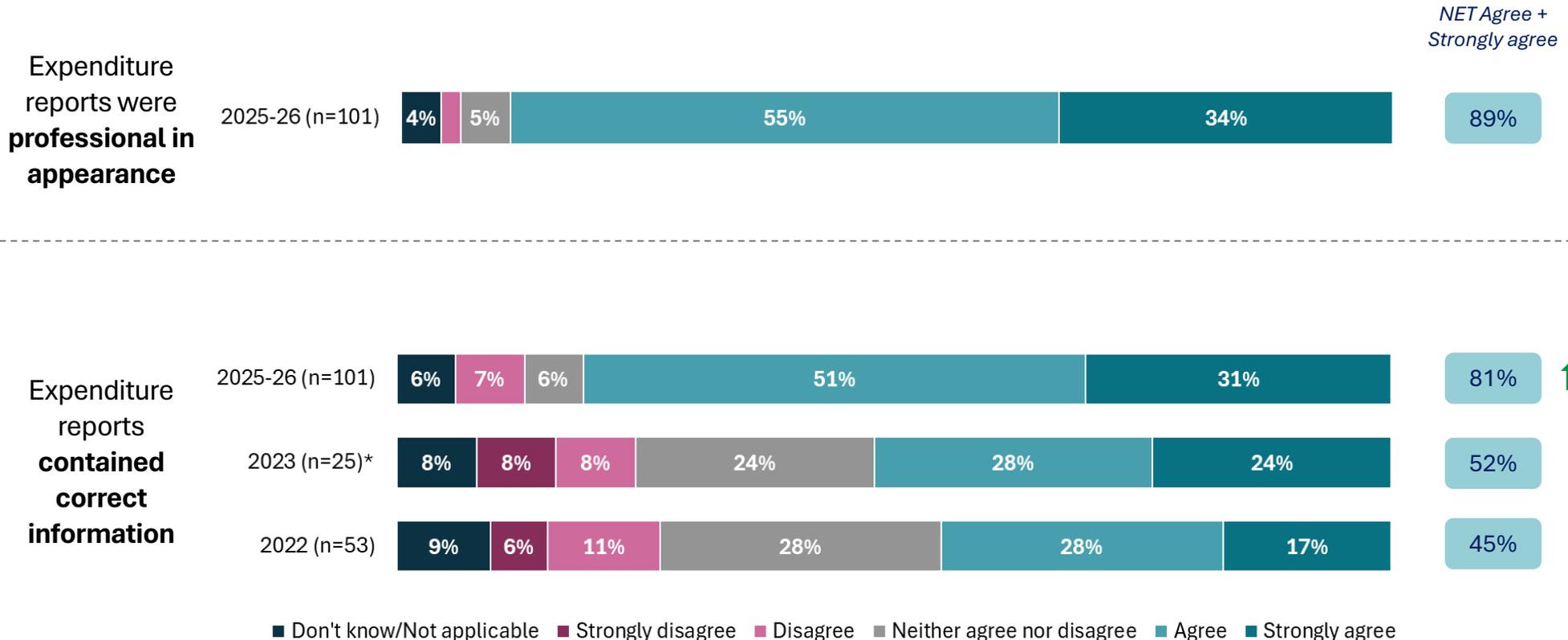
q13. Overall, how satisfied have you been with IPEA's expenditure reports? Prior to the current survey wave, respondents were asked: 'How satisfied have you been with the help you have received in resolving expenditure report queries?' - **due to this wording change, comparisons have not been made to previous years.**

Base: All respondents who indicated they had accessed or contacted IPEA in relation to expenditure in the past 12 months (excludes non-responses, base sizes shown above).

Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale.

Appearance and accuracy of expenditure reports

In 2025-26, most respondents agreed that IPEA's expenditure reports were professional in appearance and contained the correct information (89%). Positively, perceptions that the reports contained correct information (81%) had improved substantially since 2022.



q12c. IPEA's expenditure reports were professional in appearance (new question in 2025-26) / q12b. IPEA's expenditure reports contained correct information (prior to 2025-26: Reports were accurate)
 Base: All respondents who indicated they had accessed or contacted IPEA in relation to expenditure in the past 12 months (excludes non-responses, base sizes shown above).

*Caution should be taken when interpreting results from 2023 due to low sample sizes.

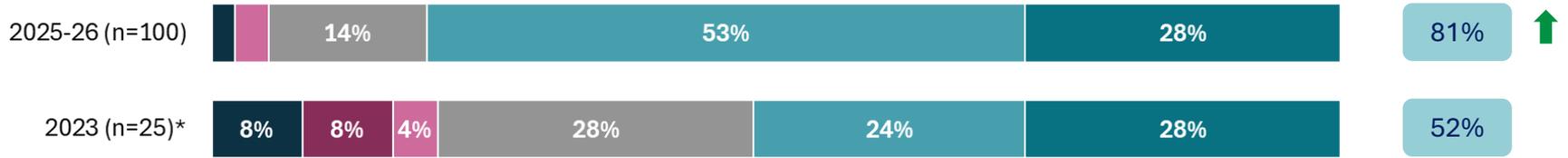
Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Usefulness and ease of comprehension of expenditure reports

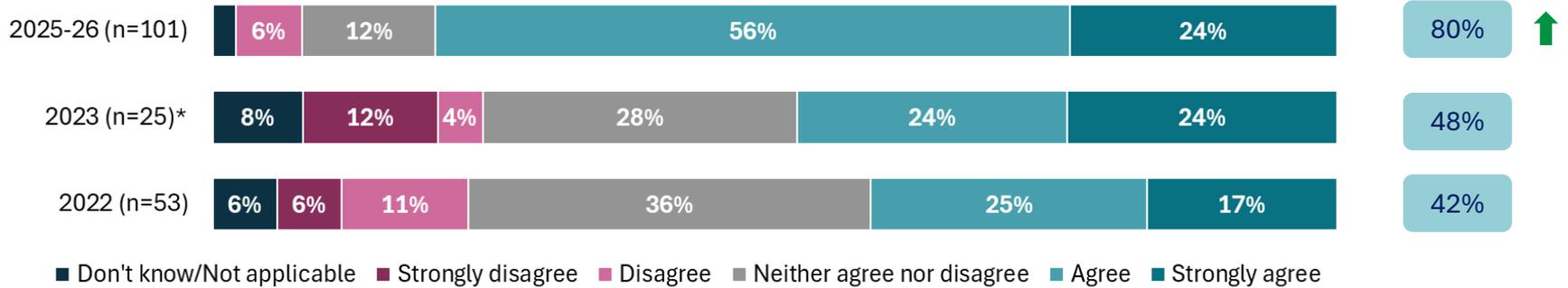
Around four-in-five respondents also agreed that IPEA’s expenditure reports were useful and informative and easy to understand (80-81%), a substantial improvement overall compared to the previous survey wave.

NET Agree + Strongly agree

Expenditure reports were **useful and informative**



Expenditure reports were **easy to understand**



■ Don't know/Not applicable ■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree



Respondents who had worked in their role for a longer period of time (by years of tenure) were *more likely* to agree with almost all statements related to expenditure reports:

	0-2 years (n=43)	3-4 years (n=34)	5+ years (n=23-24)*
Professional in appearance	84%	88%	100%
Useful and informative	74%	79%	96%
Ease of understanding	72%	82%	92%

q12d. IPEA's expenditure reports were useful and informative (2023: Reports were useful) / q12a. IPEA's expenditure reports were easy to understand Base: All respondents who indicated they had accessed or contacted IPEA in relation to expenditure in the past 12 months (excludes non-responses, base sizes shown above). *Caution should be taken when interpreting results due to low sample sizes.

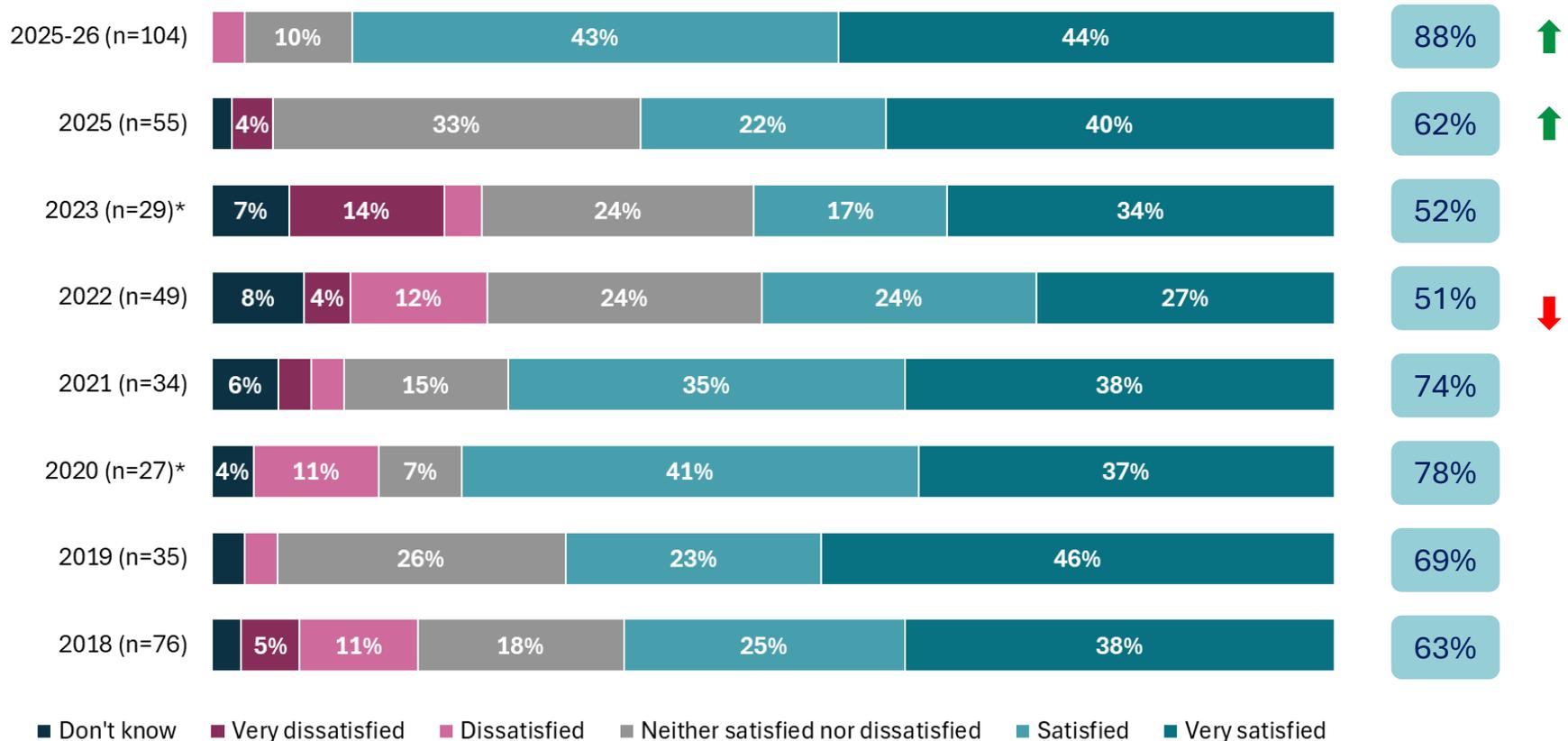
Responses from survey waves prior to 2025-26 were condensed from an 13pt scale to the above 6pt scale.



Satisfaction with post-payment checks (PM 2.2)

Around nine-in-ten respondents were satisfied overall with IPEA's post-payment checking in 2025-26 (88%), representing a substantial improvement from the previous survey wave (62%).

NET Satisfied + Very satisfied

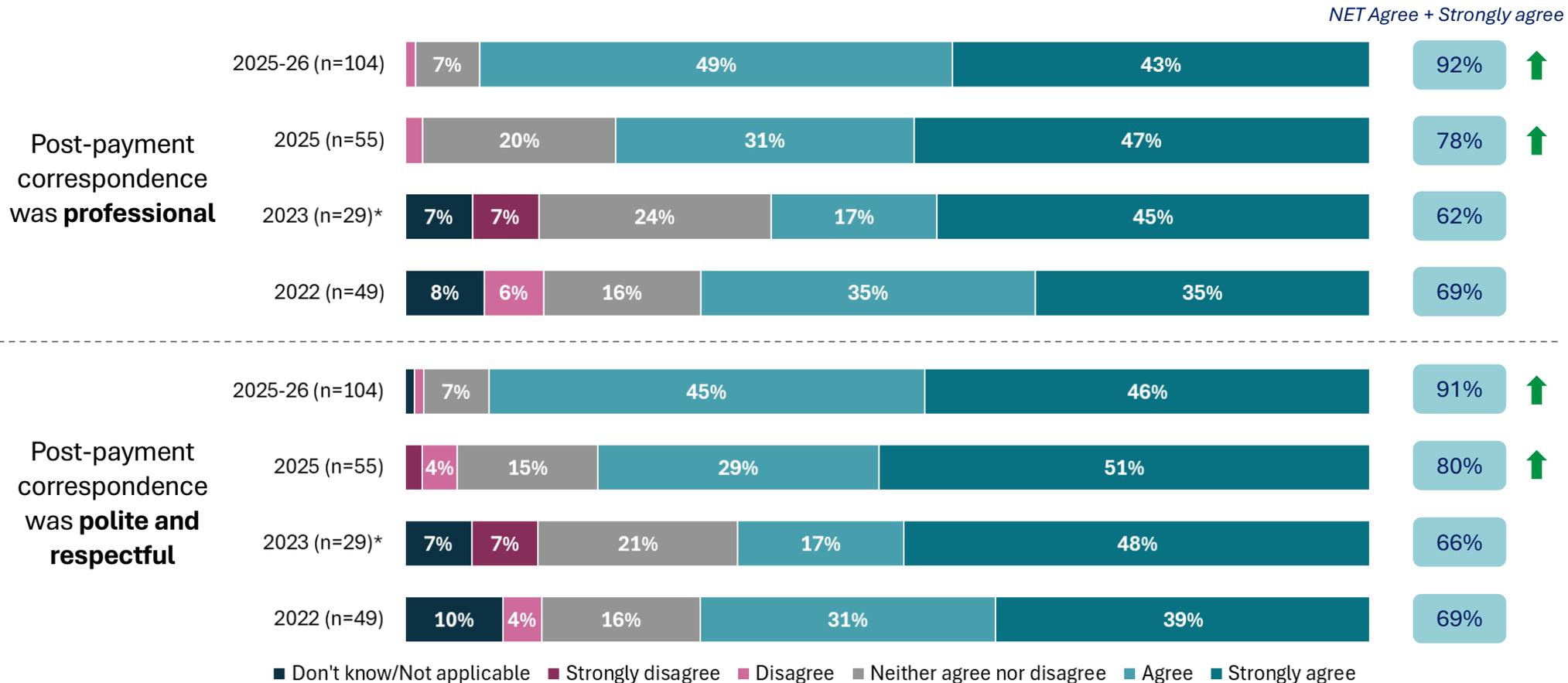


q16. Overall, how satisfied have you been with IPEA's post payment checking? Base: All respondents who indicated they had accessed or contacted IPEA in relation to post-payment checks in the past 12 months (excludes non-responses, base sizes shown above). *Caution should be taken when interpreting results from 2023 and 2020 due to low sample sizes.

Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale.

Professionalism of post-payment correspondence

Almost all respondents agreed that the post-payment correspondence they had received in the past 12 months was professional (92%) and polite and respectful (91%), contributing to the continued upwards trend since 2023.



Electorate staff (93-94%, n=68) were *more likely* to agree that post-payment correspondence was professional, and polite and respectful, compared to personal staff (83% for each, n=23)*. Electorate staff were also *more likely* to be satisfied with post-payment checks overall.

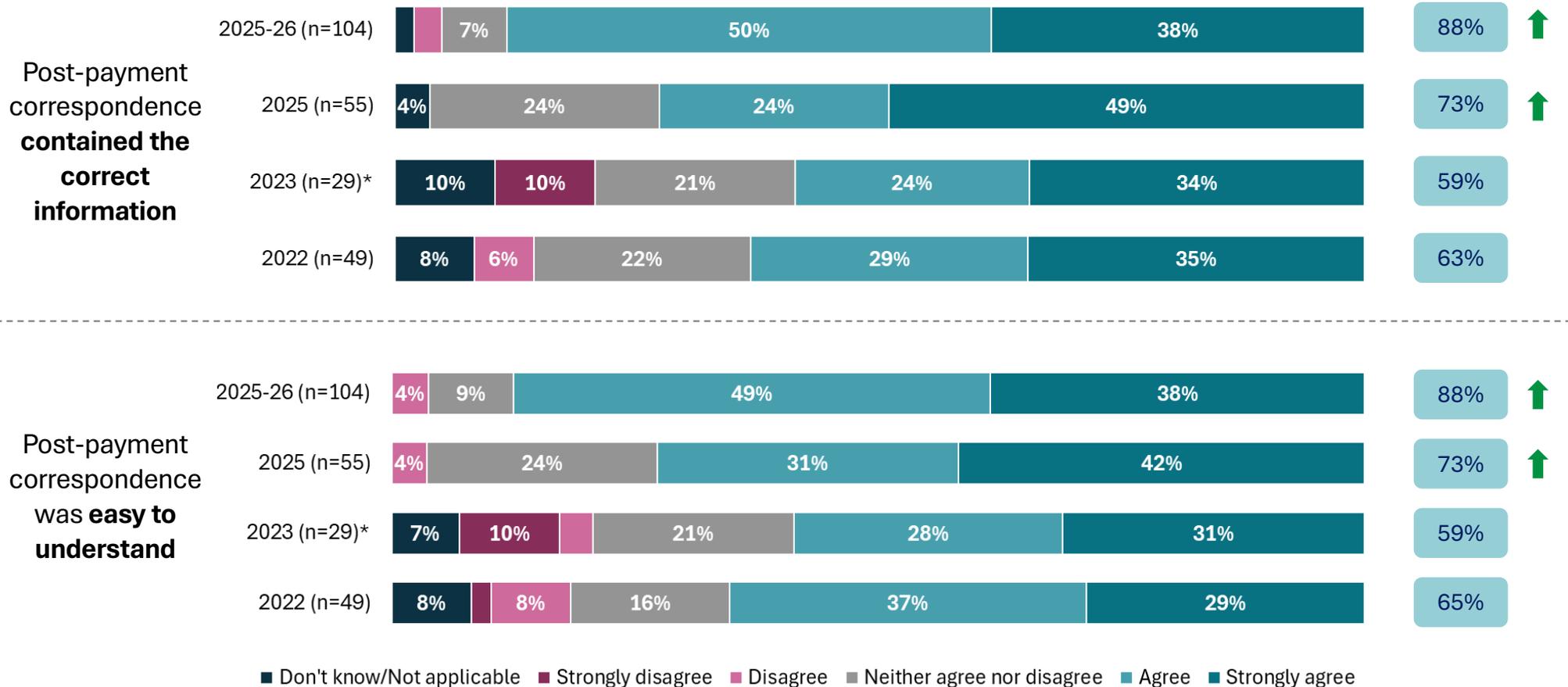
q15c. IPEA's post payment correspondence was professional / q15d. IPEA's post payment correspondence was polite and respectful. Base: All respondents who indicated they had accessed or contacted IPEA in relation to post-payment checks in the past 12 months (excludes non-responses, base sizes shown above). *Caution should be taken when interpreting results from 2023 due to low sample sizes.

Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Accuracy and comprehension of post-payment correspondence

The majority of respondents also felt that post-payment correspondence contained the correct information (88%) and was easy to understand (88%), continuing the positive trend observed since 2023.

NET Agree + Strongly agree

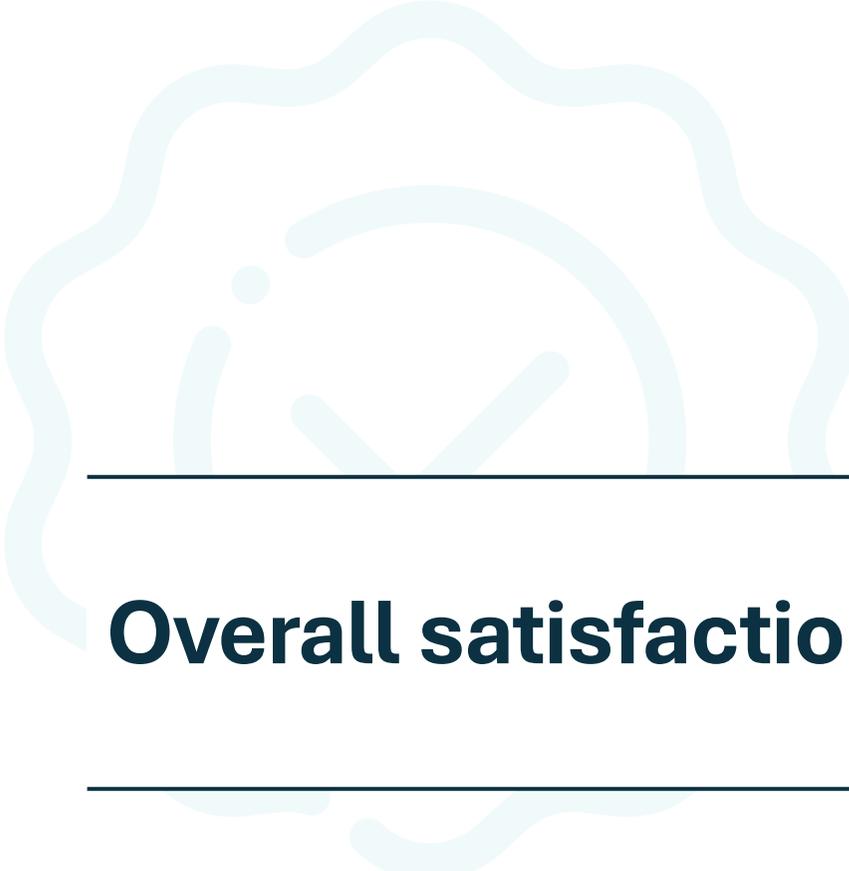


q15b. IPEA's post payment correspondence contained the correct information / q15a. IPEA's post payment correspondence was easy to understand

Base: All respondents who indicated they had accessed or contacted IPEA in relation to post-payment checks in the past 12 months (excludes non-responses, base sizes shown above).

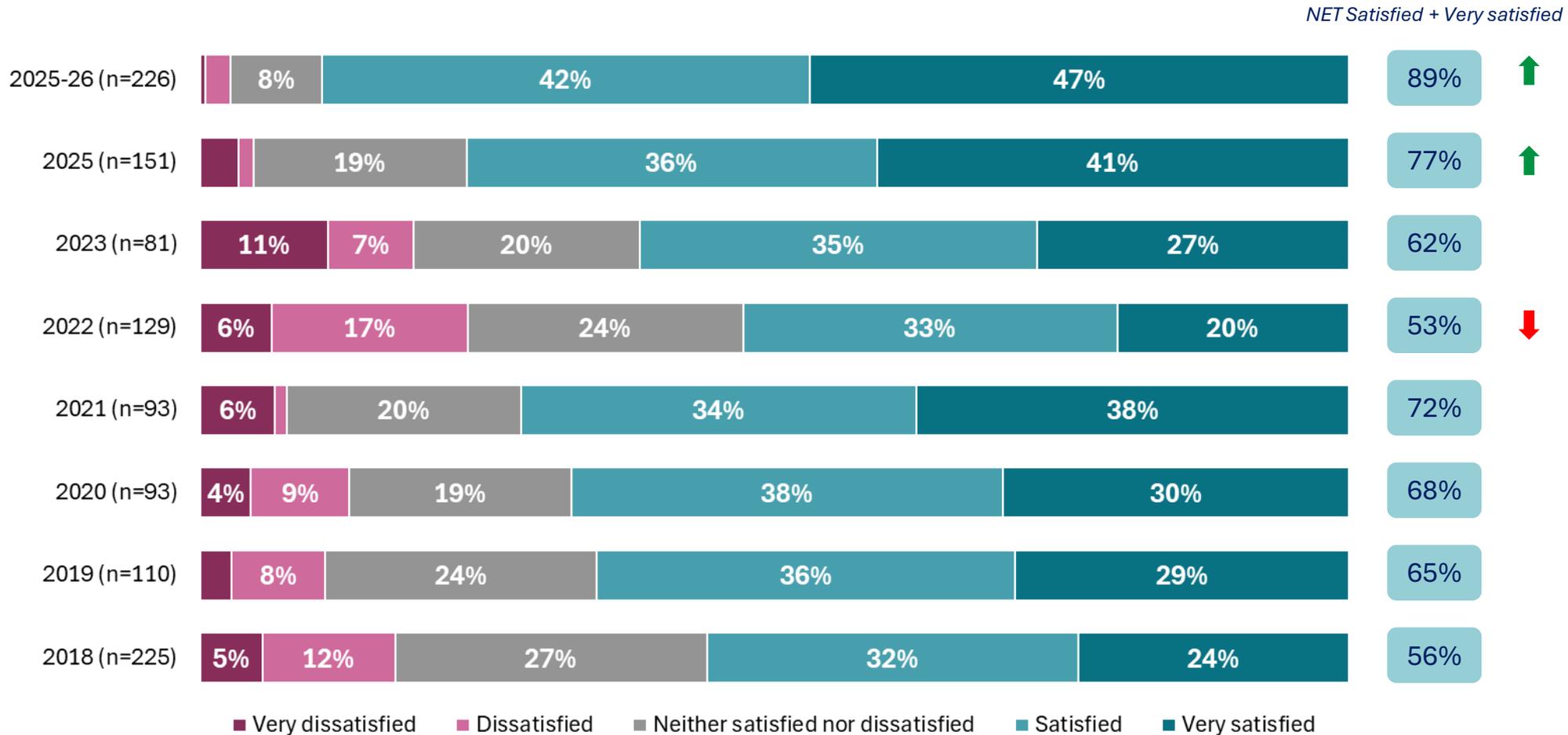
*Caution should be taken when interpreting results from 2023 due to low sample sizes.

Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

A large, light blue decorative graphic in the background, consisting of a wavy, cloud-like shape with a faint circular pattern inside, resembling a stylized 'i' or a gear.

Overall satisfaction with IPEA

When asked to think about their interaction(s) with IPEA during the past 12 months *overall*, positively, around nine-in-ten respondents indicated that they were satisfied with their interactions with IPEA in 2025-26 (89%) – a substantial increase compared to previous survey waves.



q28. Overall, how satisfied have you been with your interaction(s) with IPEA?

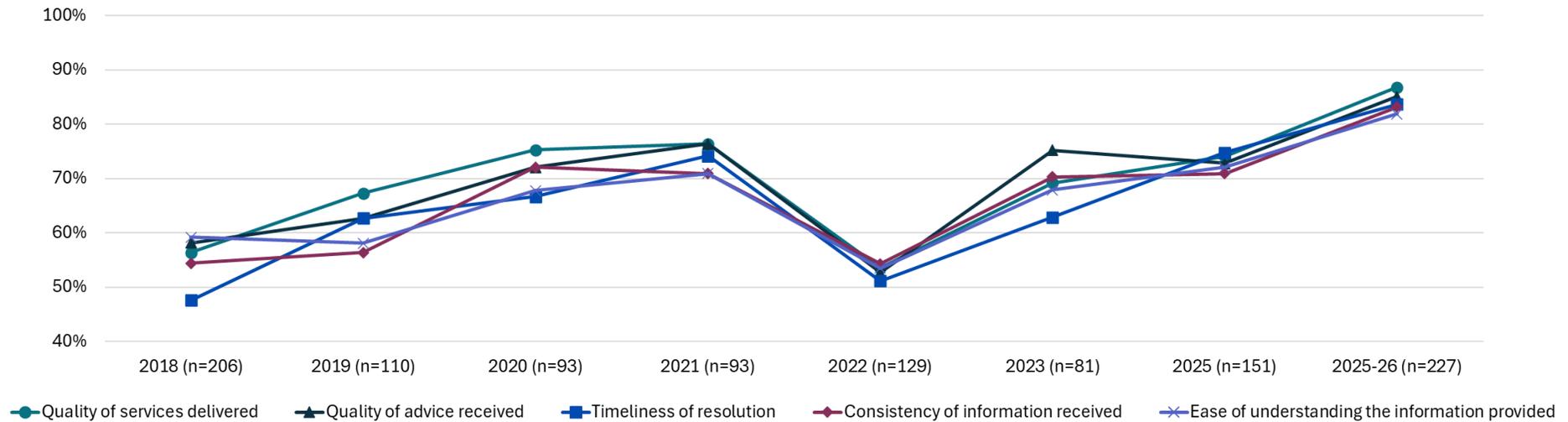
Base: Respondents who had accessed or contacted IPEA in relation to at least one of IPEA's services in the past 12 months (excludes non-responses, base sizes shown above).

Responses from survey waves prior to 2025-26 were condensed from a 11pt scale to the above 5pt scale.

Satisfaction with IPEA's service

When asked about a range of 'overall' aspects, four in five respondents indicated that they were satisfied with the quality, timeliness, consistency and ease of understanding of IPEA's services, reflecting an improvement across all service aspects in 2025-26, compared to the previous survey wave (and a continued strong upwards trend since 2022).

How satisfied have you been with the following aspects of IPEA's services?



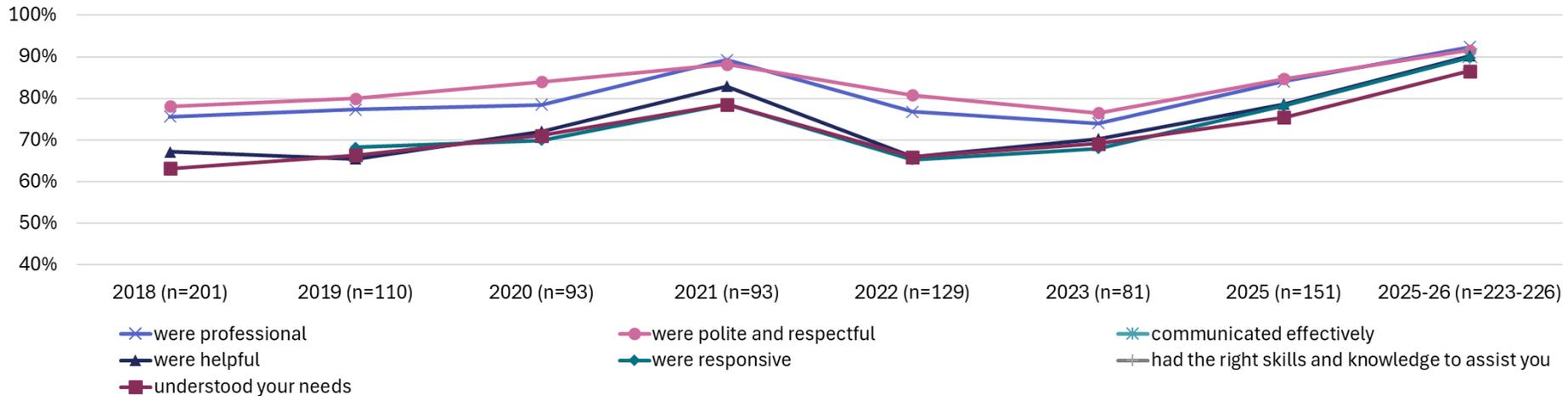
	2018 (n=206)	2019 (n=110)	2020 (n=93)	2021 (n=93)	2022 (n=129)	2023 (n=81)	2025 (n=151)	2025-26 (n=227)
Quality of services delivered	56%	67% ↑	75%	76%	53% ↓	69% ↑	74%	87% ↑
Quality of advice received	58%	63%	72%	76%	53% ↓	75% ↑	73%	85% ↑
Timeliness of resolution	48%	63% ↑	67%	74%	51% ↓	63% ↑	75% ↑	84%
Consistency of information received	54%	56%	72% ↑	71%	54% ↓	70% ↑	71%	83% ↑
Ease of understanding the information provided	59%	58%	68% ↑	71%	53% ↓	68% ↑	72%	82% ↑

q26. How satisfied have you been with the following aspects of IPEA's services? (% Satisfied or Very satisfied) Base: Respondents who had accessed or contacted IPEA in relation to at least one of IPEA's services in the past 12 months (excludes non-responses, base sizes shown above). Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Satisfaction with IPEA staff

Nearly all respondents provided positive assessments of IPEA staff. Of particular note, satisfaction with staff helpfulness, understanding of needs and responsiveness had increased in 2025-26, compared to the previous survey wave.

How satisfied have you been that the IPEA staff...



	2018 (n=201)	2019 (n=110)	2020 (n=93)	2021 (n=93)	2022 (n=129)	2023 (n=81)	2025 (n=151)	2025-26 (n=223-226)
were professional	76%	77%	78%	89% ↑	77% ↓	74%	84% ↑	92%
were polite and respectful	78%	80%	84%	88%	81%	77%	85%	92%
communicated effectively								90%*
were helpful	67%	65%	72%	83% ↑	66% ↓	70%	79%	90% ↑
were responsive		68%	70%	78%	65% ↓	68%	78% ↑	90% ↑
had the right skills and knowledge to assist you								87%*
understood your needs	63%	66%	71%	78%	66% ↓	69%	76%	87% ↑

q27. How satisfied have you been that the IPEA staff... (% Satisfied or Very satisfied) *These questions were new in 2025-26.

Base: Respondents who had accessed or contacted IPEA in relation to at least one of IPEA's services in the past 12 months (excludes non-responses, base sizes shown above).

Responses from survey waves prior to 2025-26 were condensed from a 13pt scale to the above 6pt scale.

Reasons for satisfaction with IPEA

When asked to elaborate why they were *satisfied* overall with their interactions with IPEA, the most common reasons related to IPEA’s staff. In order of frequency mentioned, respondents indicated that staff were helpful, responsive, professional, provided clear advice or responses, and were knowledgeable. Some illustrative verbatim comments are provided below.

 <p>Staff were helpful</p>	 <p>Staff were responsive</p>	 <p>Staff were professional</p>	 <p>Advice or responses were clear</p>	 <p>Staff were knowledgeable</p>
<p>“Always so very helpful and no-one ever makes you feel like you have asked a dumb question.”</p>	<p>“Probably phone at least a few times a month and always get an answer on the phone.”</p>	<p>“All interactions with IPEA were dealt with efficiently and respectfully and had a successful outcome.”</p>	<p>“Each interaction with the IPEA ... team is unremarkable in the most flattering way. Easy, to the point, professional.”</p>	<p>“Staff are quite articulate in the information provided and knowing the subject matter or issue to providing advice or information.”</p>
<p>“Very helpful. Even if the answer is not the one we want!”</p>	<p>“On every occasion the staff have answered queries professionally and in a timely manner.”</p>	<p>“My questions have been answered without judgement and in confidence.”</p>	<p>“Advice is always provided in good time and rarely requires a follow up question.”</p>	<p>“They provide competent and comprehensive support.”</p>
<p>“Have had no issues at all and find them really helpful.”</p>	<p>“Always easy to contact and more than happy to help.”</p>	<p>“Staff have generally engaged promptly and professionally.”</p>	<p>“Ease of use, clear and direct.”</p>	<p>“Excellent education session.”</p>

q29\$. Why do you say that? Please elaborate on your rating provided above.

Base: Respondents who had accessed or contacted IPEA in relation to at least one of IPEA’s services in the past 12 months (excludes non-responses) (n=91)

Reasons for dissatisfaction with IPEA

Few respondents (3%) were dissatisfied with their interactions with IPEA in 2025-26. Some reasons provided for dissatisfaction* included: difficulty navigating systems or processes, that staff could be not responsive, or that information was not clear or useful. Some illustrative verbatim comments are provided below.

“**Need modern tools.** Current system is designed for compliance not user friendliness. Need a mobile app.”

“Staff have been great, however **the platform can get difficult to progress when an incorrect entry is made** and instead of an effective resolution[-]oriented message we get obscure messages that with time pressures are not helpful. However, I have seen improvements and when I conducted the info/ training session we were advised that further improvements around accessibility are being made.”

“The main functions I depend on from IPEA is the booking of travel (through CTM and Cabcharge), and vetting and reimbursement of travel expenses. On those functions, my experience with IPEA is that it performs them well. In my role, I am also looking at overall travel budgets for my EO. For that, I have been relying on the information published on the IPEA website. On that front, I have found it **difficult to locate clear and concise information to guide my decision-making in terms of travel for training vs work-related purposes.**”

“IPEA digital communications are **not always clear** and website pathways **not always intuitive.**”

“The staff are amazing, the problem lies within **difficulty submitting travel claims / allowance + the fact that remittance comes so late** (this is really hard for lower income employees).”

“Time to reply was **not quick.** It took nearly a week and most of the time we do not have the luxury of time like the staff of major parties do.”

“The rules are a little bit ridiculous and they are applied **without any particular judgement or flexibility** by the staff.”

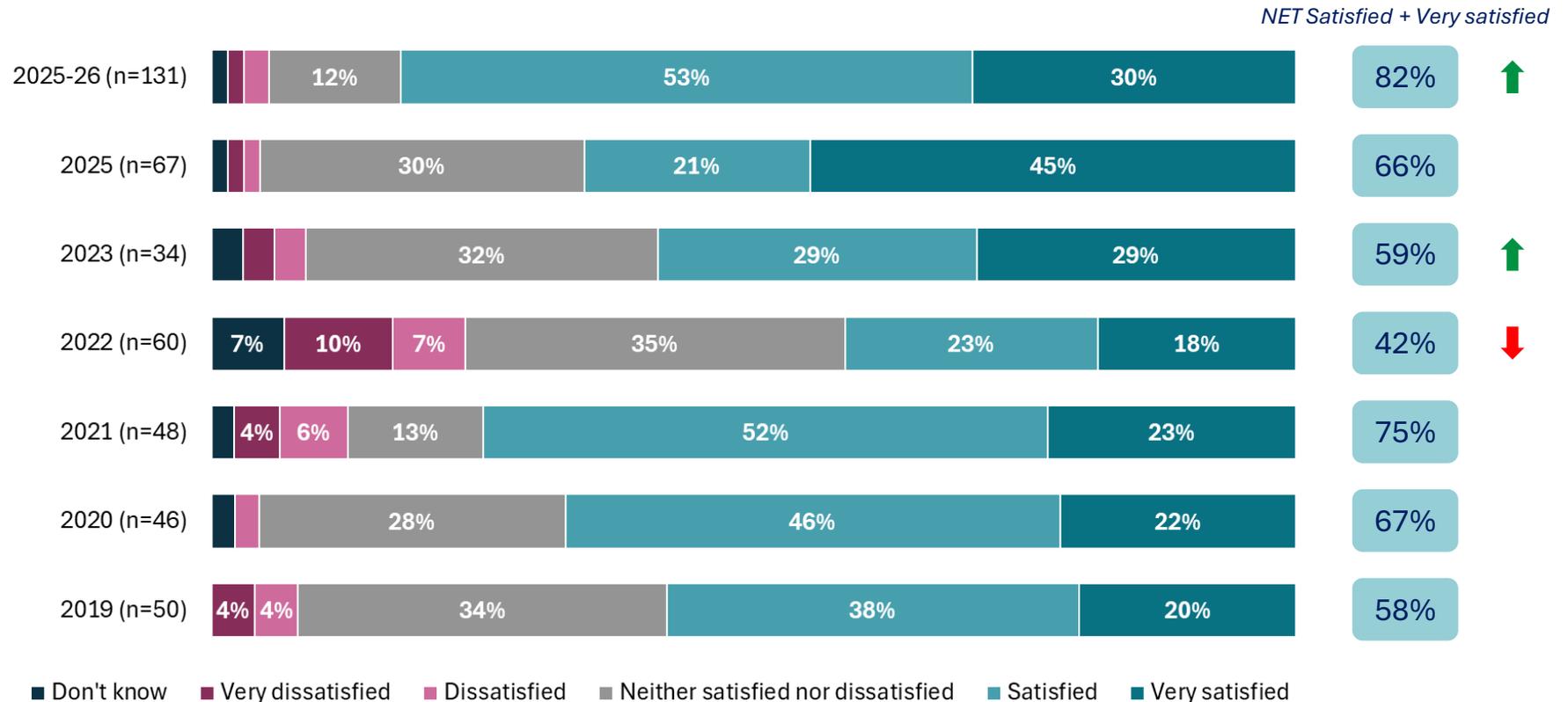
“**Not an easy system and hard to explain my problem.** Didn’t [know] why I had the error to explain the error.”



Information needs

Overall website satisfaction

Many respondents were satisfied with IPEA’s website (82%). This represents a substantial improvement in satisfaction ratings compared to the previous survey wave.



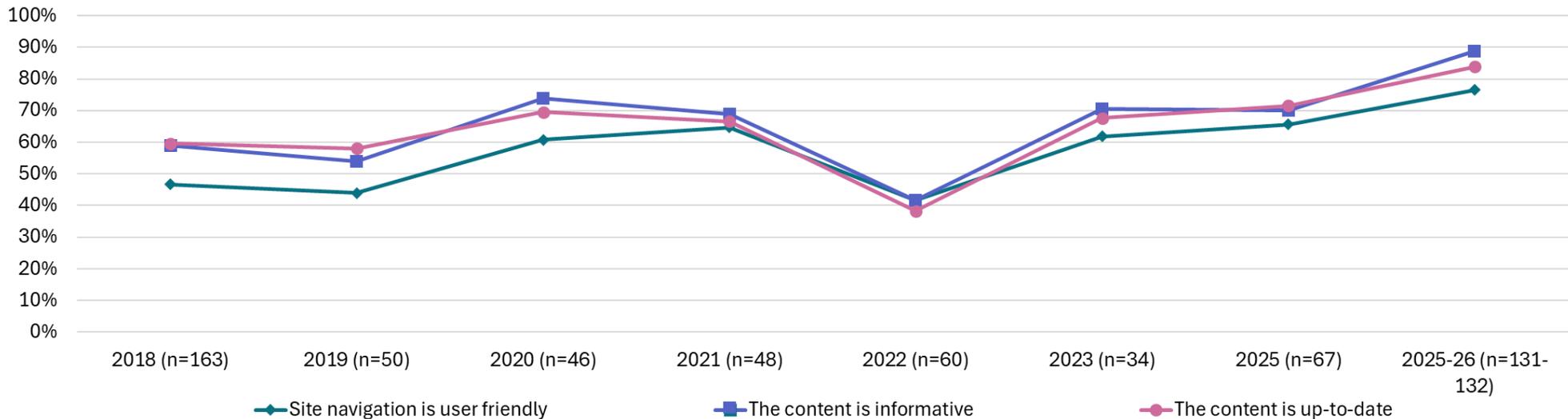
q19. Overall, how satisfied are you with the IPEA website (www.ipea.gov.au)? Base: Respondents who had accessed the IPEA website in the past 12 months (excludes non-responses, base sizes shown above)
 Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale. Question not asked in 2018.

*Caution should be taken when interpreting results due to low sample sizes.

Website content and navigation

More than three-quarters of respondents agreed that IPEA’s website content was informative (89%), up-to-date (84%) and that site navigation was user friendly (77%). This continues the upwards trend observed since 2022.

To what extent do you agree that...



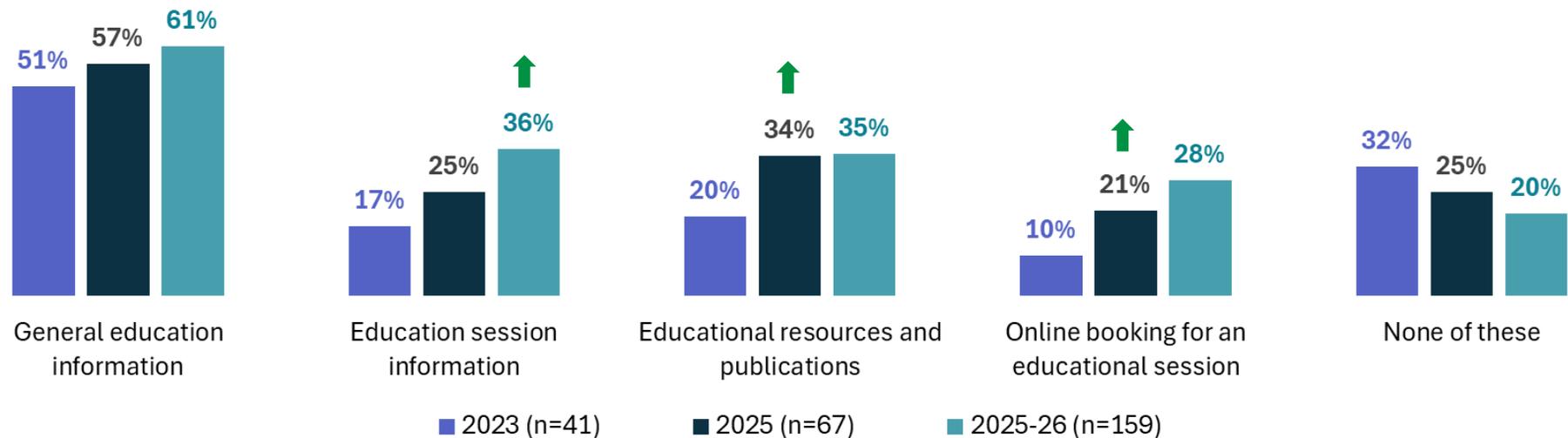
	2018 (n=163)	2019 (n=50)	2020 (n=46)	2021 (n=48)	2022 (n=60)	2023 (n=34)	2025 (n=67)	2025-26 (n=131-132)
The content is informative	59%	54%	74% ↑	69%	42% ↓	71% ↑	70%	89% ↑
The content is up-to-date	60%	58%	70% ↑	67%	38% ↓	68% ↑	72%	84% ↑
Site navigation is user friendly	47%	44%	61% ↑	65%	42% ↓	62% ↑	66%	77% ↑

q18a. Site navigation is user friendly. / q18b. The content is informative. / q18c. The content is up to date. (% Agree or Strongly agree)
 Base: Respondents who had accessed the IPEA website in the past 12 months (excludes non-responses, base sizes shown above).
 Responses from survey waves prior to 2025-26 were condensed from a 12pt scale to the above 6pt scale.

Engagement with educational information and services

Of those who had engaged with IPEA’s education/information sessions or website, 80% had used the website to access at least one form of educational resource. Additionally, 42% of respondents indicated they had attended an IPEA education/information session in the past 12 months.

Which of the following have you used the IPEA website to access...?



Electorate staff were *more likely* to engage with all of IPEA’s educational information/services compared to personal staff.

Personal staff (19%, n=47) were also much *less likely* to have attended an IPEA education/information session in the past 12 months, compared to electorate staff (48%, n=164). Potentially unsurprisingly, respondents who had been in their current role for more years were also *less likely* to have attended an education session in the last 12 months (24-31%, n=54-68 of those with a tenure of 3-4 or 5+ years, compared to 57% of those 0-2 years, n=110).

q21mr. Thinking about IPEA’s educational information or services, which of the following have you used the IPEA website to access? Question not asked prior to the 2023 survey wave. Note: Respondents were also able to nominate an ‘other’ service in 2025-26; however, very few respondents selected this option (2%). Base: Respondents who had accessed or contacted IPEA in relation to education/information sessions or the IPEA website in the past 12 months (excludes non-responses, base sizes shown above).

q22. In the past 12 months, have you attended an IPEA education / information session?

Base: Respondents who had accessed or contacted IPEA in relation to any of IPEA’s services in the past 12 months (excludes non-responses) (n=232).

Information needs

The majority of respondents (88%) ranked ‘email’ as their preferred channel for receiving information. The IPEA website and education / information sessions were again the second and third most preferred channels, respectively. Compared to previous waves, a greater proportion of respondents indicated that they were open to receiving information via the website or education sessions in lieu of email – consistent with increases in satisfaction with such channels overall.

	 First preference Email	 Second preference Website	 Third preference Education/information sessions
2025-26 (n=186-224)	88%	57% 	44% 
2025 (n=178)	90% 	32%	26%
2023 (n=84)	80%	29%	31%
2022 (n=132)	87%	26%	25%
2021 (n=98)	92%	34%	22%
2020 (n=97)	89%	34% 	24%
2019 (n=69-110)	94% 	48%	30% 
2018 (n=206)	74%	n/a	n/a

q25. What is your preference for receiving information from IPEA? Please indicate your top 3 preferences where 1 is your most preferred. (% Ranked ‘1’, ‘2’, or ‘3’ respectively). In the 2018 survey wave, respondents were only asked for their first preference for receiving information: ‘What is your personal preference for receiving information from IPEA?’

Note: respondents were able to rank the following modes of receiving information not mentioned above: Social media, One-on-one meeting and Other.

Base: Respondents who had accessed or contacted IPEA in relation to any of IPEA’s services in the past 12 months (excludes non-responses, base sizes shown above).

A faint, light blue graphic in the top left corner consisting of three overlapping, upward-pointing arrows of varying lengths and positions, suggesting growth or progress.

Areas of success and suggestions for improvement

Overall suggestions for improvement

Respondents were asked if they had any final comments or **suggestions on how IPEA could improve its service**. The majority of constructive feedback received was related to PEMS, travel processes, and training for IPEA’s clients.

22% PEMS

“IPEA has a clear opportunity to shift from a manual, duplicative, and slow system to a modern, integrated, risk-based one... by prefilling claims from existing data and calendars, [and] offering a mobile-friendly web app...”

“The travel claims part of the PEMS website is a little clunky to use.”

16% Travel processes or policies

“The current settings push staff towards taxis and Cabcharge because they require no upfront payment. Uber requires out-of-pocket payment followed by manual reimbursement, which creates a barrier for any staff member who does not have the cashflow capacity to routinely front travel expenses.”

“Not IPEA's responsibility but the Travel Allowance is too low to meet the inflated prices of hotels and Airbnb's during sitting weeks.”

10% Client training

“The travel expenses is difficult to navigate for the first time. Online learning should take into account that many staff are in electorate offices, not in Canberra, and they also require training. The online only teams training sessions have been very good.”

“If there could be a formal training in how to use some of the services that was included in all new staff onboarding that would be great”

Some also provided a neutral response or indicated they had nothing to add (29%), and almost a quarter of verbatim comments (22%) included **general positive feedback**, some examples of which are outlined below.

“I am generally satisfied... I do not spend much time thinking about IPEA [which] suggests my interactions are relatively seamless.”

“IPEA has improved its service delivery approach over the nearly [four] years I've been here.”

“Thank you for your help. Thank you also for improvement to PEMS which used to be very user-unfriendly, and I think now works a lot better.”

“Services have recently improved”

“The online only teams training sessions have been very good... Staff have been very helpful!”

“Overall my experiences with IPEA were very helpful and professional.”

Areas of success

Overall, the survey results highlighted many areas of success, with **staff and communication emerging as key areas of strength** for IPEA in 2025-26. Respondents rated staff themselves positively and also reported high levels of satisfaction with services provided by IPEA staff, including advice and post-payment checking.



IPEA staff

Respondents were highly satisfied with IPEA staff overall.

Around **90%** of respondents were **satisfied with all statements relating to IPEA staff**. These ratings had also improved compared to previous survey waves*.

When asked the reason for their satisfaction with IPEA, **the most common reasons provided were related to IPEA's staff**, specifically their helpfulness, responsiveness, professionalism, clarity, and knowledge.



Travel advice

Out of the five performance measures captured in the survey, travel advice was the most highly rated.

93% of respondents were **satisfied with the travel advice that they had received overall**. In open-ended comments, respondents noted that advice was *“friendly, helpful and practical”*, and *“clear and provided in a very reassuring, supportive way”*.

Trustworthiness of travel advice was particularly highly rated, as well as timeliness of advice (which had also improved over time).



Post-payment checking

88% of respondents were **satisfied with IPEA's post-payment checking**.

Respondents also provided similarly high agreement ratings with individual aspects related to IPEA's post-payment check **correspondence**.

Notably, **ratings for post-payment had substantially increased compared to the previous survey wave**, continuing a positive trend for this area. Satisfaction with post-payment checks overall **increased by 26%** and the four individual aspects related to this service area had increased by at least 10%. This suggests that post-payment checking was a key area of success for IPEA over the last few years.

Areas of success (cont.)

IPEA's website and education sessions were also areas of success in the 2025-26 survey. More respondents reportedly engaged with these services, and higher levels of satisfaction were reported compared to previous survey waves.



Website

Over half of respondents had accessed or contacted IPEA in relation to the IPEA website in 2025-26 (56%, up from 44% in the previous wave), and **more than four fifths of these respondents were satisfied with the website** (82%, up from 66%).

Compared to previous survey waves, respondents had also engaged more with educational information available on the website, and indicated stronger preferences to receive information via the website (57% ranked this as their second preference for receiving information, up from 32%).

These **positive results may be the result of improvements to website content and navigation**, with the majority of respondents rating the website highly in terms of it being user-friendly, informative, and up-to-date.



Education sessions

Of the 42% of respondents who attended an IPEA education /information session in the past 12 months, **almost all were satisfied with the session(s)** (91% - an increase from 80% in 2025).

A few respondents indicated that they would like more training, with one noting they *“learn something new each time”* they attend a session but believed *“it would be good to run a training webinar pitched at newish [IPEA clients]”*.

This suggests that IPEA's education/information sessions may be **an underutilised strength** and may provide an opportunity for further engagement in future.

Recommendations

Overall, the survey results were highly positive and a testament to IPEA and its service offering. Many areas of success were identified, and few areas for improvement were noted by respondents. However, with a view to continuous improvement, the following may be considered to help further improve or sustain performance in certain key areas.

1

Despite a positive result, **improvements can still be made in relation to expenditure reports** in order to meet the Corporate Plan target of 80% satisfaction. A focus on leveraging the key drivers of satisfaction for such reports: being useful and informative (plus containing accurate information and being easy to understand), is likely to help further nudge results in a positive direction and meet this target in future (and is likely to subsequently improve overall satisfaction). A focus on **further boosting satisfaction with travel claims** will also ensure that PM 1.3 continues to exceed the Corporate Plan target by leveraging the key drivers of this metric; timely processing of claims and ease of claim completion and submission.

2

Constructive feedback continued to be shared in relation to both PEMS and options for travel. Despite these falling outside of IPEA's direct remit, **any exploration of ways to support improvements to the PEMS platform** (including sharing of results with relevant stakeholders), as well as **options to facilitate Uber for Business** may help to alleviate ongoing frustrations and the possible risk of reputational damage to IPEA due to misunderstandings regarding ownership of such systems / remit.

3

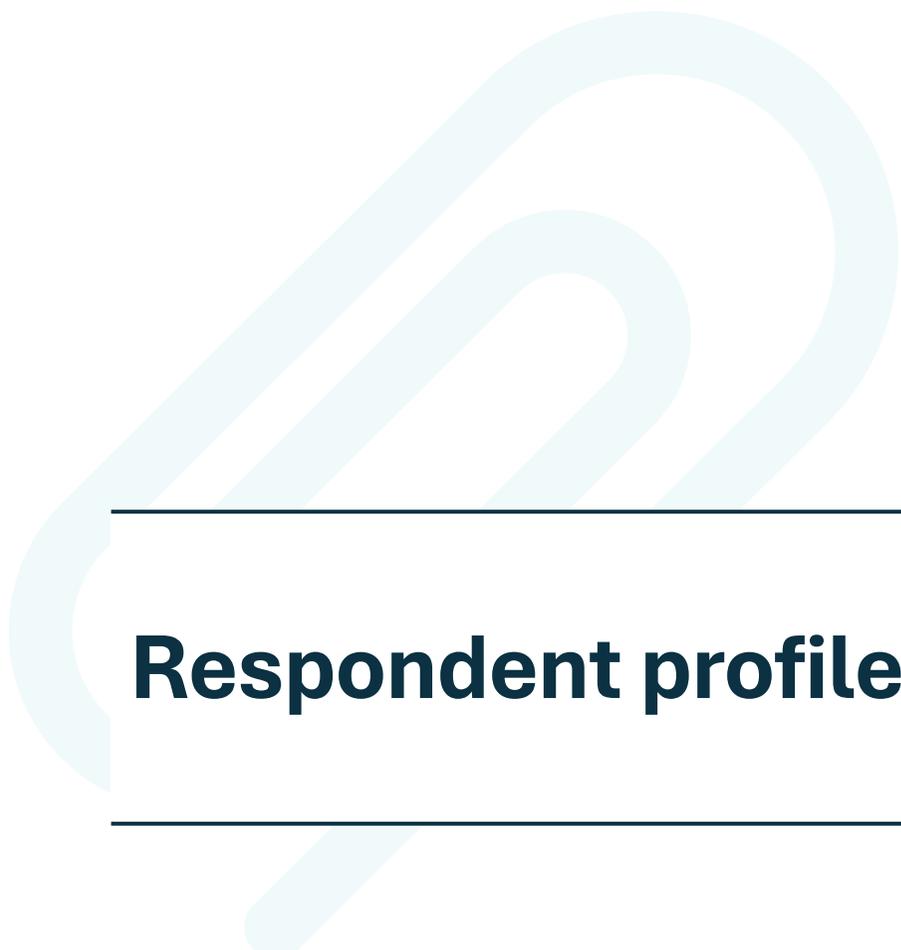
Promote and encourage attendance at education / information sessions. At present, fewer than half of respondents had attended such a session in the past year. However, those who had attended a session reported high levels of satisfaction, and some comments requested more training. This presents an opportunity for IPEA to further educate clients, which may lead to a range of positive outcomes, including greater overall satisfaction.

4

Sustain efforts in high performing areas to maintain strong levels of satisfaction overall and across the five PM areas. Historical trends indicate some variability in past performance, and there is a risk that positive sentiment may drop should efforts not be sustained. The results suggest that one key factor underpinning satisfaction is the IPEA staff themselves, so continued efforts to support this integral resource is likely to ensure high satisfaction levels are maintained.

5

Continue to support and improve the IPEA website. Satisfaction with this service substantially increased over time and results suggested that it is a valuable resource – it is being utilised more now than ever to access educational resources and may be leveraged as a secondary communication channel (in addition to email); however, a small number of comments indicated that there were potentially still some opportunities for improvement in relation to site navigation and content.

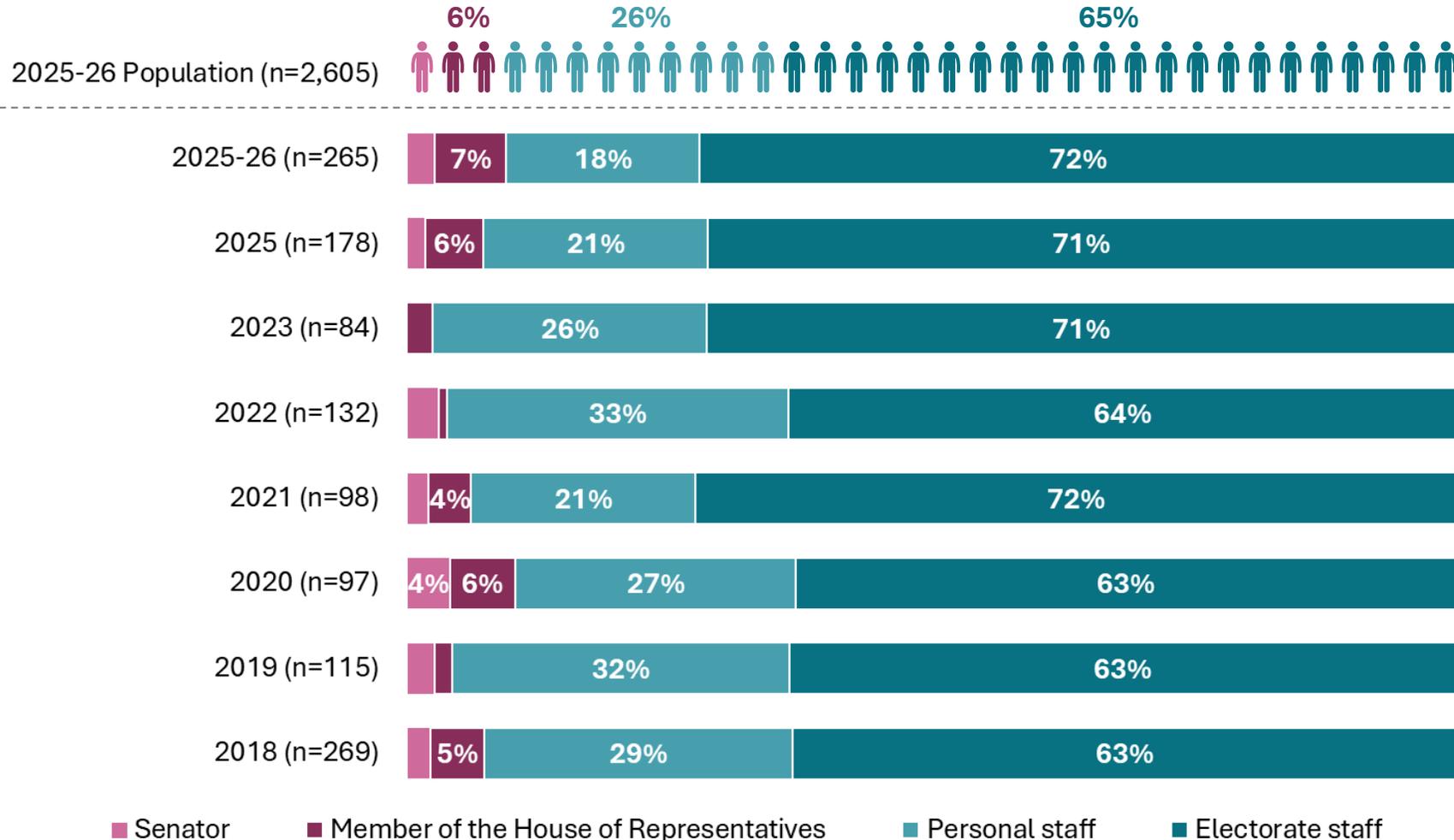
A large, light blue, abstract swirl graphic that starts from the left edge and curves upwards and then downwards, framing the central text.

Respondent profile

Respondent profile



All four role types were present in the achieved sample in broadly consistent proportions to that of the wider target population. As in previous years, almost three-quarters of respondents were electorate staff (72%).



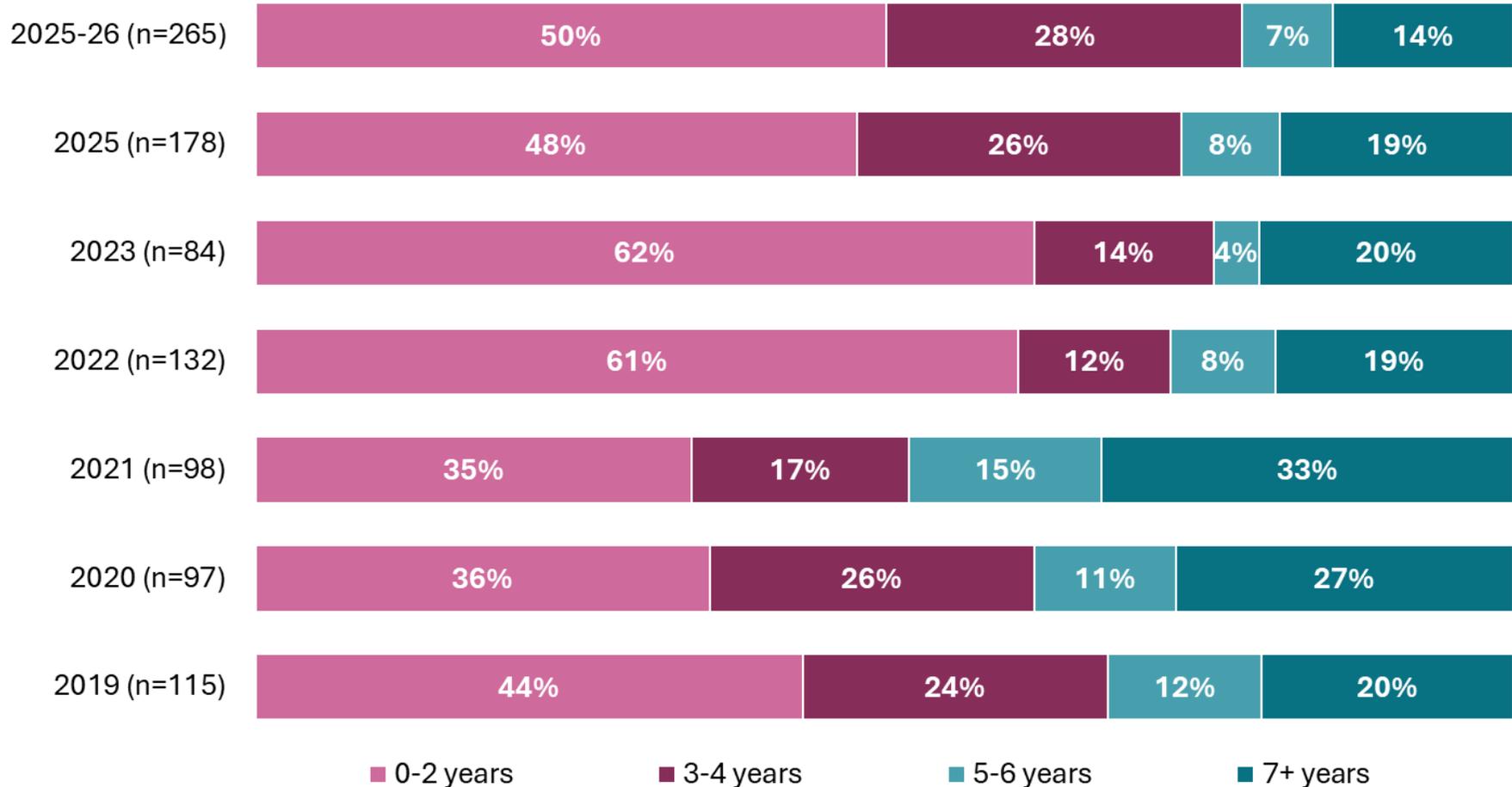
■ Senator
 ■ Member of the House of Representatives
 ■ Personal staff
 ■ Electorate staff

q1. Which of the following describes your role? ('Prefer not to say' responses excluded from 2025-26 results. This option was not provided in previous waves.)
 Actual population proportions are based on roles of IPEA clients who were invited to the 2025-26 survey wave, excluding ex-parliamentarians. This includes email bounces and clients who were on leave, and therefore differs from the population target presented on the methodology slide.

Respondent profile (cont.)



The majority of respondents had been in their current role for 4 years or less (78%), relatively consistent with the fallout of the responding sample in the last three survey waves.



ORIMA pays respect to Aboriginal and Torres Strait Islander Peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

We would also like to acknowledge and thank all the participants who were involved in our research for their valuable contribution.

This project was conducted in accordance with the international quality standard ISO 20252:2019, the international information security standard ISO 27001:2022, as well as the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). ORIMA Research also adheres to the *Privacy (Market and Social Research) Code 2021* administered by the Australian Data and Insights Association (ADIA).