

KANTAR PUBLIC

Client Satisfaction Survey 2023

Research Report

Independent Parliamentary Expenses Authority
Contact: Lee Johnson

Kantar Public Contacts: Erin Maher, Vanessa
Attwood

Project number: 263408038

Issue date: 28 March 2024



Contents

Section 1:	Context	3
Section 2:	Background and Methodology	5
Section 3:	Overall Satisfaction	9
Section 4:	Service Area Satisfaction	16
Section 5:	Client Centricity	35
Section 6:	Information Needs	40
Section 7:	Sample profile and knowledge of IPEA	46
Appendix:	Glossary of terms	51

1
Context



Interpreting and comparing the results: contextual influences

In 2022 there were 4 contextual influences that caused a negative impact on IPEA's performance measures:

1. Change of Government due to a Federal Election.
2. The sample comprised respondents (staff and parliamentarians) who were less familiar with the environment.
3. Launch of the Parliamentary Expenses Management System (PEMS) by the Department of Finance.
4. Monthly Management Reports ceased and the expenditure reporting module in PEMS was delayed.

Historically, survey results have been evaluated in terms of measured performance compared to performance in the preceding year. In 2023 a more nuanced approach was taken to evaluate IPEA's performance where results are compared to 2022 for any significant shifts, and also compared to years prior to 2022 for signs that IPEA is recovering position to pre-2022 levels.

Note that in 2023 at the time of data collection:

- Expenditure reporting module in PEMS was still unavailable. Results from 2022 and 2023 surveys in relation to satisfaction with reports is therefore limited and not comparable to survey data from years prior to 2022.
- Fieldwork dates overlapped with Parliamentary sitting dates making it more challenging to engage respondents and recruit participants for qualitative interviews during this period. This impacted the qualitative recruitment to a greater extent, however both phases were completed short of participation targets set for both samples.

Contextual Influences in 2022

Change of Government

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

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

Less experienced respondents

A high proportion of respondents were in their first 2 years of employment, with many having been in their current role for less than 3 months due to the change of Government.

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

Launch of PEMS by the Department of Finance

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

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

IPEA reporting ceased, functionality delayed

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

The functionality required for IPEA to produce expenditure reports was delayed. Expenditure reporting eventually launched in December 2023. This places limitations on comparing 'satisfaction with reports' with previous years results.

A nighttime photograph of a modern architectural structure. On the left, a tall, slender, illuminated tower stands prominently. The tower has a vertical slit and a section with vertical slats. In the foreground, a bridge with a series of lights along its edge spans across the frame. The lights are reflected in the water below. In the background, a dark hill is visible with a small, illuminated structure on top. The sky is dark with some clouds.

2

Background and Methodology

Background and Objectives

Following the Prime Minister's announcement of changes to Parliamentarians' work expenses on 13 January 2017, the Independent Parliamentary Expenses Authority (IPEA) was established as an independent statutory authority. As outlined in its first Corporate Plan, IPEA's core objective is to advise, audit and report on parliamentarians' work expenses in a professional and independent manner, providing clear advice to parliamentarians and their staff, and providing clear oversight of expenses and allowances provided through auditing and reporting functions. Ultimately, the role of IPEA is to foster trust in the use of public resources through independent advice and administration, and transparency through assurance and reporting of work expenses for parliamentarians and their staff.

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

IPEA re-commissioned Kantar's Public to conduct the 2023 client satisfaction survey to provide a robust measure of overall satisfaction with the information and services provided by IPEA to parliamentarians and their staff, and to track progress against previous years' results.

More specifically the objectives of the 2023 survey were to:

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

This research also included a series of qualitative interviews with parliamentarians and staff to further explore experiences and perceptions of IPEA. The following report outlines the findings from this research in response to the above objectives. All research was conducted in accordance with ISO20252 standards.

Quantitative methodology and notes for interpretation



Quantitative methodology

- A 10 minute online survey was sent via email to all parliamentarians and parliamentary staff. The survey was mobile friendly to facilitate response rate.
- The 2023 questionnaire replicated the 2022 – 2018 questionnaires to allow comparability year on year. Some changes were made including new questions added, revised code labels and routing conditions – these are outlined in the appendix.
- The number of completed surveys and fieldwork dates were as follows:

	2023	2022	2021	2020	2019	2018
Total	84*	132	98	97	115	269
Electorate Staff	60	84	71	61	73	170
Personal Staff	22	43	21	26	37	79
Member of HR	2	1	4	6	2	14
Senator	0	4	2	4	3	6
Fieldwork dates	21 Sept – 20 Oct	8 Nov – 12 Dec	30 Aug – 6 Oct	4 Aug – 28 Aug	21 Oct– 6 Nov	13 Jun – 6 Jul



Notes for interpretation

- The sample for each question shown in the base description at the bottom of the page represents the number of respondents who answered that specific question. To ensure the maximum sample for each question, respondents did not have to fully complete the survey for their response to be included. Due to attrition through the survey, the base size is lower for questions that were asked at the end of the survey than those at the beginning.
- Base sizes may also change based on whether or not they are filtered to ask only specific respondents who gave certain responses to previous questions.
- Verbatim, included in italics throughout this report, show the exact language used by respondents to survey questions. Hard brackets [] denote where adjustments have been added to verbatim for grammatical continuity and context.
- Verbatim should be interpreted as perceptions only and may not accurately describe service divisions and responsibilities attributable to IPEA. Verbatim may illustrate some confusion regarding the correct agency responsible for various service aspects: these should be interpreted as opportunities for IPEA to focus further education and awareness-building efforts. Footnotes are included on pages where these instances occur.
- Chart data labels for series <3% are not shown for ease of legibility.
- **Please note that individual % scores may not add to 100% due to rounding.**

Qualitative methodology and notes for interpretation



Qualitative methodology

- To supplement the online survey findings a series of 10 qualitative interviews were conducted. Participants were sourced through the online survey.
- Interviews were approximately 30 minutes and provided the opportunity to explore in greater detail participants experiences, expectations and perceptions of IPEA.
- The number of completed interviews and fieldwork dates were as follows:

	2023	2022	2021	2020
Total	10*	20	20	20
Electorate staff	7	9	9	2
Personal staff	3	9	6	14
Senators	-	1	2	0
Advisors	-	1	3	4
Fieldwork dates	6 Nov – 30 Nov	30 Jan 2023 - 20 Feb 2023	20 Oct – 5 Nov	31 Aug – 18 Sept



Notes for interpretation

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

3

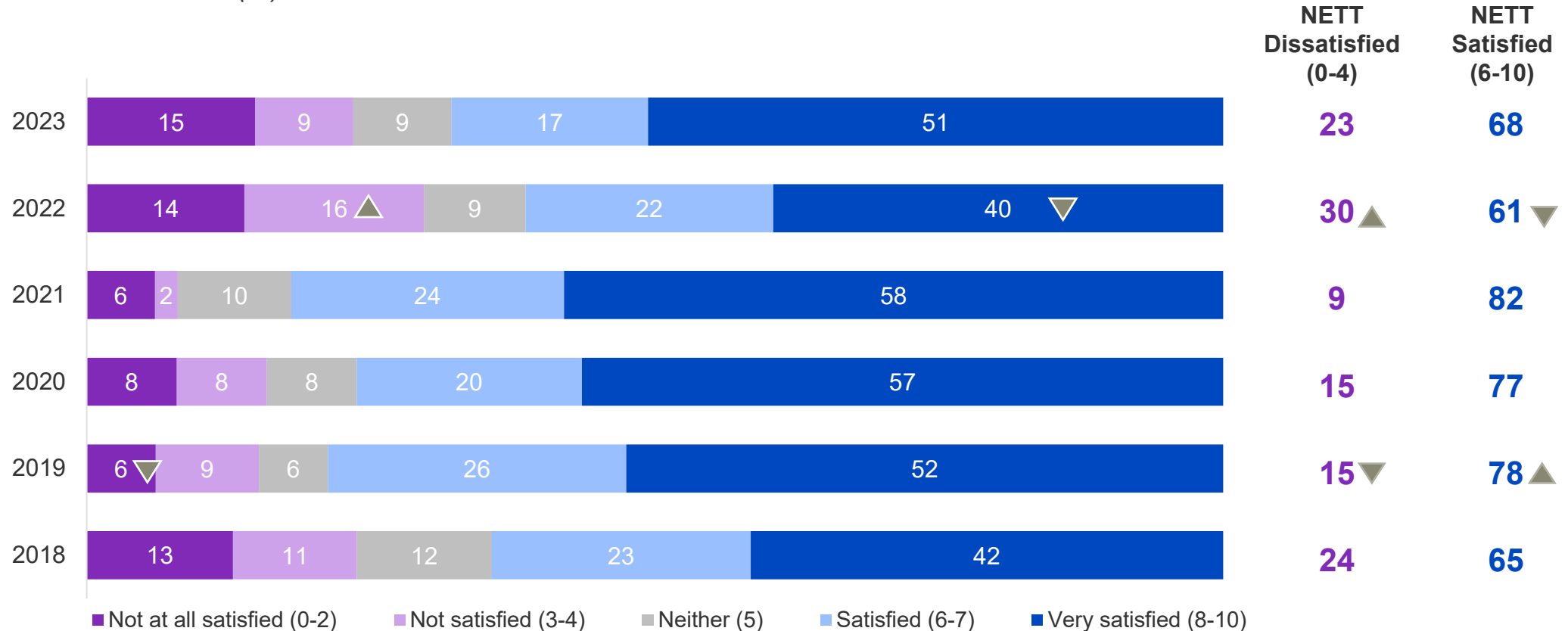
Overall Satisfaction



Overall satisfaction with IPEA

In 2023, over 2 in 3 respondents (68%) were satisfied with IPEA. When compared to 2022, overall satisfaction with IPEA has improved (68% compared to 61% in 2022) and dissatisfaction has decreased (23% from 30% in 2022). Importantly, the proportion of respondents who were very satisfied with IPEA grew by 9% and was similar to the proportion achieved in 2019.

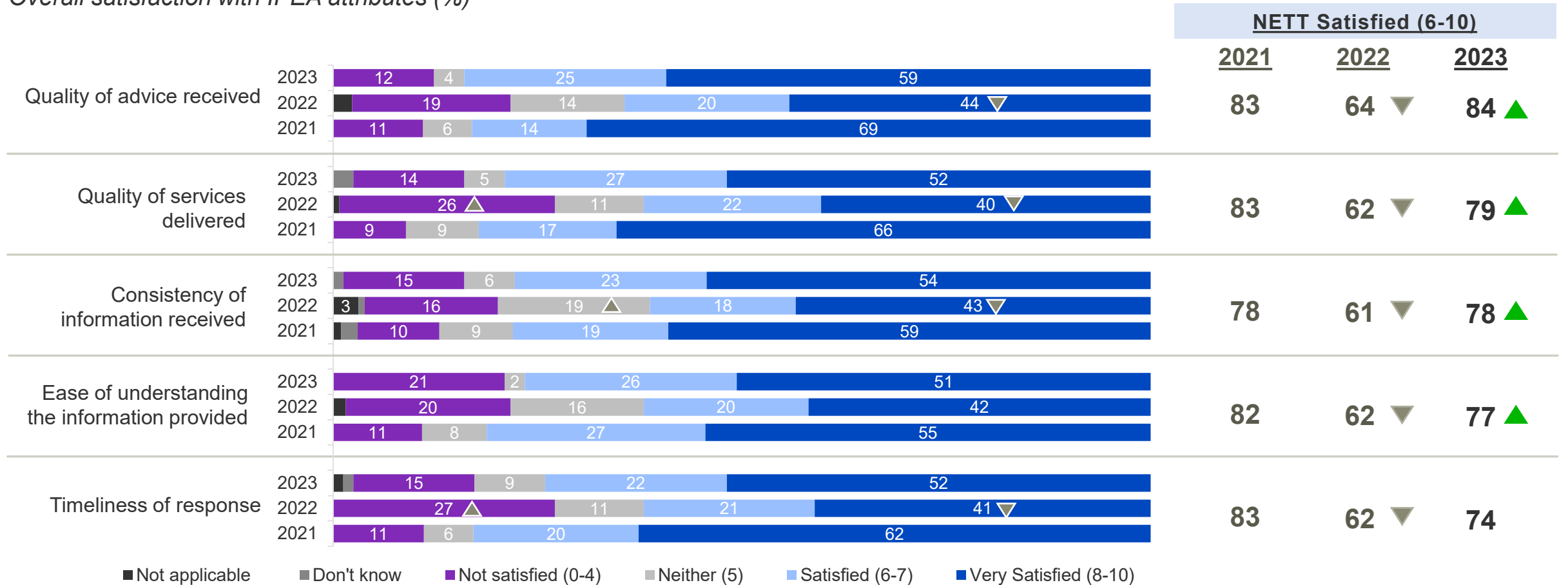
Overall satisfaction with IPEA (%)



Satisfaction with specific aspects of the IPEA experience

In 2023, satisfaction improved significantly for almost all specific aspects of IPEA's service, the greatest improvement being seen with the quality of advice received (84% compared to 64% in 2022). There was some improvement in satisfaction with the timeliness of response (74% compared to 62% in 2022). Overall, IPEA is tracking towards achieving former satisfaction levels after an impacted 2022.

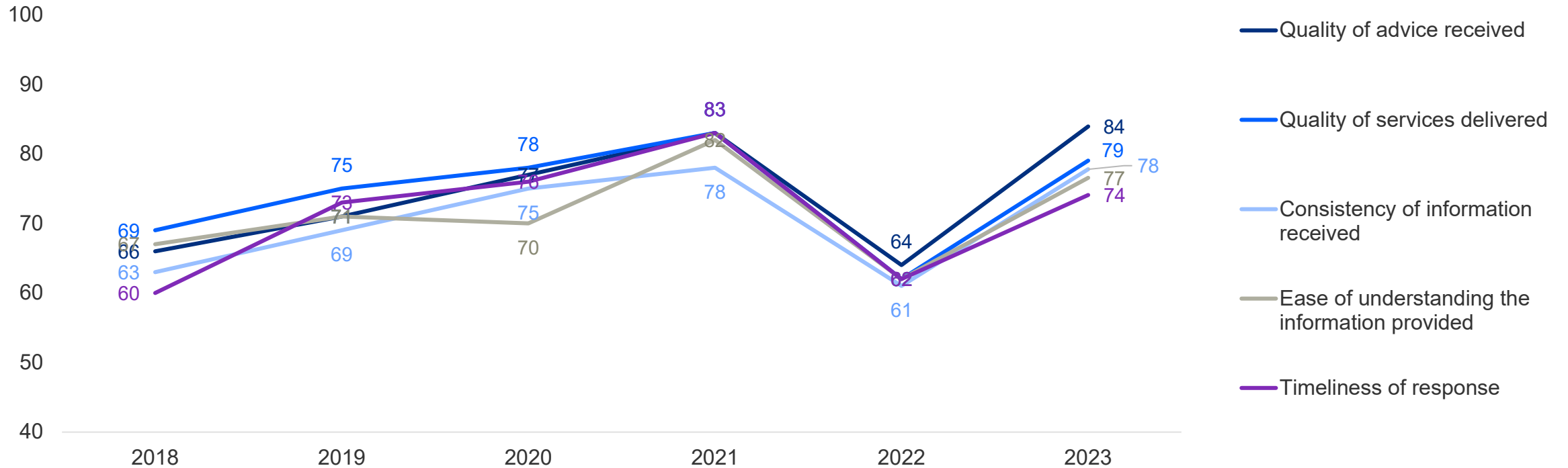
Overall satisfaction with IPEA attributes (%)



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

In 2023, satisfaction with specific aspects of the IPEA experience recovered following a significant decline in satisfaction with all aspects in 2022. The level of satisfaction with the quality of advice received in 2023 (84%) was the highest since performance tracking commenced in 2018.

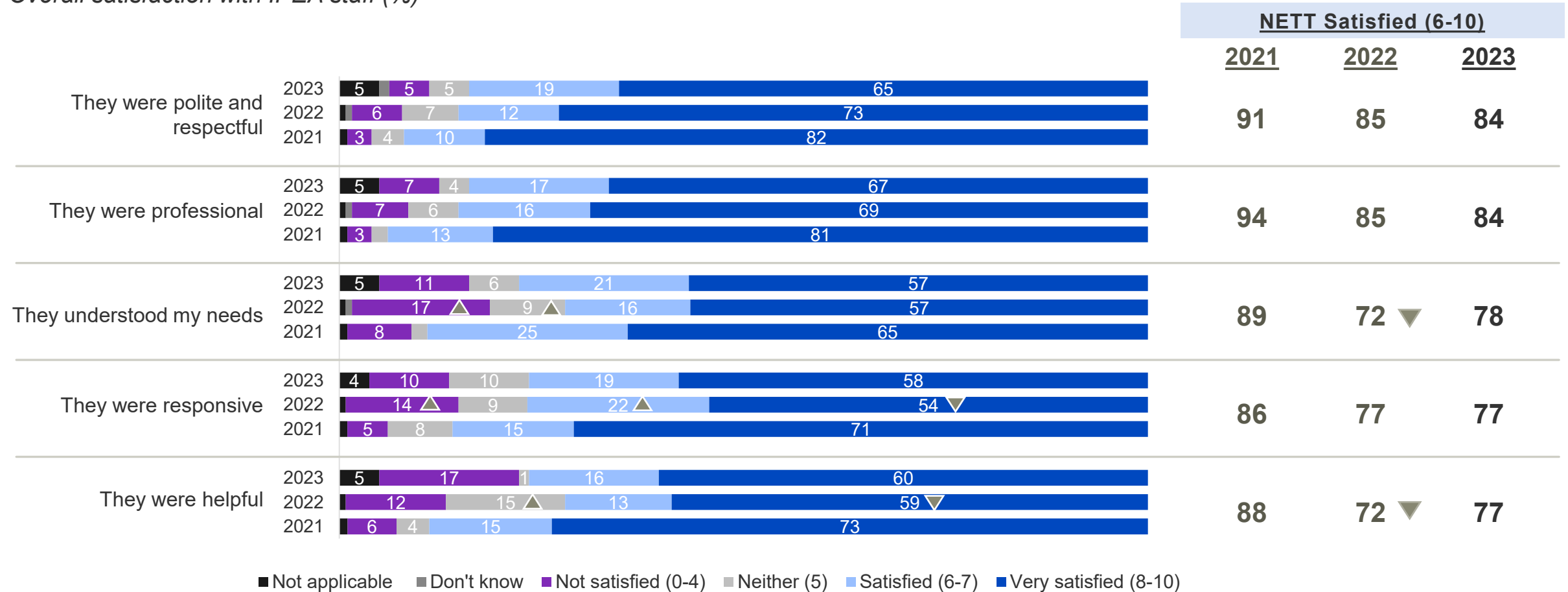
Satisfaction with specific aspects of experience – trended



Satisfaction with experience of IPEA staff

In 2023, over 4 in 5 respondents found IPEA staff to be polite, respectful and professional (84%) and this is similar to 2022 (85%). More than 3 in 4 found IPEA staff to be responsive (77%), consistent with responsiveness in 2022. There were some improvements in satisfaction with IPEA staff being understanding of needs (78% compared to 72% in 2022) and helpfulness (77% compared to 72% in 2022).

Overall satisfaction with IPEA staff (%)



Reasons for satisfaction with IPEA (verbatim)

Those satisfied with IPEA expressed appreciation for IPEA staff who they found to be helpful, professional and knowledgeable in providing clear, reliable advice that is easy to understand. Quick response times to calls and queries was mentioned in positive terms, however some satisfied clients flagged timeliness as a pain-point in their experiences with IPEA.

68%

are satisfied
with IPEA in
2023

(51% are very
satisfied)

Reasons for satisfaction with IPEA

“Staff are **responsive, knowledgeable and understand** their audience.”

“Each response I have had with IPEA has been **professional** and the person on the other end of the phone **knows what they are taking about.**”

“**Clear, direct & professional service** - exactly what a parliamentarian’s workplace needs from IPEA staff.”

“Information and instructions are **quite clear** on the website. One can **easily access the information needed.**”

“**Most occasions** my calls are answered in a **timely manner** and the staff are **very helpful.**”

“IPEA have provided advice in a **professional and timely manner.**”

“**Quick** responses, **easy** to deal with when issues arise.”

“Requests were **processed accurately** and very **quickly** and information requested was **clear and understandable.**”

“**Good response times** from IPEA, travel advice generally provided in writing in a manner that can be **relied upon.**”

“[Staff] are **helpful** and provide the **information required.**”

“**Very helpful** on the phone line, has been some confusion between IPEA & CTM over flights and car hire but has been **rectified.**”

“All the interactions I have had with IPEA staff have been **friendly and efficient.**”

“Everyone is always **very nice and very helpful!**”

“Unlike the PEMS system itself, which I find unintuitive and complex to use, IPEA staff are **always helpful** on the few occasions I’ve had to contact them.”

Reasons for dissatisfaction with IPEA (verbatim)

In 2023, reasons for dissatisfaction with IPEA included difficulty using the website and references to the PEMS system not being user friendly. Responsiveness to calls for advice as well as the time taken to process claims was also mentioned as a key source of clients' dissatisfaction.

23%
are
dissatisfied
with IPEA in
2023

Reasons for dissatisfaction with IPEA

PEMS* specific:

*"The website is **slow and clunky**, advice sometimes **unclear**."*

*"The website is **really hard to use**. The customer service over the phone is great. However overall it is **really inflexible system**** and **doesn't understand** the work we do well. There's a **lack of information** provided at the start of your employment.."*

*"Very **poor website and interface**. I still have not received the Cabcharge card after months. The website and process of claiming is **very archaic**."*

*"**Incomprehensible website**, PEMS is a **confusing disaster**. It doesn't work and **doesn't submit claims reliably**. None of the language makes any sense."*

*"Acquittal takes **much longer than it used to** - I vividly remember acquittal happening in 3-4 days after certification. Not 7-8 days. It shouldn't take 10 working days to generate a TA/MVA report - that seems very 'computer says no' and **should be easily self generated through PEMS**."*

IPEA specific:

*"[Its] responses are **never clear** and they always take **far too long** to respond."*

*"Advice came **ridiculously late**."*

*"**Terrible advice**, data is **constantly incorrect** and the **follow up and response** from the team is **less than desirable**.."*

*"Always **reasonably satisfied** with IPEA services however the **slow processing of travel claims** is a problem." †*

*"While **generally good**, I have experienced **slow / no replies or unclear instructions** on matters." †*

*"**Almost perfect** - **call centre hours and returning a call** were the only issues." †*

Source: C1. Overall, how satisfied have you been with your interaction(s) with IPEA? C1a. Why do you say that? | Base: 2023 C1 NET dissatisfied (0-4) n=19.

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

*IPEA is not responsible for administering PEMS | **The system/website/forms implied is PEMS

† These verbatim describe aspects of dissatisfaction with IPEA however they were provided verbatim by respondents who rated positive satisfaction with IPEA.

4

Service Area Satisfaction



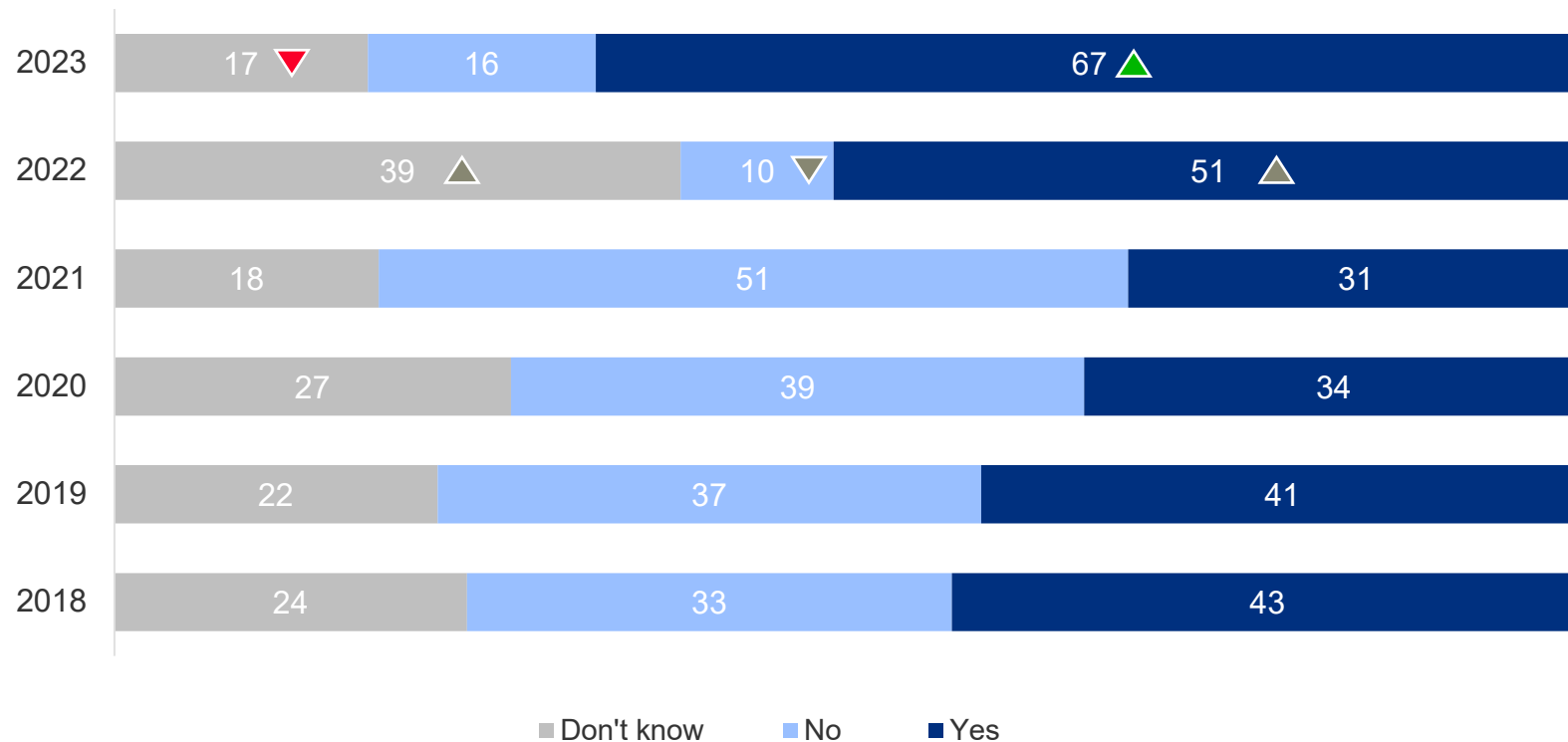
4.1

Service Area: Satisfaction with advice about travel

Contact in relation to Parliamentary Business Resources Framework

Two thirds of respondents (67%) contacted IPEA in relation to the Parliamentary Business Resources (PBR) framework in 2023, a significant increase on the proportion who did this in 2022 (51%). There was also a significant decrease in the proportion who were unsure if they had contacted IPEA about the PBR framework (17% compared to 39% in 2022) as staff and parliamentarians are now more familiar with the environment after turnover following the Federal election in 2022.

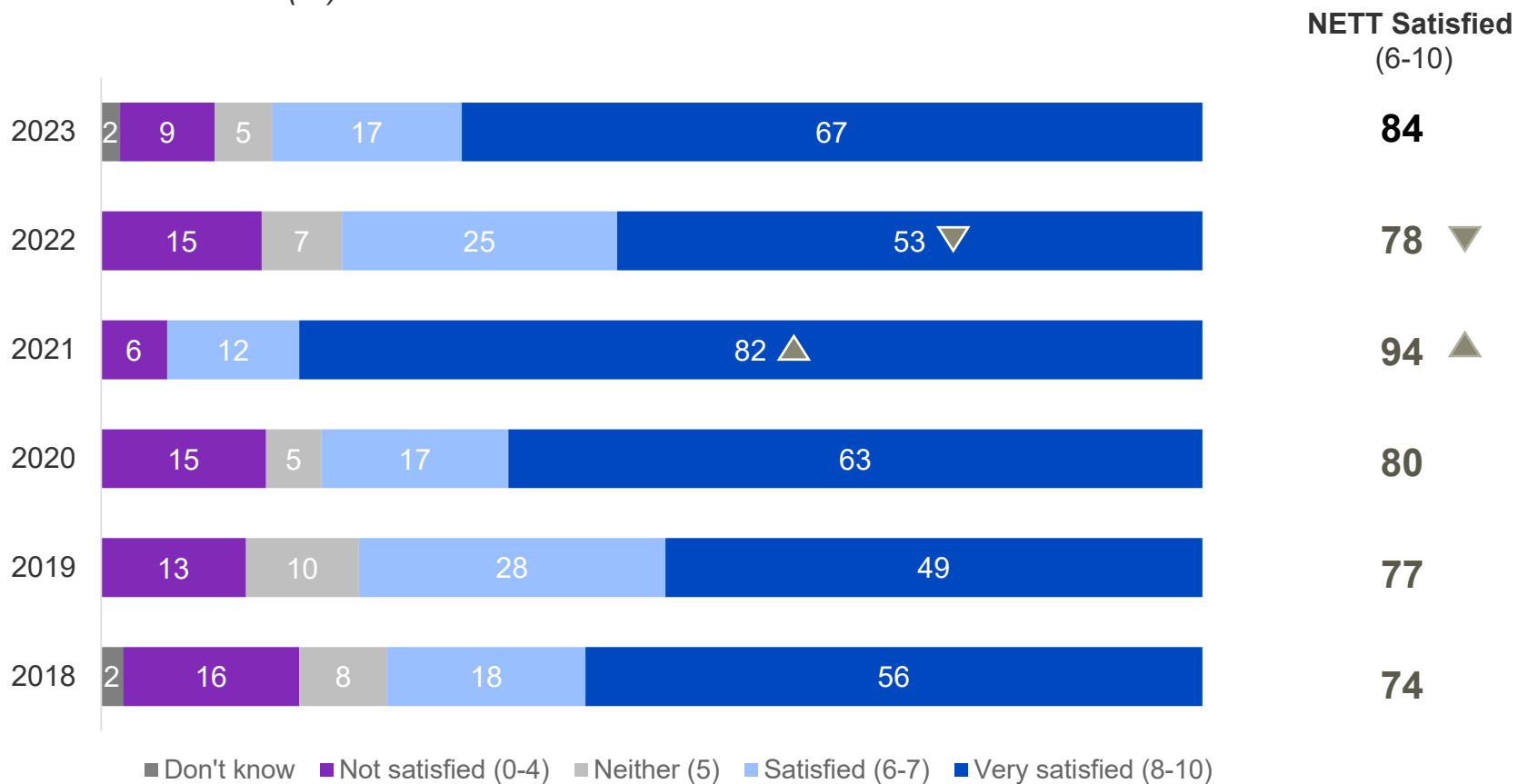
Contacted IPEA in relation to Parliamentary Business Resources framework (%)



Satisfaction with advice about travel

In 2023, more than 4 in 5 respondents (84%) were satisfied with IPEA's advice offered about travel. When compared to 2022, satisfaction with advice about travel has improved (84% compared to 78% in 2022) and was driven by an increase in highly satisfied respondents (67% compared to 53% in 2022). IPEA is on-trend with recovering satisfaction with travel advice post 2022 issues.

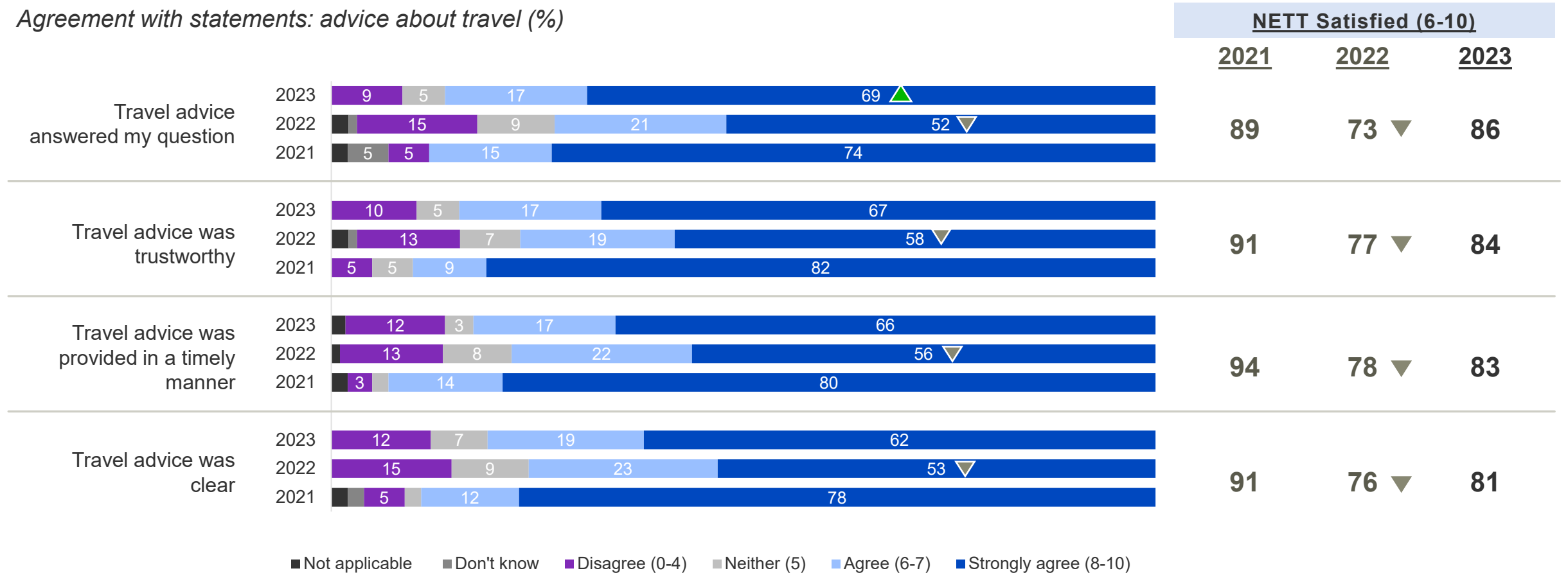
Satisfaction with advice about travel (%)



Agreement with specific aspects of travel advice

In 2023 perceptions of IPEA's advice about travel improved across all 4 specific aspects. In particular, more than 2 in 3 respondents strongly agreed that travel advice answered their question (69%) which was a significant increase when compared to 2022 (52%), on-par with 2021 results and indicative that IPEA is shifting towards recovery of position post 2022 impact.

Agreement with statements: advice about travel (%)



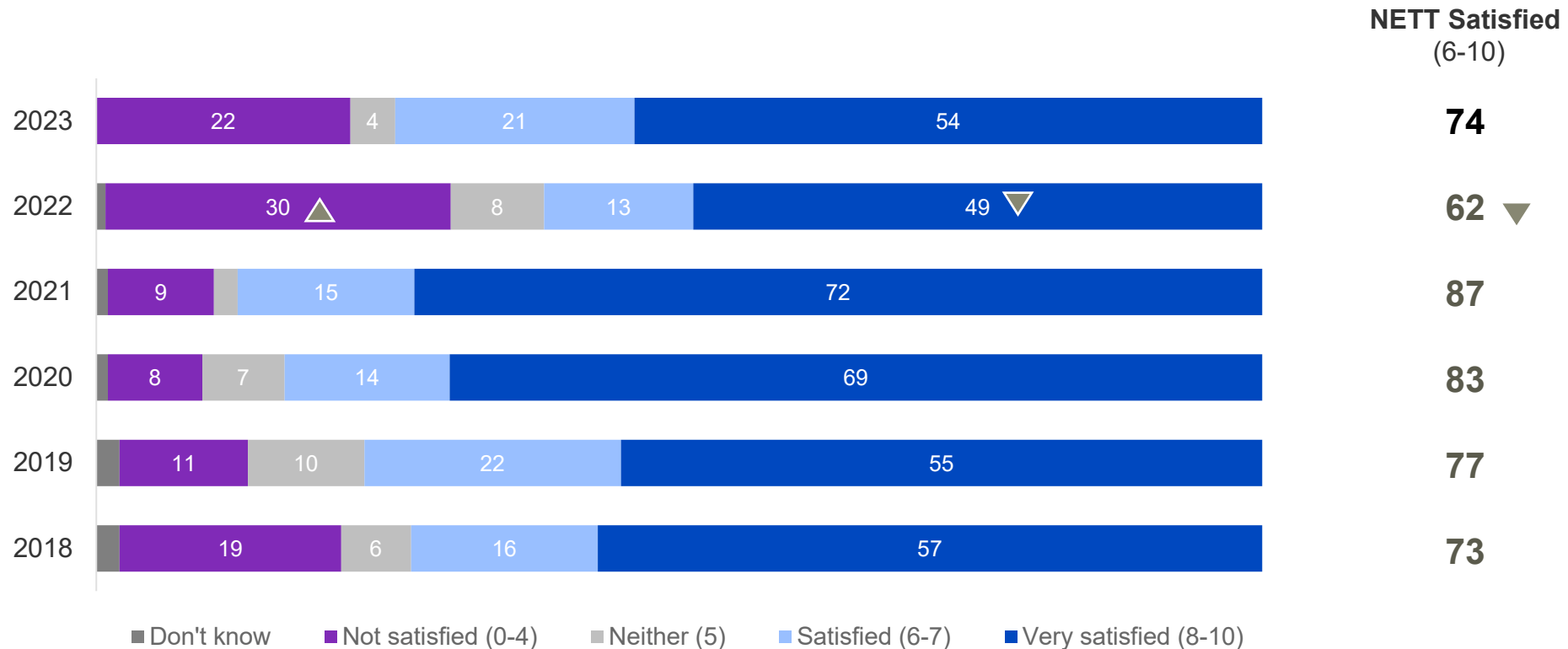
4.2

Service Area: Satisfaction with travel claims

Satisfaction with travel claims

In 2023, 3 in 4 respondents (74%) were satisfied with travel claims. This was an improvement when compared to 2022 where satisfaction had declined to the lowest level ever recorded (62%) due to change of Government, and respondents (parliamentarians and staff) being less familiar with the environment and processes.

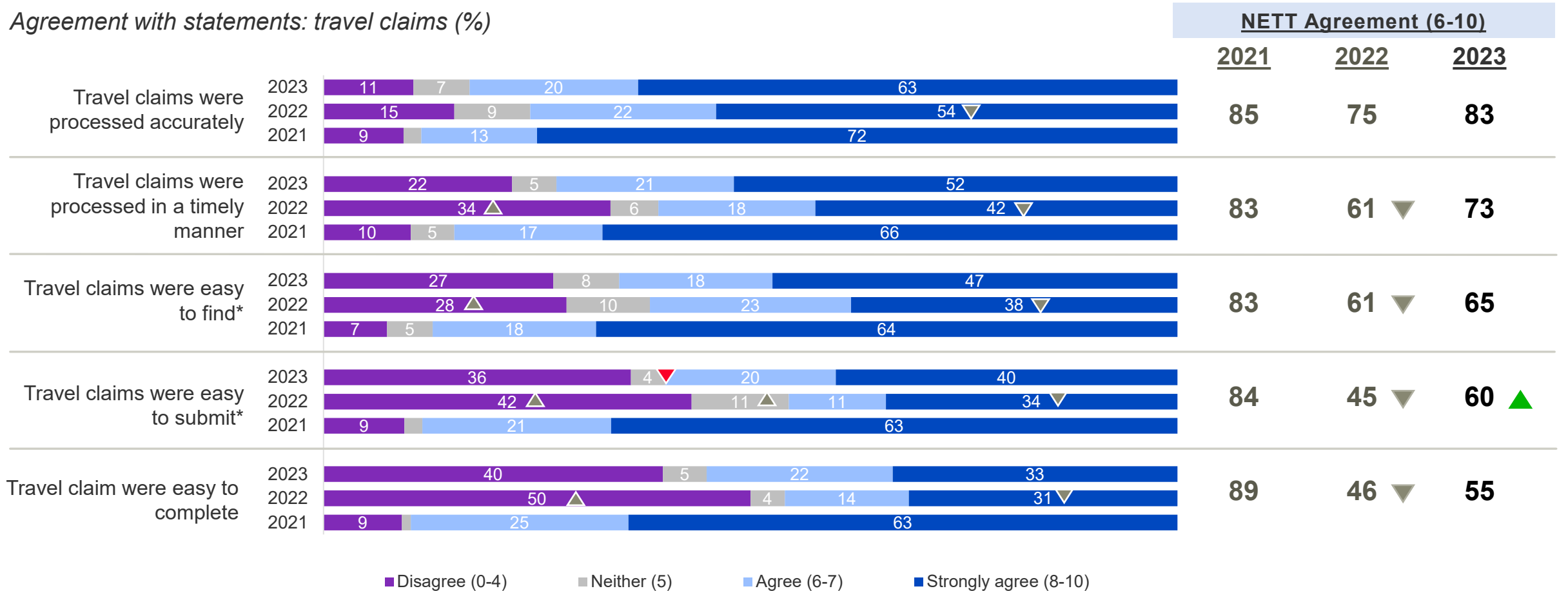
Satisfaction with travel claims (%)



Agreement with specific aspects of travel claims

In 2023, there was a significant improvement in performance related to the ease of submitting travel claims (60% compared to 45% in 2022). There were also some improvements in performance across the other 4 aspects of travel claims which included ease of finding forms, ease of completion, accurate processing and timely processing.

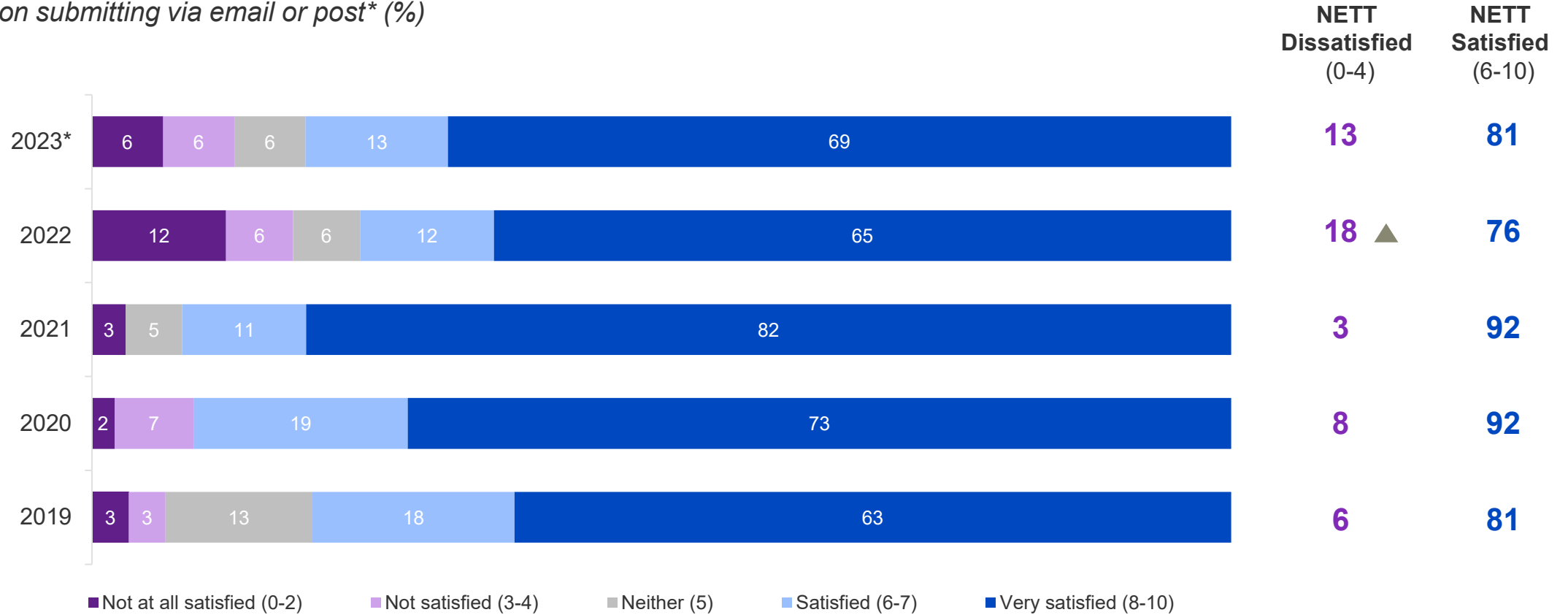
Agreement with statements: travel claims (%)



Satisfaction with submitting travel claims – Email or post

Four in five respondents (81%) were satisfied with submitting claims via email or post, an increase compared to 2022 (76%) although caution should be applied as the 2023 base size is low (n=16).

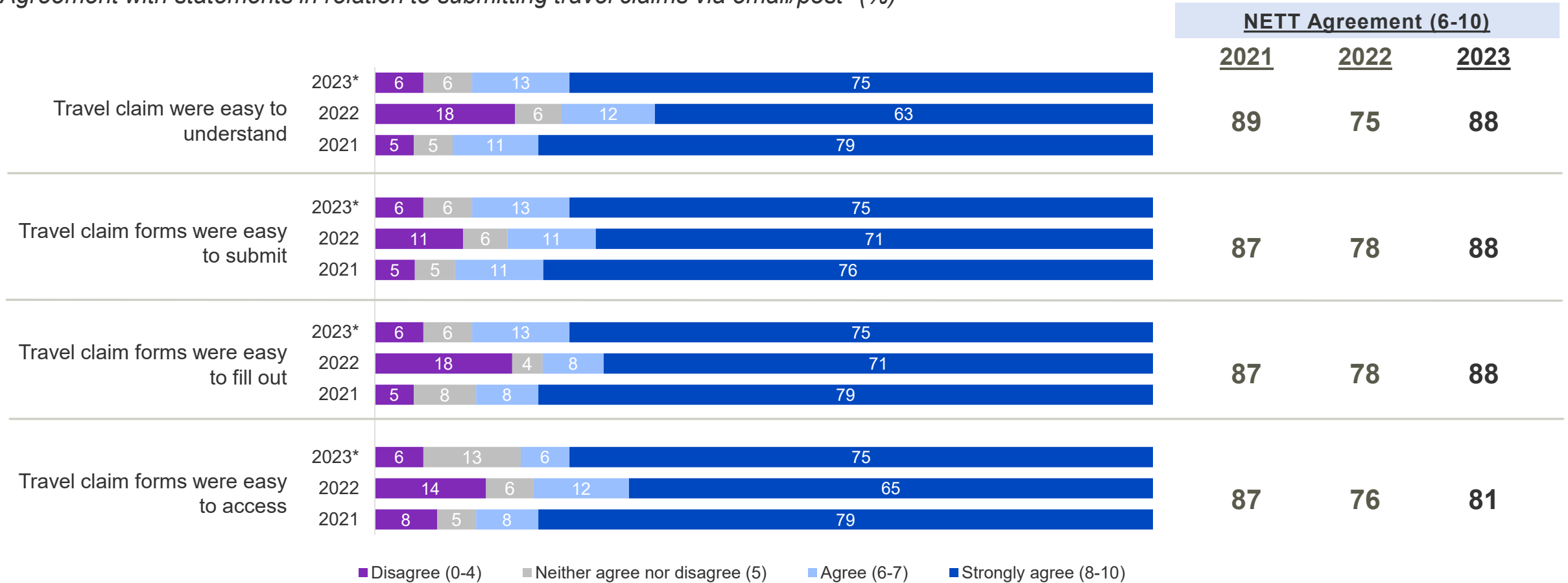
Satisfaction submitting via email or post* (%)



Methods of submitting travel claims – Email or post

Although results in 2023 should be interpreted with caution due to a low base size, agreement across all aspects in relation to submitting travel claims vis email or post improved compared to 2022. Almost 9 in 10 agreed that travel claims were easy to understand (88%), forms were easy to submit (88%) and easy to fill out (88%).

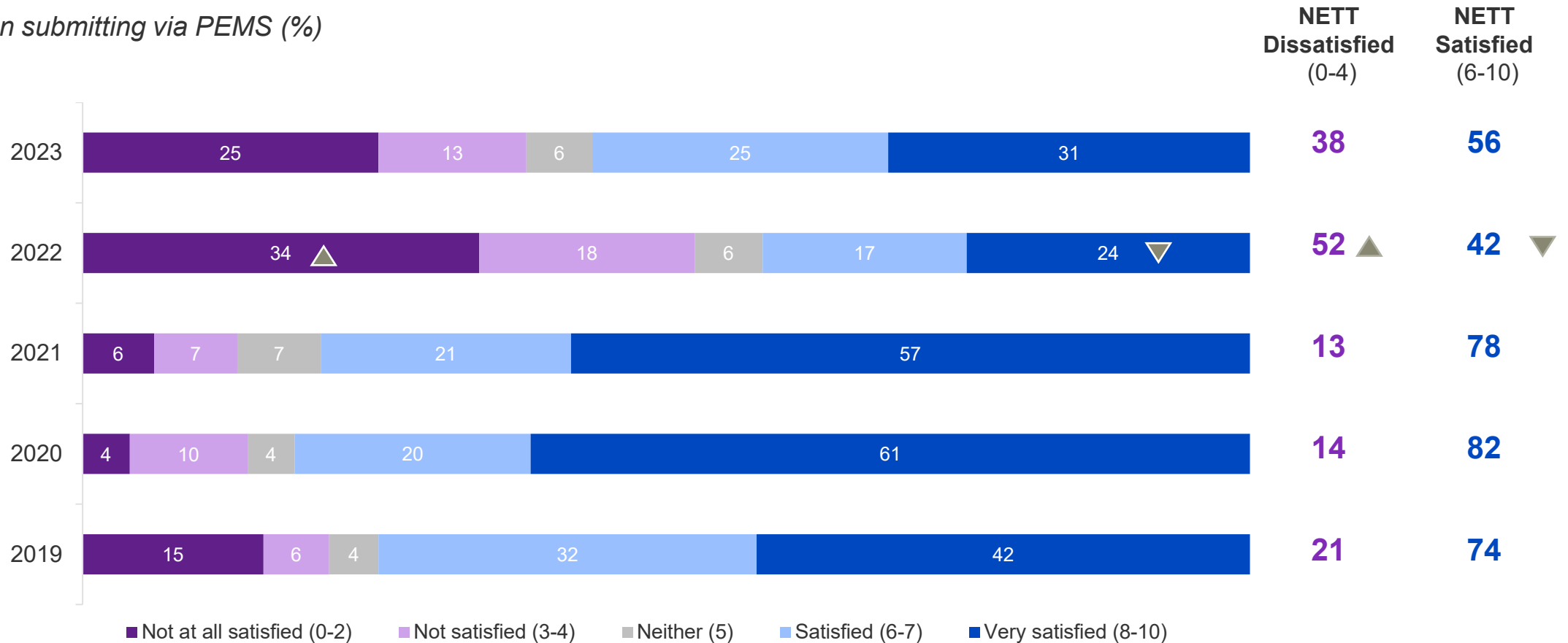
Agreement with statements in relation to submitting travel claims via email/post* (%)



Satisfaction with submitting travel claims - PEMS

In 2023, more than half the respondents (56%) were satisfied with submitting travel claims via PEMS, and just under 2 in 5 were dissatisfied (38%). These are both improvements when compared to the 2022 results, however do not match the levels of satisfaction with PEMS (or its predecessor system) in the years prior to 2022, suggesting PEMS remains an on-going pain-point for respondents.

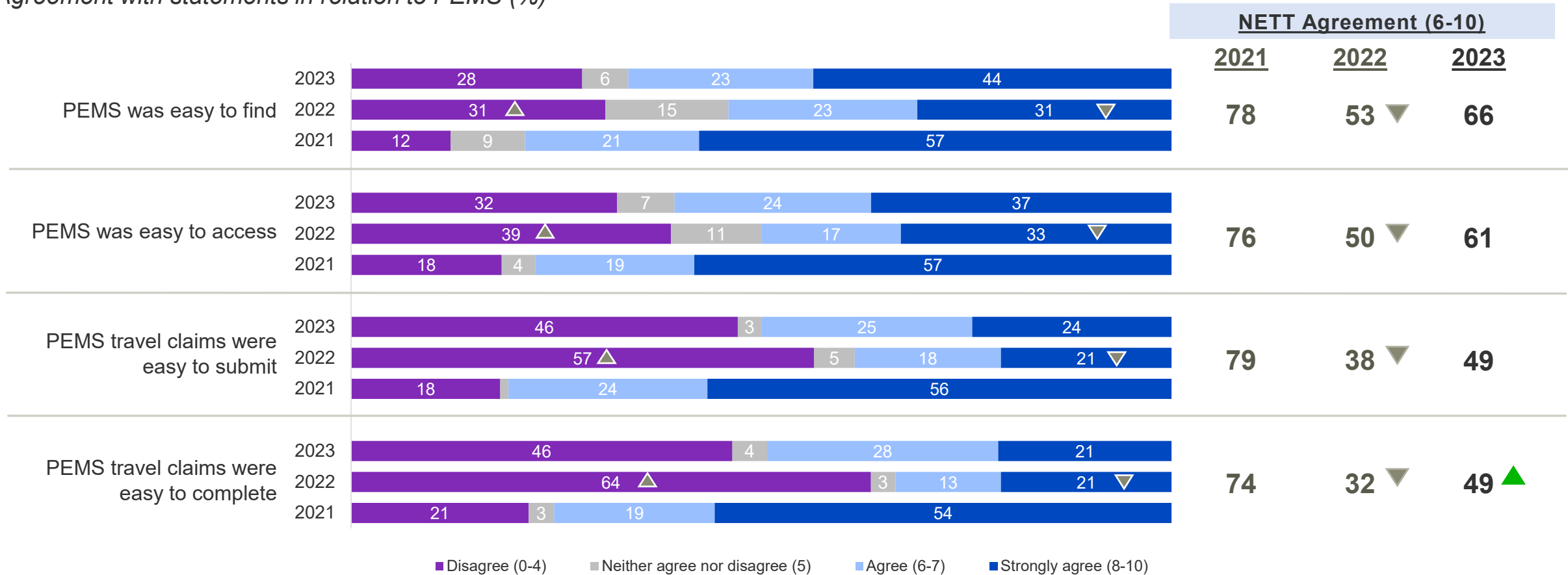
Satisfaction submitting via PEMS (%)



Methods of submitting travel claims - PEMS

In 2023 agreement that PEMS travel claims were easy to complete improved significantly (49% compared to 32% in 2022). Agreement across all other aspects of the PEMS experience also improved somewhat since 2022, in line with improvements in the overall satisfaction for submitting travel claims via PEMS.

Agreement with statements in relation to PEMS (%)



4.3

Service Area: Satisfaction with reports

Note to reader: From 1 July 2022 provision of Monthly Management Reports (MMRs) ceased due to PEMS providing real time capability for parliamentarians to undertake their own reporting.

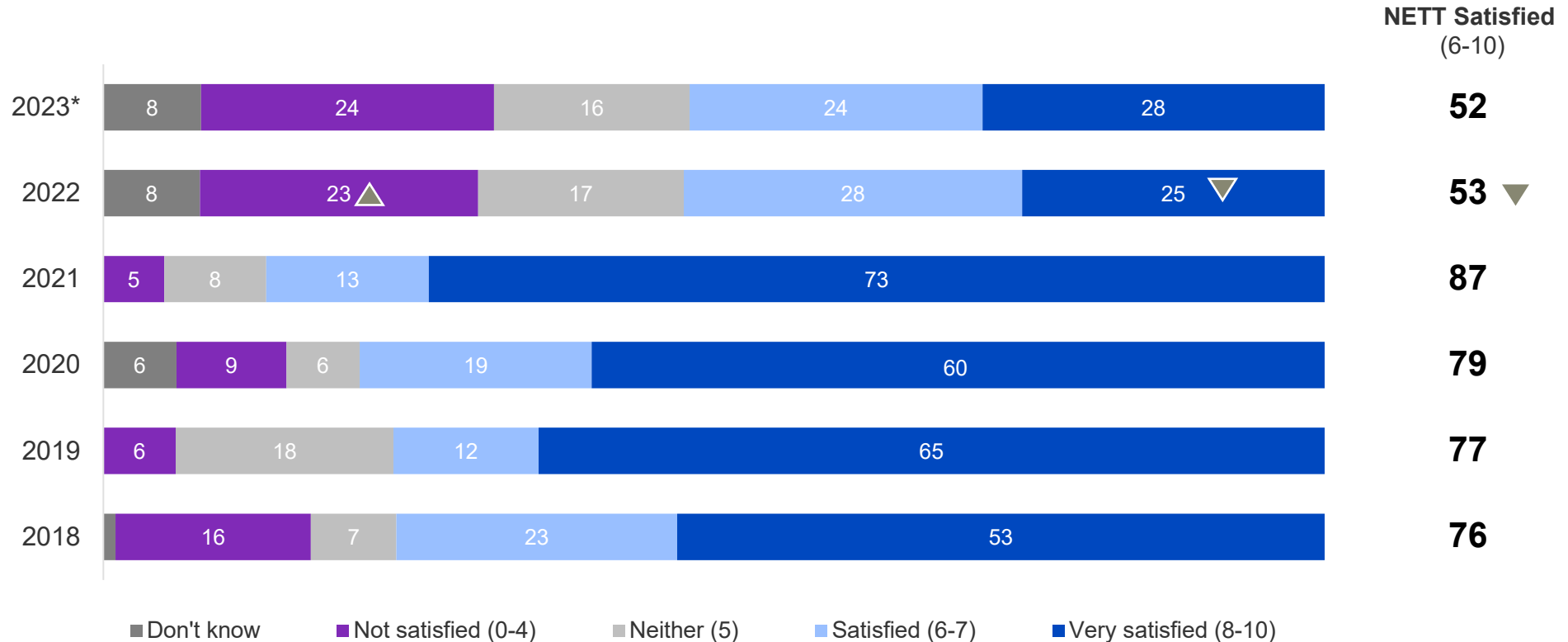
Due to a delay in the Department of Finance building the PEMS expenditure report module, Expenditure Reporting did not recommence until 20 December 2023 which was after this survey was undertaken.

This places limitations on comparing 'satisfaction with reports' from this survey (2023) and the 2022 survey with results from previous years.

Satisfaction with reports

Just over half of all respondents (52%) were satisfied with the reports provided by IPEA in 2023 which was consistent with 2022 (53%). Satisfaction levels remained proportionally in line with those in 2022 (however results should be interpreted with some caution as the respondent base size is lower in 2023).

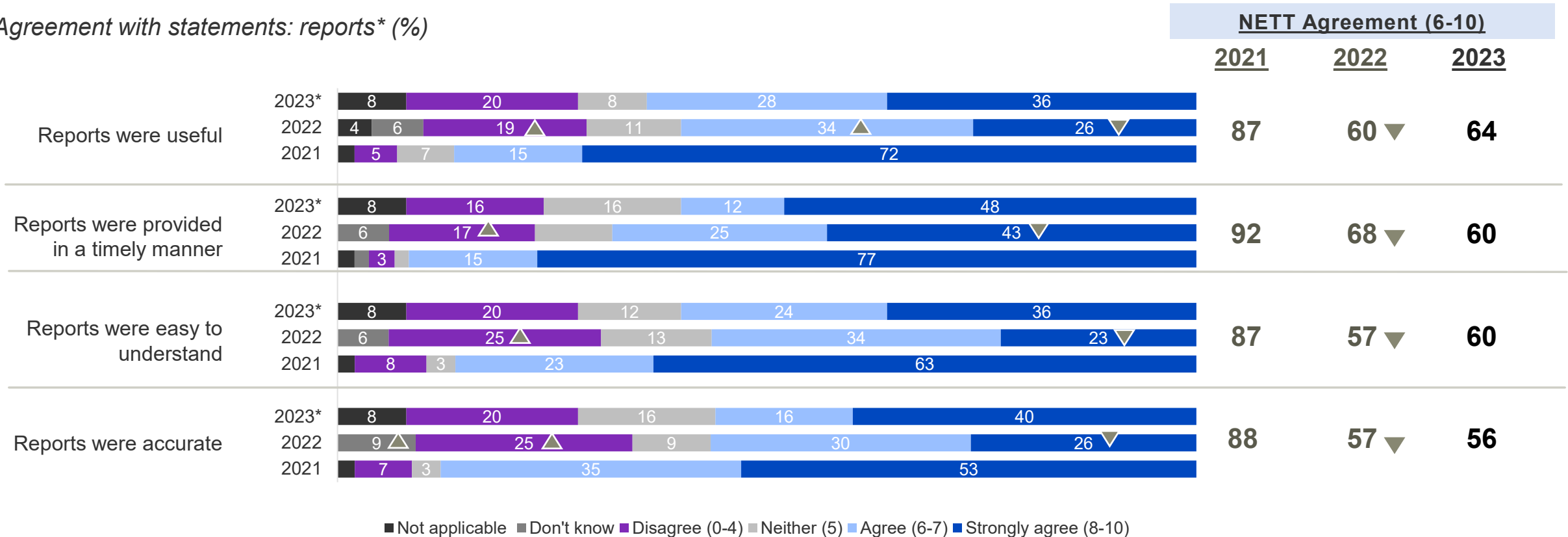
Satisfaction with reports* (%)



Agreement with specific aspects of reports

Almost 2 in 3 respondents agreed that reports were useful in 2023 (64%) and was consistent with 2022 (60%). There was a decrease in the proportion of respondents agreeing that reports were provided in a timely manner (60% compared to 68% in 2022), and a similar proportion agreed that reports were easy to understand in 2023 (60% compared to 57% in 2022). Agreement that reports were accurate has remained constant with 2022 (56% compared to 57% in 2022).

Agreement with statements: reports* (%)



4.4

Service Area: Satisfaction with post payment checks

Note to reader: IPEA carries out a program of post payment checks to monitor and provide a further layer of assurance that selected travel expenses and related costs have been accessed correctly. Post payment checks are ongoing systematic testing of transactions that cover a range of expenses assessed as having a higher risk of misuse such as:

- Use of short-term self-drive hire cars
- Accommodation receipts supporting travel allowance claims
- Use of Cabcharge
- Use of business class travel by MOP(S) Act Staff
- Use of unscheduled ground transport
- Accommodation allowance adjustment claims

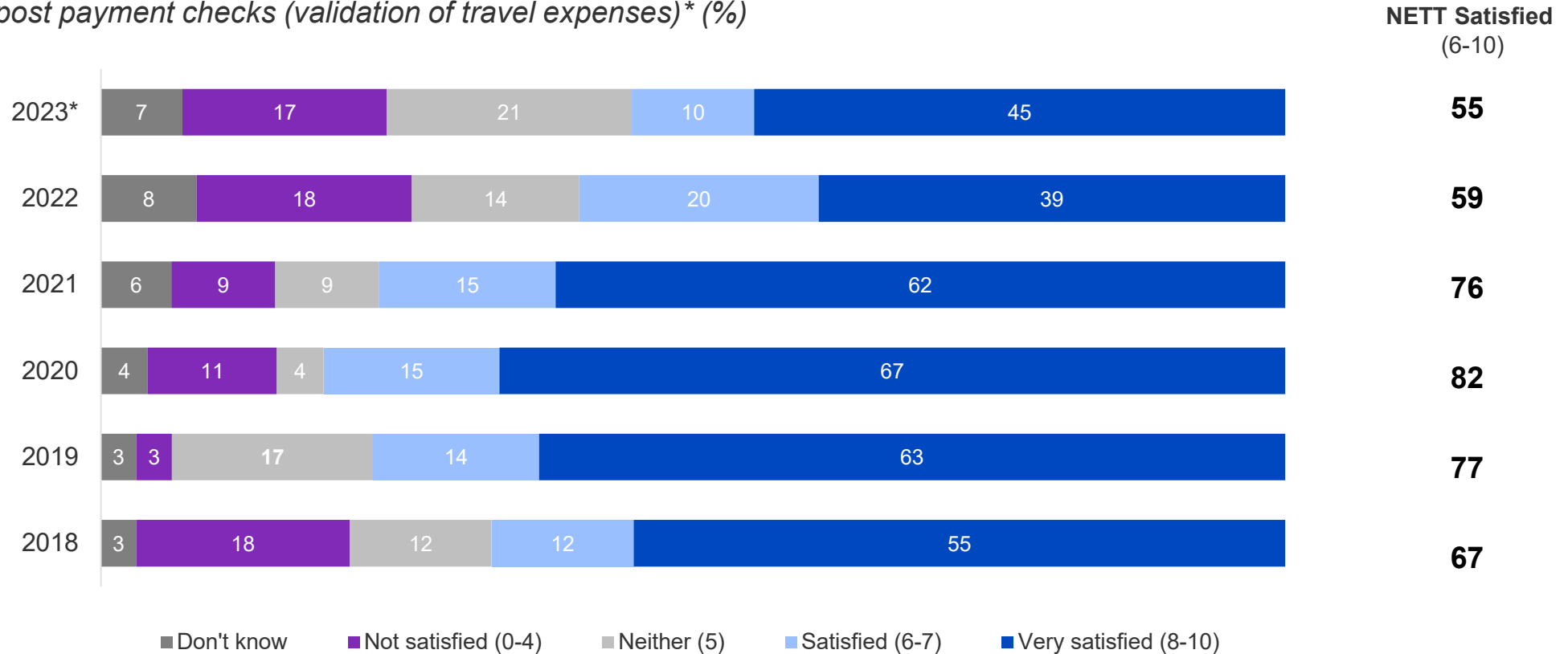
Where misuse of an expense is identified the amount of the expense is recovered. As a result, it is not unusual for clients with experience of recovery action to express dissatisfaction with post payment checking.

Only those parliamentarians or staff who have accessed the relevant category of expenses will experience post payment checks. As the response rate to questions about post payment checks have been significantly lower than the response rates to the survey as a whole, the results may not be representative and should be treated with caution.

Satisfaction with post payment checks (validation of travel expenses)

Satisfaction with post payment checks remained consistent with 2022, with more than half the respondents (55%) satisfied. Among those satisfied in 2023, there was an increase in the proportion who were very satisfied (i.e. gave a score of 8, 9 or 10 out of 10) (45% compared to 39% in 2022) however the proportion of those satisfied (scoring 6 or 7 out of 10) was reduced by half (10% compared to 20% in 2022).

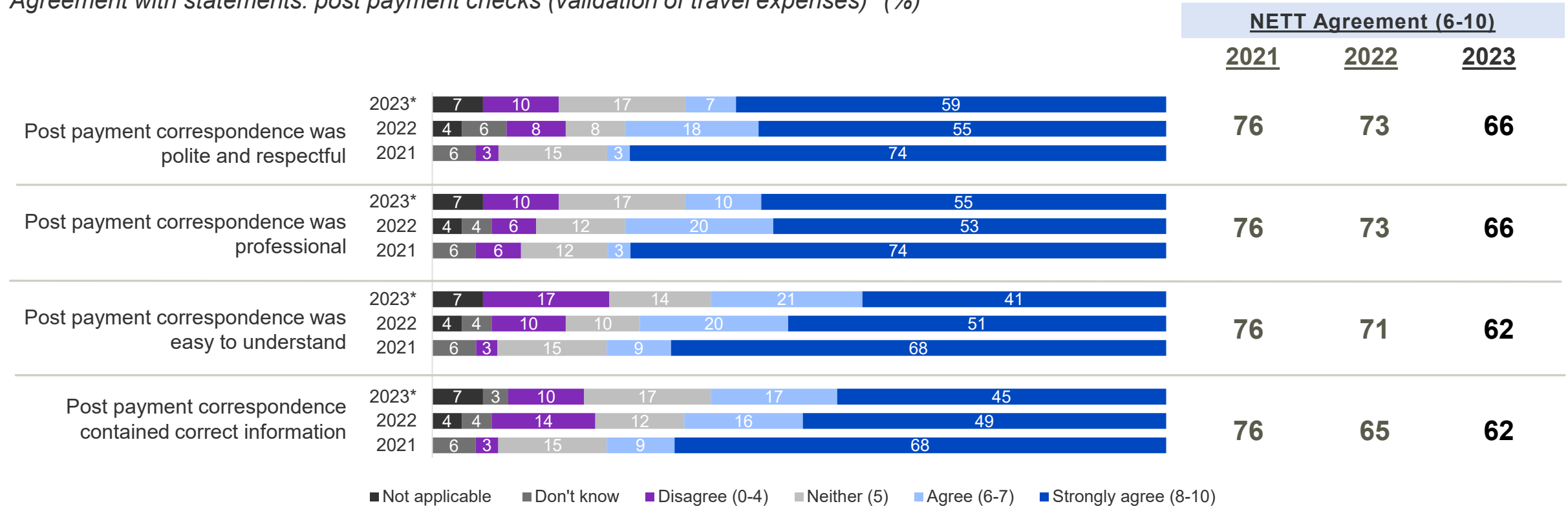
Satisfaction with post payment checks (validation of travel expenses)* (%)



Agreement with specific aspects of post payment checks

Agreement across all aspects of post payment checks continued to decline in 2023. Two thirds of respondents agreed post payment correspondence was polite and respectful, and that correspondence was professional (both 66% in 2023), while just over 3 in 5 agreed post payment correspondence was easy to understand and contained correct information (both 62% in 2023).

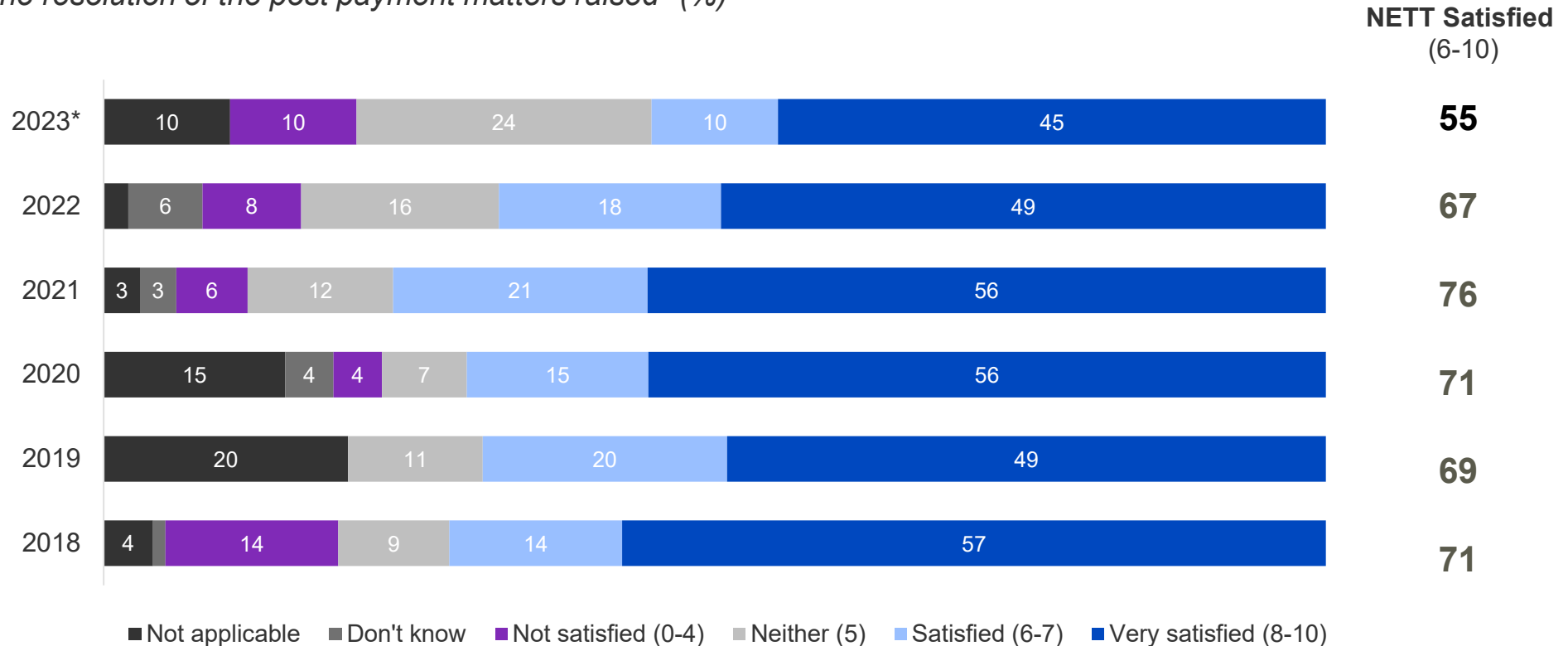
Agreement with statements: post payment checks (validation of travel expenses)* (%)



Satisfaction with the resolution of post payment matters

In 2023 just over half of the respondents (55%) were satisfied with the resolution of post payment matters. This was a decline in performance when compared to 2022 (55% from 67% in 2022).

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



5

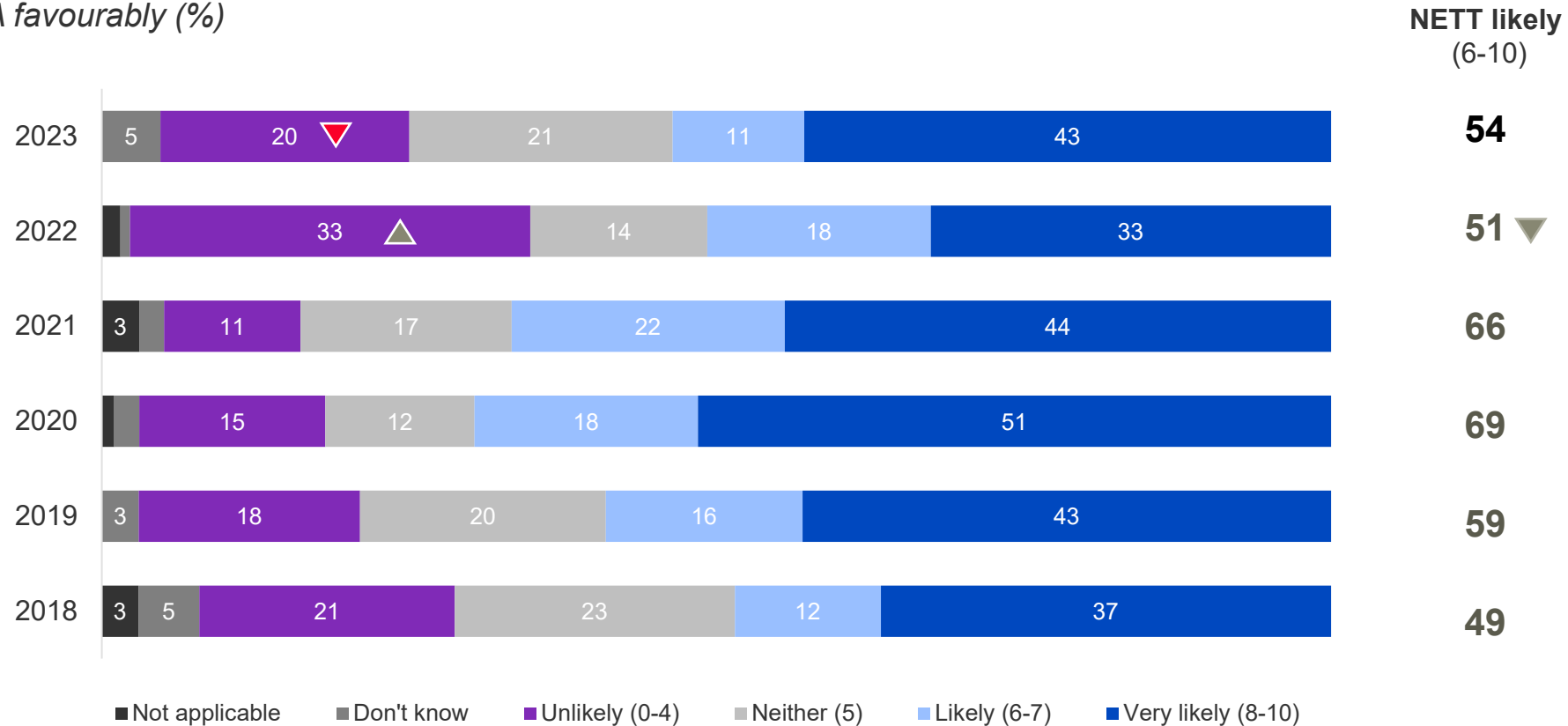
Client Centricity



Advocacy

Just over half the respondents (54%) were likely to speak favourably about IPEA in 2023 and this was comparable to 2022 results (51%). The proportion of respondents unlikely to discuss IPEA favourably declined significantly in 2023 (20% compared to 33% in 2022) however this was countered by an increase in those who were ambivalent (21% gave a rating of 5 out of 10, compared to 14% in 2022) and a decrease in those likely to discuss IPEA favourably (11% gave a rating 6 or 7 out of 10, compared to 18% in 2022).

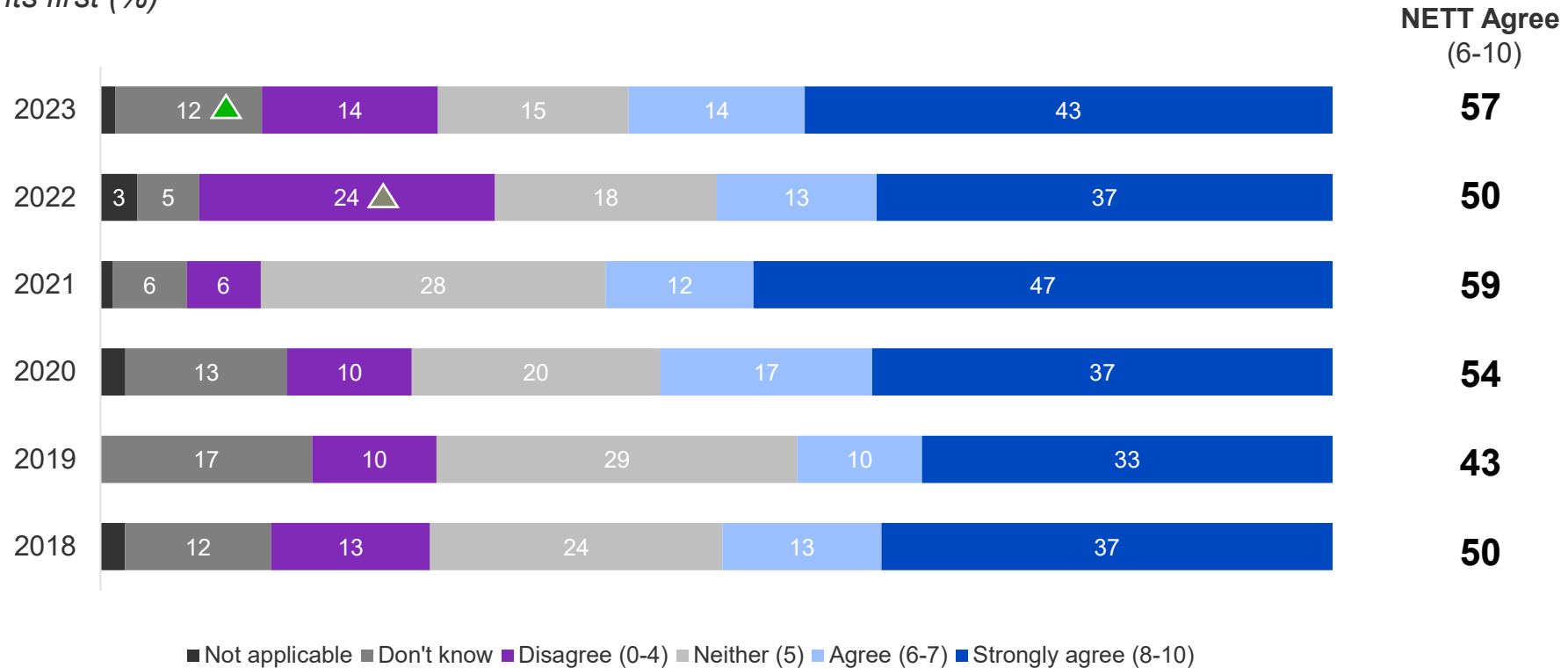
Discuss IPEA favourably (%)



Agreement that IPEA puts clients first

In 2023 the proportion of respondents who agreed IPEA puts clients first increased (57% compared to 50% in 2022). A significant increase in the proportion of respondents who answered 'don't know' in 2023 (12% compared to 5% in 2022), as well as a decline in disagreement (14% compared to 24% in 2022).

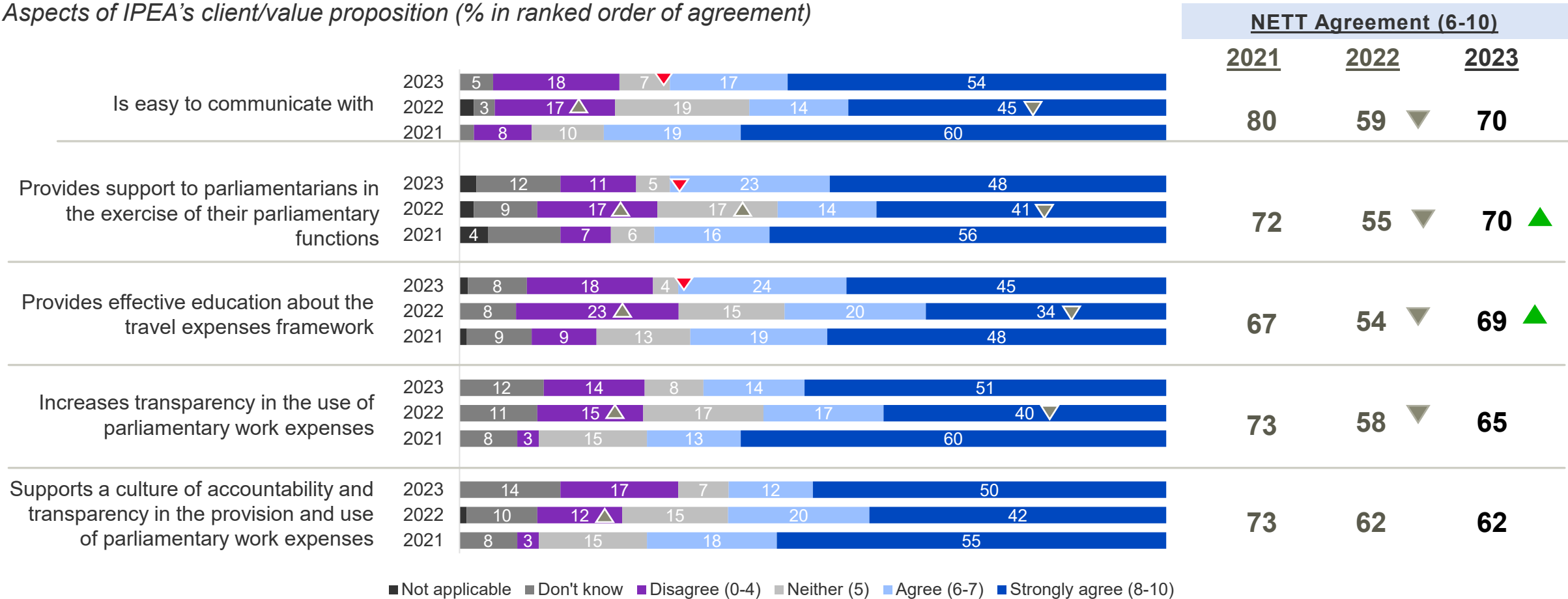
IPEA puts clients first (%)



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

In 2023, IPEA was primarily perceived to be an agency that is easy to communicate with, supports parliamentarians in the exercise of their parliamentary functions and provides effective education about the travel expenses framework. There were significant increases in agreement that IPEA provides support to parliamentarians in the exercise of their parliamentary functions (70% compared to 55% in 2022), and that IPEA provides effective education about the travel expense framework (69% compared to 54% in 2022).

Aspects of IPEA's client/value proposition (% in ranked order of agreement)

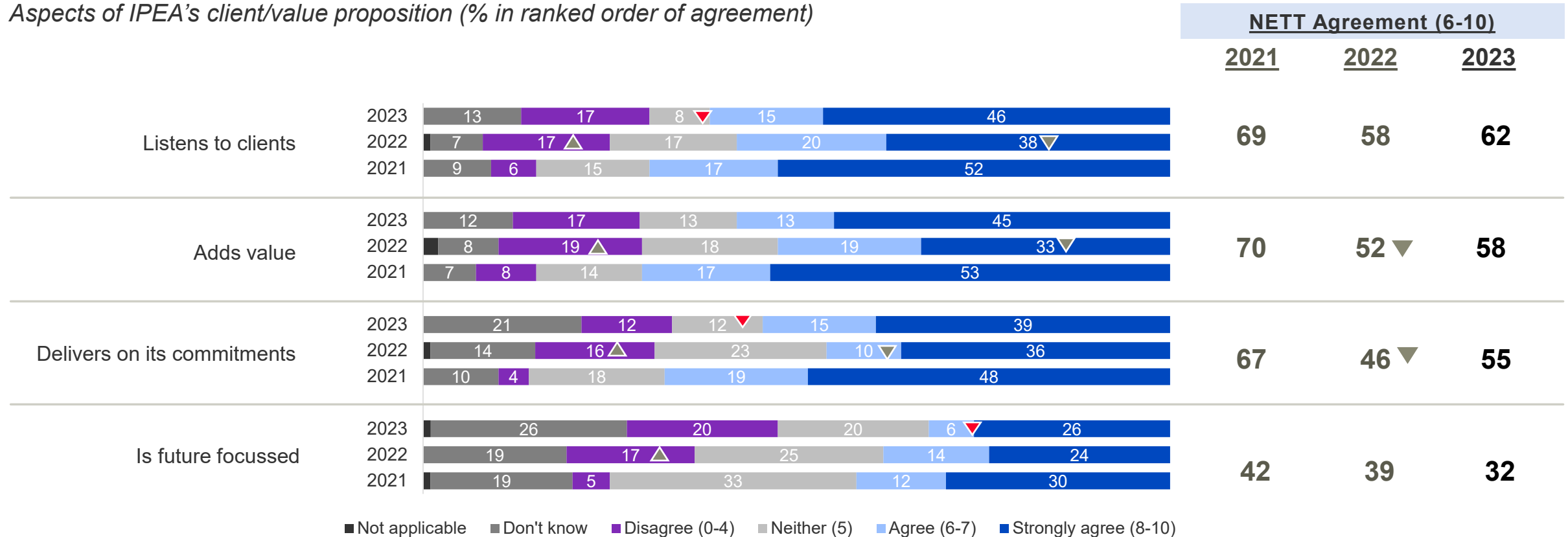


■ Not applicable ■ Don't know ■ Disagree (0-4) ■ Neither (5) ■ Agree (6-7) ■ Strongly agree (8-10)

Agreement with statements about IPEA's client/value proposition (cont'd)

In 2023 agreement across all aspects of IPEA's client/ value proposition improved to some extent, with the exception that IPEA is future focused. This was the only aspect that declined compared to 2022, with just one in 3 agreeing with this proposition (32% compared to 39% in 2022).

Aspects of IPEA's client/value proposition (% in ranked order of agreement)



6

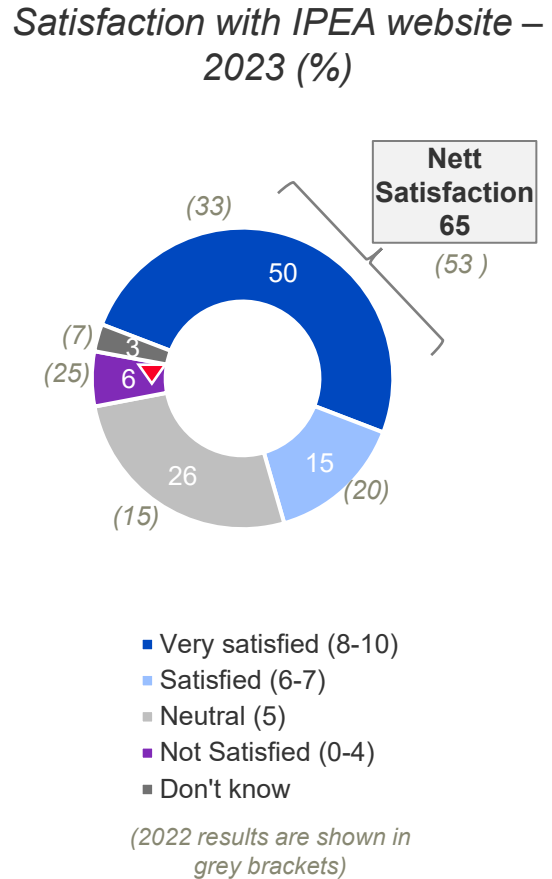
Information Needs



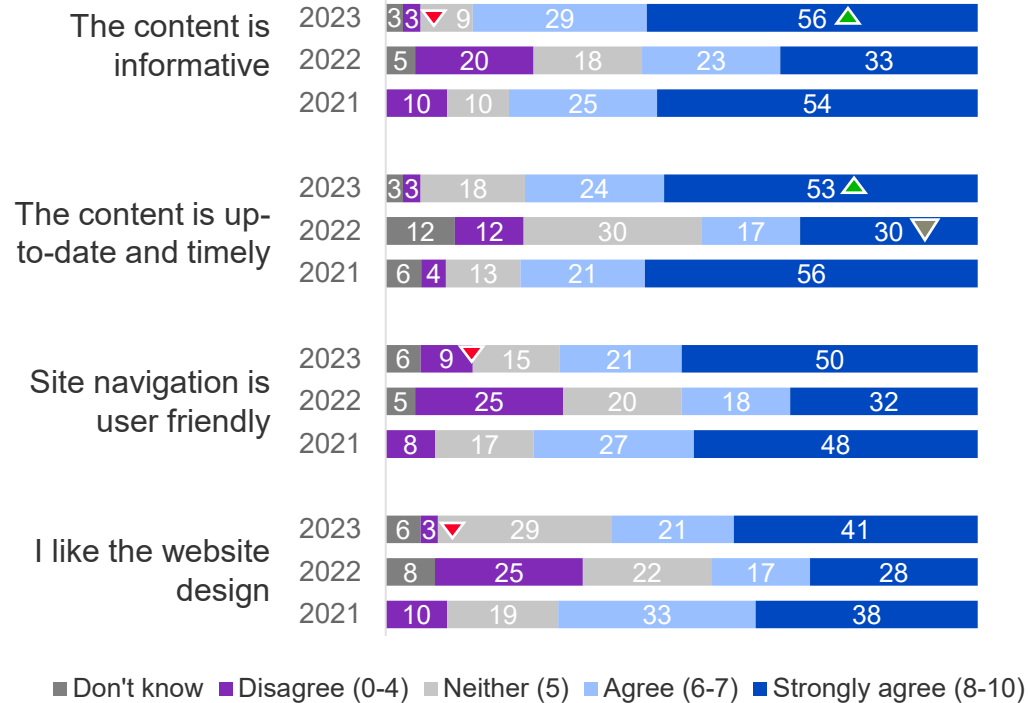
Website visitation and ratings

Two in 5 respondents (40%) had visited the new IPEA website since it launched on 22 June 2023. Of those who did, two thirds (65%) were satisfied with their experience which was an improvement when compared to satisfaction with the previous website in 2022 (53%). There were significant improvements in terms of agreement with aspects of the website including that the content was informative (85% compared to 57% in 2022), content is up-to-date and timely (76% compared to 47% in 2022), and that the site navigation is user friendly (71% compared to 50% in 2022).

40%
Visited IPEA's new website since it launched on 22 June 2023



IPEA Website attributes (%)



NETT Agree (6-10)		
2021	2022	2023

Education/ information sessions attendance and ratings

Although the proportion of clients attending education/information sessions was just over one in 4 (27%), those who do attend rate the experience highly (78% satisfaction compared with 85% in 2022). The specific aspects of the information session also rate very highly with clients and continue to be consistent with previous years. IPEA should consider strategies to increase attendance of these sessions.

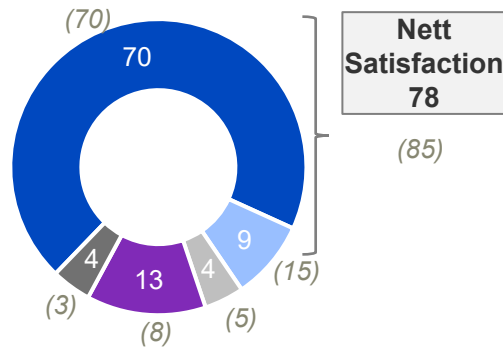
27%

Accessed education/information sessions in 2023

(30% in 2022)

(21% in 2021)

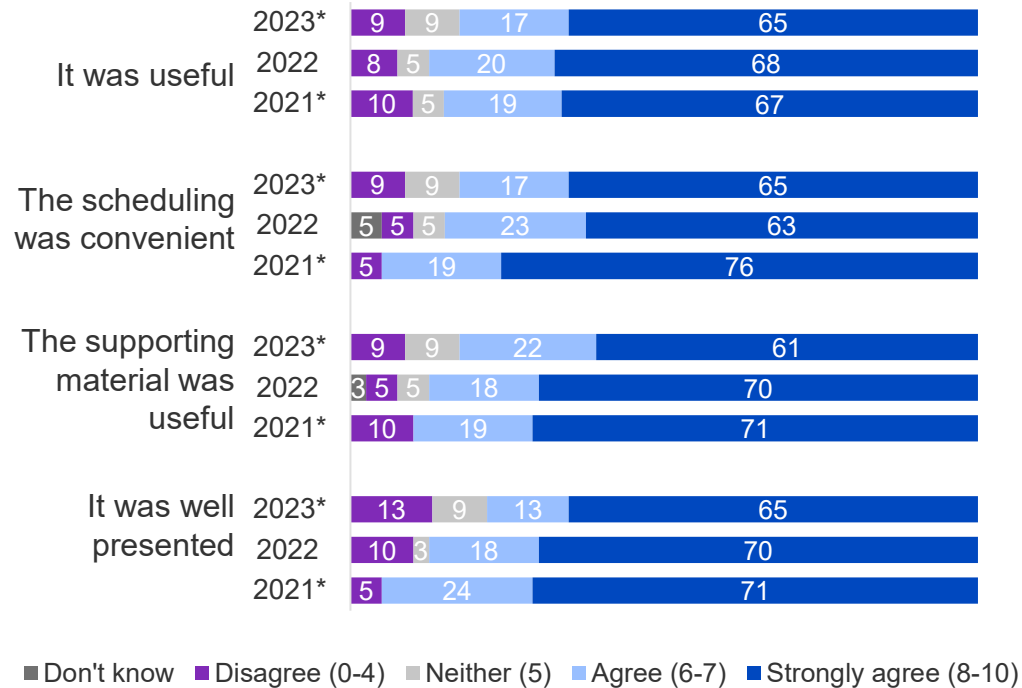
Satisfaction with info session – 2023* (%)



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

(2022 results are shown in grey brackets)

IPEA information session attributes* (%)

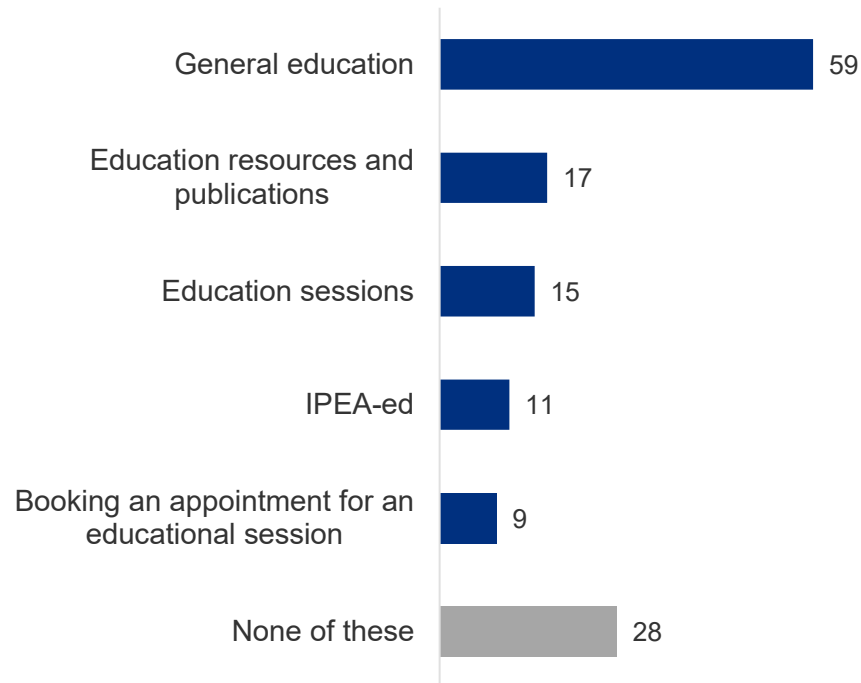


Source. B4. Which, if any, of the following services have you accessed, or contacted IPEA in relation to, in the past 12 months? Base: All Respondents n=84. | F7: You mentioned earlier that you have attended an IPEA education/information session. How satisfied are you with IPEA's education/information session? F8. How strongly do you agree or disagree with the following statements about IPEA's information session? Base: Respondents who have attended and IPEA information session 2021=n=21; 2022 n=40; 2023 n=23.
*CAUTION LOW BASE. Results are not significant on account of reduced base size. | Net scores may not total the sum of agreement scores shown due to rounding.

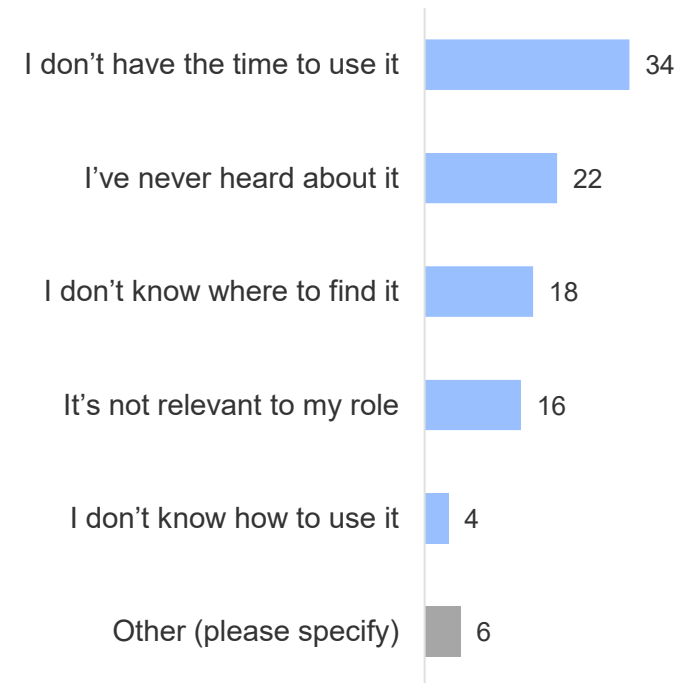
Engagement with online educational information or services

Of those who accessed the IPEA website in 2023, 3 in 5 accessed general education information (59%), while more than one in 4 did not use the website for any educational purpose (28%). Of those who did not use IPEA's online education content, one in 3 cited lack of time as the main reason (34%) and more than one in 5 claim they had not heard of it prior to being surveyed (22%).

Information or services accessed via IPEA website – 2023* (%)



Reasons for not using online education content – 2023 (%)**



Source. B4a. Have you used the IPEA website to access educational information or services? Base: Accessed IPEA website 2023 n=41. | Note data is back-coded to include other specify responses given at F6 saying they have accessed information or services via the IPEA website, coded as 'general education'.

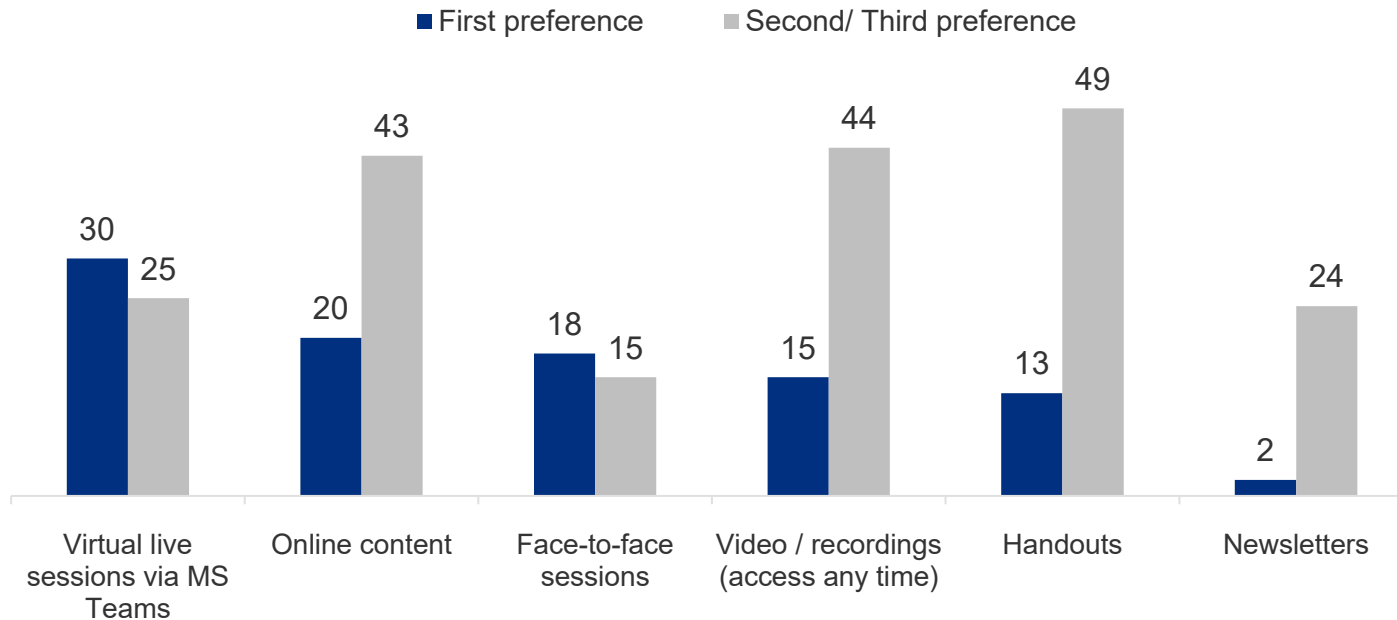
Source: F6. You mentioned earlier that you have not used online education content before, why haven't you used our online education resources? Base: Have accessed the website but not used education resources, 2023 n=50. | Data is filtered to exclude other specify responses that they have accessed these services.

*New question added in 2023. | **Changed routing to existing question in 2023. Data no longer comparable to previous years where question was asked if not used IPEA-ed (B4)

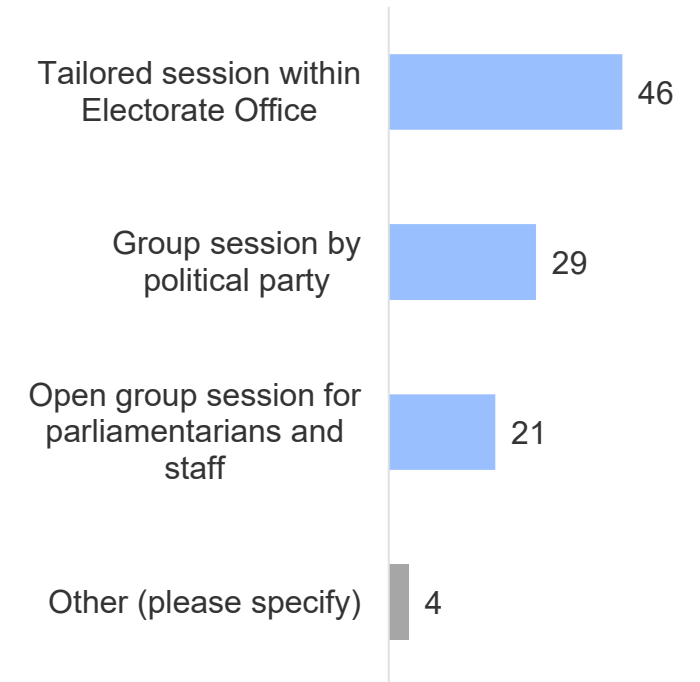
Learning about IPEA's functions

Almost one in 3 respondents would prefer to learn about IPEA's functions in a virtual live session on MS Teams as their first preference (30%), and for half the respondents handouts would be their second or third preference (49%). For those who favour face-to-face sessions, almost half would prefer to learn in a tailored session within their Electorate Office (46%).

Preferences for ways to learn about IPEA's functions – 2023 (%) †



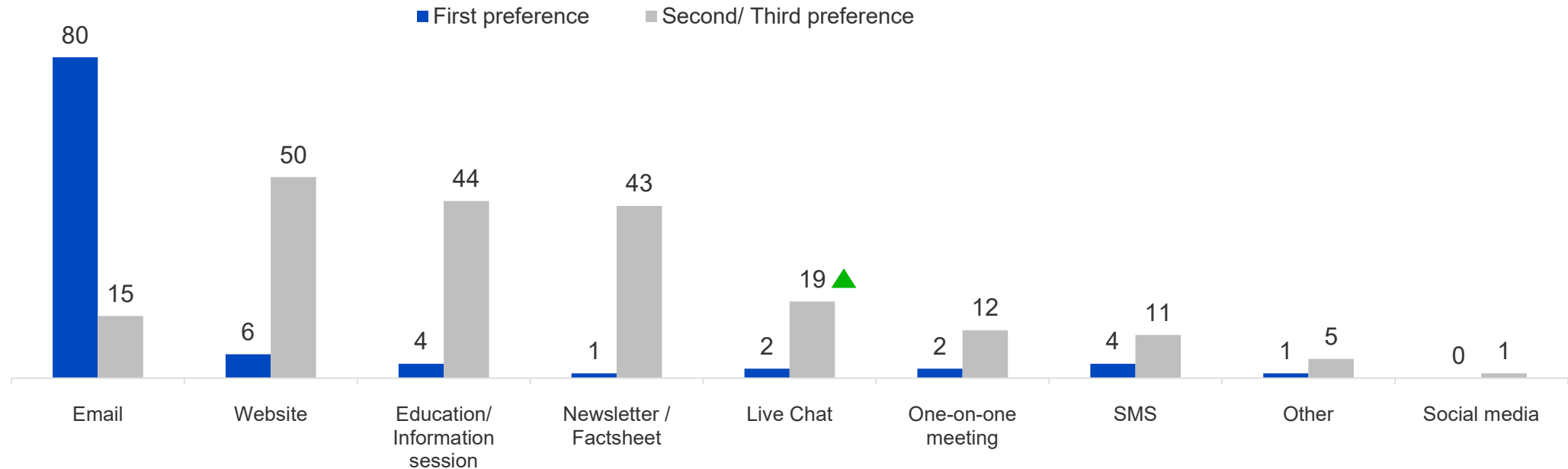
Face-to-face session preference – 2023 (%) † *



Information sharing preferences

Email continued to be overwhelmingly the most popular channel for sharing information about IPEA (80% first preference). In terms of second and third most preferable channels, live chat emerged as a preferred second or third option to a significantly greater extent than in 2022 (19% compared to 9% in 2022).

Future information sharing method preference – 2023 (%)



2022

1 st preference	87	5	2	2	2	2	-	-	-
2 nd /3 rd preference	10	48	45	48	9	17	16	7	2



7

Sample profile and knowledge of IPEA

Sample profile

The 2023 sample profile regarding employment role was comparable to previous years with the majority of respondents being electorate staff, followed by personal staff. There was also a comparable spread of responses across location.

Employment role (%)	2023	2022	2021	2020	2019	2018	Base location (%)	2023	2022	2021	2020	2019
Senator	0	3	2	4	3	2	ACT	14	14	14	12	17
Member of HR	2	1	4	6	2	5	NSW	24	20	29	31	22
Personal staff	26	33	21	27	32	29	WA	6	12	10	10	9
Electorate staff	71	64	71	63	63	63	SA	10	8	9	8	8
							QLD	11	15	12	15	12
							VIC	25	20	15	18	16
							NT	1	4	2	1	3
							TAS	10	7	8	4	15

Sample profile (cont'd)

Following on from the 2022 change of Government, almost 2 in 3 respondents to the 2023 survey have had less than 2 years tenure in their current role. Overall the 2023 sample profile in terms of length of employment is comparable to our 2022 sample profile. In terms of length of involvement in dealings with IPEA, the proportion of respondents with 1-2 years involvement was significantly greater (31%) compared to 2022 (16%), while those with between 3 to 6 months interactions represented a significantly smaller proportion of the sample in 2023 (12%) compared to 2022 (27%).

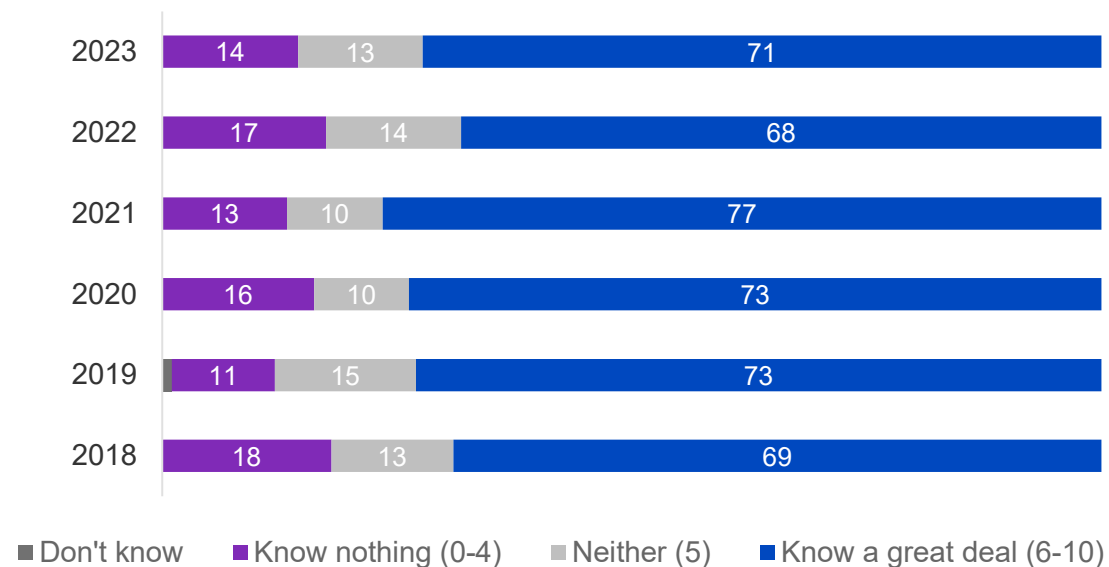
Length of employment (%)	2023					2022				
	2023	2022	2021	2020	2019	Length of involvement with IPEA (%)*		2023	2022	
0-2 years	62	61 ▲	34	36	43	Less than 3 months		12	11	
3-4 years	14	12	17	26	24	3-6 months		12 ▼	27	
5-6 years	4	8	15	11	12	7-12 months		14	11	
7+ years	20	19 ▼	32	27	20	1-2 years		31 ▲	16	
						3-4 years		13	20	
						5 or more years		18	16	

Awareness and knowledge of IPEA

The main source of awareness of IPEA was from colleagues, with just over half (51%) first hearing about IPEA this way. This was then followed by Ministerial and Parliamentary Services (26%), and website (5%). Knowledge about IPEA remained consistent with 2022 (71% compared to 68% in 2022). There is an opportunity to improve knowledge of IPEA and its functions with 14% reporting they know nothing and a further 13% unsure.

First heard about IPEA from...	2021	2022	2023
Colleague (a fellow parliamentarian or staff member)	38%	47%	51%
Ministerial & Parliamentary Services	49%	36% ▼	26%
Website	1%	2%	5%
Information session	9%	9%	-
Other	3%	5%	2%

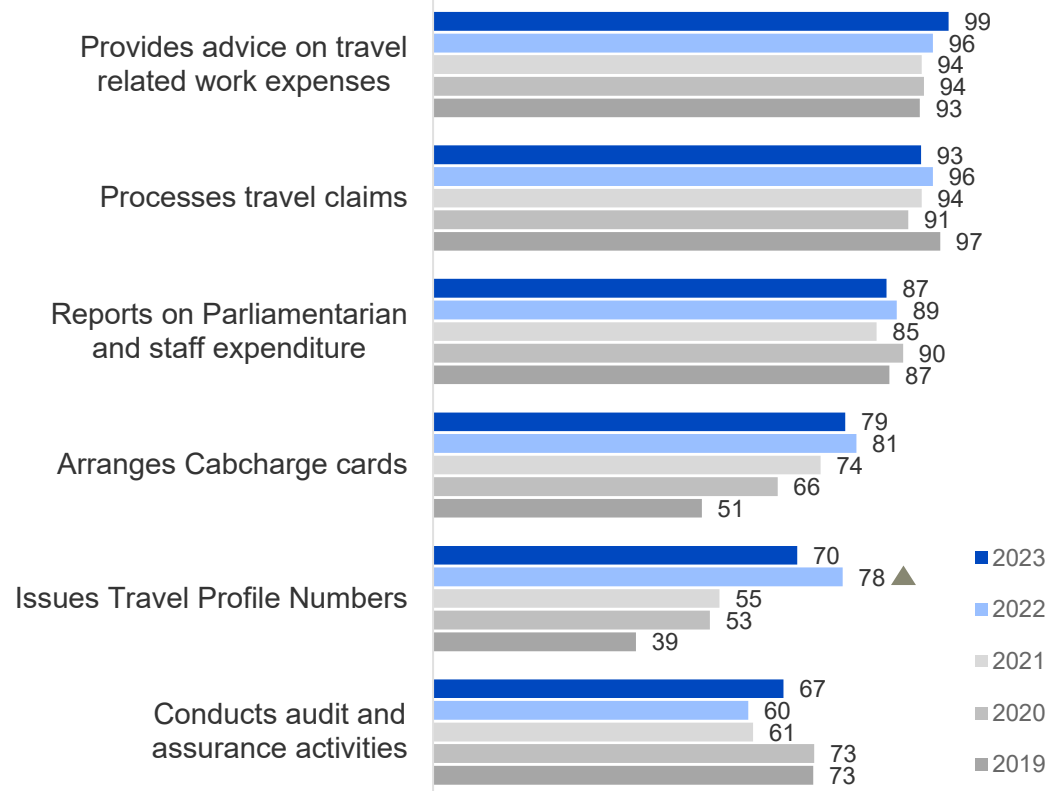
Knowledge of IPEA (%)



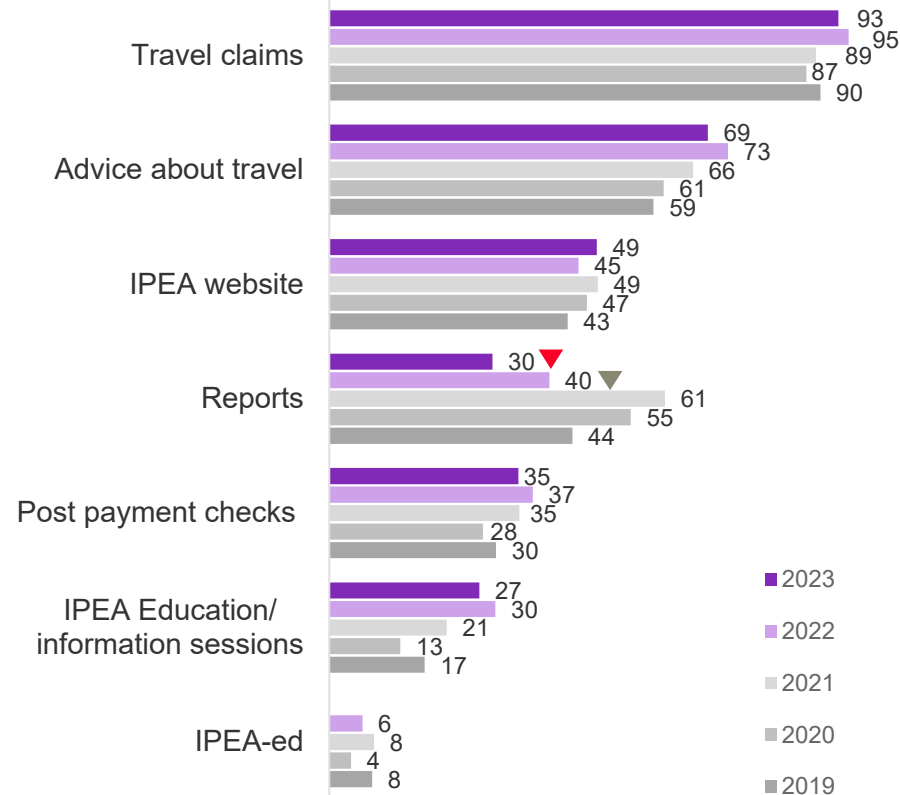
Awareness and knowledge of IPEA (cont'd)

Almost all respondents (99%) viewed IPEA's main functions as providing advice on travel-related work expenses and processing travel claims (93%). Travel claims (93%) and advice about travel (69%) once again remain the top client service touchpoints as they are accessed by the greatest proportion of clients. Accessing reports declined significantly (30% compared to 40% in 2022).

Awareness of IPEA functions (%)



IPEA services accessed (%)



Glossary of terms

Acronym/ Term	Full title
ACT	Australian Capital Territory
CTM	Corporate Travel Management
IPEA	Independent Parliamentary Expenses Authority
IPEA-ed	IPEA education website about parliamentarians and staff work expenditure
Member of HR	Member of the House of Representatives
MVA	Motor Vehicle Allowance
NSW	New South Wales
NT	Northern Territory
PBR framework	Parliamentary Business Resources framework
PEMS	Parliamentary Expenses Management System
QLD	Queensland
SA	South Australia
TA	Travel Allowance
TAS	Tasmania
VIC	Victoria
WA	Western Australia