



Australian Government

Independent Parliamentary
Expenses Authority



Corporate Plan 2024–25



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The Independent Parliamentary Expenses Authority acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community.

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



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CEO introduction



IPEA is in its seventh full year of successful operation. I attribute our ongoing success to our focus on integrity, an effective operating model, a collaborative approach, and IPEA's tenacity. We value our role in fostering trust in the use of public resources through independent advice, administration, reporting, assurance and audit of work resources for parliamentarians and travel resources for their staff. Since our inception, we have purposefully created a culture of integrity and service excellence in all that we do. We have applied this thinking to our strong client service mantra and our education first focus which have collectively built trust with our clients. Together this is pivotal in enhancing both transparency and accountability in parliamentarians' and their staffs' use of parliamentary resources for the Australian public.

This financial year, we will continue promoting integrity, delivering our core activities to IPEA's high standards and providing service excellence.

It will also be a year of consolidation and preparation—bedding down operational requirements and making ready for more significant change in 2025 and beyond.

Consolidation

This year IPEA will:

- return to a contemporary expenditure reporting cycle—providing transparency and accountability
- resolve with the Department of Finance (Finance) Parliamentary Expenses Management System (PEMS) the closure of the existing project, and the enhancement projects before moving to a sustainable operating model
- continue to improve client satisfaction with IPEA's services as PEMS responsibilities and capabilities are better understood, users adapt to the system and the system functionality is enhanced
- assess and quantify PEMS actual benefits and apply the findings to its forward resource and budget planning.

Preparation

IPEA is already preparing for 2 major events expected to impact IPEA's operations in the next 12 months: a federal election and a machinery of government (MoG) change due to commence on 1 July 2025.

Federal election

A federal election will occur in 2024–2025. While there is no specific 'election travel' category in the legislation, the period pre, during and post an election are a busy time for IPEA. During these periods, IPEA's teams' seamless and timely collaboration are required to coordinate, support, advise and facilitate parliamentarians' and their staffs' travel. Importantly, IPEA's work continues post-election, when IPEA provides:

- education sessions to new parliamentarians and their staff
- advice to outgoing parliamentarians on the travel resources available to them and reporting requirements upon leaving parliament
- assurance across election travel to maintain transparency and accountability, and
- payment and reimbursement of election travel claims.

Machinery of Government change

In May 2024, the Parliament passed changes to the parliamentary business resources (PBR) framework and the *Independent Parliamentary Expenses Authority Act 2017* (IPEA Act) resulting in a MoG change, with a commencement date of 1 July 2025. The MoG change will transfer PBR Act expense related functions to IPEA, increasing IPEA's size and responsibilities, and requiring capability uplift and communication.

IPEA's preparations are advanced and will continue in 2024–25 in readiness for a smooth transition of staff and functions.

Priorities

IPEA's priorities this financial year include:

- providing and delivering independent advice, education, administration, reporting on, and assurance of, work resources for parliamentarians and travel resources for their staff
- preparing operationally for the expected MoG changes from 1 July 2025
- communicating the impact of the MoG changes internally and externally
- restoring IPEA's public quarterly expenditure reporting cycle
- enhancing IPEA's assurance approach to further increase transparency and accountability
- increasing education and engagement, and trialling new approaches, with clients to improve their understanding of the appropriate use of parliamentary business resources
- advocating for the resolution of PEMS priority issues and backlog items to deliver expected usability and functionality
- assessing PEMS actual benefits to accurately plan future resourcing needs
- exploring options to facilitate client feedback on IPEA's service delivery
- providing a great place to work where IPEAs can learn, grow, contribute and succeed.

By applying our proven operating model and collaborative approach to deliver the services expected, I believe we will deliver on these priorities and in turn achieve our performance targets and purpose. We will also continue to work collaboratively with suppliers, parliamentarians and their staff on anticipated election travel, and with Finance on the expected MoG changes and to deliver improved PEMS functionality and usability.

IPEAs are strong and dedicated and continually demonstrate their resilience and ability to successfully navigate change to deliver results. I am confident that IPEAs will overcome any challenges and make the most of the opportunities ahead to continue IPEA's success.

I, as the accountable authority of the Independent Parliamentary Expenses Authority (IPEA), am pleased to present the 2024–25 IPEA Corporate Plan covering the periods of 2024–25 and 2025–28 as required under paragraph 35(1)(b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). This is our primary planning document and has been prepared in accordance with the PGPA Act's requirements.

Annwyn Godwin

Chief Executive Officer

About IPEA

On 1 July 2017, IPEA was established as a Commonwealth statutory authority under the *Independent Parliamentary Expenses Authority Act 2017* (IPEA Act). This represented Australian Government progress towards the most significant reforms to parliamentarians' work expenses in 25 years.

IPEA is a non-corporate Commonwealth entity operating under several legislative instruments including the IPEA Act, *Parliamentary Business Resources Act 2017*, *Public Governance Performance and Accountability Act 2013* and the *Public Service Act 1999*.

IPEA is an independent statutory authority, in the Finance portfolio, with advisory, reporting and auditing responsibilities for the work resources of parliamentarians, and the travel resources of staff they employ under the *Members of Parliament (Staff) Act 1984* (MoP(S) Act).



IPEA's purpose and functions

Purpose

IPEA **fosters trust** in the use of public resources through independent advice, administration, reporting and assurance of work resources¹ for parliamentarians and travel resources of their staff.

Outcome

Support for current and former parliamentarians and others as required by the Australian Government through the delivery of independent oversight and advice on work resources and travel resources.

Key activities

Travel resources administration

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

Reporting & assurance

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

Performance Measures



Advice

Provide accurate and timely advice to parliamentarians and their staff on travel resources.



Education

Educate parliamentarians and their staff on travel resources.



Claims Administration

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



Reporting

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



Assurance & Audit

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

¹ Parliamentarians work resources include the resources provided to them under the Parliamentary Business Resources legislative framework including their travel resources.

Key activities



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

Advice & education

IPEA actively advises, engages with, and educates parliamentarians and their staff to use work resources in accordance with the Parliamentary Business Resources framework. By working directly with parliamentarians and their staff, IPEA understands their individual needs and address specific travel requirements. IPEA's nationally offered education and engagement program keeps clients up to date and allows IPEA to further build trust and confidence.

Claims administration

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



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

Reporting, assurance & audit

IPEA's reporting and assurance functions apply rigorous practices to promote an environment of accountability and transparency in the use of public resources and help to discourage their misuse.

IPEA will continue to deliver transparency through regular quarterly reporting of work expenses for parliamentarians and former parliamentarians and the travel expenses of MoP(S) staff.

IPEA's assurance functions include a regular rolling program of post-payment checks focussed on key aspects of expenses as well as targeted assurance reviews. During the 2024–25 year, in consultation with the IPEA members, IPEA's assurance function will also undertake a number of audits on the use of resources by parliamentarians, including both travel and office expenses and the use of travel resources by their staff.

Operating context

IPEA's achievement of its purpose through its key activities is influenced by its operating context, including factors such as its environment, capability, risk and cooperation.

Environment

In 2024–25, IPEA expects to operate in a change-driven environment influenced by factors including:

- planning for and supporting parliamentarians during and post a federal election
- preparing for implementation of amendments to the PBR Act and IPEA Act, resulting in MoG changes from 1 July 2025 that will augment IPEA's service delivery responsibilities and operational complexity
- ongoing PEMS resolution and enhancements
- evaluating the role, impact and application of artificial intelligence (AI) to IPEA's operations.

Federal election

An election period brings a high level of demand for travel and travel advice over a relatively short time frame, which in turn increases IPEA's claims administration, advice, reporting and assurance activities. After an election, IPEA meets face-to-face with newly elected parliamentarians to educate them on the PBR framework and to help them understand how to use their parliamentary resources appropriately. IPEA expects this election to be no different, and with prior election experience IPEA is ready.

MoG change

In May 2024, the Parliament passed changes to the PBR and IPEA Acts, resulting in the planned transfer on 1 July 2025 of the PBR Act's office expense function from Finance to IPEA.

In anticipation of the MoG, IPEA has been working with Finance to understand the scale, risks and expected impact of the transfer.

Parliamentary Expenses Management System

PEMS is a secure online portal for parliamentarians and MoP(S) Act employees to manage their office and travel expenses and perform human resource related activities. Finance developed, and is responsible for, the system. The system has been delivered and Finance is now undertaking steps to close off the existing project by December 2024, as well as deliver a pipeline of enhancements by June 2026 before moving to a more sustainable operating model by December 2026.

While IPEA continues to manage a number of inconvenient workarounds, the majority of its major issues and missing functionality are expected to be delivered over the next two years in the pipeline of enhancements. However, the enhancements will not address all of IPEA's system issues. This level of resolution will take longer than two years. In any case, IPEA continues to be ready with detailed requirements in order for matters to be scheduled for build.

Artificial intelligence

Generative AI's prevalence across information technology (IT) applications and systems presents an opportunity, and risk, for IPEA. IPEA recognises the importance and influence of AI's expanding footprint on contemporary work practices.

IPEA, under the Finance portfolio and as a user of Finance's systems, follows Finance's 'Guidance on the use of Generative Artificial Intelligence' and the Digital Transformation Agency's (DTA) 'Interim Guidance on government use of public generative AI tools'.

Based on Finance's and the DTA's AI guidance, IPEA developed draft guidance for IPEAns on the use of AI in the workplace. Further consultation with staff and AI subject matter experts in 2024–25 will advise its further development and application. Importantly, IPEA will add information about AI to its regular communication with IPEAns to create greater awareness and understanding of the AI guidance, and the risks and rewards of using AI in the workplace.

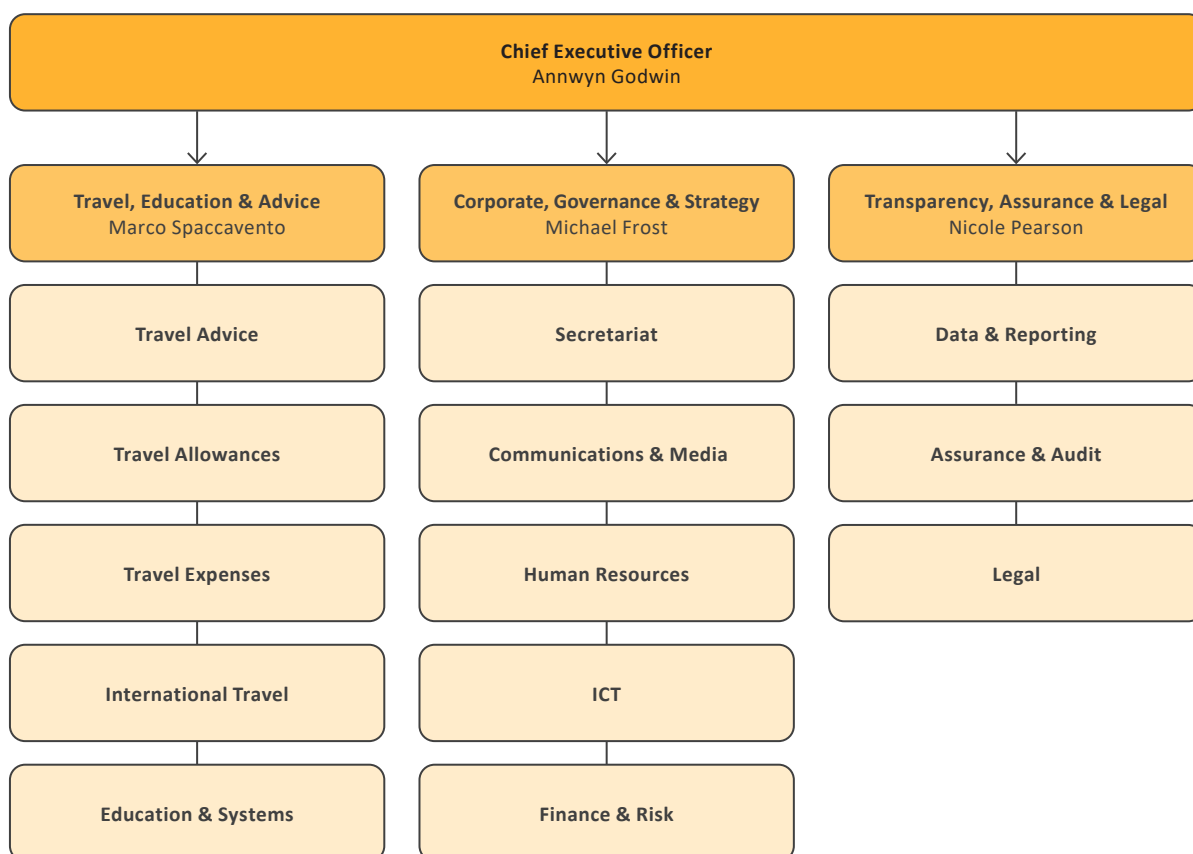
People and capability

IPEA's Chief Executive Officer (CEO), Annwyn Godwin, is IPEA's accountable authority under the *Public Governance, Performance and Accountability Act 2013* and is responsible for IPEA's performance and compliance with regulatory requirements.

IPEA's CEO is supported by the Members of the Authority, who provide advice and guidance on major matters affecting IPEA. Members of the Authority comprise a Chair and at least 2, but not more than 3 other members appointed by the Governor-General, with the President of the Remuneration Tribunal an ex officio Member.

IPEA is a small organisation with an average of 60 people. These motivated, focused and service-oriented people are essential to IPEA's ability to deliver its purpose and key activities. IPEA has consistently received positive confirmation that IPEAns are highly capable and flexible, and remain challenged, engaged and well rewarded.

IPEA is comprised of 3 branches, each with a branch manager, delivering specific functions.



Travel, Education and Advice Branch

- Advising and supporting parliamentarians and MoP(S) Act staff on travel related matters.
- Processing travel allowance claims for parliamentarians and MoP(S) Act staff.
- Administering overseas travel for parliamentarians and MoP(S) Act staff.
- Managing the contract with the travel service provider, currently Corporate Travel Management (CTM).
- Paying travel suppliers and reimbursing travel related expenses.
- Developing and implementing education programs and products.

Corporate, Governance and Strategy Branch

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

Transparency, Assurance and Legal Branch

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

IPEA's branches work together to deliver IPEA's key activities and provide high quality client service in pursuit of its purpose and performance targets.

IPEA considers its organisational capability across three broad areas, people, process and resources with integrity at the core of everything we do.



People

In 2024–25, IPEA will continue to develop and embed policies in support of the recently endorsed IPEA Enterprise Agreement 2024–2027. Our initial focus has been on a suite of policies to support IPEAns to work flexibly. IPEA offers a range of flexible work options which are well supported by staff.

IPEA will also be reviewing its Health, Safety and Wellbeing Strategy and releasing a 2024–2027 version. IPEA has a diverse and inclusive environment, where all employees are valued and respected. Its recently released Diversity and Inclusion Strategy 2024–2027 provides the framework to continue to build IPEA’s culture and diversity and inclusion practices. This strategy is supported by IPEA’s Culturally and Linguistically Diverse Employee Action Plan and Gender Equality Plan.

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

IPEA will build on its successful approach to developing staff capability and provide further support across specific personal growth areas. Staff knowledge and capability will be developed through formal, compulsory and informal training as required. As a small organisation, IPEA cross-skills our workforce in more aspects of our business, offering opportunities for internal mobility, and actively seeking to broaden opportunities to contribute to decision making.

In 2024–25, IPEA will reduce outsourcing of core work in line with the APS Strategic Commissioning Framework. Our targets for 2024–25 focus on reduced outsourcing of information and knowledge management, data and research and compliance and regulation work, with an expected reduction in 2024–25 of \$90,000 in outsourcing expenditure.

Resources

IPEA has a total departmental expense budget of \$10.759 million and a total administered expense budget of \$82.437 million in 2024–25.

Further information regarding IPEA’s budget estimates (departmental and administered) and Average Staffing Level (ASL) is set out in Finance’s Portfolio Budget Statements, available on Finance’s website.

Processes

IPEA has well established and effective processes to achieve its performance targets and realise its purpose. IPEA’s processes have been developed by its functional and knowledge experts, who are also engaged in training and revising its processes.

IPEA reviews its processes regularly to make sure they are contemporary, fit for purpose and deliver IPEA’s services efficiently and effectively, and in line with Government requirements and clients’ expectations.

While the majority of IPEA’s processes are sound, there are opportunities. IPEA recognises the process challenges created by PEMS and their impact on IPEA’s operations—inefficiencies and longer processing times. IPEA has developed workarounds to address PEMS functionality deficiencies and enable IPEA to process claims—domestic and international—and seek reimbursement of debts. However, PEMS workaround solutions are not sustainable. Consequently, IPEA is working with Finance to prioritise their effective resolution as quickly as possible.

Integrity

IPEA works within an integrity framework designed to foster trust in the use of parliamentary work resources through independent advice, education, administration, reporting, assurance and audit. Working in an integrity agency, IPEA staff are expected to act consistently with honesty, transparency and accountability.

To support staff, IPEA developed an integrity framework bringing together key policies and procedures, as well as learning and development opportunities. It sets out key elements and expectations as they relate to integrity in the authority.

In 2024–25 IPEA will continue to invest in its staff, systems, policies and procedures to further improve the maturity and effectiveness of its integrity framework. IPEA will also build on its integrity education to reinforce the importance of professionalism, ethical leadership and behaviours and to focus on further developing our agency’s pro-integrity culture.

Risk

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

IPEA’s approach to risk and its communication help staff to understand how to identify and effectively manage risks. IPEA values integrity, security and the accuracy of its information, which are all critical to IPEA’s success. IPEA has a low risk tolerance for:

- dishonest, deceptive or fraudulent conduct
- the unauthorised disclosure of official information
- dangers to the health, safety and wellbeing of IPEA’s Members, employees, contractors and visitors.

The following table outlines IPEA’s strategies to manage the major risks the authority faces.

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

IPEA has several enterprise risks, summarised below. These enterprise risks have targeted mitigation strategies in place that are managed at IPEA’s senior executive level.

Resource management Failure to use and manage resources in line with IPEA priorities, consistent with the Commonwealth Resource Management Framework.
Regulation/legal compliance Failure to comply with or enforce legislative and regulatory requirements.
People Insufficient people capability and capacity to meet stakeholder expectations.
Privacy and information management Governance and management of information fails to provide protection of personal information or ongoing availability of data.
Fraud and corruption Misuse or theft of Commonwealth resources, release of sensitive information or tampering with records for a benefit.
Security Failure to detect and prevent cyber and physical security threats.
Workplace health and safety An avoidable or notifiable incident occurs in the workplace that threatens the health, safety or wellbeing of our staff or visitors.

Cooperation

As a portfolio agency of Finance, IPEA and Finance have a close and productive working relationship.

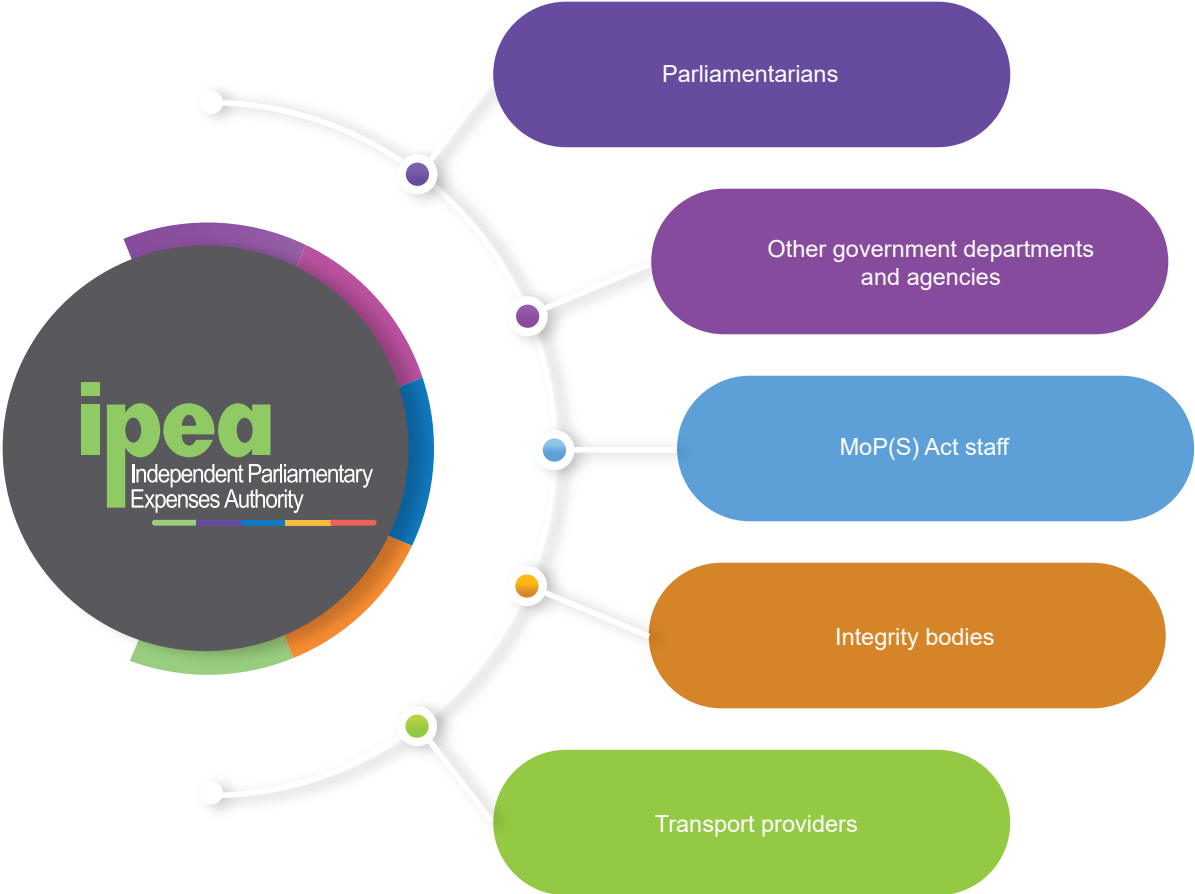
IPEA has a Memorandum of Understanding (MOU) with Finance for the provision of IPEA’s work resources including its facilities and services, payroll, IT resourcing and security. The MOU reflects IPEA’s requirements, enabling it to deliver its legislated mandate and to achieve its purpose. As a protocol,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

IPEA relies on PEMS (the system provided by Finance to undertake IPEA’s service delivery mandate) to deliver its claims administration, reporting and assurance responsibilities.

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

IPEA relies on its strong and productive relationships with the Special Minister of State, parliamentarians, other government entities, MoP(S) Act staff, integrity bodies and private transport providers to meet clients’ needs, achieve its purpose and build its role as a leading integrity agency.

In 2024–25, IPEA will further nurture its relationships and seek to build new ones to support its clients and stakeholders, and to continue building its role as a leading integrity agency and helping it to achieve its purpose.



Performance

IPEA's performance measures and planned performance results are a critical mechanism for IPEA to demonstrate its operational integrity, promote transparency and show its effectiveness. The measures and results against planned performance metrics are reported annually in IPEA's Annual Report and Portfolio Budget Statements. They provide accountability to the Australian Government and public that IPEA, in its operation, is using resources efficiently and effectively to meet its obligations and performance targets.

Consistent with IPEA's Portfolio Budget Statements 2024–25, IPEA's planned performance results over the next 4 years are set out in the tables below.

Overarching measure						
Provision and delivery of independent advice, administration, reporting on, and assurance of, work resources for parliamentarians and travel resources of their staff.						
Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
Performance measures achieved	80%	80%	80%	80%	IPEA's systems and survey data	Sum of the number of measures that achieved their planned performance results divided by IPEA's total number of planned performance measures.

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

Measure – Advice						
Provide accurate and timely advice to parliamentarians and their staff on travel resources.						
Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
Client survey respondents satisfied with IPEA’s advice function.	70%	70%	70%	70%	IPEA’s systems and survey data	Evaluate data measuring client satisfaction with IPEA’s service delivery.
Advice provided is accurate and of a high quality.	90%	90%	90%	90%	ASM ²	Sample of ASM tickets reviewed in line with standard operating procedure.
Service level standards for the provision of travel advice are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA’s Service Level Standards	As below.
Service level standards						
All calls are acknowledged, with 90% of calls acknowledged within 1 day ³ . All requests for advice are resolved, with 90% of requests for advice resolved within 2 days ^{3 4} .					Touchpoint ASM	Calls to and from IPEA Enquiries (02) 6215 3000 as captured in Touchpoint ⁵ . Sample of ASM tickets reviewed.

2 ASM is IPEA’s call management and tracking system.

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

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

5 Touchpoint is IPEA’s advice, query and engagement documentation system.

Measure – Education						
Educate parliamentarians and their staff on travel resources.						
Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
Participants satisfied with the education session they attended.	80%	80%	80%	80%	Post-education session surveys	Calculate the average of post-education survey scores .
Education sessions offered in person in all capital cities ^{6 7} and virtually twice each financial year.	Achieved	Achieved	Achieved	Achieved	Education sessions data	Review education session locations and count the number of times offered in all capital cities and virtually within the period.
Service level standards for the provision of education are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA's Service Level Standards	As below.
Service level standards						
90% of education session requests are responded to within 7 working days of receipt of requests.					Outlook and ASM	Tally of the number of days between receipt of request and IPEA's response. Tally of the number of new parliamentarians offered an introductory session within the period divided by number of new parliamentarians, converted to a percentage.
100% of new parliamentarians are offered an introductory session within 2 months of declaration of poll ⁸ .						

6 Dependent on room availability.

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

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

Measure – Claims administration						
Administer accurately and in a timely manner the processing of parliamentarians and their staff claims or travel resources.						
Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
Client survey respondents are satisfied with IPEA's travel claim processing.	70%	70%	70%	70%	IPEA client satisfaction data	Evaluate data measuring client satisfaction with IPEA's service delivery.
Service level standards for the administration of claims are met.	Achieved	Achieved	Achieved	Achieved	As outlined below in IPEA's Service Level Standards	As below.
Service level standards						
<p>Travel claims are assessed to verify 80% have been processed within 7 working days and with a 90% degree of accuracy⁹.</p> <p>Requests for additional travel claim information (e.g. where the claim is incomplete) are sent within an average of 4 working days of receiving the initial claim¹⁰.</p> <p>90% of Electorate Support Budgets (ESB) are disseminated by the third week of June. New parliamentarians commencing after 1 July receive their budget/s within 10 working days of official commencement¹⁰.</p>	PEMS		Average claims processing time indicated in PEMS.			
	ASM and PEMS		Tally the number of days between when the claim was received and when IPEA contacted the client.			
	ASM		Count of ESB disseminated within the period divided by total ESB required, converted to a percentage. Tally of new parliamentarians who received their ESB within the period divided by total number of new parliamentarians, converted to a percentage.			

9 Incorrect/incomplete claims are not included.

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

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

Measure – Reporting						
Increase transparency through the compilation of reports on parliamentarians work and travel resources and the travel resources of their staff.						
Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
Expenditure reports provided on a quarterly basis in accordance with the expenditure reports schedule ^{13 14} .	95%	95%	95%	95%	PEMS	Tally of reports provided to parliamentarians within period divided by total reports required.
Ad hoc reports provided within 10 working days, or another timeframe as agreed ^{13 14} .	90%	90%	90%	90%	ASM	Tally of reports provided within the 10-day timeframe divided by the total number of reports provided.
Expenditure reports’ associated data published on the IPEA website and data.gov.au in line with our publication schedule ¹⁵ .	95%	95%	95%	95%	IPEA website data.gov.au	Review of expenditure report data on IPEA’s website and data.gov.au

13 Dependent on ICT and data availability.

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

15 IPEA website and data.gov.au website are available.

Measure – Assurance & audit

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

Planned performance results	2024-25	2025-26	2026-27	2027-28	Source	Methodology
All parliamentarians' offices are the subject of at least one assurance activity in the reporting period.	100%	100%	100%	100%	IPEA data	Records of all assurance activities undertaken over the 12-month period.
Number of assurance reviews undertaken in the reporting period.	10	10	10	10	IPEA data	Tally of assurance reviews undertaken over the 12-month period.
Work expense irregularities or anomalies are subject to further assurance activity.	100%	100%	100%	100%	IPEA data	Records of all assurance activities undertaken over the 12-month period.
Where IPEA identifies the possible misuse of parliamentary work resources, it acts in accordance with its Statutory Audit Function.	100%	100%	100%	100%	PEMS data Statutory Audit Function	Records of all assurance activities undertaken over the 12-month period.
Where assurance activities have established misuse of expenses, recovery action is pursued.	100%	100%	100%	100%	PEMS data IPEA data SAP Debtors list and recovery processes	Compare established misuse activity with debt recovery activities.

