From 9 November 2026

Support services for parliamentarians

Australian Government
Department of Finance
Ministerial and Parliamentary Services

PBR POLICY AND RESOURCES SUPPORT

- Parliamentary Business Resources Framework policy
- Parliamentary Expenses Management System (PEMS) support

OFFICE SUPPORT

- State and territory managers as your first point of contact for electorate office matters
- Commonwealth Parliament Offices accommodation and services
- Electorate, ministerial and office holder relocations and refurbishments, equipment and security

TRANSPORT SERVICES

- COMCAR – car with driver services
- Privately plated vehicles in electorates

HR POLICY, PAY AND CONDITIONS

- HR policy for the MOP(S) Act Framework
- Administration of pay and conditions for MoP(S) Act employees
- MaPS helpdesk

MaPS Resources Division | **MaPS People Division**

(02) 6215 3333 | MPShelp@finance.gov.au | maps.finance.gov.au

Australian Government
Independent Parliamentary Expenses Authority

TRAVEL ADMINISTRATION

- Administration of domestic and international travel expenses for parliamentarians, nominated family members and MoP(S) Act employees
- Travel budgets support

OFFICE EXPENSES

- Office expenses advice and services
- Office budgets support
- Administration of Canberra-based self-drive vehicles

PERSONAL ADVICE AND EDUCATION

- Personal advice on travel and other expenses
- Education on travel and office expenses for parliamentarians and their staff

REPORTING AND ASSURANCE

- Public reporting of parliamentary expenses
- Post payment checks of travel and office expenses
- Audits of all expenses

(02) 6215 3000 | enquiries@ipea.gov.au | www.ipea.gov.au

Australian Government
Independent Parliamentary Standards Commission

Leads independent workplace investigations to enforce the behaviour codes and standards endorsed by Parliament.

1800 014 772 | enquiry@ipsc.gov.au | www.ipsc.gov.au

PWSS
Parliamentary Workplace Support Service

HUMAN RESOURCES ADVICE

- Navigating HR processes across the employee life cycle

TRAINING AND DEVELOPMENT

- PWSS Academy
- Ad hoc training requests
- Studies assistance

COUNSELLING AND SUPPORT

- Trauma-informed complaint resolution and 24/7 counselling

WORK HEALTH AND SAFETY

- WHS roles and responsibilities
- Preventing injury and illness

1800 747 977
(SMS) 0487 112 755
support@pwss.gov.au
hr@pwss.gov.au
whs@pwss.gov.au
training@pwss.gov.au
www.pwss.gov.au

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Support services for parliamentarians

PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Department of Parliamentary Services supports the functioning of the Parliament and the work of parliamentarians through a range of services, listed below.

- ICT services and support
- Broadcasting, photography (Auspic) and Hansard
- Library and research
- Physical and cyber security
- Building and suite maintenance
- Health and wellbeing
- Catering and event management
- Art collection

(02) 6277 7111 | Website - aph.gov.au/dps | Intranet – aph.gov.au/welcome

DEPARTMENT OF THE SENATE

The Department of the Senate provides advice and support to Senators and their staff in relation to:

- Advice about senate and committee proceedings
- Secretariat and administrative support to Senate Committees
- Procedural and legislative drafting and training
- Registrar of Senators' interests
- Coordination of suite maintenance, mail delivery and room bookings
- COMCAR transport shuttle on sitting weeks
- Senators' fortnightly payroll
- Public information and schools education program

New Senators contact the Black Rod's office: (02) 6277 3398 | BlackRod.Sen@aph.gov.au | Intranet - senators.parl.net

DEPARTMENT OF THE HOUSE OF REPRESENTATIVES

The Department of the House of Representatives provides advice and services to Members and their staff in relation to:

- Chamber and Federation Chamber proceedings
- House and certain joint committees
- Procedural and legislative drafting and training
- Registrar of Members' interests
- Coordinating suite maintenance, mail delivery and room bookings
- COMCAR transport shuttle in sitting weeks
- Members' fortnightly pay
- Parliament's international program

Serjeant's Office: (02) 6277 4889
Members' Pay: (02) 6277 8287
Clerk's Office: (02) 6277 4111

SerjeantatArms.Reps@aph.gov.au
Members.Salaries.Reps@aph.gov.au
Clerk.Office.Reps@aph.gov.au

Intranet – members.parl.net

AUSTRALIA
Parliamentary Budget Office

The Parliamentary Budget Office (PBO) is an independent and non-partisan department of the Parliament.

The purpose of the PBO is to inform parliament by providing costings of policy proposals and analysis of the Budget by:

1. **responding to requests made by Senators and Members** for costings of policy proposals or for analysis of matters relating to the budget
2. **publishing and presenting information** to enhance the public understanding of budget and fiscal policy settings
3. **conducting and publishing research** that enhances the public understanding of the budget and fiscal policy settings.

A costing is an assessment of the financial impact of a proposed policy change on the Commonwealth Government Budget.

A budget analysis provides information on current budget and fiscal policy settings and can include advice on the amount of money allocated to particular programs, the drivers of change between budget updates or distributional analysis.

02 6277 9500
www.pbo.gov.au/for-parliamentarians
pbo@pbo.gov.au

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