

Frequently Asked Questions (FAQs)

Independent Review of the Commonwealth Parliamentary Support System

1. What is the Independent Review of the Commonwealth Parliamentary Support System (the Review)?

The Review is an independent examination of the systems and arrangements that support Australian parliamentarians and their staff. The purpose of the Review is to ensure these systems remain effective, fit for purpose, and meet community expectations, now and into the future.

It will also consider the arrangements which provide for safety and security arrangements for parliamentary offices in a changing democratic landscape.

The Review is wide ranging and includes:

- Legislative frameworks governing parliamentary support
- Workplace safety and security arrangements for parliamentarians and staff

The Review also includes statutory reviews of the:

- *Parliamentary Business Resources Act 2017*
- *Parliamentary Workplace Support Service Act 2023*
- *Members of Parliament (Staff) Act 1984*

2. Why is the Review being conducted?

The Independent Review is an opportunity to look at the Commonwealth Parliamentary Support System as a whole and consider what changes are required to ensure it better meets the needs of parliamentarians and their staff both now and into the future.

Previous reviews have looked at the system in part, often in constrained timeframes and in response to particular events.

The Independent Review's key objective is to recommend better ways to support Commonwealth parliamentarians and their staff with a modern, flexible and efficient system that helps keep them safe, gives them the resources they need, helps them do their complex work in our democracy and meets the public's expectations for transparency and accountability.

Independent Review of the Commonwealth Parliamentary Support System

3. Who is conducting the Review?

The Review is being undertaken by two independent reviewers, Mr Mathew Jose and Ms Rachael Thompson. The independent reviewers have been specifically selected for their experience as former staff to parliamentarians and ministers, bringing significant expertise working across the various systems and frameworks governing our democracy.

4. When will the Review be completed?

The Review commenced on 28 April 2026. The Review is expected to take 18 months and as such, the report is expected in late 2027.

5. There have been many reviews of this subject in the past few years. Will the Review consider previous recommendations or reports?

Yes, the Review will consider previous recommendations of reports, including from the Independent Review of Resourcing in Parliamentary Offices, Set the Standard: Report on the Independent Review into Workplaces, Members of Parliament (Staff) Act Review, and Independent Review of the Parliamentary Business Resources Act 2017 and Independent Parliamentary Expenses Authority Act 2017.

Previous reviews have looked at the system in part, often in constrained timeframes and in response to particular events.

The key objective of the Review is to recommend ways to ensure Commonwealth parliamentarians and their staff are supported by a modern, flexible, efficient system that helps keep them safe, appropriately resourced, and capable of fulfilling the complex work of elected representatives, while meeting community expectations of transparency and accountability now and into the future.

Combining these reviews within a broader review of the systems and frameworks that govern Commonwealth parliamentary workplaces provides an opportunity to examine how the recent reforms are working in a holistic way.

6. Does the Review look at workplace culture and safety?

Yes. The Review includes consideration of workplace safety and security, as well as implementation progress of previous review recommendations, including:

- Independent Review of Resourcing in Parliamentary Offices (2025)
- Independent Review of the Employment Arrangements of Electorate Officers (WA) (2025)
- Review of the Members of Parliament (Staff) Act 1984 (Cth) (2022)
- Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces (2021)
- Review of the Parliamentary Workplace: Responding to Serious Incidents (2021)
- Independent Review of the Parliamentary Business Resources Act 2017 and Independent Parliamentary Expenses Authority Act 2017 (2021)

Independent Review of the Commonwealth Parliamentary Support System

- Independent Parliamentary Entitlements System Review (2016)
- Review of Parliamentary Entitlements Committee Report (2010)
- Review of Government Staffing (2009)

7. Will the Review investigate individual complaints or cases?

No. The Review will not make findings about individual conduct or specific cases.

Please note the Independent Review will not examine individual workplace conduct or expenses matters. The Independent Review also not examine operational matters that are the responsibility of the Australian Federal Police and other law enforcement and security agencies.

Concerns about the potential misuse of travel or work expenses can be directed to the Independent Parliamentary Expenses Authority (IPEA): enquiries@ipea.gov.au

The Parliamentary Workplace Support Service (PWSS) also provides confidential support 24/7: www.pwss.gov.au

If you are in immediate danger or the matter involves alleged criminal conduct, please contact police.

Further details of available support services are listed below.

8. How can I contribute to the Review?

The independent reviewers are consulting widely as part of the Review process, and welcome submissions from all in the Australian community, noting that the Independent Review is particularly interested in those with experience working in Commonwealth parliamentary workplaces and the Commonwealth Parliamentary Support System.

Updates on consultation opportunities will be published on the Review website: [Independent Review of the Commonwealth Parliamentary Support System | Department of Finance](#)

9. Will submissions be public?

We intend to publish submissions made to the Independent Review. We ask that you indicate whether or not you consent to publication when you provide your submission.

You can provide a submission under your name or anonymously.

Notwithstanding the above, submissions may be subject to release including under the *Freedom of Information Act 1982* (Cth), or requests from the Parliament. Personal information shared through the consultation will be treated in accordance with the *Privacy Act 1988* (Cth).

We reserve the right to not publish submissions that contain personal information, inappropriate or defamatory content, are not relevant to the Terms of Reference for the Review or which may otherwise be unlawful to publish. We may also redact parts of published submissions if appropriate.

Independent Review of the Commonwealth Parliamentary Support System

10. What will happen to the Review findings?

The independent reviewers will submit a final report to the Special Minister of State that will be tabled in both Houses of Parliament. The Government will then consider any recommendations, including potential changes to policies, legislation or systems.

11. Where can I find updates on the Review?

Updates will be available on the Review website:

[Independent Review of the Commonwealth Parliamentary Support System | Department of Finance](#)

12. Is there anyone I can talk to for support?

A range of support services are available:

For parliamentarians, current MoP(S) Act employees and other people working or volunteering in Commonwealth parliamentary workplaces (CPWs):

- **PWSS Counselling** – free, confidential, in-house counselling and support for work and personal issues.
 - Access via Suite M2.105, support@pwss.gov.au, SMS 0487 112 755, or call 1800 747 977 Option 1 - 24/7
- **Employee Assistance Program** – Current MOP(S) Act employees and parliamentarians, as well as their immediate family and household members have free access to TELUS Health counsellors and supports for work and personal issues.
 - Access via 1300 360 364 or via [PWSS website](#) using the following details:
 - **Username:** pwss
 - **Password:** Wellbeing
- **Culturally appropriate support for First Nations people** – a dedicated support line is available with clinicians who either identify as, or who have in-depth cultural awareness and experience supporting, First Nations people.
 - Access via TELUS Health on 1800 816 152)
- **Before Blue** – an early intervention mental health program which provides tools and support to manage stress, build resilience, and enhance overall mental wellbeing.
 - Call 03 9810 6100 or register [via the website](#) using company code **PWSS-B4B**.

Independent Review of the Commonwealth Parliamentary Support System

Current MoP(S) Act employees can also access the following service:

- **Early Intervention Program** – available if an employee sustains a work-related physical or psychological illness or injury and includes up to \$5000 to reimburse out of pocket medical costs incurred accessing relevant treatment.
 - Access via PWSS at support@pwss.gov.au or whs@pwss.gov.au, SMS 0487 112 755 or call 1800 747 977

For the broader community:

LifeLine Australia

Crisis support and suicide prevention

Ph: 13 11 14

SMS: 0477 13 11 14

Website: www.lifeline.org.au

Suicide Call Back Service

Counselling to people affected by suicide

Ph: 1300 659 467

Website: www.suicidecallbackservice.org.au

1800 Respect

Sexual assault, domestic and family counselling

Ph: 1800 737 732

SMS: 0458 737 732

Website: www.1800respect.org.au

MensLine

Counselling service and support for men

Ph: 1300 789 978

Website: www.mensline.org.au

Beyond Blue

Mental health information and support

Ph: 1300 224 636

Website: www.beyondblue.org.au

Q Life

Anonymous, free LGBTIQ+ peer support and referral

Ph: 1800 184 527 (3.00pm to midnight)

Website: www qlife.org.au