

# **Assessor Submission to the Senate Inquiry on the Green Loans Program**

25 March 2010

Dear Sirs/Madams

I have been an assessor since July 2009 having completed training then with an organisation that I would describe as excellent. I was very satisfied with the training and commenced assessments from August of that year.

While the booking system was cumbersome, generally it worked up until January of this year.

However the Department changed the booking portal (Calendar) and as of January 15 I was completely unable to access my calendar booking system.

After numerous and repeated attempts, emails, phone calls, password resets, and attempts to pay 2 individuals to wait on hold, often up to 3 hours, trying different computers, and search engines, I am to this date still unable to save the post codes for new bookings, a pre-requisite to obtaining booking numbers, without which one can not invoice for them. The tech department claim my user name and password work yet after repeated further attempts it is clear to me they are not telling the truth. It does not work.

Myself and my 2 hired assistants made repeated attempts to ask the booking centre call person to save the post codes for us but to no avail.

The result of this very frustrating blockage from my calendar is that having done an average of 5 assessments a week, since August 2009 I now down to waiting for perhaps one assessment a week from the call centre itself. The infuriating thing was while they would not book any assessment outside of my usual 10 postcodes, they have often sent me assessments booked outside of my usual 10 post codes. A bewildering situation indeed.

It seems that due to a simple password portal issue I am unable to conduct my business.

As a result I have lost enormous amounts of time and money with marketing and other costs/overheads. I have also done a number of assessments for which I will be unpaid.

It this day and age to not even be able to solve common password portal issue is quiet frankly beyond belief.

Yours sincerely,

Adam Jones

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