

From: [Rite Temp Insulation](#)

Sent: Friday, May 14, 2010 10:43 AM

To: eca.sen@aph.gov.au

Subject: Destruction of businesses and lives in the Insulation Retro-fitting Industry.

I am the owner of a now destroyed insulation manufacturing and installing business that has been operating for 16 years. I have done only 2 jobs since the 19th Feb. The phone now sits silently in its cradle. I invested heavily in my business as the announced rebate program was to run for 2 years or until the allocated funds were exhausted. None of my investment was able to be recovered as the government closed the program early citing the same safety issues which it had knowledge of prior to the commencement of the program.

I have spent over \$30,000 keeping my business afloat without income since Feb 19th, while waiting for the announced new rebate program to begin on June 1st, which didn't happen. There is now not enough work to keep my business going. The Insulation Rebate program has left me with a legacy of a non viable business, no income, a business loan established in May 2008 [9 months before the program began] against the equity in my family home and now no means to repay it, expensive but now idle and valueless plant and equipment, industrial shed rents and truck registrations to pay, future advertising and vehicle lease commitments, and excessive stock levels with no value now etc, etc, etc. Another business that I established and operated for 16 years has been lost as well, as a direct result of this program.

I now have to sell our home of 15 years, in order to repay the loan and will be left with nothing after all of the associated losses have been factored in. I am 57 years old. I am married and have 3 school age children. Total immediate losses for me are well in excess of \$350,000 plus the loss of my income. The stress and related problems that this situation has caused to me and my family must also be mentioned.

The Workers Adjustment package offered little if nothing in the way of real assistance to my business and displaced workers. I have spoken to many other insulation business owners and all have found the same. I have received little helpful information from the department since closure of the HIP and am still owed money by the government in spite of being informed on May 4th that I had no compliance issues and that my money was cleared for payment.

The insulation retrofitting industry was established and developed by private businesses over the past 50 years. I am a part owner of this industry, and am just one example of what is happening to the thousands of insulating businesses that were established prior to the Insulation Rebate program. We were forced to participate in the HIP as non participation would have left us with no work and no business.

From recent experience, I am very concerned that our work may be inspected by unqualified and/or inexperienced inspectors, and that we will not be given our legal right to correct any bona fide errors that may be detected.

Rick Palfery
Rite Temp Cellulose Fibre,