

Dear Ministers

Please see the attached email as sent to a friend from Newcastle.

I am a licensed Investigator and Risk Consultant whom my friend trusted and forwarded this email. I could not help but follow up further on this issue and found other related issues where such policies and procedures were not audited or monitored.

This friend was indeed given assurance of plenty of work available as an assessor. So to receive such an email was certainly a slap in the face for her.

A job network provider in the region had provided the opportunity for my friend to do the training. My friend has a degree in Environmental Biology so for her to work as an assessor as promised only heightened her passion to support the community regards to the environment.

For privacy I have not included the names of email recipients and sender.

I will follow the email with further details;

Subject: your assessor application

Date: Sat, 23 Jan 2010 15:34:46 +1100

Hello all

We have received the following information from ABSA in regard to the assessor applications being received for processing:

Currently there are over 5,000 assessors either working on the Green Loans Program or approved to join the program.

Recent statistics received from DEWHA suggest that 166,840 assessments have already been booked and 121,330 assessments completed out of an expected pool of 360,000 funded assessments.

When the Green Loans program and the Home Sustainability Assessment Scheme were set up in the first half of 2009 both DEWHA and ABSA thought the program would be a success if there were 2000 people working by the end of the first year. It has certainly been extremely well received by both assessors and householders, surpassing all expectations.

To help manage assessor numbers ABSA announced to the industry in early November that new applications would only be accepted until 21 January 2010 from those candidates who had completed their training by December 24, 2009.

This action did not have the intended effect of limiting the number of applicants to a sustainable level. Unfortunately the program had been so extensively promoted by third party organizations that ABSA received a large number of applications before, during and after Christmas, the result being that ABSA is now holding over 5,000 new applications awaiting processing.

As each application must be checked individually, ABSA is having great difficulty processing these applications on a timely basis. The administrative load is such that we have also found it very difficult to respond to personal communications from our existing members and applicants and so, if you have had difficulty contacting us during this time, we apologise.

ABSA recognizes that all those applicants who are awaiting processing have already spent money on training and professional indemnity insurance, but it seems counterproductive for ABSA to accept applications and take further fees from a large number of people when there is no guarantee or assurance of any particular volume of work under the Green Loans program.

For this reason we are offering you the opportunity to withdraw your application before we take payment.....

In this instance the program may still end but you will have been admitted as a member of ABSA and therefore eligible to receive ongoing communications from us about emerging programs in this new industry sector. You can expect to receive your assessor number within 3 weeks of your email response.

I am sure we all find the above information very disappointing as we have all been waiting anxiously for our licences to get started.

I think we have a few things going for us:

1. We are not in a capital city
2. This sector is only new and will continue to grow and become more important
3. This course is already a prerequisite to another course
4. We know there will be other programs that will lead on from this program with 1 already in the pipeline for 2011
<http://www.environment.nsw.gov.au/resources/households/09341LowIncHoldsRefit.pdf>
5. There is a chance that because this program has already been so successful that they may extend its life
6. We are not paying for our insurance or memberships – so we don't have the financial risk of moving forward
7. We are not self employed looking for all our own leads – we have a company behind us and it is in their interest to continue to find us work as Almighty have plans to be involved in every new environmental program that is released

Please give me a call or SMS me (<->) and I will phone you to discuss your personal situation and decision.

Talk to you soon.

K

Further to the above;

- Having read protocols and policies via the government website the assessors were not to have an interest in representation of companies whereby they were selling products to be installed into homes. Yet this had allowed to occur,
- I was informed of assessors not even physically attended sites to do sustainability assessments; whereby they referred clients who wanted to take advantage of the schemes in place, to a website in which was represented as a home insulation firm, and no actual onsite assessment was done prior to installing insulation.
- This I believe consequently represents acts of fraudulent claims and wrongdoing. If assessors were subjected to audits as such according to the written policies and protocols this may not have become the situation the program has endured today.
- If such audits and monitoring of assessor numbers and availability of green loans had taken place; again the situation as it is currently would not have occurred.
- It is the government who had indeed failed to implement its own procedural and

policy obligations and failed to follow up with audits and monitoring of the assessor numbers and green loans availability.