

13 April 2010

The Secretary
Senate Inquiry Committee
Green Loans Program

Dear Sirs,

Thank you for the opportunity to make a submission to the Senate Inquiry into the Green Loans Program.

I am a Certified Home Sustainability Assessor number HO56362, registered in early February 2010. I have lodged my application to become contracted with DEWAH but as yet have not been registered which brings me to this submission.

I undertook my training to become as Home Sustainability Assessor in December and lodged my application early in January. After a couple of weeks I contacted ABSA to confirm that my application had been received but like many experienced huge delays in contacting them, I was then advised they had received my application and had sent me an email, I had never received such confirmation and after a review it was established that they had entered my email address incorrectly, I had to endure this process a further 3 times before I managed to have them rectify this problem. When my application was lodged we were advised that registration was on a first come first served basis but due to the enormous demand of applications ABSA were forced to outsource and all places in line were lost. I was then forced to chase further in mid February only to establish that my application had not been processed because of an error in the data entry and my credit card details had not been entered correctly creating further delay to myself and a lot more phone calls to eventually get a registration number. I was then issued a Home Sustainability Assessor Certification and corresponding number of HO56362. I lodged my Contract with DEWAH in early February prior to the changes announced by Peter Garret on 19 February. Two months later my Contract has not been issued and I am been told by DEWAH and Penny Wong's that no-one has any idea when the processing of delayed applications for Contracts with DEWAH are likely to be completed. The most frustrating thing is that until my Contract is issued I have absolutely no way of recovering the \$3,000 (approximately) I have spent in order to become trained, registered and undertake employment with DEWAH.

I believe that on paper the Green Loans and Home Sustainability Assessment scheme is a fantastic means of helping reduce energy and water consumption by offering all Australians a solution to reduce ever increasing energy bills and reduce the strain on our reducing water availability. I also believe that having potential Assessors pay upfront for their training, insurance, registration and application costs was a fantastic way of

ensuring that Assessors were serious about undertaking their role.

This scheme was obviously so poorly mismanaged by allowing such enormous oversubscription and encouraging self employed individuals to believe that this could be a fantastic new career opportunity and then allowing a large company to tap directly into the booking system leaving those who did actually managed to get registered unable to book their appointments because of enormous phone delays is enormously negligent. I also fail to see how the government can get away with having encouraged people like me to outlay this money and to now leave us with no prospect of ever being able to work.. If this was private industry wouldn't they be held accountable for their actions. I had always understood that taking money under false pretences was illegal. Mr Rudd has the hide to stand up and say that he and his government are all about "a fair go for all Australian's", well where is the fair go for the thousands this bungled scheme has affected. I am currently pregnant with my 4th child due in August and time is running out for me to be able to physically undertake the Home Sustainability Assessments. I have never been on the receiving end of Mr Rudd's "Stimulus Package" hand outs, I receive no childcare payments and will not receive the "Baby Bonus" and now Mr Rudd and his Labour Government are leaving me with the prospect of having outlaid this large sum of money and never being able to recover my funds.

I understand this enquiry is an opportunity for a resolution but while these politicians side trying to understand what went wrong there is a large number of us left wondering why we are paying interest on money outlaid when we should have been working and recovering our funds!

I am very happy to attend the enquiry to discuss this further.

Many thanks in anticipation,
Michelle Nisbet