

**Senate Standing Committee on Environment, Communications and the Arts
References Committee**

Answers to questions on notice

Inquiry into the Energy Efficiency Homes Package

February 2010

Question No: 19
Topic: Registered installers
Hansard Page ECA: 32

Senator BARNETT asked:

a) When you take on notice the number of registered businesses, would you break all that down to state and territory. Also with the deregistered businesses would you break those down to state and territory and b) provide on notice an update on the details of the ACMA correspondence regarding complaints in the do not call register and c) the ACCC update regarding the fair trading issues, so if you could give us an update on that on notice.

Ms Kruk—Yes, okay.

Answer:

a) The number of registered installer businesses that had provided minimum competency and training evidence for all of their employees by the due date of 12 February 2010 was 2,618. This figure was taken from the latest complete data provided to the Department by Medicare Australia on 24 March 2010.

Note that there may be changes to these figures where installers seek re-assessment of their competencies.

In addition, the number of registered businesses that provided minimum competency and training evidence for some of their employees was 903.

**Registered installer
businesses as at 24/03/2010**

State/Territory	Businesses Fully Met Standards	Businesses Partially Met Standards	Total
ACT	4	3	7
NSW	1,264	427	1,691
NT	4	2	6
QLD	577	210	787
SA	81	20	101
TAS	34	16	50
VIC	542	190	732
WA	112	35	147
TOTAL	2,618	903	3,521

As at 24 March 2010, the data provided to the Department by Medicare indicated that the total number of deregistered installer businesses was 3,448.

**Deregistered installer
businesses as at 24/03/2010**

State/Territory	Companies
ACT	18
NSW	1,619
NT	27
QLD	812
SA	155
TAS	119
VIC	506
WA	192
TOTAL	3,448

b) The Department met with ACMA on 10 and 23 February 2010 to discuss strategies to reduce the complaints involving ceiling insulation installer companies and the Do Not Call Register.

The Department has been working with ACMA to educate insulation installers about their obligations under the Do Not Call Register. The Department has also taken the following actions on this matter:

- On 13 November 2009 and again on 11 February 2010 the Department issued Installer Advisories to all registered installers outlining installer obligations relating to the Do Not Call Register; and
- The Department provided installer company addresses (these are public domain) to ACMA on 15 February so ACMA could write to each installer company with information about the Do Not Call Register and Legislation.

c) The Department engaged with the ACCC about where it might be able to assist under its jurisdiction. Any updates on fair trading issues should be obtained from the Commission itself.